

## Health and Care Services Bill – Overarching Policy Principals: Summary report

This report was created on Wednesday 20 November 2024 at 10:54 and includes **240** responses.

The activity ran from 29/07/2024 to 07/10/2024.

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**Question 1: What is your name?**

**Name**

There were **211** responses to this part of the question.

**Question 2: What is your email address?**

**Email**

There were **205** responses to this part of the question.

**Question 3: Are you responding on behalf of an organisation?**

**organisation yes / no**



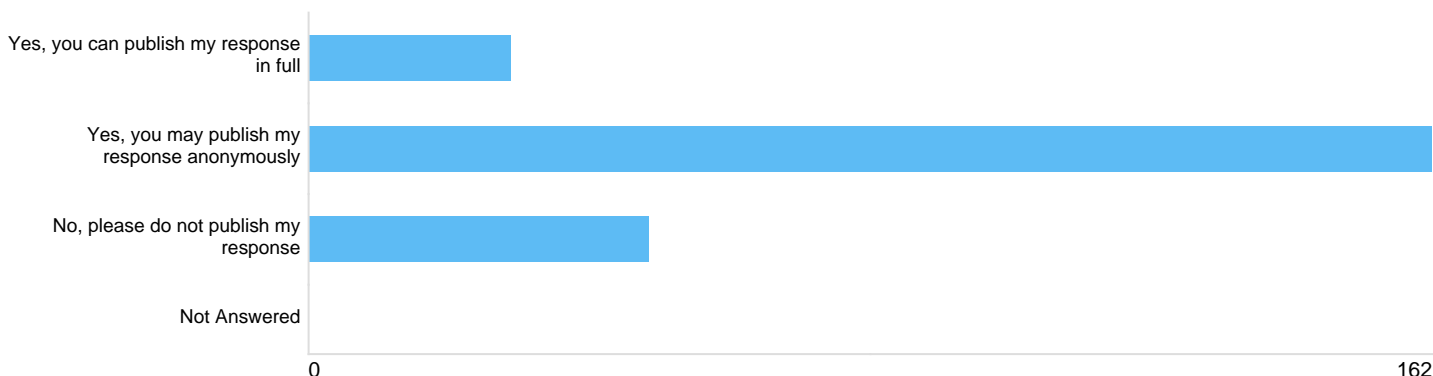
Option	Total	Percent
Yes	2	0.83%
No	231	96.25%
Not Answered	7	2.92%

**Organisation**

There were **6** responses to this part of the question.

**Question 4: May we publish your response?**

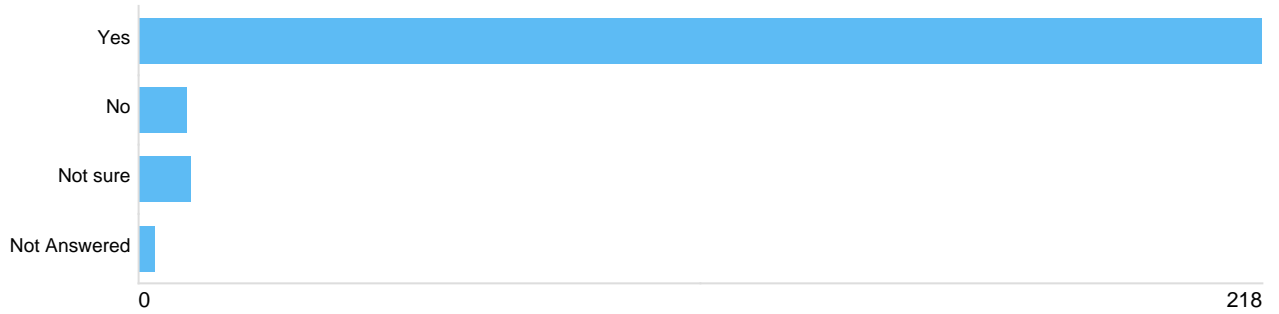
**Consent publishing**



Option	Total	Percent
Yes, you can publish my response in full	29	12.08%
Yes, you may publish my response anonymously	162	67.50%
No, please do not publish my response	49	20.42%
Not Answered	0	0.00%

**Question 5: Do you think that the views of the carer should be considered when delivering care to a person?**

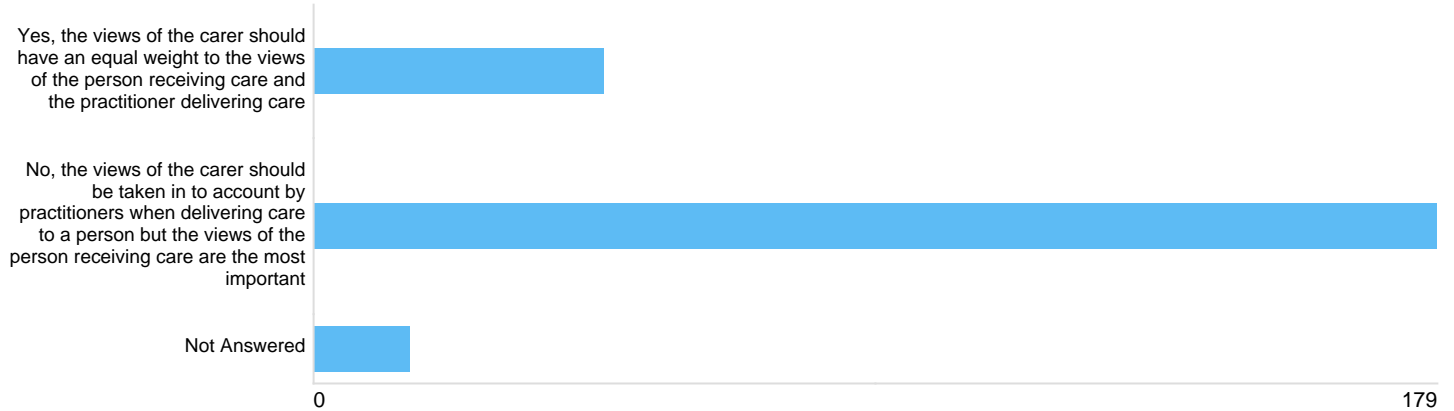
**Select one**



Option	Total	Percent
Yes	218	90.83%
No	9	3.75%
Not sure	10	4.17%
Not Answered	3	1.25%

**Question 6: If you answered yes, do you think that the views of the carer should have an equal weight to the views of the person receiving care and the practitioner delivering care?**

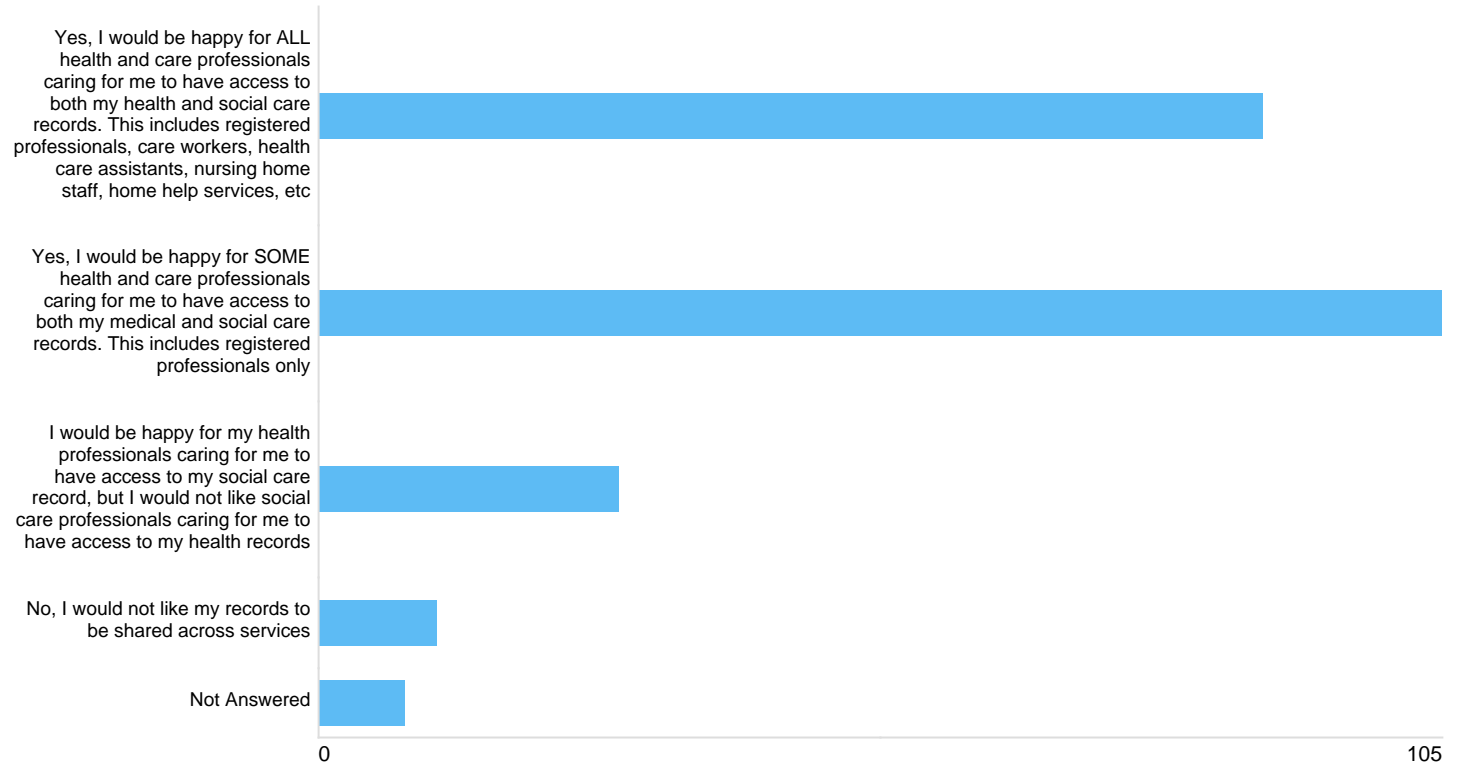
**Select one**



Option	Total	Percent
Yes, the views of the carer should have an equal weight to the views of the person receiving care and the practitioner delivering care	46	19.17%
No, the views of the carer should be taken in to account by practitioners when delivering care to a person but the views of the person receiving care are the most important	179	74.58%
Not Answered	15	6.25%

**Question 7: Would you be happy for health and care professionals looking after you to be able to see both your health and care records in order to make sure decisions about your care take in to account the 'whole picture'?**

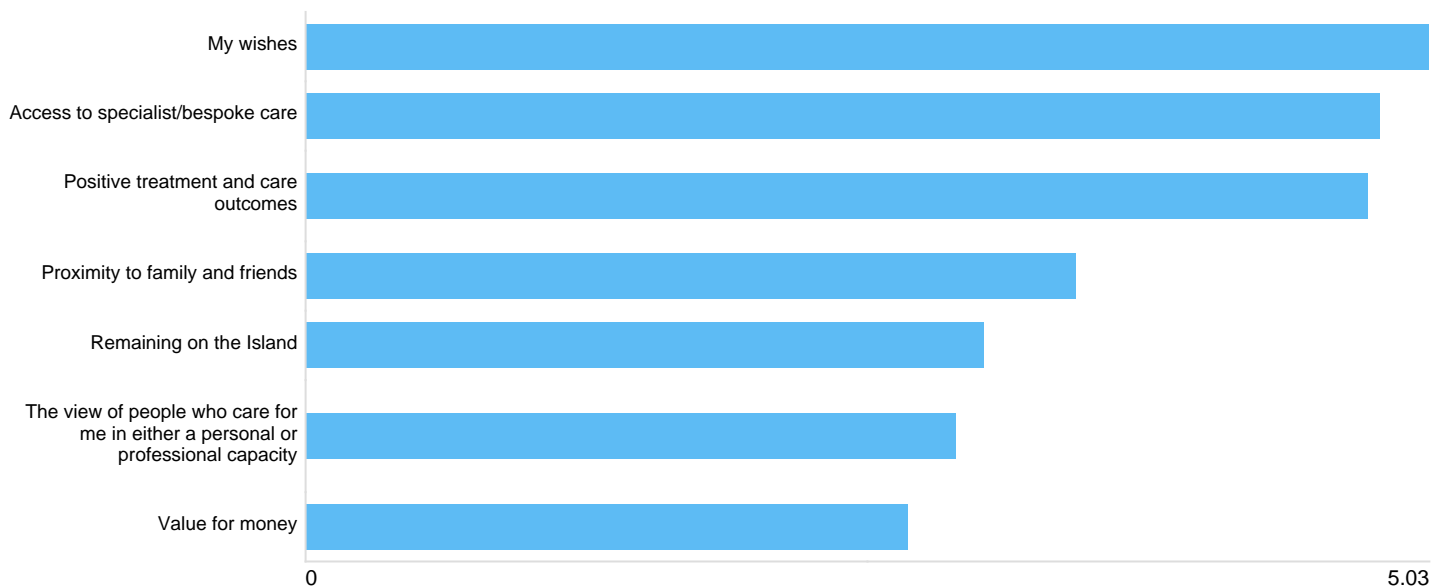
**Select one**



Option	Total	Percent
Yes, I would be happy for ALL health and care professionals caring for me to have access to both my health and social care records. This includes registered professionals, care workers, health care assistants, nursing home staff, home help services, etc	88	36.67%
Yes, I would be happy for SOME health and care professionals caring for me to have access to both my medical and social care records. This includes registered professionals only	105	43.75%
I would be happy for my health professionals caring for me to have access to my social care record, but I would not like social care professionals caring for me to have access to my health records	28	11.67%
No, I would not like my records to be shared across services	11	4.58%
Not Answered	8	3.33%

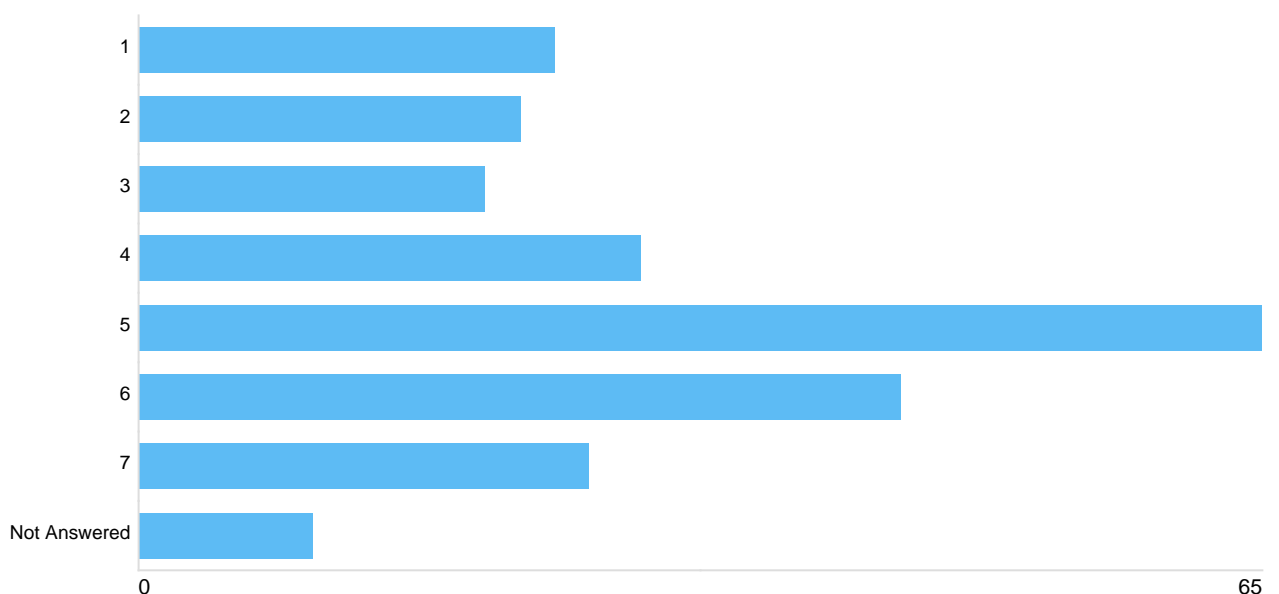
**Question 8: Which of the below are most important to you when receiving care? Please rank the following in order of importance with 1 being most important and 7 least important:**

**Table of "Ranking" in rank order**



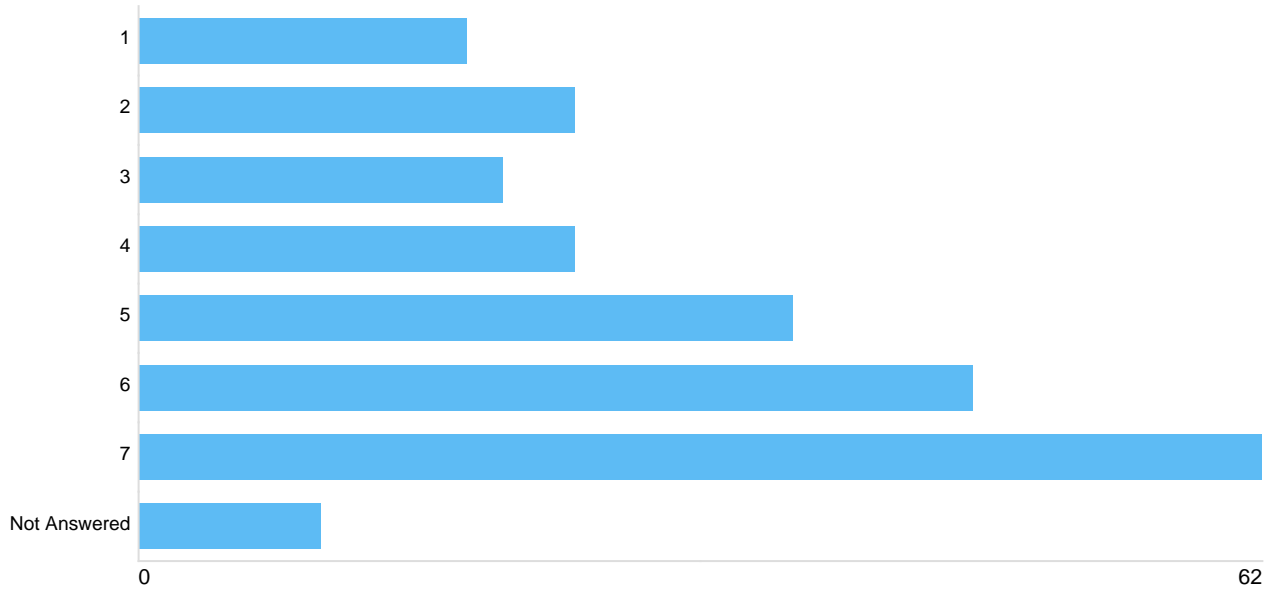
Item	Ranking
My wishes	5.03
Access to specialist/bespoke care	4.80
Positive treatment and care outcomes	4.75
Proximity to family and friends	3.44
Remaining on the Island	3.03
The view of people who care for me in either a personal or professional capacity	2.90
Value for money	2.69

**Ranking - Proximity to family and friends**



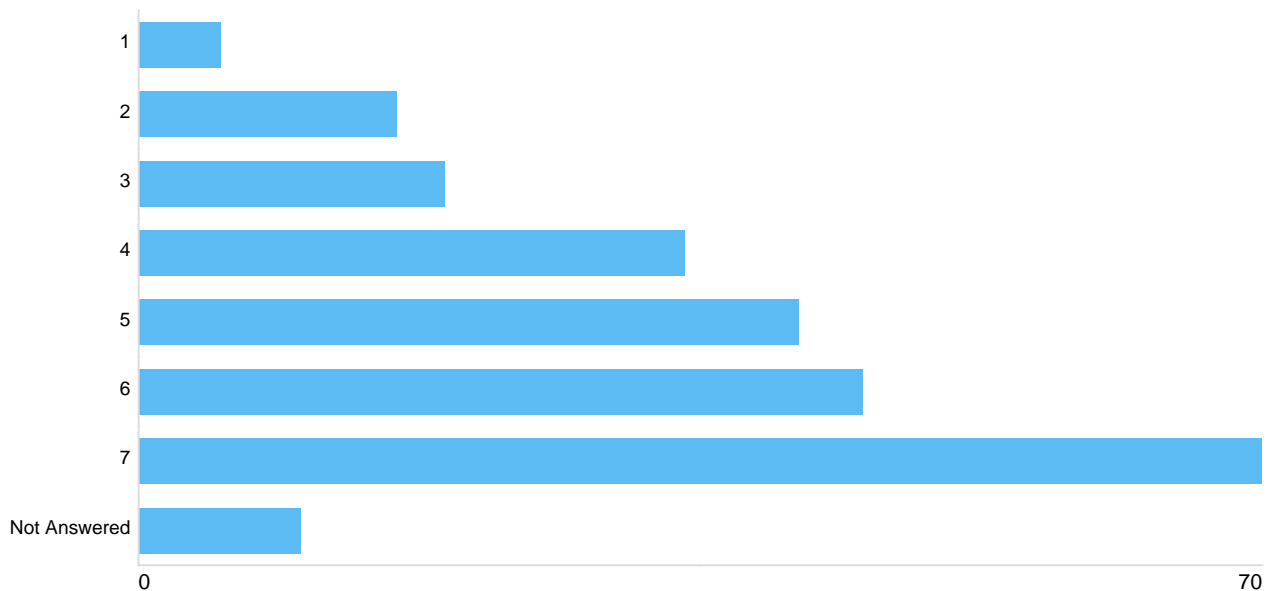
Option	Total	Percent
1	24	10.00%
2	22	9.17%
3	20	8.33%
4	29	12.08%
5	65	27.08%
6	44	18.33%
7	26	10.83%
Not Answered	10	4.17%

**Ranking - Remaining on the Island**



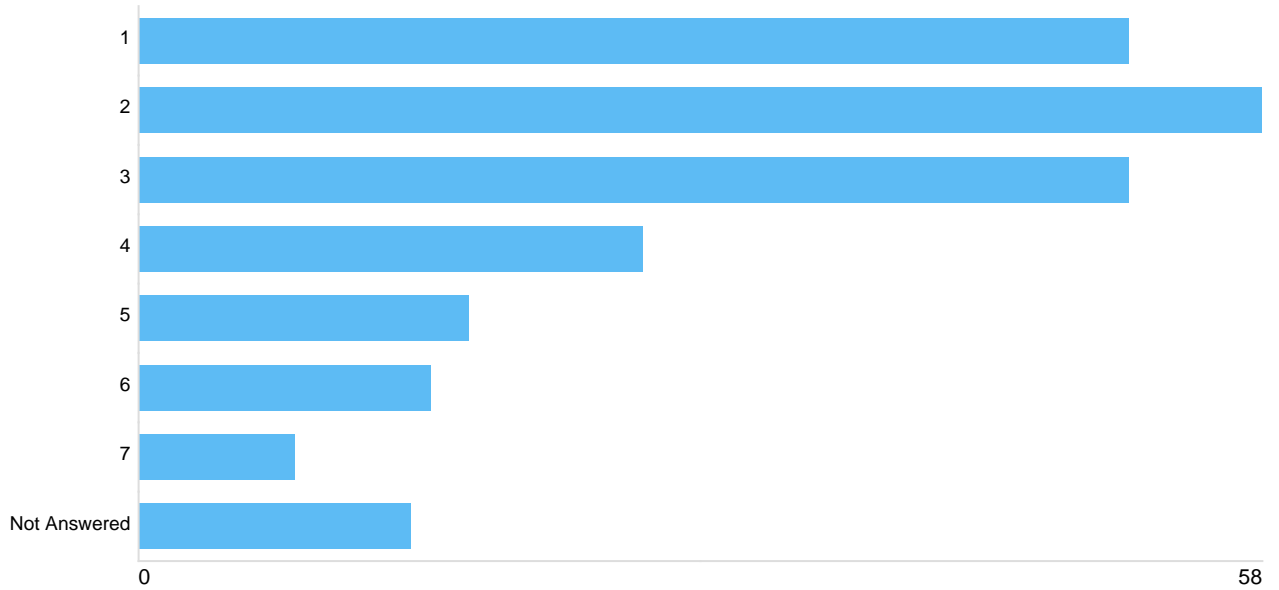
Option	Total	Percent
1	18	7.50%
2	24	10.00%
3	20	8.33%
4	24	10.00%
5	36	15.00%
6	46	19.17%
7	62	25.83%
Not Answered	10	4.17%

**Ranking - Value for money**



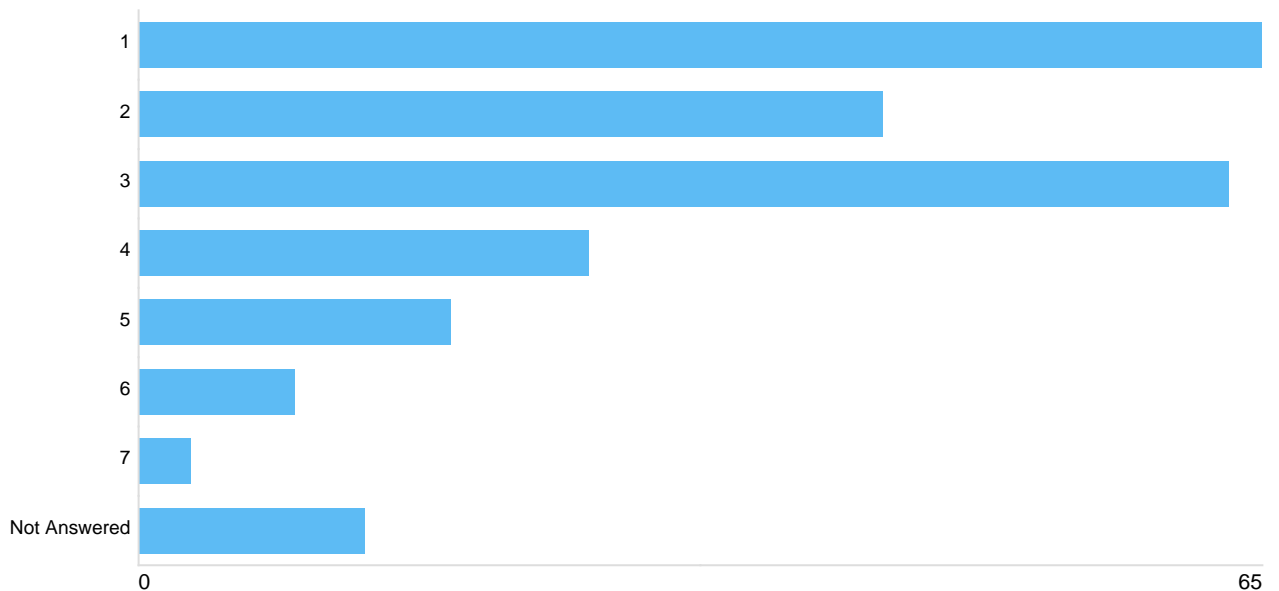
Option	Total	Percent
1	5	2.08%
2	16	6.67%
3	19	7.92%
4	34	14.17%
5	41	17.08%
6	45	18.75%
7	70	29.17%
Not Answered	10	4.17%

**Ranking - Access to specialist/bespoke care**



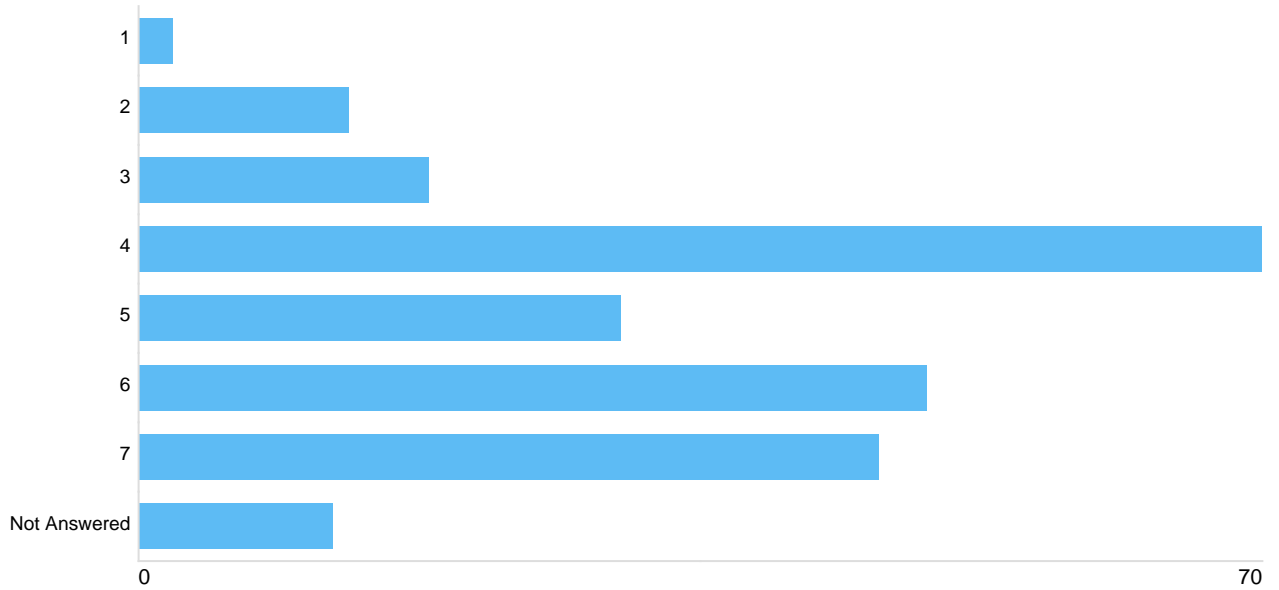
Option	Total	Percent
1	51	21.25%
2	58	24.17%
3	51	21.25%
4	26	10.83%
5	17	7.08%
6	15	6.25%
7	8	3.33%
Not Answered	14	5.83%

**Ranking - My wishes**



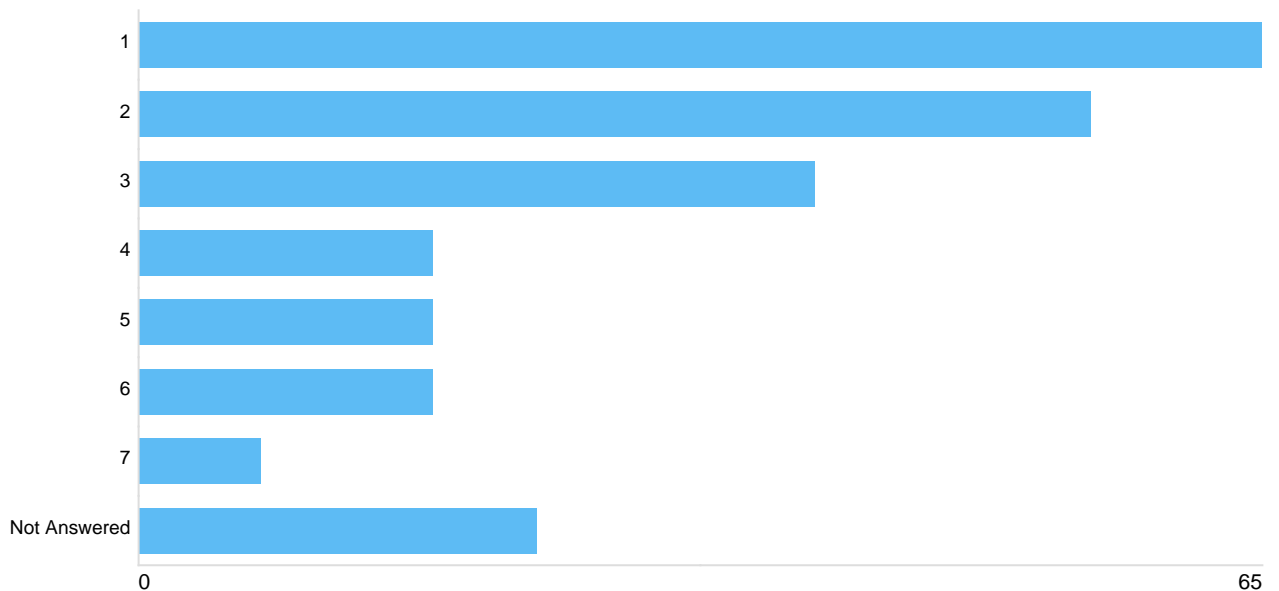
Option	Total	Percent
1	65	27.08%
2	43	17.92%
3	63	26.25%
4	26	10.83%
5	18	7.50%
6	9	3.75%
7	3	1.25%
Not Answered	13	5.42%

**Ranking - The view of people who care for me in either a personal or professional capacity**



Option	Total	Percent
1	2	0.83%
2	13	5.42%
3	18	7.50%
4	70	29.17%
5	30	12.50%
6	49	20.42%
7	46	19.17%
Not Answered	12	5.00%

**Ranking - Positive treatment and care outcomes**





Option	Total	Percent
1	65	27.08%
2	55	22.92%
3	39	16.25%
4	17	7.08%
5	17	7.08%
6	17	7.08%
7	7	2.92%
Not Answered	23	9.58%

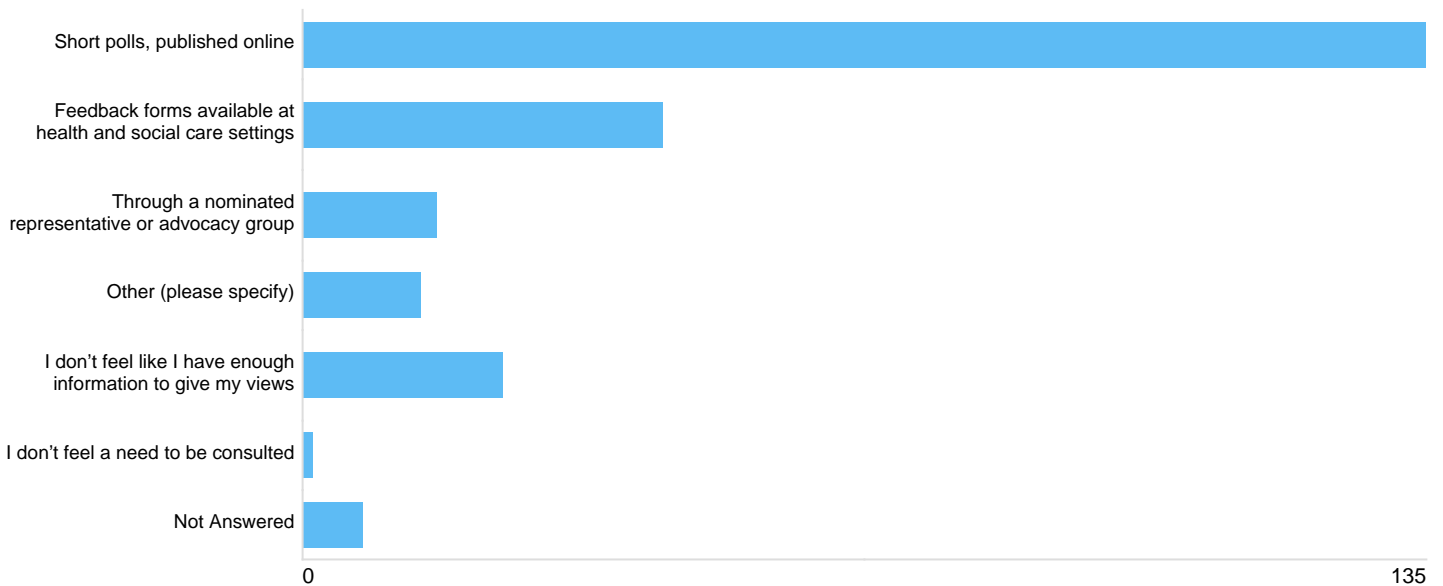
**Question 9: Is there something important to you that we have missed?**

**Comments box**

There were **92** responses to this part of the question.

**Question 10: What is your preferred way to contribute your views:**

**Select one**



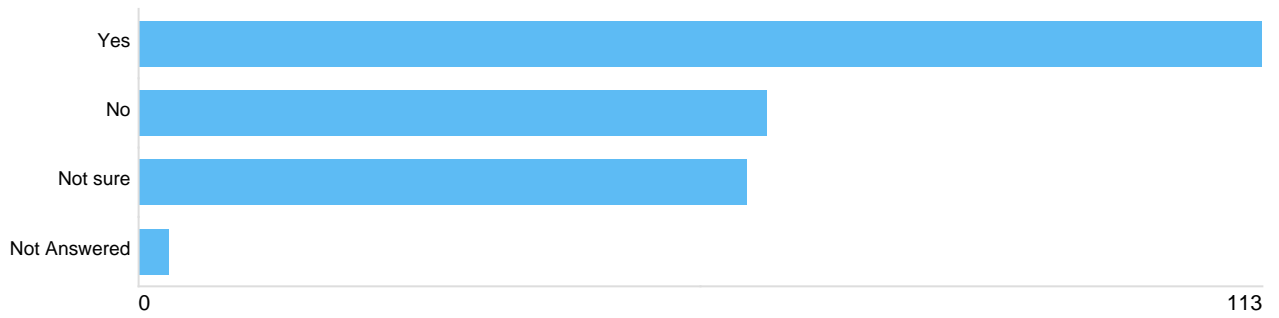
Option	Total	Percent
Short polls, published online	135	56.25%
Feedback forms available at health and social care settings	43	17.92%
Through a nominated representative or advocacy group	16	6.67%
Other (please specify)	14	5.83%
I don't feel like I have enough information to give my views	24	10.00%
I don't feel a need to be consulted	1	0.42%
Not Answered	7	2.92%

**Other box**

There were **36** responses to this part of the question.

**Question 11: Do you think the Island should offer personal budgets for care (where appropriate)?**

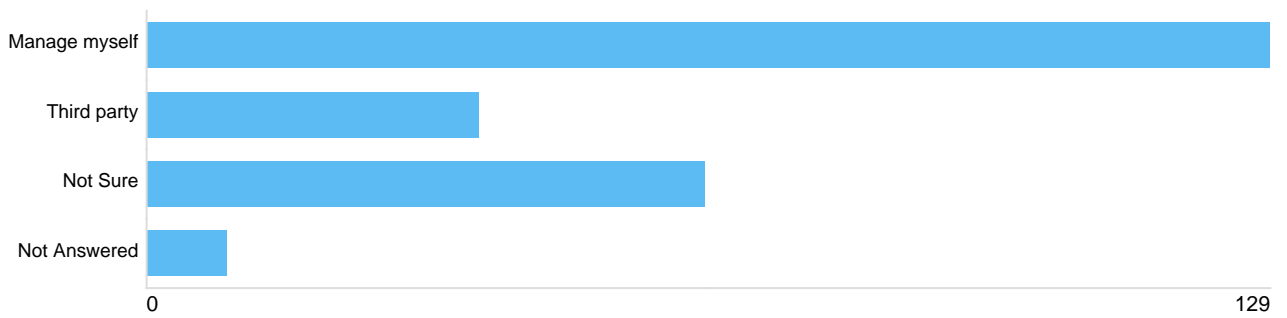
Select one



Option	Total	Percent
Yes	113	47.08%
No	63	26.25%
Not sure	61	25.42%
Not Answered	3	1.25%

**Question 12: If you were to receive a personal budget, would you feel confident managing the funds and organising care yourself, or would you prefer a third party to be responsible?**

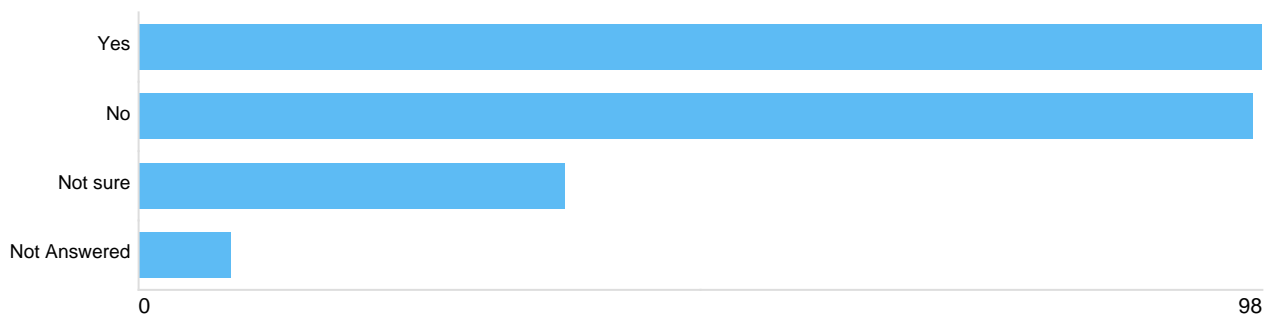
Select one



Option	Total	Percent
Manage myself	129	53.75%
Third party	38	15.83%
Not Sure	64	26.67%
Not Answered	9	3.75%

**Question 13: Do you think use of personal budgets should extend to include holistic and/or alternative treatments, for example acupuncture, herbal medicine or massage?**

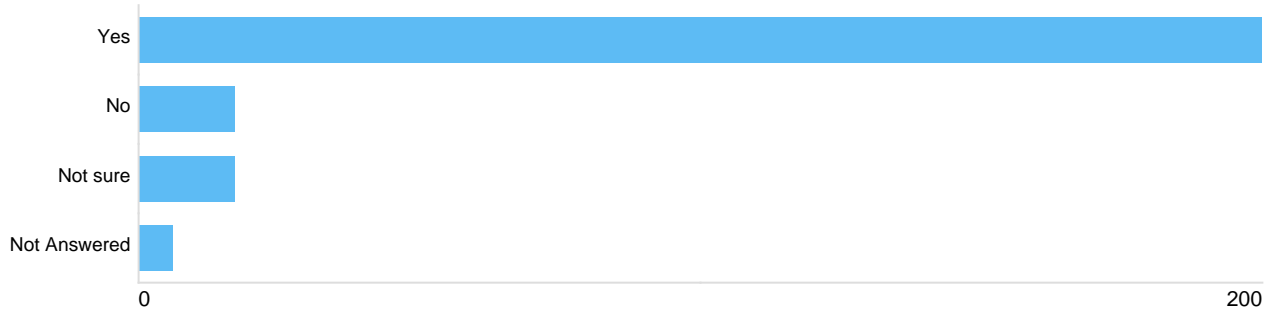
Select one



Option	Total	Percent
Yes	98	40.83%
No	97	40.42%
Not sure	37	15.42%
Not Answered	8	3.33%

**Question 14: If you or someone you cared about had to make a difficult choice and needed a little help, would you like access to an independent advocate?**

**Select one**



Option	Total	Percent
Yes	200	83.33%
No	17	7.08%
Not sure	17	7.08%
Not Answered	6	2.50%

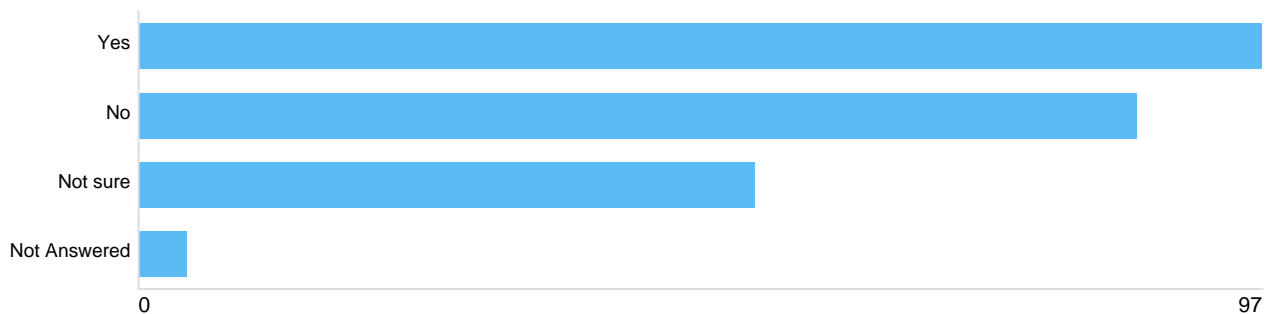
**Question 15: Are there any other groups of people not listed above that you think could benefit from an independent advocate?**

**Comments box**

There were **74** responses to this part of the question.

**Question 16: Would you be willing to volunteer as an independent advocate?**

**Select one**



Option	Total	Percent
Yes	97	40.42%
No	86	35.83%
Not sure	53	22.08%
Not Answered	4	1.67%

**Question 17: Are you aware of the current Charter?**

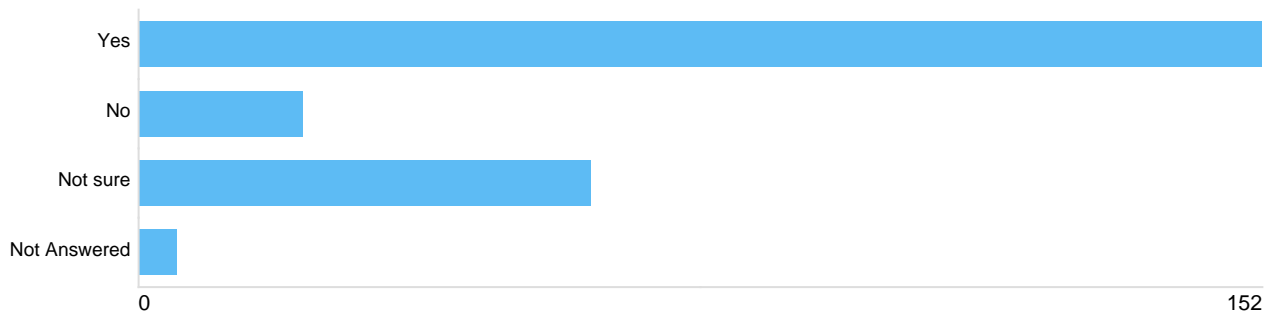
*Select one*



Option	Total	Percent
Yes	59	24.58%
No	179	74.58%
Not Answered	2	0.83%

**Question 18: Would you find a Care Charter useful?**

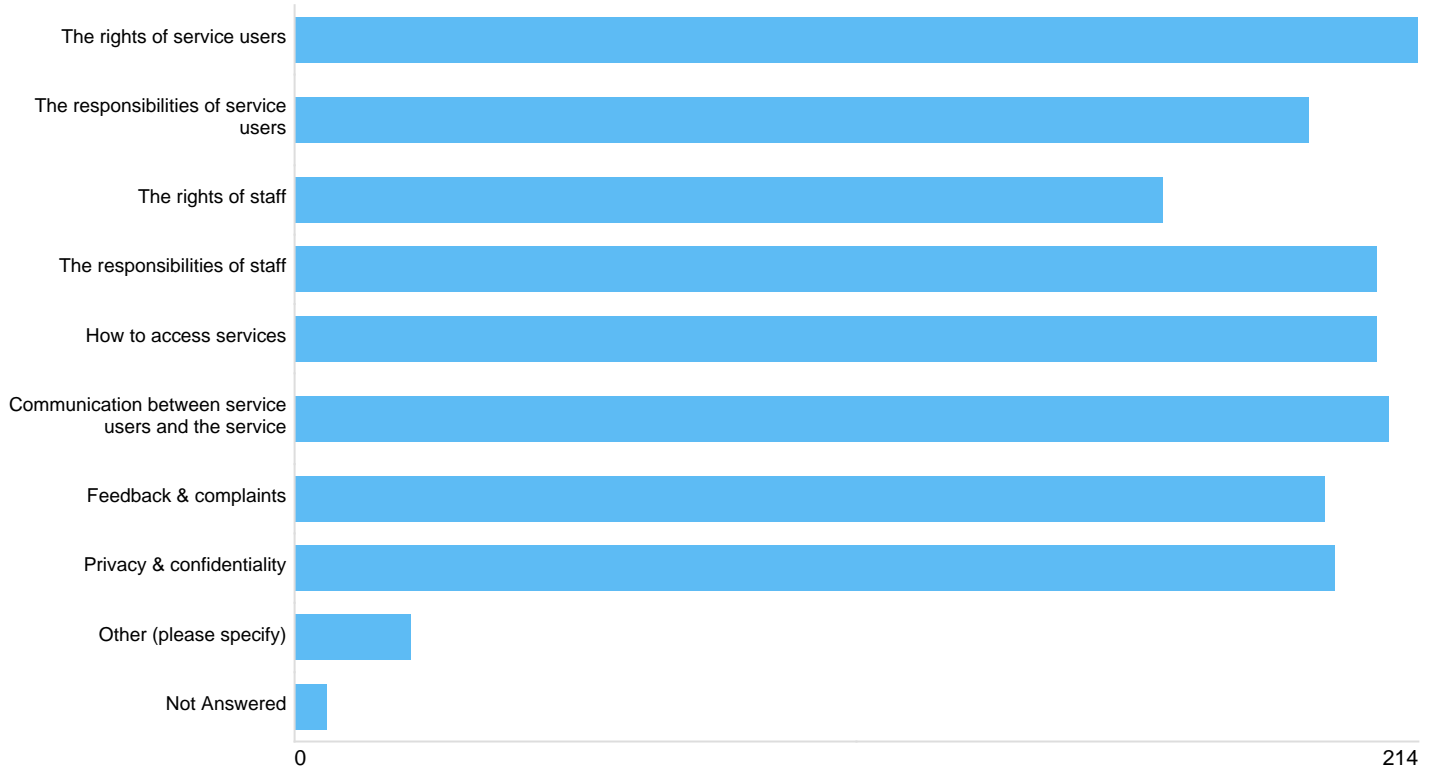
*Select one*



Option	Total	Percent
Yes	152	63.33%
No	22	9.17%
Not sure	61	25.42%
Not Answered	5	2.08%

**Question 19: Which of the below topics do you think should be included in the Care Charter? Please select all that apply**

*Select all that apply*



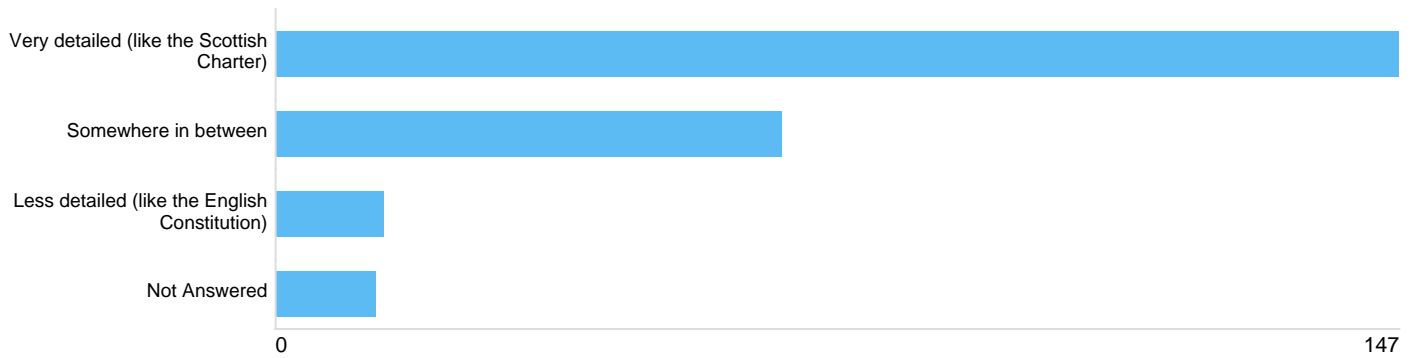
Option	Total	Percent
The rights of service users	214	89.17%
The responsibilities of service users	193	80.42%
The rights of staff	165	68.75%
The responsibilities of staff	206	85.83%
How to access services	206	85.83%
Communication between service users and the service	208	86.67%
Feedback & complaints	196	81.67%
Privacy & confidentiality	198	82.50%
Other (please specify)	22	9.17%
Not Answered	6	2.50%

**Other box**

There were **40** responses to this part of the question.

**Question 20: How detailed would you like the Care Charter to be?**

**Select one**



Option	Total	Percent
Very detailed (like the Scottish Charter)	147	61.25%
Somewhere in between	66	27.50%
Less detailed (like the English Constitution)	14	5.83%
Not Answered	13	5.42%

**Question 21: Are there any other areas that you think we need to consider?**

**Comments box**

There were **102** responses to this part of the question.