

Key Findings Adult Social Care Survey February 2014



The Adult Social Care Survey is a statutory annual survey carried out by local authorities with social care responsibilities. Findings from the survey are essential for monitoring changes over time and help us to identify key areas for improvement. Topics cover a range of issues, including satisfaction with services, service users' health and their quality of life. In total, 1,779 surveys were sent to a random selection of service users taken from a stratified sample. The questionnaire was adapted for a variety of service users and 585 completed questionnaires were returned with a response rate of 33%.

A full copy of the report is available at www.cheshirewestandchester.gov.uk/researchpublications

Key points

- Overall, respondents are satisfied with care services, although satisfaction levels have fallen since last year. This is due to people becoming more indifferent to elements of the service, by saying things are 'ok', as opposed to being satisfied or dissatisfied
- Respondents are in poorer health and are able to do less day to day activities for themselves compared to service users who responded to the last survey. This may impact on people's feelings of control over their daily life, which can impact on feelings of safety, quality of life and being able to get out and about.

Overall satisfaction with support services

- This remains similar to 2011/12 levels (89% compared to 92% last time) for those without a learning disability
- Satisfaction for those with a learning disability remains high, but has fallen since the last survey (from 98% to 88%)
- The main reasons for feeling dissatisfied are:
 - Lack of consistency and continuity of support services
 - Not having a regular carer (which has implications in terms of personal safety and building relationships and trust)
 - Service users' requests or wishes not being followed.

Quality of life

- Over half (55%) without a learning disability rate their life as 'good' (down from 62%)
- For those with a learning disability, although

85% said their life was good, the proportion saying life is 'great' has fallen from 47% to 37% since 2011/12

- Reasons people feel their quality of life is 'bad' include:
 - Their health condition, which impacts on how they feel and what they can do
 - Having to care for a partner or relative
 - Concerns about funding and personal finances
 - The amount of time taken for the Council or other agencies to deal with issues relating to care.

Having control over daily life

- Although the proportion saying 'I have as much control as I want' is similar to the last survey, those stating they don't have enough, or have no control has increased from 18% to 23%

- The number of service users unable to do a range of day to day activities for themselves has increased since 2011/12
- Those stating they 'get all the food and drink they like' has also reduced from 66% to 59%.

Safety

- Although the proportion who say they don't feel safe remains the same, there has been a fall in respondents who feel as 'safe as they want' (from 75% to 65%)
- The key reasons that respondents feel unsafe are:
 - Their health condition or illness
 - Security of their home – particularly in relation to inconsistencies with their care or carer
 - Lack of confidence when outside.

Health and wellbeing

- Service users saying their health is 'bad' or 'very bad' has increased from 17% to over 1 in 5 (21%), and more respondents are in 'extreme pain and discomfort' (up from 13% to 17%) and are 'extremely anxious or depressed' (from 8% to 11%) compared to 2011/12.

Your surroundings, social contact and spending time

- Since 2011/12, those who say they have 'some social contact but not enough', or 'little social contact and feel socially isolated' has gone up from 18% to over 1 in 5 (22%)
- A higher proportion 'don't spend their time doing anything they value', or 'do some of the things they value but not enough' (up from 29% to 34% since the last survey).

Knowledge and information

- 17% said they had found it 'fairly' or 'very' difficult to find information (up from 12% in 2011/12)
- Reasons respondents found it difficult include:
 - Difficulties getting information about benefits and financial support
 - Struggled to get advice about health and support services
 - Not getting through to the right person or being passed around.

Thank you from the Prevention and Wellbeing Service

"The survey has highlighted that Adult Social Care services in Cheshire West and Chester are valued and meeting the needs of the majority of people in the borough. The survey also identified that the services are generally delivering good quality care tailored to individual need.

By enabling people to be as independent as possible, quality of life is improved. Cheshire West and Chester Council's Adult Social Care department is reassured that people feel empowered to identify positive support and good practice and also to highlight areas which could be better.

The comments and feedback from the survey have been used to inform future services, policy and practice."

Council information is available in Audio, Braille, Large Print or other formats. If you would like a copy in a different format, another language or require a BSL interpreter please: email equalities@cheshirewestandchester.gov.uk telephone 0300 123 8 123 or textphone 18001 01606 867 670.

