

Cabinet Committee on Performance Improvement

Meeting to be held on Thursday, 6 June 2019

Report of the Director of Adult Services

Electoral Division affected: All Divisions

Adult Social Care Survey 2017-18

(Appendix 'A' refers)

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Executive Summary

The Adult Social Care Survey is a national survey that has been used to collect the views of adult social care service users every year since 2010/11.

The main purpose of the survey is to provide assured, benchmarked local data to support local decision making in a challenging financial climate. The survey provides an overall quality of life index and intelligence to identify if different types of service user experience different outcomes and whether services are meeting service users' needs.

The Adult Social Care Survey includes service users in residential and nursing care, as well as those who receive services in the community. However, service users who lack the capacity to consent to take part are not included.

For the 2017-18 Adult Social Care Survey, 1,164 self-completion postal questionnaires were sent to a stratified random sample of adult social care service users during February 2018. Reminder letters were sent during March 2018. In total, 411 questionnaires were returned, giving an overall response rate of 38%.

Recommendation

The Cabinet Committee on Performance Improvement is asked to note:

- (i) the report's summary and findings from the Adult Social Care Survey 2017-18 contained in the Executive Summary of Appendix 'A'.
- (ii) that the 2017/18 survey results are statistically very similar to those of the previous two years but with a statistically significant improvement in the numbers of people who use services who say they feel safe.
- (iii) that Lancashire's survey results are statistically broadly comparable to those

of other North West Councils and of other County Councils.

Background and Advice

The Adult Social Care Survey is a national survey that has been used to collect the views of adult social care service users every year since 2010/11. The main purpose of the survey is to provide assured, benchmarked local data to support local decision making in a challenging financial climate. The survey provides an overall quality of life index and intelligence to identify if different types of service user experience different outcomes and whether services are meeting service users' needs.

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Key findings

Overall satisfaction

Overall, nine-tenths of respondents (90%) were satisfied with the care and support services they receive. However, one in twenty respondents (4%) were dissatisfied. About two-thirds of respondents (65%) rated their quality of life as good. One in ten respondents (10%) rated their quality of life as bad.

Having choice over care and support

Seven-tenths of respondents (70%) said that they have enough choice about the care and support services they receive. However, a quarter of respondents (25%) said that they don't have enough choice.

Social care related quality of life

About a third of respondents (34%) said that they have as much control over their daily life as they want. Almost one in twenty respondents (4%) said that they have no control over their lives.

Nine-tenths of respondents (90%) agree that care and support services help them in having control over their daily lives.

About three-fifths (58%) of respondents said that they feel clean and they are able to present themselves the way they like. One in a hundred respondents (1%) said that they don't feel clean or presentable.

Over four-fifths of respondents (83%) agree that care and support services help them in keeping clean and presentable in appearance.

About two-thirds of respondents (68%) said that they get all the food and drink they like when they want. One in a hundred respondents (1%) said that they don't always get adequate or timely food and drink, and they think there is a risk to their health.

About four-fifths of respondents (82%) agree that care and support services help them get food and drink.

Three-quarters of respondents (75%) said that their home is as clean and comfortable as they want. Less than one in a hundred respondents (<1%) said that their home is not at all clean or comfortable. Three-quarters of respondents (75%) agree that care and support services help them in keeping their home clean and comfortable.

About three-quarters of respondents (76%) said that they feel as safe as they want. About one in fifty respondents (2%) said that they don't feel at all safe.

About nine-tenths of respondents (88%) agree that care and support services help them in feeling safe.

About half of respondents (49%) said that they have as much social contact as they want. However, about one in twenty respondents (5%) said that they have little social contact with people and feel socially isolated.

Three-quarters of respondents (75%) agree that care and support services help them in having social contact with people.

About two-fifths of respondents (42%) said that they are able to spend their time as they want, doing things they value or enjoy. However, about one in twenty respondents (6%) said that they don't do anything they value with their time.

About seven-tenths of respondents (71%) agree that care and support services help them in the way they spend their time.

About two-thirds of respondents (65%) said the way that they are helped and treated makes them think and feel better about themselves. One in a hundred respondents (1%) said the way that they are helped and treated completely undermines the way they think and feel about themselves.

About nine-tenths of respondents (92%) agree that care and support services help them to have a better quality of life.

Information

Of those respondents who have tried to find information or advice about support, services or benefits in the past year, about three-quarters (74%) said it was easy to find and about a quarter (26%) said it was difficult to find.

Health

About two-fifths of respondents (39%) said that in general their health is good, about a further two-fifths (43%) said that their health in general is fair and about a fifth (19%) said it is bad.

About a third of respondents (35%) said that they had no pain or discomfort on the day they responded to the questionnaire, about half of respondents (51%) said that they had moderate pain or discomfort, and about a sixth of respondents (15%) said that they had extreme pain or discomfort.

Nearly half of respondents (46%) said that they were not anxious or depressed on the day they responded to the questionnaire, almost half of respondents (47%) said that they were moderately anxious or depressed and about one in fourteen respondents (7%) said that they were extremely anxious or depressed.

Doing things for myself

About two-thirds of respondents (67%) said that they can't deal with finances and paperwork – for example, paying bills, writing letters – by themselves.

More than two-fifths of respondents (46%) said that they can't manage to wash all over by themselves, using either a bath or a shower.

A third of respondents (33%) said that they can't manage to get dressed and undressed by themselves.

Getting around in my local area

About three-tenths of respondents (29%) said that they can get to all the places in their local area that they want. About a quarter (23%) said that they find it difficult to get to all the places in their local area that they want. About half of respondents (48%) said that they are unable to get to all the places in their local area that they want or that they do not leave their home.

Type of help and support received

About four-fifths of respondents (79%) were in a community support setting, about one in six respondents (16%) were in residential care and almost one in twenty (4%) were in nursing care.

Over two-fifths of respondents (44%) had a local authority managed personal budget, about one in six (17%) had local authority commissioned support only, about one in seven had direct payment only (15%) and about one in fifty (2%) had part direct payment.

About one in seven respondents (14%) don't receive any practical help on a regular basis from their husband/wife, partner, friends, neighbours or family members. Over two-fifths of respondents (46%) receive help from someone living in their household and about half (52%) receive help from someone living in another household.

Two-thirds of respondents (66%) don't buy any additional care or support privately or pay more to 'top up' their care and support. Over a quarter of respondents (28%) buy some more care and support with their own money and a one in ten (10%) have family that pays for some more care and support for them.

Suitability of home

About three-fifths of respondents (58%) said that their home meets their needs very well.

About two-fifths of respondents (41%) said that their home meets most or some of their needs. However, one in fifty respondents (2%) said that their home is totally inappropriate for their needs.

Demographics

About three-fifths of respondents (58%) were female and about two-fifths of respondents (42%) were male.

More than nine-tenths of respondents (92%) were white and about one in twenty respondents (6%) were non-white.

Over half of respondents (56%) were aged 65 and over and more than two-fifths of respondents (44%) were aged 18-64.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

No significant risks have been identified in relation to the proposals contained within this report.

Financial

There are no immediate financial implications in relation to this survey.

Equality and Cohesion

This annual survey provides a useful indicator of the overall impact of the Council's policies on those who use its services.

List of Background Papers

Paper	Date	Contact/Tel
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N/A

Reason for inclusion in Part II, if appropriate

N/A