

## Key Findings

# Adult Social Care and Health Survey

November 2011



**Last year's statutory Adult Social Care and Health survey, commissioned by the Department of Health is the first of its kind. Previous surveys have focussed on one particular user group or service, whereas the 2010/11 survey includes all user groups. It will become an annual survey so councils will be able to monitor changes which will help them to improve the services they provide.**

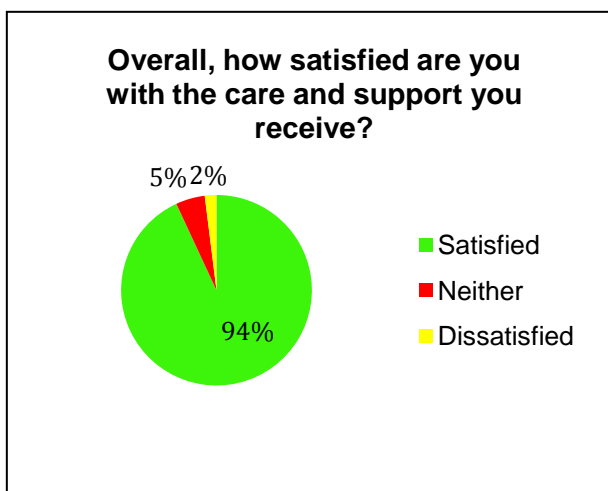
Questionnaires were distributed to 1,845 people who had received a service from Cheshire West and Chester's Adult Social Care and Health.

585 questionnaires were completed and returned, a response rate of 34%.

This document presents the key findings of the survey and lists the actions which the Adult Social Care and Health service will put in place over the next few months.

### Overall satisfaction with social care and support

- Two-thirds of respondents are extremely or very satisfied with the care and support they receive.



### Quality of Life

- Over three-quarters of respondents feel they have control over their daily lives
- The majority of people feel clean and presentable
- Two-thirds of respondents feel as safe as they want to
- Over half of respondents think that having help to do things makes them feel better about themselves.

### The impact of social care and support services on your quality of life

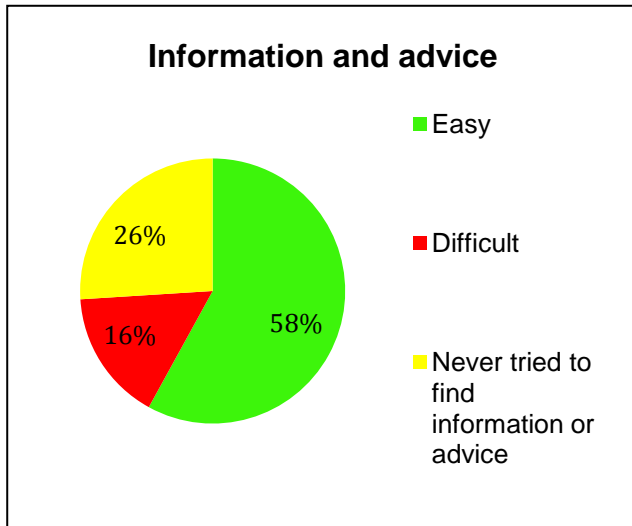
The following are the top five ways in which people say care and support services help....

- Make them feel safe and secure
- Help with personal care
- To have control over their daily life
- Keeping their home clean and comfortable
- Giving them social contact with people they like.



## Knowledge and Information

- Over half the respondents find it very or fairly easy to find information and advice about support, services or benefits



- Over three quarters of people would talk to a member of their family if they feel unsafe or worried about something which had happened to them.

## Your health

- Over a third of people rate their health as very good or good
- Just over half say they have moderate pain and discomfort and just under half say they are moderately anxious or depressed.

## About your surroundings

- The majority of people feel their home meets most or all of their needs
- A third of all respondents can get to all the places in their local area that they want to.

## Additional help/support

- The majority of people receive practical help on a regular basis
- A quarter of people buy more care and support with their own money.

## Conclusions and key issues

Overall, the feedback from service users has been positive. On the whole, people are satisfied with the services the council and other agencies are providing, with 65% saying they are extremely or very satisfied, compared with the national figure of 62%.

There are a number of areas where the Directorate can improve levels of satisfaction:

- Around 5% of customers feel that we need to support them to give them more control over their daily lives
- For a small number of customers we need to raise their feelings of safety
- We need to change the way we work and the systems we use to make things simpler for those people who feel unable to deal with paperwork or finance on their own, so that they can have more control
- We need to ensure our services continue to support those who feel they need help with personal care
- Two-thirds of people find it difficult to get to all the places they want to go to, so we need to work with partners and other services to increase opportunity to access and participate in their community.



Overall, taking into account the feedback received from respondents, the areas in which Adult Social Care and Health can support to improve customer satisfaction are:

- Feeling safe
- Social interaction
- Getting out and about and participate in the community
- Giving more information to increase choice and control.

Some of the improvements that the Directorate already has underway to increase customer satisfaction are:

- Established an information consortium that makes information available in a wide range of formats and at many locations
- Started a review of 1000 premises to give up to date information on access for disabled people, working in partnership with DisabledGO
- Created a new adult safeguarding unit that brings together domestic abuse, community safety services, NHS and closer links with the Police
- Reviewing our commissioning approach and shaping services around the stakeholder strategy
- Adopted a 'think local, act personal' approach to ensure that the solutions we provide for customers are; local and personalised, empowering and offering choice and control, helping people to feel safe and well and are fair and efficient.

- A copy of the final report can be found at [www.cheshirewestandchester.gov.uk/researchpublications](http://www.cheshirewestandchester.gov.uk/researchpublications)
- For further information please contact Helen Lockett (Research Officer) 01244 972889
- Alternatively, you can also send an email to: [research@cheshirewestandchester.gov.uk](mailto:research@cheshirewestandchester.gov.uk)



## Accessing Cheshire West and Chester Council information and services

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Pokud byste požadovali informace v jiném jazyce nebo formátu, kontaktujte nás

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如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

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