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15. A lady in her 80s in East Anglia has Parkinson's disease. The 14 hours of care she received was halved in May 2011, by halving each of her half-hour homecare visits, despite her needs not having reduced. Parkinson's is associated with variable exacerbation where people may require more assistance than usual. The provider said "on bad days we have to rush. All four calls per day have been reduced to 15 minute visits, which includes delivery of personal care".
16. A lady in her 90s no longer receives the seven evening-time visits to help with personal care and check-up on her safety. Since the council in the South West of England reduced her care by 41% in January 2011, she has been scalded attempting to make a cup of tea; has spent a night lying on the floor undetected after a fall; and a skin condition has deteriorated as she is unable to apply the lotion she needs. She now regularly telephones her daughter in the evenings in a state of distress. This has saved the council £62 a week.
17. A younger disabled adult in her 30s received the equivalent of over 76 hours of intensive care a week at her home in West Scotland. Her care was reduced by 26%, after the introduction of a direct payment, which now only covers two of the four visits where careworkers were needed in pairs. On the other visits one careworker has to cope alone. The provider believes the care is now 'seriously insufficient'.
18. A lady in her 70s has had 5 minutes shaved from each of her 20-minute visits, despite care being necessary to help with physical activities, including getting in and out of bed and using the bathroom. The provider said that 20-minute visits were 'somewhat insufficient', but rates the shorter 15-minute calls as 'seriously insufficient'.
19. The condition of a frail gentleman in his 90's in Northern Ireland began to deteriorate. His needs were being met with four half-hour visits a day from two careworkers, working together. This cost the local Health and Social Care Trust £305 per week. The Trust declined to provide any additional time to help the gentleman use the toilet, wash and dress, leaving the provider describing the care they were paid to deliver as 'seriously insufficient'.
20. A provider in the East Midlands felt compelled to accept a 20% fee reduction to enable a younger disabled gentleman to remain with the agency that he's used for the last 17 years. The social worker commissioning the care wished to introduce care at a rate below the £12.73 per hour charged. The provider has foregone £423 a week to help

this gentleman remain with the service he knows and trusts. However, each time councils push down the price they pay for care, less money is available to support workers' training, wages and the agency's other running costs.