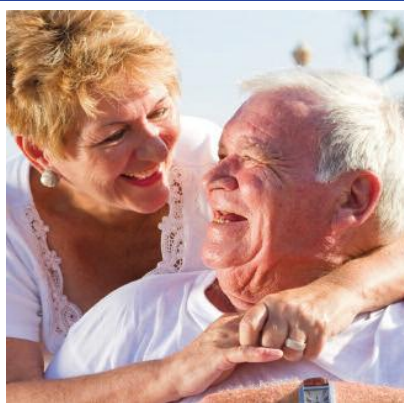


Cheshire West & Chester Council

Produced by the Research, Intelligence and Consultation Team

# Results of the Adult Social Care and Health Survey 2010/11

November 2011



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## SUMMARY

### Background

The 2010/11 statutory Adult Social Care and Health survey, commissioned by the Department of Health is the first of its kind. Previous surveys focussed on one particular user group or service, whereas the 2010/11 survey includes all user groups (Learning disability, mental health, physical disability, substance misuse and other vulnerable people). It will become an annual survey so councils will be able to track changes, which will help them to improve the services they provide.

### Design and methodology

Questionnaires were distributed to 1,845 people who had received a service on 30<sup>th</sup> September 2010. There were four different questionnaires produced and the type of questionnaire sent out was determined by the person's primary client type and their care setting, i.e. whether they live in the community or in residential care.

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

Over half of respondents had a physical or sensory disability and half of all respondents were aged 75 or over. There was a low response rate (1%) from people in the 18-34 age group.

### Key findings

#### 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 the respondents feel they have *control over their daily lives*
- The majority of people feel *clean and presentable*
- Two-thirds of the respondents feel *as safe as they want to*
- Over half of the respondents feel 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
- With personal care
- To have control over their daily life
- Keep their home clean and comfortable
- To give them social contact with people they like.

#### Knowledge and information

- Over half of 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 that had happened to them.

### **Your health**

- Over a third of respondents rate their health as *very good* or *good*
- Just over half say they have moderate pain and discomfort
- 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.

The Adult Social Care and Health team have used these findings to begin to make improvements to the services they are providing. Some of these can be seen on page 24 of this report.

## INTRODUCTION

### Background

The Adult Social Care and Health survey programme has historically seen one survey conducted annually covering one particular user group or service per year. The 2010/11 survey was the first of its kind which incorporates all client groups together.

The Adult Social Care and Health survey provides personal outcome information for those receiving adult social care. It is an important resource for understanding what has been achieved for local people, supporting local services and enabling people to make better choices about their care.

The survey will now be undertaken on an annual basis, therefore, comparisons can be made between the data and any major changes monitored.

This report has been produced in addition to a data return, which all councils with Adult Social Care responsibility are required to complete as a mandatory part of the survey process. The data return provided a breakdown of each question with the number of responses. The report provides more in depth information of the main findings and where appropriate, highlights the differences between different groups of people, namely gender, age and primary client type.

### The Sample

The Research, Intelligence and Consultation Team worked with the Adult Social Care and Health Performance Team to produce a list of service users who had received a service on 30<sup>th</sup> September 2010. From this a random sample was generated.

Due to the complex needs of some of the service users, the sample was checked with Key Workers, who were asked to highlight anybody who lacked capacity to take part in the survey. For each person who was removed, they were replaced with someone from the same primary client type and care setting. The same process was used where someone had passed away.

1,845 questionnaires were posted out. We sent out more questionnaires than were needed, to enable further analysis of the data.

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

Of the 585 returned forms, 44% of service users wrote the answers to the questions themselves, 16% had help from a care worker, 12% had help from someone living in their household and 29% had help from someone living outside their household.

## Methodology

The methodology was set by the Department of Health. This included the questions, the timescales for the survey and the sampling method. The methodology differed from previous years. Instead of the one standard questionnaire, there were four adapted for a variety of users:

- Resident in the community
- Resident in residential care
- Learning disability resident in the community
- Learning disability resident in residential care

The type of questionnaire service users received was decided by their primary client type and care setting i.e. community or residential. The learning disability questionnaires were developed by Personal Social Services Research Unit (PSSRU) in association with the Tizard Centre at the University of Kent at Canterbury. These featured pictures and were designed in a specific way to make them easier to read. A specially designed covering letter was also produced to accompany the questionnaires.

For the purpose of this report, the responses from all four questionnaires have been grouped together, however, any differences in opinions from the different questionnaires are highlighted.

### Breakdown of respondents

| Age   | No. of respondents in each age group | Percentage of respondents in each age group |
|-------|--------------------------------------|---|
| 18-34 | 8                                    | 1%  |
| 35-54 | 136                                  | 23%   |
| 55-74 | 146                                  | 25%   |
| 75+   | 295                                  | 50%   |

| Primary Client Type                              | No. of respondents in each group | Percentage of respondents in each group |
|--|----------------------------------|---|
| Physical and sensory disability                  | 308                              | 53%                                     |
| Mental health                                    | 177                              | 30%                                     |
| Learning disability (LD)                         | 88                               | 15%                                     |
| Other (Substance misuse/other vulnerable people) | 12                               | 2%                                      |

| Gender | No. of respondents in each group | Percentage of respondents in each group |
|--------|----------------------------------|---|
| Male   | 217                              | 37%                                     |
| Female | 368                              | 63%                                     |

| Care setting                 | No. of respondents in each group | Percentage of respondents in each group |
|------------------------------|----------------------------------|---|
| Resident in the Community    | 415                              | 71%                                     |
| Residential and Nursing      | 82                               | 14%                                     |
| LD Resident in the Community | 76                               | 13%                                     |
| LD Residential and Nursing   | 12                               | 2%                                      |

The results are grouped into the following themes

- **Section 1** - Overall satisfaction with your social care and support
- **Section 2** - Your quality of life
- **Section 3** - The impact of social care and support services on your quality of life
- **Section 4** - Knowledge and Information
- **Section 5** - Your health
- **Section 6** - About your surroundings
- **Section 7** - 'Additional help/support'

## Adult Social Care and Health Outcomes Framework

The Adult Social Care and Health Outcomes Framework contains a series of measures, which have been agreed between the Department of Health and other key Adult Social Care and Health organisations. These measures have been produced to be of value both nationally and locally for demonstrating the achievements of adult social care.

Six measures relate to information provided by this year's Adult Social Care and Health survey. Each measure and the result from Cheshire West and Chester and the national results are outlined in the table below:-

| Measure | Definition  | Result 2010/11 Cheshire West and Chester | Result 2010/11 England (provisional and where available) |
|---------|---|--|--|
| 1A      | Social care-related quality of life   | *18.9                                    | *18.7  |
| 1B      | The proportion of people who use services who have control over their daily life                          | 33%                                      | 30%  |
| 3A      | Overall satisfaction of people who use service with their care and support                                | 65%                                      | 62%  |
| **3D    | The proportion of people who use services and carers who find it easy to find information about services  | 58%                                      |  |
| 4A      | The proportion of people who use services who feel safe   | 66%                                      | 62%  |
| 4B      | The proportion of people who use services who say that those services have made them feel safe and secure | 62%                                      |  |

\*This is a composite measure using responses from Questions 3, 4, 5, 6, 7, 8, 9 and 11.

\*\* Measure 3D – Only part of the measure is reported on, the carer element will be taken from the new carer's survey next year.



## Main Findings

### 1 Overall satisfaction with your social care and support

#### 1.1 Overall, how satisfied are you with the care and support you receive?

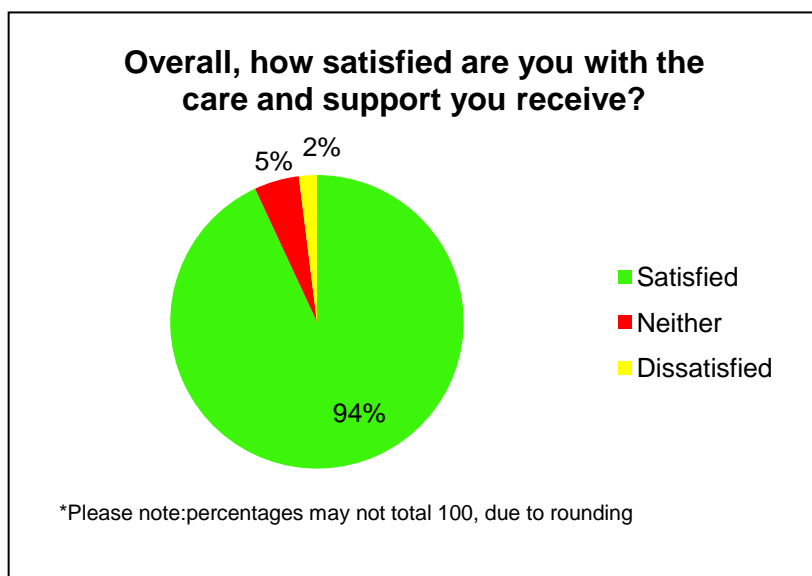
Care and support services includes any care provided by staff who are paid to help the service user, including staff from Social Services, an external agency, care home or other service bought using service user's own money from Social Services through a Direct Payment (cash payment made to people who need care to enable them to buy their own care or support services).

**Table 1.1 – Overall satisfaction with your social care and support**

| Satisfaction                      | Percentage |
|-----------------------------------|------------|
| Extremely or very satisfied       | 65%        |
| Quite satisfied                   | 29%        |
| Neither satisfied or dissatisfied | 5%         |
| Quite dissatisfied                | 1%         |
| Extremely or very dissatisfied    | 1%         |

← Measure 3A

**Chart 1.1 – Overall satisfaction with your social care and support**



94% of respondents are satisfied with the care and support they receive, with 65% being extremely or very satisfied.

#### Primary Client Type

A greater proportion of people with a learning disability are extremely or very satisfied with their care and support.

## 2 Your quality of life

### 2.1 Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?

*Respondents were asked to consider their quality of life as a whole, including the help they receive from others as well as Social Services.*

- 53% of respondents feel their quality of life is very good or good, with 11% saying their quality of life is so good it could not be better.

#### Age

A greater proportion of respondents within the 55-74 age group say they feel their quality of life is bad.

#### Primary Client Type

A higher percentage of people with a learning disability rate their quality of life as being so good, it could not be better.

### 2.2 Control over daily life

*Respondents were asked to choose from the following statements as to which best describe their thoughts about how much control they have over their daily lives.*

**Table 2.2 – Control over your daily life**

| Control over daily life                               | Percentage |
|---|------------|
| I have as much control over my daily life as I want   | 33%        |
| I have adequate control over my daily life            | 44%        |
| I have some control over my daily life but not enough | 18%        |
| I have no control over my daily life                  | 5%         |

← Measure 1B

- Of those who responded, a third feel they have as much control over their daily life as they want.

#### Age

A greater proportion of people aged 35-54 say they have as much control as they want.

#### Primary Client Type

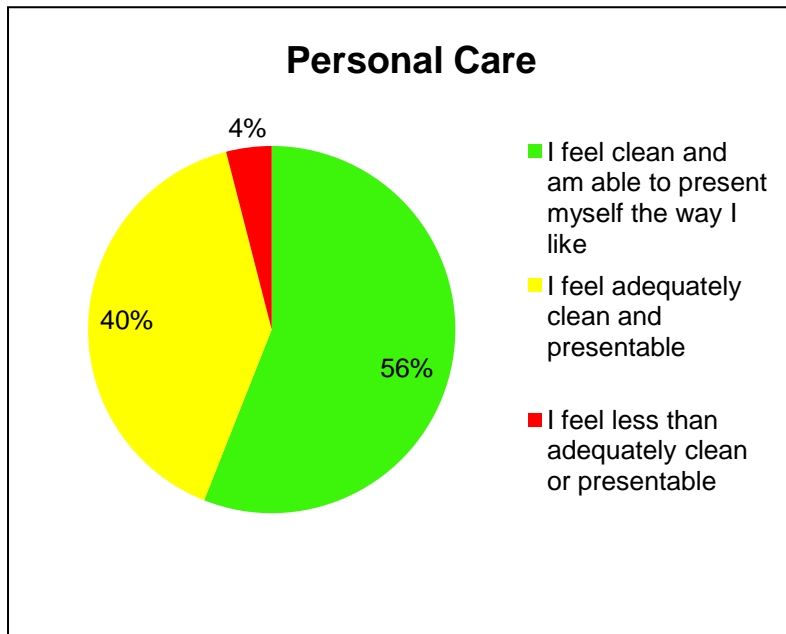
People with learning disabilities are significantly more likely to have as much control over their daily life as they want.

A greater proportion of people with a physical and sensory disability say they have some control, but not enough.

### 2.3 Your personal care

Service users were asked to choose a statement which best describes their situation with regards to their personal care.

Chart 2.3 – Personal Care



**Age**  
 Respondents in the lower age groups are significantly more likely to feel clean and present themselves the way they like.

**Primary Client Type**  
 Respondents with a learning disability are significantly more likely to feel clean and present themselves the way they like.

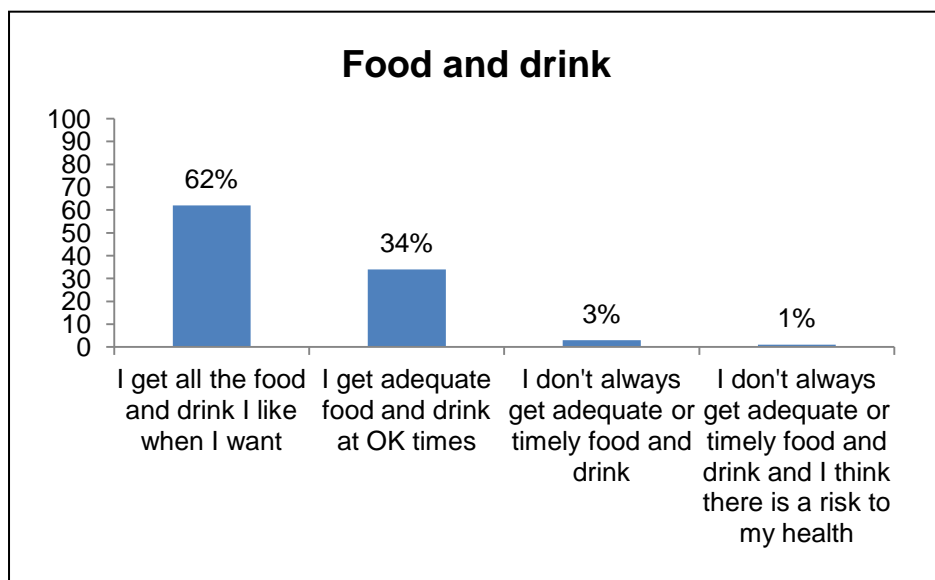
A higher percentage of respondents with a mental health issue say they feel less than adequately clean or presentable.

- Of those who responded, 96% feel clean and presentable.

### 2.4 Food and drink

Respondents were asked to choose a statement which best describes their situation with regards to the food and drink they receive.

Chart 2.4 – Food and drink



- Almost two-thirds of respondents receive all the food and drink they like and when they want it.
- Just over a third think they get adequate food and drink.

**Age**

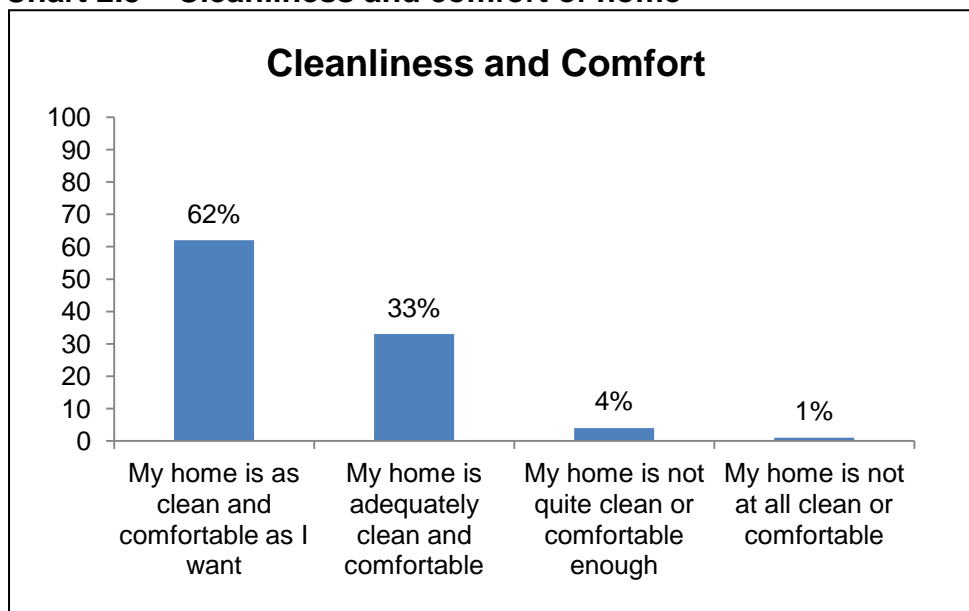
A greater number of respondents aged 33-54 say they get all the food and drink they want.

A higher percentage of people aged 75+ say they get adequate food and drink.

## 2.5 Cleanliness and comfort of home

Respondents were asked to choose from a list of options to describe the cleanliness and comfort of their home/care home.

Chart 2.5 – Cleanliness and comfort of home



- Almost two-thirds of respondents feel their home is as clean and comfortable as they want it to be.
- 5% feel their home is not clean or comfortable enough, if at all.

### Primary Client Type

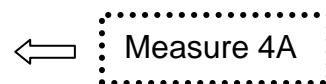
A higher percentage of respondents with a learning disability say their home is as comfortable as they want it to be.

## 2.6 How safe do you feel?

Respondents were asked to describe (from a list of statements) how safe they feel.

Table 2.6 – How safe do you feel?

| How safe you feel   | Percentage |
|---|------------|
| I feel as safe as I want  | 66%        |
| Generally I feel adequately safe, but not as safe as I would like | 29%        |
| I feel less than adequately safe                                  | 4%         |
| I don't feel safe at all  | 1%         |



- 66% feel as safe as they want, with 5% feeling less than adequately safe or not safe at all.

### Age

A greater number of respondents in the 35-54 age group say they feel less than adequately safe, compared with other age groups.

### Gender

In comparison to men, a greater proportion of women say they feel less than adequately safe.

### Primary Client Type

A greater number of respondents with a learning disability say they feel as safe as they want to feel.

## 2.7 Social situation

*Respondents were asked to consider the contact they have had with people they like, then to choose a statement which best describes their social situation.*

- 44% of people feel they have as much social contact as they want with people.
- 36% feel they have adequate social contact with people.
- 16% of respondents have some social contact with people, but not enough.
- 4% feel they have little contact with people and feel socially isolated.

### Primary Client Type

A higher percentage of people with mental health problems have little social contact, compared with other primary client types.

## 2.8 How you spend your time?

*Respondents were asked to describe (from four statements) how they spend their time. When thinking about this, they were asked to include anything they value or enjoy, including leisure activities, formal employment, voluntary or unpaid work and caring for others.*

- Almost a third of people (32%) answered 'I'm able to spend my time as I want, doing things I value or enjoy'.
- Just over a third (34%) feel they are able to do enough of the things they value or enjoy.
- 28% feel they do some of the things they value or enjoy, but not enough.
- 6% say they are not doing anything they value or enjoy.

### Age

A greater proportion of respondents in the 35-54 age group are able to spend time doing things they value and enjoy, compared with other age groups.

### Primary Client Type

In comparison to other client types a greater number of respondents with a learning disability say they do things they value or enjoy.

## 2.9 How having help to do things makes you think and feel about yourself

*Respondents were asked to choose from a selection of statements, as to which best describes how having help to do things makes them think and feel about themselves.*

- Over half of respondents (55%) feel that having help to do things makes them think and feel better about themselves.
- Just under a third (32%) think that having help does not affect the way they think or feel about themselves.
- 12% of respondents say that having help sometimes undermines the way they feel about themselves, with an additional 1% saying having help completely undermines the way they think and feel about themselves.

### Gender

In comparison to women, a greater proportion of men feel that having help doesn't affect the way they feel about themselves.

### Primary Client Type

A higher percentage of people with a physical disability feel that having help to do things undermines the way they feel about themselves.

A greater proportion of people with a learning disability say that having help makes them feel better about themselves.

## 2.10 How the way you are helped and treated, makes you think and feel about yourself

*Respondents were asked to think about the way they are helped and treated and choose from a list of statements, as to which best describes how it makes them think and feel about themselves.*

**Table 2.10 – The way you are helped and treated**

| <b>How the way you are treated makes you think and feel about yourself....</b>             | <b>Percentage</b> |
|--|-------------------|
| The way I'm helped and treated makes me think and feel better about myself                 | 53%               |
| The way I'm helped and treated does not affect the way I think or feel about myself        | 38%               |
| The way I'm helped and treated sometimes undermines the way I think and feel about myself  | 9%                |
| The way I'm helped and treated completely undermines the way I think and feel about myself | 0%                |

- Over half of the respondents (53%) think that the way they are helped and treated makes them think and feel better about themselves.

### Primary Client Type

In comparison with other primary client types, a greater proportion of respondents with a learning disability, say the way they are helped and treated makes them think and feel better about themselves.

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

Respondents were asked to choose statements which best describes the ways in which care and support services help them

#### 3.1 In what ways do care and support services help you?

- The top five ways chosen are....
  - feeling safe and secure ← Measure 4B
  - help with personal care
  - to have control over my daily life
  - keeping my home clean and comfortable
  - social contact with people I like

Respondents were also given the option of telling us ‘other’ ways in which care and support services help them. The following are a selection of comments received.

#### Other ways in which care and support services help

“Giving daily medication and a bath once a week”

“With my mental state”

“Help understand my illness better”

“The care I get has given me my life back...”

“The Direct Payments girls take huge pressure off my wife who herself has health problems”

### 4 Knowledge and Information

#### 4.1 In the past year, have you found it easy or difficult to find information and advice about support, services or benefits?

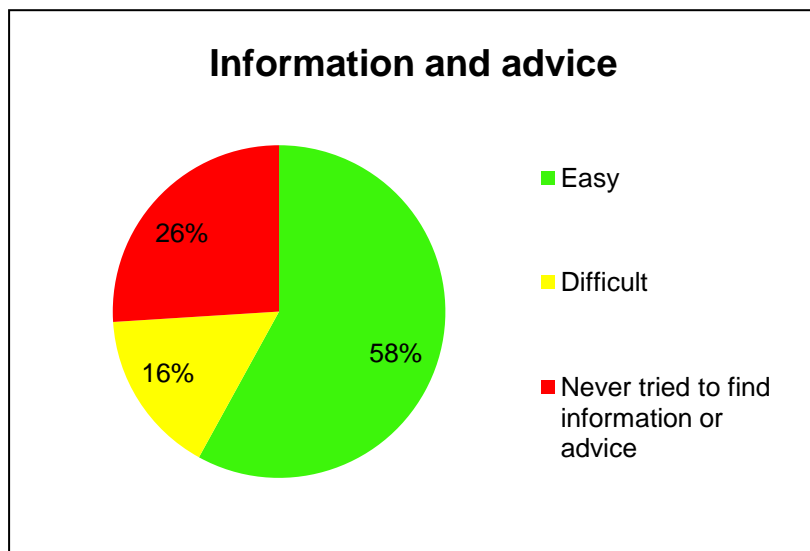
Respondents were asked to include information from different sources, such as voluntary organisations and private agencies as well as Social Services.

**Table 4.1 – Information and advice**

| Information and advice                         | Percentage |
|--|------------|
| Very easy to find                              | 22%        |
| Fairly easy to find                            | 36%        |
| Fairly difficult to find                       | 11%        |
| Very difficult to find                         | 5%         |
| I’ve never tried to find information or advice | 26%        |

← Measure 3D

**Chart 4.1 – Information and advice**



Age  
 A higher percentage of respondents in the 35-54 age group say they find it easy to find information, than those in other age groups.

A higher percentage of people in the 75+ age group have never tried to find information or advice.

Gender  
 In comparison to women, a higher number of men find it easy to find information.

**4.2 Thinking about the care and support you receive, if you felt unsafe or were worried about something that had happened to you, who would you talk to?**

The top 5 people mentioned are....

- A member of their family
- Their keyworker, personal assistant or care worker
- A friend, neighbour or someone they work with
- The manager of their care home or day centre
- Their care manager or social worker

*Respondents were given the option of providing the job title of 'other people' who they would talk to. The following are a selection of answers.....*

| <b>Other people who they would talk to...</b>   |   |
|---|---|
| <b><u>5 comments</u></b><br><i>Doctor/Psychiatrist</i>  | <b><u>4 comments</u></b><br><i>Warden</i>   |
| <b><u>4 comments</u></b><br><i>Community Psychiatric Nurse</i>  | <b><u>2 comments</u></b><br><i>Cleaner</i>  |
| <b><u>All 1 comment</u></b><br><i>Counsellor</i><br><i>Chaplain</i><br><i>Patch Manager</i><br><i>NHS</i> | <i>Macmillan Nurse</i><br><i>Occupational Therapist</i><br><i>Citizens Advice Bureau</i><br><i>Police</i> |



## 5 Your health

### 5.1 How is your health in general?

- Of those who responded, 38% rate their health as very good or good.
- 45% feel their health is fair.
- 17% of respondents think their health is bad or very bad.

#### Age

A higher percentage of respondents aged 75 and over rate their health as 'fair'.

#### Gender

In comparison to women, a greater proportion of men feel their health is good or very good.

#### Primary Client Type

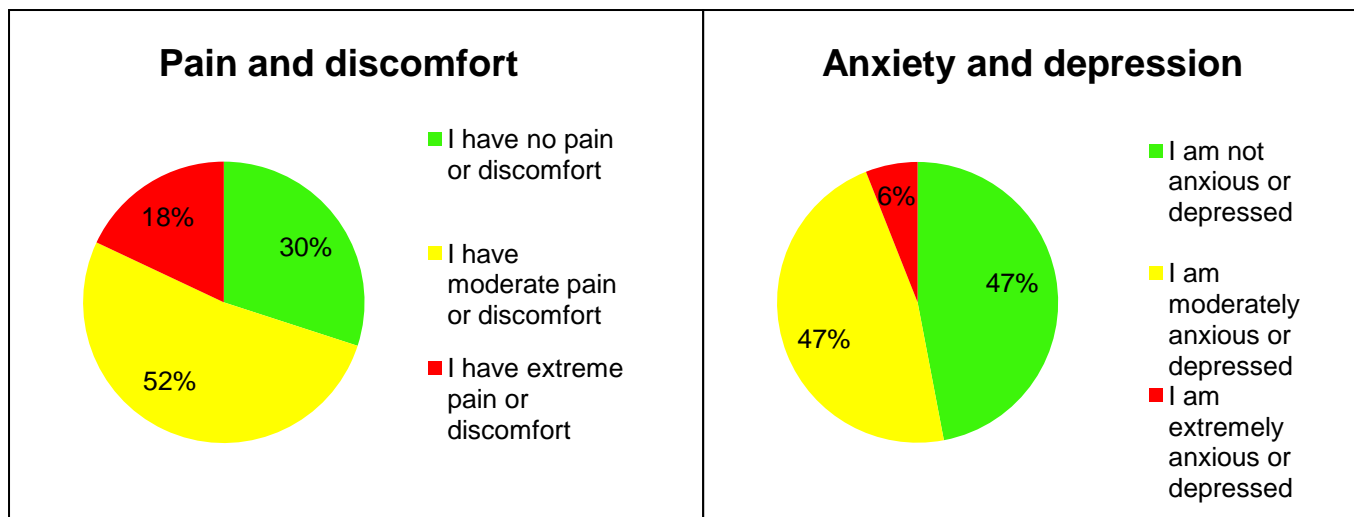
A higher percentage of people with a learning disability rate their health as being good or very good, compared with other primary client types.

A greater proportion of respondents with a physical disability rate their health as bad or very bad, compared with other primary client types.

### 5.2 Own health

Respondents were asked to choose a statement which best described the state of their health on a particular day. The first section looked at 'Pain and discomfort' and the second section 'Anxiety and depression'.

Chart 5.2 – Pain and discomfort/Anxiety and depression



- 52% of respondents say they have moderate pain or discomfort and 47% say they are moderately anxious or depressed.
- 18% of people suffer from extreme pain or discomfort and 6% are extremely anxious or depressed.

### Age

The majority of people aged 75+ have moderate or extreme pain or discomfort.

Over half the respondents aged 35-54 and 55-74 are moderately anxious or depressed.

### Gender

In comparison to men, a higher number of women say they have extreme pain or discomfort.

### Primary Client Type

A lower percentage of people with a physical or sensory disability say they feel anxious or depressed.

## 5.3 Ability to do things yourself

*Respondents were asked to comment on how well they are able to do certain things.*

**Table 5.3 – Ability to do things yourself**

|  | I can do this easily by myself | I have difficulty doing this myself | I can't do this by myself |
|--|--------------------------------|-------------------------------------|---------------------------|
| Do you usually manage to get around indoors (except steps) by yourself | 57%                            | 30%                                 | 13%                       |
| Do you usually manage to get in and out of bed (or chair) by yourself  | 57%                            | 28%                                 | 15%                       |
| Do you usually manage to feed yourself                                 | 85%                            | 10%                                 | 5%                        |
| Do you usually deal with finances and paperwork                        | 33%                            | 19%                                 | 48%                       |

- Over half of the respondents (57%) are able to get around indoors by themselves and get in and out of bed or a chair.
- The majority of people (85%) usually manage to feed themselves.
- A third of people usually deal with finances and paperwork, but almost half can't do this by themselves.

### Age

A higher percentage of people aged 75+ can't usually manage to get around indoors by themselves.

### Gender

In comparison to women, a higher percentage of men find it easier to get around indoors by themselves.

### Primary Client Type

A lower percentage of people with a learning disability are able to deal with finances themselves.

A greater proportion of people with a physical disability say they have difficulty feeding themselves.

## 5.4 Ability to do things yourself – personal care

Respondents were asked to comment on how well they are able to do certain things in relation to personal care.

**Table 5.4 – Ability to do things yourself – personal care**

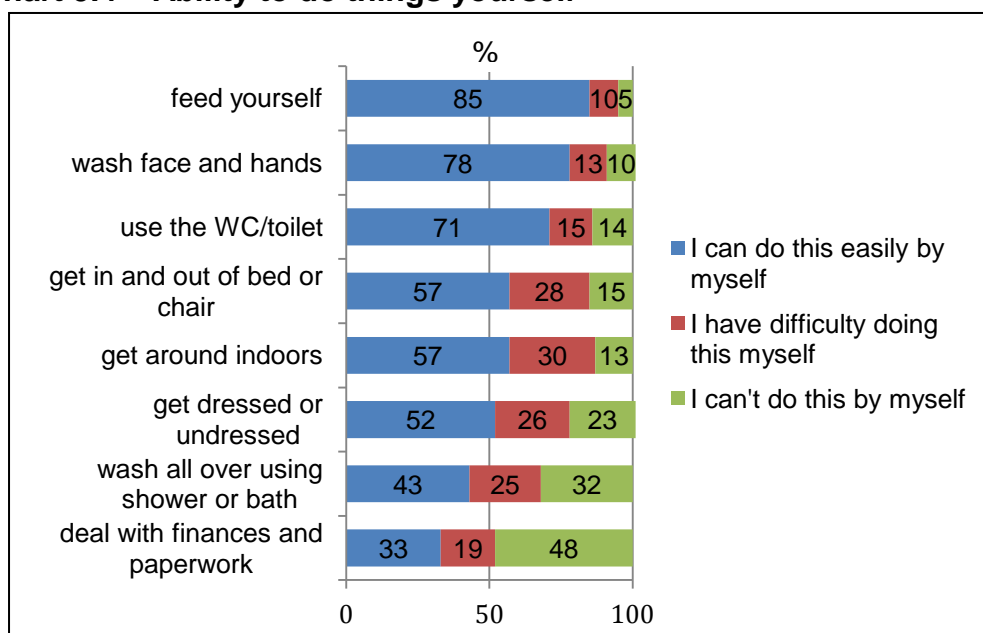
|   | I can do this easily by myself | I have difficulty doing this myself | I can't do this by myself |
|---|--------------------------------|-------------------------------------|---------------------------|
| Do you usually manage to wash all over by yourself, using either a bath or shower | 43%                            | 25%                                 | 32%                       |
| Do you usually manage to get dressed and undressed by yourself                    | 52%                            | 26%                                 | 23%                       |
| Do you usually manage to use WC/toilet by yourself                                | 71%                            | 15%                                 | 14%                       |
| Do you usually manage to wash your face and hands by yourself                     | 78%                            | 13%                                 | 10%                       |

- Over half of respondents (52%) can easily manage to get dressed and undressed by themselves.
- Over three-quarters (78%) can easily manage to wash their face and hands by themselves.

### Primary Client Type

A greater proportion of people with a learning disability can easily wash all over by themselves.

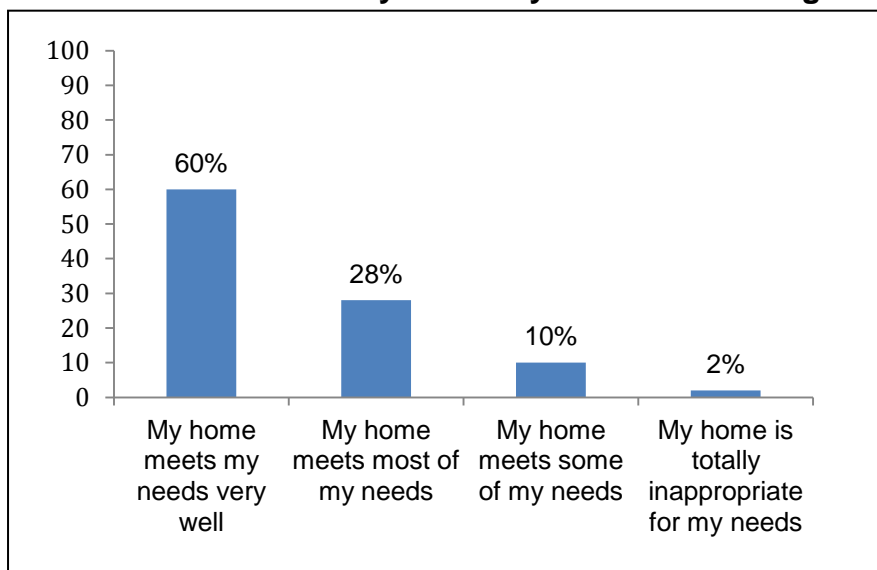
**Chart 5.4 – Ability to do things yourself**



## 6 About your surroundings

### 6.1 How well do you think your home is designed to meet your needs?

Chart 6.1 – How well do you think your home is designed to meet your needs?



- Of those who responded, 88% think their home meets most or all of their needs.
- A small percentage (2%) feel their home is totally inappropriate for their needs.

#### Age

In comparison to other age groups, a higher percentage of people in the 75+ age group think their home meets their needs very well.

### 6.2 Getting around outside of your home

Respondents were asked to choose a statement which best describes their present situation with regards to getting around outside of their home.

Table 6.2 – Getting around outside of your home

|  | Percentage |
|--|------------|
| I can get to all places in my local area that I want                               | 34%        |
| At times I find it difficult to get to all the places in my local area that I want | 27%        |
| I am unable to get to all the places in my local area that I want                  | 18%        |
| I do not leave my home   | 21%        |

34% of people who responded can get to all places in the local area, whereas 21% of people do not leave their home.

#### Age

A higher percentage of respondents in the 35-54 age group can get to all the places in their local area.

#### Gender

In comparison to men, a greater proportion of women do not leave their home.

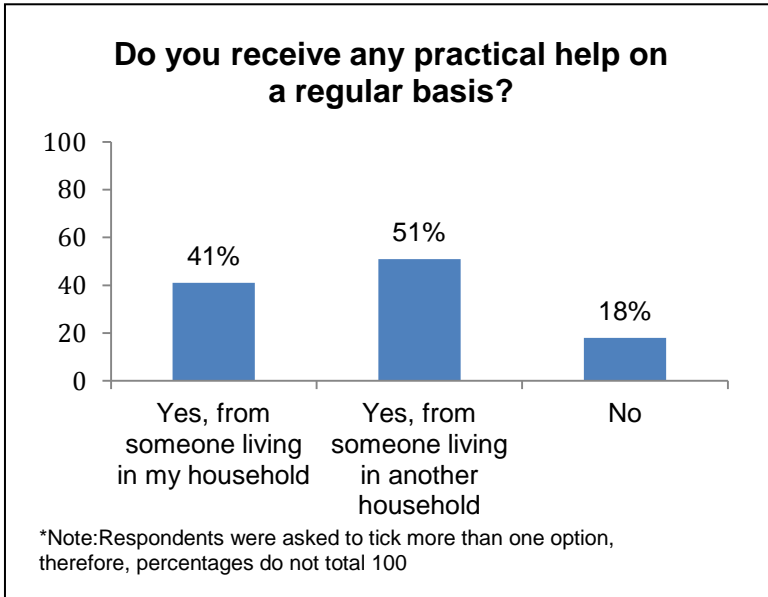
#### Primary Client Type

Over a quarter of people with a physical disability do not leave their home.

## 7 Additional help/support

### 7.1 Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?

Chart 7.1 – Practical help on a regular basis



- The majority of respondents (92%) receive practical help on a regular basis, with half receiving this from someone living in another household.

#### Age

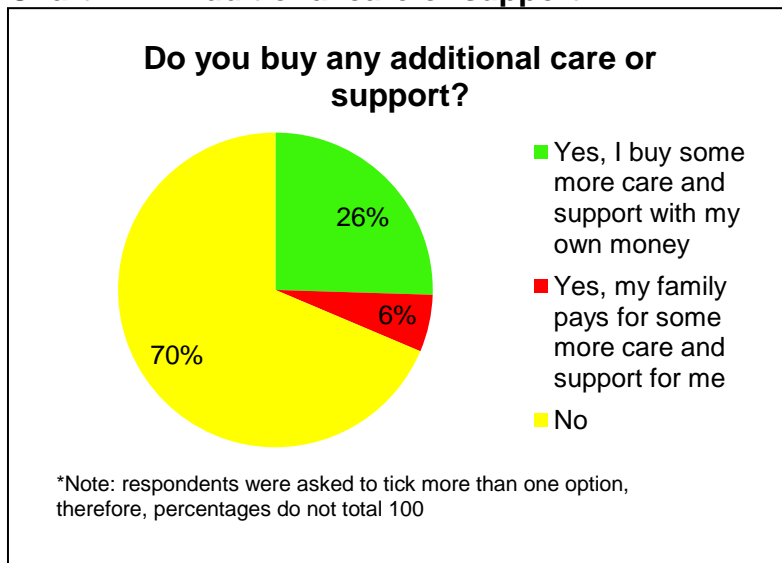
A greater proportion of people in the 75+ age group receive help from someone living in another household, compared with other age groups.

#### Primary Client Type

A higher percentage of respondents with a learning disability say they receive help from someone living in their household.

## 7.2 Do you buy any additional care or support privately or pay more to 'top up' your care and support?

Chart 7.2 – Additional care or support



### Primary Client Type

A lower percentage of respondents with a learning disability say they buy additional care or support.

A higher percentage of people with a physical disability say they buy additional care and support with their own money.

- The majority of people do not buy any additional care.
- Just over a quarter (26%) buy additional care with their own money.

## Conclusions and Key Issues from the Adult Social Care and Health survey

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, areas where respondents feel Adult Social Care and Health can support to improve customer satisfaction are:

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

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

- Establishing an information consortium that makes information available in a wide range of formats and at many locations
- Starting a review of 1000 premises to give up to date information on access for disabled people, working in partnership with DisabledGO
- Creating 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
- Adopting 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.

## Appendix

Tables illustrating total results and primary client type.

The tables below indicate that adults with learning disabilities have better experiences and a high satisfaction in most area with the services they receive.

Early results from other local authorities also seem to suggest that this is the case.

The 'Other' primary client type is a combination of 'substance misuse' and 'other vulnerable people'.

| Overall satisfaction                    | Total      | Learning disability | Mental health | Physical disability | Other     |
|---|------------|---------------------|---------------|---------------------|-----------|
| I am extremely satisfied                | 33%        | 81%                 | 25%           | 25%                 | 0%        |
| I am very satisfied                     | 32%        | 16%                 | 32%           | 36%                 | 46%       |
| I am quite satisfied                    | 29%        | 3%                  | 35%           | 32%                 | 46%       |
| I am neither satisfied nor dissatisfied | 5%         | 0%                  | 6%            | 6%                  | 9%        |
| I am quite dissatisfied                 | 1%         | 0%                  | 2%            | 1%                  | 0%        |
| I am very dissatisfied                  | 1%         | 0%                  | 1%            | 1%                  | 0%        |
| I am extremely dissatisfied             | 0%         | 0%                  | 1%            | 0%                  | 0%        |
| <b>Base count</b>                       | <b>564</b> | <b>87</b>           | <b>173</b>    | <b>293</b>          | <b>11</b> |

| Thinking about the good and bad things which make up your quality of life as a whole..... | Total      | Learning disability | Mental health | Physical disability | Other     |
|---|------------|---------------------|---------------|---------------------|-----------|
| So good, it could not be better   | 11%        | 44%                 | 7%            | 4%                  | 0%        |
| Very good   | 26%        | 41%                 | 24%           | 23%                 | 17%       |
| Good  | 27%        | 15%                 | 32%           | 28%                 | 42%       |
| Alright   | 28%        | 0%                  | 29%           | 36%                 | 42%       |
| Bad   | 5%         | 0%                  | 6%            | 6%                  | 0%        |
| Very bad  | 1%         | 0%                  | 2%            | 1%                  | 0%        |
| So bad, it could not be worse   | 1%         | 0%                  | 1%            | 1%                  | 0%        |
| <b>Base count</b>   | <b>577</b> | <b>88</b>           | <b>177</b>    | <b>300</b>          | <b>12</b> |

| How much control do you have over your daily life     | Total      | Learning disability | Mental health | Physical disability | Other     |
|---|------------|---------------------|---------------|---------------------|-----------|
| I have as much control over my daily life as I want   | 33%        | 46%                 | 31%           | 30%                 | 25%       |
| I have adequate control over my daily life            | 44%        | 49%                 | 44%           | 43%                 | 58%       |
| I have some control over my daily life but not enough | 18%        | 3%                  | 18%           | 22%                 | 17%       |
| I have no control over my daily life                  | 5%         | 1%                  | 7%            | 5%                  | 0%        |
| <b>Base count</b>                                     | <b>576</b> | <b>87</b>           | <b>176</b>    | <b>301</b>          | <b>12</b> |



| <b>Personal Care</b>                                      | <b>Total</b> | <b>Learning disability</b> | <b>Mental health</b> | <b>Physical disability</b> | <b>Other</b> |
|---|--------------|----------------------------|----------------------|----------------------------|--------------|
| I feel clean and am able to present myself the way I like | 56%          | 76%                        | 48%                  | 56%                        | 42%          |
| I feel adequately clean and presentable                   | 40%          | 22%                        | 46%                  | 41%                        | 58%          |
| I feel less than adequately clean or presentable          | 4%           | 2%                         | 6%                   | 3%                         | 0%           |
| I don't feel at all clean or presentable                  | 0%           | 0%                         | 1%                   | 0%                         | 0%           |
| <b>Base count</b>   | <b>575</b>   | <b>88</b>                  | <b>174</b>           | <b>301</b>                 | <b>12</b>    |

| <b>Food and drink</b>   | <b>Total</b> | <b>Learning disability</b> | <b>Mental health</b> | <b>Physical disability</b> | <b>Other</b> |
|---|--------------|----------------------------|----------------------|----------------------------|--------------|
| I get all the food and drink I like when I want   | 62%          | 67%                        | 58%                  | 62%                        | 75%          |
| I get adequate food and drink at OK times   | 34%          | 30%                        | 37%                  | 34%                        | 17%          |
| I don't always get adequate or timely food and drink  | 3%           | 2%                         | 5%                   | 2%                         | 8%           |
| I don't always get adequate or timely food and drink and I think there is a risk to my health | 1%           | 1%                         | 1%                   | 1%                         | 0%           |
| <b>Base count</b>   | <b>569</b>   | <b>88</b>                  | <b>172</b>           | <b>297</b>                 | <b>12</b>    |

| <b>How clean and comfortable your home is?</b>   | <b>Total</b> | <b>Learning disability</b> | <b>Mental health</b> | <b>Physical disability</b> | <b>Other</b> |
|--|--------------|----------------------------|----------------------|----------------------------|--------------|
| My home is as clean and comfortable as I want    | 62%          | 77%                        | 61%                  | 59%                        | 75%          |
| My home is adequately clean and comfortable      | 33%          | 22%                        | 35%                  | 36%                        | 25%          |
| My home is not quite clean or comfortable enough | 4%           | 1%                         | 4%                   | 4%                         | 0%           |
| My home is not at all clean or comfortable       | 1%           | 0%                         | 1%                   | 1%                         | 0%           |
| <b>Base count</b>                                | <b>577</b>   | <b>88</b>                  | <b>175</b>           | <b>302</b>                 | <b>12</b>    |

| <b>How safe you feel?</b>   | <b>Total</b> | <b>Learning disability</b> | <b>Mental health</b> | <b>Physical disability</b> | <b>Other</b> |
|---|--------------|----------------------------|----------------------|----------------------------|--------------|
| I feel as safe as I want  | 66%          | 84%                        | 64%                  | 62%                        | 75%          |
| Generally I feel adequately safe, but not as safe as I would like | 29%          | 14%                        | 29%                  | 33%                        | 25%          |
| I feel less than adequately safe                                  | 4%           | 2%                         | 6%                   | 3%                         | 0%           |
| I don't feel at all safe  | 1%           | 0%                         | 1%                   | 1%                         | 0%           |
| <b>Base count</b>   | <b>574</b>   | <b>87</b>                  | <b>175</b>           | <b>300</b>                 | <b>12</b>    |

| <b>Social Situation</b>   | <b>Total</b> | <b>Learning disability</b> | <b>Mental health</b> | <b>Physical disability</b> | <b>Other</b> |
|---|--------------|----------------------------|----------------------|----------------------------|--------------|
| I have as much social contact as I want with people I like          | 44%          | 56%                        | 38%                  | 43%                        | 58%          |
| I have adequate social contact with people                          | 36%          | 29%                        | 38%                  | 38%                        | 25%          |
| I have some social contact with people, but not enough              | 16%          | 14%                        | 18%                  | 15%                        | 17%          |
| I have little social contact with people and feel socially isolated | 4%           | 1%                         | 6%                   | 5%                         | 0%           |
| <b>Base count</b>   | <b>576</b>   | <b>87</b>                  | <b>174</b>           | <b>303</b>                 | <b>12</b>    |

| <b>How you spend your time?</b>                                      | <b>Total</b> | <b>Learning disability</b> | <b>Mental health</b> | <b>Physical disability</b> | <b>Other</b> |
|--|--------------|----------------------------|----------------------|----------------------------|--------------|
| I'm able to spend my time as I want, doing things I value or enjoy   | 32%          | 58%                        | 30%                  | 25%                        | 33%          |
| I'm able to do enough of the things I value or enjoy                 | 34%          | 31%                        | 35%                  | 34%                        | 33%          |
| I do some of the things I value or enjoy with my time but not enough | 28%          | 11%                        | 26%                  | 33%                        | 33%          |
| I don't do anything I value or enjoy with my time                    | 6%           | 0%                         | 9%                   | 7%                         | 0%           |
| <b>Base count</b>  | <b>574</b>   | <b>88</b>                  | <b>175</b>           | <b>299</b>                 | <b>12</b>    |

| <b>How having help to do things makes you feel about yourself?</b>      | <b>Total</b> | <b>Learning disability</b> | <b>Mental health</b> | <b>Physical disability</b> | <b>Other</b> |
|---|--------------|----------------------------|----------------------|----------------------------|--------------|
| Having help makes me think and feel better about myself                 | 55%          | 79%                        | 54%                  | 49%                        | 58%          |
| Having help does not affect the way I think or feel about myself        | 32%          | 17%                        | 35%                  | 35%                        | 33%          |
| Having help sometimes undermines the way I think and feel about myself  | 12%          | 3%                         | 10%                  | 15%                        | 8%           |
| Having help completely undermines the way I think and feel about myself | 1%           | 0%                         | 1%                   | 1%                         | 0%           |
| <b>Base count</b>   | <b>566</b>   | <b>87</b>                  | <b>172</b>           | <b>295</b>                 | <b>12</b>    |

| <b>Thinking about the way you are helped and treated....</b>                               | <b>Total</b> | <b>Learning disability</b> | <b>Mental health</b> | <b>Physical disability</b> | <b>Other</b> |
|--|--------------|----------------------------|----------------------|----------------------------|--------------|
| The way I'm helped and treated makes me think and feel better about myself                 | 53%          | 81%                        | 48%                  | 49%                        | 42%          |
| The way I'm helped and treated does not affect the way I think or feel about myself        | 38%          | 20%                        | 41%                  | 41%                        | 58%          |
| The way I'm helped and treated sometimes undermines the way I think and feel about myself  | 9%           | 0%                         | 11%                  | 10%                        | 0%           |
| The way I'm helped and treated completely undermines the way I think and feel about myself | 0%           | 0%                         | 1%                   | 0%                         | 0%           |
| <b>Base count</b>  | <b>567</b>   | <b>87</b>                  | <b>172</b>           | <b>296</b>                 | <b>12</b>    |

| <b>Knowledge and information</b>               | <b>Total</b> | <b>Learning disability</b> | <b>Mental health</b> | <b>Physical disability</b> | <b>Other</b> |
|--|--------------|----------------------------|----------------------|----------------------------|--------------|
| Very easy to find                              | 22%          | 38%                        | 20%                  | 19%                        | 9%           |
| Fairly easy to find                            | 36%          | 28%                        | 37%                  | 38%                        | 27%          |
| Fairly difficult to find                       | 11%          | 12%                        | 11%                  | 11%                        | 18%          |
| Very difficult to find                         | 5%           | 1%                         | 6%                   | 5%                         | 0%           |
| I've never tried to find information or advice | 26%          | 21%                        | 26%                  | 27%                        | 46%          |
| <b>Base count</b>                              | <b>548</b>   | <b>82</b>                  | <b>163</b>           | <b>292</b>                 | <b>11</b>    |

| <b>How is your health in general?</b> | <b>Total</b> | <b>Learning disability</b> | <b>Mental health</b> | <b>Physical disability</b> | <b>Other</b> |
|---------------------------------------|--------------|----------------------------|----------------------|----------------------------|--------------|
| Very good                             | 12%          | 40%                        | 9%                   | 6%                         | 8%           |
| Good                                  | 26%          | 36%                        | 27%                  | 22%                        | 17%          |
| Fair                                  | 45%          | 19%                        | 46%                  | 51%                        | 50%          |
| Bad                                   | 15%          | 5%                         | 16%                  | 17%                        | 25%          |
| Very bad                              | 2%           | 0%                         | 2%                   | 3%                         | 0%           |
| <b>Base count</b>                     | <b>571</b>   | <b>88</b>                  | <b>173</b>           | <b>298</b>                 | <b>12</b>    |