

# What does good home care in Newcastle upon Tyne look like?

## What you told us



Newcastle City Council is reviewing how we deliver home care in our City. Early in 2020 we asked you to share your views online and in person on what good care looks like.

Newcastle has an increasing older population, many of whom have complex needs. Some older people need services to help them to live independently. We know that traditional approaches to care and support are often not the most efficient and, in some cases, do not have the most positive impact on people's lives.

Over 600 residents shared their views on the future of home care and what our priorities should be.

Unfortunately, due to the coronavirus pandemic, using the information you provided us with to shape the future of home care was put on hold as our energies were redirected towards the City's Covid-19 response.

We have now begun to look at the learning we gathered from earlier consultation with care providers and the public, and gauging a sense of its relevance in the new landscape of care.

Key findings from the original survey, shown in the charts, display a clear desire for individuals to have greater control over when they get support and how that time is used.

