

## Case Study: BBC Panorama

The following is an overview of the findings on a programme entitled 'Britain's homecare scandal' at [www.bbc.co.uk/panorama](http://www.bbc.co.uk/panorama) aired in April 2009

*PLEASE NOTE, THESE ARE NOT THE DIRECT FINDINGS OF HOME CALLS LIMITED*

Issues found were:

- Staff working shifts before CRB checks were made
- Work telephone calls being taken whilst dealing with a client asking for oxygen
- Travel time not factored into back to back appointment scheduling resulting in delays before a shifts had begun
- Visits being missed for an entire day resulting in one client living without food, water and medication for 24 hrs. She was found by her son sitting in her own faeces and urine.
- Visits often cut short due to time pressures

The Home Calls service does not involve travel or direct physical contact and there are many cases in which a phone call to ensure the well being of a service recipient is sufficient. This supports care service providers by freeing up time and staff to deliver personal support where it is really needed.