

# Adult Social Care Survey 2017-18

Lancashire County Council summary report

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# 1. Executive summary

The Adult Social Care Survey (ASCS) 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 ASCS 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 aren't included.

For the 2017-18 ASCS 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%.

## 1.1 Key findings

### 1.1.1 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.

### 1.1.2 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.

### 1.1.3 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.

#### **1.1.4 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.

### **1.1.5 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.

### **1.1.6 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.

### **1.1.7 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.

### **1.1.8 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 an LA managed personal budget, about one in six (17%) had LA 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.

### **1.1.9 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.

### **1.1.10 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.

## 2. Introduction

The Adult Social Care Survey (ASCS) 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 ASCS 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 aren't included.

The ASCS is used to populate the following outcome measures in the Adult Social Care Outcomes Framework (ASCOF):

- 1A Social care related quality of life.
- 1B The proportion of people who use services who have control over their daily life.
- 1I1 The proportion of people who use services and their carers, who reported that they had as much social contact as they would
- 1J Adjusted Social care-related quality of life - impact of Adult Social Care services
- 3A Overall satisfaction of people who use services with their care and support.
- 3D1 The proportion of people who use services and carers who find it easy to find information about services.
- 4A The proportion of people who use services who feel safe.
- 4B The proportion of people who use services who say that those services have made them feel safe and secure.



### 3. Methodology

A sample of 1,164 people was selected from the eligible population on 5 December 2017. The eligible population for the Adult Social Care Survey (ASCS) 2017-18 was adult social care users in receipt of long-term support services funded or managed by the local authority following a full assessment of need. It included part-funded and full cost paying clients, and was the same population of service users as those who would be reported in table LTS001b of the SALT return.

The ASCS covers a range of different service users, those with learning disabilities and those without, those in residential or nursing care and those receiving services in the community as well as older and younger service users. To reduce the sampling error of the population statistics estimated from the survey data, the sample was selected using stratified random sampling. This technique has been shown to produce better population estimates when there is considerable variation between different groups within the population. Stratified random sampling involves splitting different groups within an eligible population into separate strata and drawing an independent random sample within each strata.

The four strata in the sample were

1. Learning disabilities – all ages
2. Non learning disabilities aged 18-64
3. Non learning disabilities aged 65+ in residential and nursing care
4. Non learning disabilities aged 65+ receiving community based services

After checks were undertaken to exclude those service users who lack the capacity to consent to take part. All services users within each of the four selected samples were sent a self-completion questionnaire in the post.

Each type of service users was sent a questionnaire in a format appropriate to their needs. For example, those who were identified as having learning disabilities were sent questionnaires in an easy read format. The different questionnaires asked the same questions. However, the responses for question 1 and question 2 in the easy read versions consisted of five response options, not seven responses options like the standard questionnaires.

1,164 self-completion postal questionnaires were sent to the service users in the sample during February 2018. Reminder letters were sent during March 2018. In total, 411 questionnaires were returned, giving an overall response rate of 38%. The returned questionnaires were processed and compiled on a datasheet provided by NHS Digital, this completed datasheet was returned to NHS Digital for validation. The final validated survey result for all councils in England, along with several other related publications including the 2017-18 ASCOF score, are published by NHS Digital at <https://digital.nhs.uk/data-and-information/publications/statistical/personal-social-services-adult-social-care-survey>.

The final validated data is weighted to account for non-response (further details can be found the NHS Digital publication, *Personal Social Services Adult Social Care. Survey, England - 2017-18: Methodology and further information*).

The survey has remained unchanged for the 12/13, 13/14, 14/15, 15/16, 16/17 and 17/18. Therefore, like for like comparisons can be made between the data for these years.

The analysis of question 1 and question 2 combines the responses to the easy read questionnaire (five response options) and standard questionnaire (seven responses options).

### 3.1 Limitations

The table below shows the sample tolerances that apply to the results in this survey. Sampling tolerances vary with the size of the sample as well as the percentage results.

Number of respondents	50/50 + / -	30/70 + / -	10/90 + / -
100	10%	9%	6%
200	7%	6%	4%
300	6%	5%	3%
400	5%	5%	3%
500	4%	4%	3%

In a sample of 400 respondents where 50% of respondents give a particular answer to a question, we would expect that in the same population if 100 different samples of 400 respondents were asked the same question then in 95 of those samples the response would be between 45% and 55% (ie +/- 5%). Therefore, we can be 95% confident that the population (Adult Social Care users) would provide a response to the same question somewhere between 45% and 55%.

It should also be noted that the eligible population of adult social care users for the Adult Social Care Survey changed from the 2013-14 survey to 2014-15 survey. In the 2013-14 survey it had been those in receipt of local authority funded services following a full assessment of need. The key changes to the eligible population for the 2013-14 survey and the 2014-15 survey are that:

- Service users whose only services are the provision of equipment, professional support or short-term residential care who were included in previous years are not included this year. The exception to this is that service users receiving professional support for their mental health needs are included even where this support is the only service they receive.
- 'Full-cost clients' (those who pay for the full costs of their services, but whose care needs are assessed and supported through the local authority) were not eligible for inclusion in years prior to 2014-15.

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.

All unweighted base figures are rounded to multiples of five.

## 4. Main findings

### 4.1 ASCOF summary

The ASCS data is used for eight ASCOF indicators. Lancashire's 2017-18 scores for these indicators are presented in the table below.

The only statistically significant difference between the figures for 2017-18, 2016-17 and 2015/16 is for the indicator 4A. Between the 2016/17 and 2017/18 survey there is a statistically significant increase in the proportion of people who use services who feel safe (76% in 2017/18 and 70% in 2016/17).

**Table 1 - ASCOF measures from the Adult Social Care Survey – year on year comparison**

	2017/18	2016/17	2015/16
(1A) Social Care - related quality of life	19.6	18.8	19.5
(1B) The proportion of people who use services who have control over their daily Life	78%	79%	77%
(1I part 1) service users - Proportion of people who use services and their carers, who reported that they had as much social contact as they would like	49%	43%	47%
(1J) Adjusted Social care-related quality of life - impact of Adult Social Care services	0.421	0.376	-
(3A) Overall satisfaction of people who use service with their care and support	68%	68%	68%
(3D1) The proportion of people who use services and carers who find it easy to find information about services	74%	69%	71%
(4A) The proportion of people who use services who feel safe	76%	70%	74%
(4B) The proportion of people who use services who say that those services have made them feel safe and secure	88%	87%	88%

#### 4.1.1 Comparing different councils' ASCS ASCOF scores

The ASCS ASCOF measures are calculated using survey data and are therefore subject to confidence intervals.

With survey data, confidence intervals express the range of values that we would expect the response to fall between if the survey was repeated numerous times. The confidence intervals published by NHS Digital for this survey are the 95% confidence intervals. Therefore, if the survey was repeated in the exact same way 100 times we would expect that 95 times the value would be somewhere between the range given by the confidence intervals.

When comparing the survey results of different councils each council's confidence intervals need to be taken account before it can be said if they differ statistically from each other. One way to do this is to test if their confidence intervals don't overlap each other. If they don't overlap they can be said to be statistically significantly different from each other. This method is used for comparing 1A, 1D and 1J as these indicators are derived scores. For all other ASCOF indicators, a z-score test has been used to determine where statistically significant differences exist.

### **4.1.2 North West councils**

There are 23 councils in North West England with responsibility for adult social care. They are

- Blackburn with Darwen
- Blackpool
- Bolton
- Bury
- Cheshire East
- Cheshire West and Chester
- Cumbria
- Halton
- Knowsley
- Lancashire
- Liverpool
- Manchester
- Oldham
- Rochdale
- Salford
- Sefton
- St. Helens
- Stockport
- Tameside
- Trafford
- Warrington
- Wigan
- Wirral

**Table 2 - Lancashire's ASCS 2017-18 ASCOF scores compared to other North West councils**

	1A	1B	1I1	1J	3A	3D1	4A	4B
Higher score than LCC	0	1	0	0	2	2	0	3
Same score as LCC	18	19	19	20	18	18	13	11
Lower score than LCC	4	2	3	2	2	2	9	8

There is little statistical difference between Lancashire's ASCS 2017-18 ASCOF scores and the scores of the other North West councils, with Lancashire scoring statistically identical scores to the other councils for most of the indicators. The main differences occurring in indicators 4A and 4B.

For the indicator '1B: The proportion of people who use services who have control over their daily life' Sefton achieved a score that is statistically significantly higher than Lancashire's score.

For the indicator '3A: Overall satisfaction of people who use services with their care and support' both Rochdale and Liverpool achieved scores that are statistically significantly higher than Lancashire's score.

For the indicator '3D1: The proportion of people who use services who find it easy to find information about support' both St. Helens and Liverpool achieved scores that are statistically significantly higher than Lancashire's score. St' Helen's also achieved a score that was statistically significantly higher than Lancashire's score for this indicator in the ASCS 2016-17.

For the indicator '4B: The proportion of people who use services who say that those services have made them feel safe and secure' Sefton, Wirral and Blackburn with Darwen achieved scores that are statistically significantly higher than Lancashire's score. Both Sefton and Blackburn with Darwen also achieved scores that were statistically significantly higher than Lancashire's score for this indicator in the ASCS 2016-17.

### 4.1.3 Peer group councils

There are 15 other councils in Lancashire peer group. They are

- Cumbria
- Derbyshire
- Essex
- Gloucestershire
- Kent
- Leicestershire
- Lincolnshire
- Norfolk
- North Yorkshire
- Northamptonshire
- Nottinghamshire
- Staffordshire
- Suffolk
- Warwickshire
- Worcestershire

**Table 3 - Lancashire's ASCS 2017-18 ASCOF scores compared to its peer group councils**

	1A	1B	1I1	1J	3A	3D1	4A	4B
Higher score than LCC	0	0	0	0	0	0	0	2
Same score as LCC	14	15	11	15	14	15	7	10
Lower score than LCC	1	0	4	0	1	0	8	3

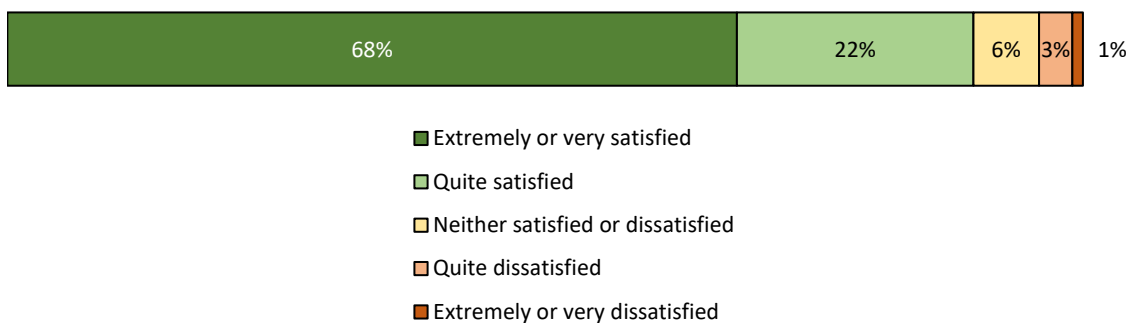
There is very little statistical difference for the ASCS 2017-18 ASCOF scores between Lancashire and the councils in its peer group, with Lancashire scoring statistically identical scores to the other councils for most of the indicators. The main differences occurring in indicators 1I1, 4A and 4B.

For the indicator '4B: The proportion of people who use services who say that those services have made them feel safe and secure' both Gloucestershire and Worcestershire achieved scores that are statistically significantly higher than Lancashire's score. Both Gloucestershire and Worcestershire achieved scores that are statistically significantly higher than Lancashire's score for this indicator in the ASCS 2016-17.

## 4.2 Overall satisfaction

The questionnaire began by asking respondents how satisfied or dissatisfied they are with the care and support services they receive. Overall, nine-tenths of respondents (90%) were satisfied<sup>1</sup> with the care and support services they receive. However, about one in twenty respondents (4%) were dissatisfied<sup>2</sup>.

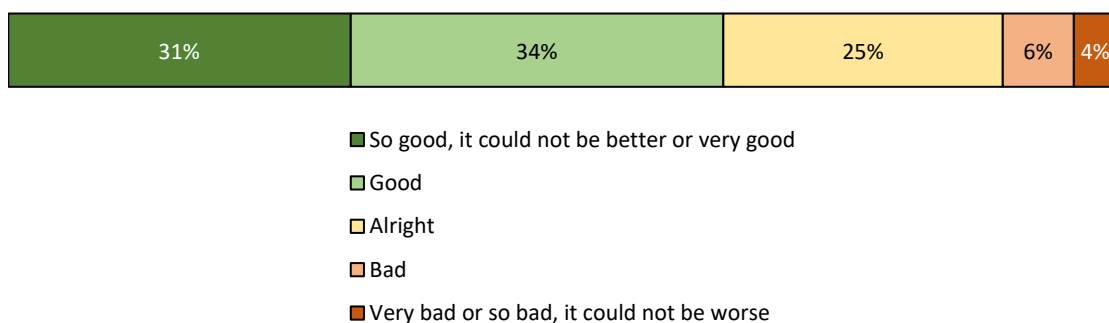
**Chart 1 - Overall, how satisfied or dissatisfied are you with the care and support services you receive?**



Base: all respondents (unweighted 405)

Respondents were then asked how they rate their quality of life as a whole. About two-thirds of respondents (65%) rated their quality of life as good<sup>3</sup> and one in ten respondents (10%) rated their quality of life as bad<sup>4</sup>.

**Chart 2 - 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?**



Base: all respondents (unweighted 405)

<sup>1</sup> Either 'extremely satisfied', 'very satisfied' or 'quite satisfied'.

<sup>2</sup> Either 'extremely dissatisfied', 'very dissatisfied' or 'quite dissatisfied'.

<sup>3</sup> Either 'so good it could not be better', 'very good' or 'good'.

<sup>4</sup> Either 'so bad it could not be worse', 'very bad' or 'bad'.

### 4.2.1 Having choice over care and support

Respondents were then asked which of three statements best described how much choice they have over the care and support services they receive. Seven-tenths of respondents (70%) said that they have enough choice, a quarter of respondents (25%) said that they don't have enough choice and about one in twenty respondents (6%) said they don't want or need choice about the care and support services they receive.

**Chart 3 - Which of the following statements best describes how much choice you have over the care and support services you receive?**



- I do have enough choice over care and support services
- I don't have enough choice over care and support services
- I don't want or need choice about care and support services

Base: all respondents (unweighted 200)

### 4.3 Social care related quality of life (1A)

The ASCOF measure social care related quality of life (1A) is constructed from eight domains. This indicator aims to give an overarching view of the quality of life of social care users. The eight domains are control, personal care, food, accommodation, personal safety, social life, occupation, and dignity.

For each domain respondents were presented a question and asked to choose which description from four different options best matched their situation. For example, for the personal safety domain, respondents were asked which of the following statements best described how safe they feel, 'I feel as safe as I want', 'I generally feel adequately safe, but not as safe as I would like', 'I feel less than adequately safe' and 'I don't feel at all safe'.

The following table shows the full response to all eight questions.

**Table 4 - Responses in full for the questions that make up the ASCOF measure Social care related quality of life (1A)**

<b>Domain - question</b>	<b>Response</b>	<b>(%)</b>
<b>Control</b> - Which of the following statements best describes how much control you have over your daily life? I have...	...as much control over my daily life as I want	34%
	...adequate control over my daily life	44%
	...some control over my daily life but not enough	18%
	...no control over my daily life	4%
<b>Personal care</b> - Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?	I feel clean and am able to present myself the way I like	58%
	I feel adequately clean and presentable	37%
	I feel less than adequately clean or presentable	4%
	I don't feel at all clean or presentable	1%
<b>Food</b> - Thinking about the food and drink you get, which of the following statements best describes your situation?	I get all the food and drink I like when I want	68%
	I get adequate food and drink at OK times	27%
	I don't always get adequate or timely food and drink	4%
	I don't always get adequate or timely food and drink, and I think there is a risk to my health	1%
<b>Accommodation</b> - Which of the following statements best describes how clean and comfortable your home is? My home is...	... as clean and comfortable as I want	75%
	... is adequately clean and comfortable	22%
	...not quite clean or comfortable enough	2%
	...not at all clean or comfortable	<1%
<b>Personal safety</b> - Which of the following statements best describes how safe you feel?	I feel as safe as I want	76%
	Generally I feel adequately safe, but not as safe as I would like	20%
	I feel less than adequately safe	2%
<b>Social life</b> - Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation? I have...	I don't feel at all safe	2%
	...as much social contact as I want with people I like	49%
	...adequate social contact with people	29%
	... some social contact with people, but not enough	16%
<b>Occupation</b> - Which of the following statements best describes how you spend your time?	...little social contact with people and feel socially isolated	5%
	I'm able to spend my time as I want, doing things I value or enjoy	42%
	I'm able to do enough of the things I value or enjoy with my time	29%
	I do some of the things I value or enjoy with my time but not enough	23%
	I don't do anything I value or enjoy with my time	6%

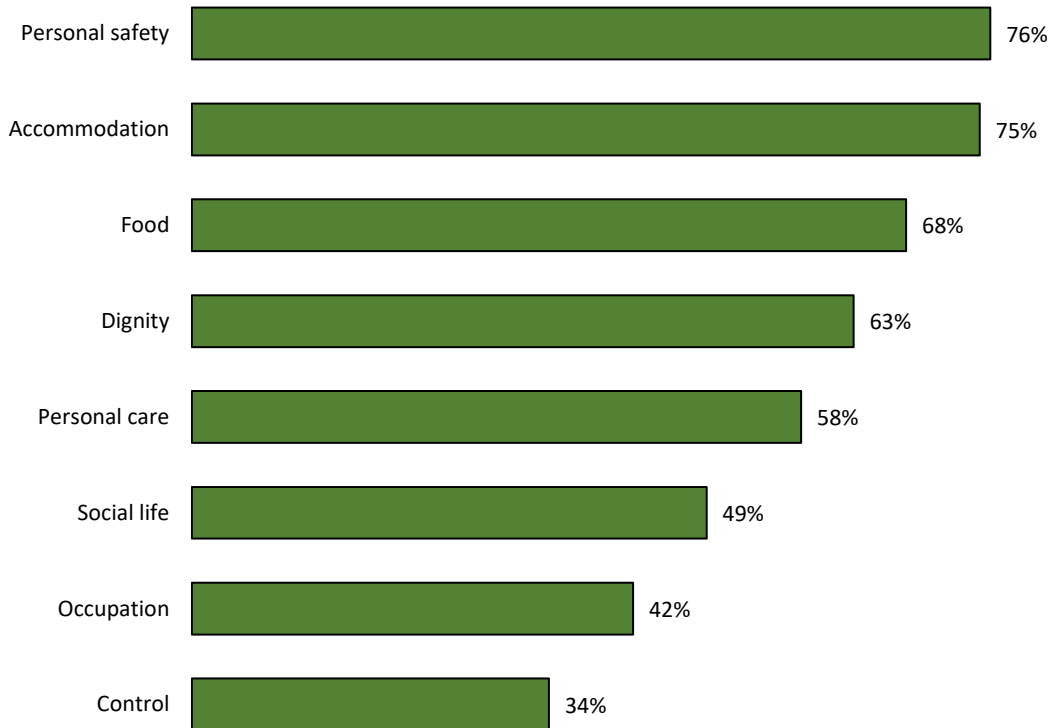


Domain - question	Response	(%)
<b>Dignity</b> - Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself? The way I'm helped and treated...	...makes me think and feel better about myself	65%
	...does not affect the way I think or feel about myself	27%
	...sometimes undermines the way I think and feel about myself	6%
	...completely undermines the way I think and feel about myself	1%
<b>Dignity</b> - Which of these statements best describes how having help to do things makes you think and feel about yourself? Having help...	...makes me think and feel better about myself	63%
	...does not affect the way I think and feel about myself	28%
	...sometimes undermines the way I think and feel about myself	7%
	...completely undermines the way I think and feel about myself	2%

For each domain respondents can be described as having either 'no needs', 'low-level needs' or 'high-level needs'. Shown in the chart below is the proportion of respondents in each of the eight domains with 'no needs'.

Of the eight domains, respondents were most likely to have 'no needs' for personal safety (76%) and accommodation (75%). Respondents were least likely to have 'no needs' for control (34%) and occupation (42%).

**Chart 4 - Social care related quality of life (1A) – 'no needs'**



Base: all respondents (unweighted 395-405)

Table 5 shows the eight domains over time, from 2012-13 to 2017-18.

Between the 2016-17 and 2017-18 surveys there was a statistically significant improvement in the domains: food (59% in 2016/17 to 68% in 2017-18), accommodation (64% in 2016/17 to 75% in 2017/18), personal safety (70% in 2016/17 to 76% in 2017/18) and occupation (34% in 2016/17 and 42% in 2017/18).

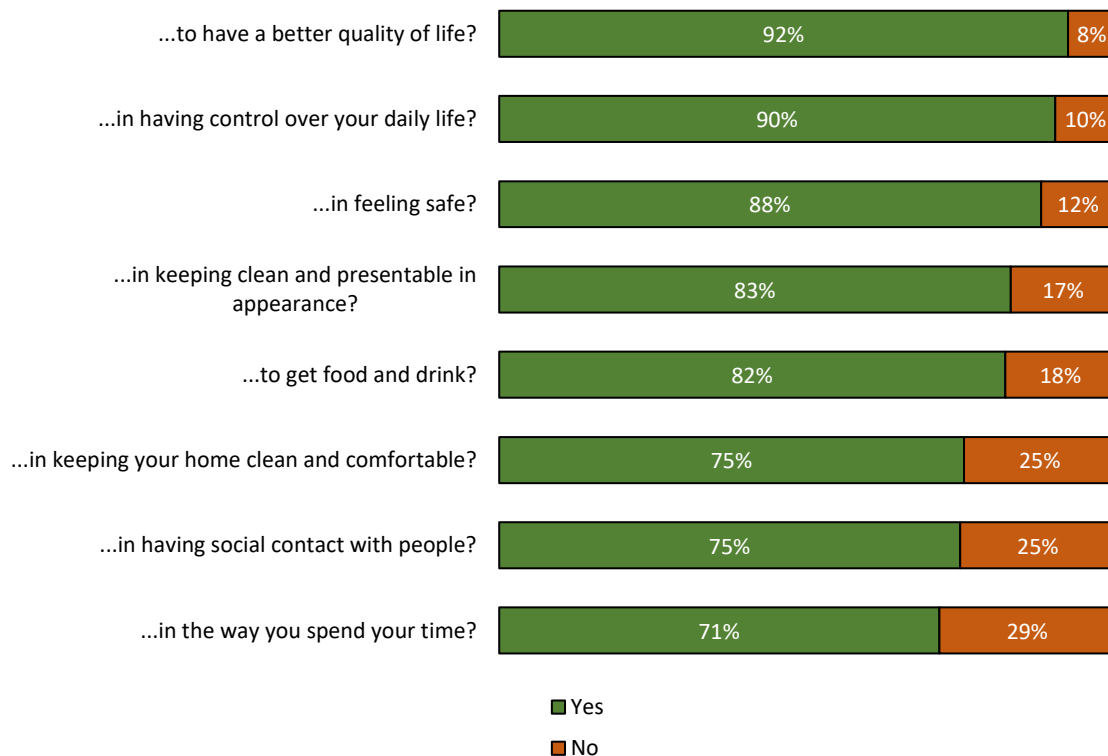
**Table 5 - ASCOF measure Social care related quality of life (1A) domains over time (2012/13 – 2017/18)**

Domain - question	12/13	13/14	14/15	15/16	16/17	17/18
<b>Control</b> - Which of the following statements best describes how much control you have over your daily life? <i>I have as much control over my daily life as I want</i>	36%	31%	36%	34%	29%	34%
<b>Personal care</b> - Thinking about your personal care, by which we mean being clean and presentable in appearance, which of the following statements best describes your situation? <i>I feel clean and am able to present myself the way I like</i>	59%	56%	61%	60%	59%	58%
<b>Food</b> - Thinking about the food and drink you get, which of the following statements best describes your situation? <i>I get all the food and drink I like when I want</i>	63%	65%	61%	65%	59%	68%
<b>Accommodation</b> - Which of the following statements best describes how clean and comfortable your home is? <i>My home is as clean and comfortable as I want</i>	63%	65%	69%	69%	64%	75%
<b>Personal safety</b> - Which of the following statements best describes how safe you feel? <i>I feel as safe as I want</i>	67%	66%	73%	74%	70%	76%
<b>Social life</b> - Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation? <i>I have as much social contact as I want with people I like</i>	46%	49%	45%	47%	43%	49%
<b>Occupation</b> - Which of the following statements best describes how you spend your time? <i>I'm able to spend my time as I want, doing things I value or enjoy</i>	36%	38%	35%	36%	34%	42%
<b>Dignity</b> - Thinking about the way you are helped and treated and how that makes you think and feel about yourself, which of these statements best describes your situation? <i>The way I'm helped and treated makes me think and feel better about myself</i>	57%	63%	65%	67%	61%	63%

For each of the eight domains a follow up question was asked about whether or not the care and support services they receive help them in that area. For example, in the personal safety domain respondents were asked if care and support services help them in feeling safe.

Of these eight follow up questions, respondents were most likely to say 'yes' that care and support services help them to have a better quality of life (92%), in having control over their daily life (90%) and in feeling safe (88%). Respondents were least likely to say 'yes' that care and support services help them in the way they spend their time (71%).

**Chart 5 - Do care and support services help you...**



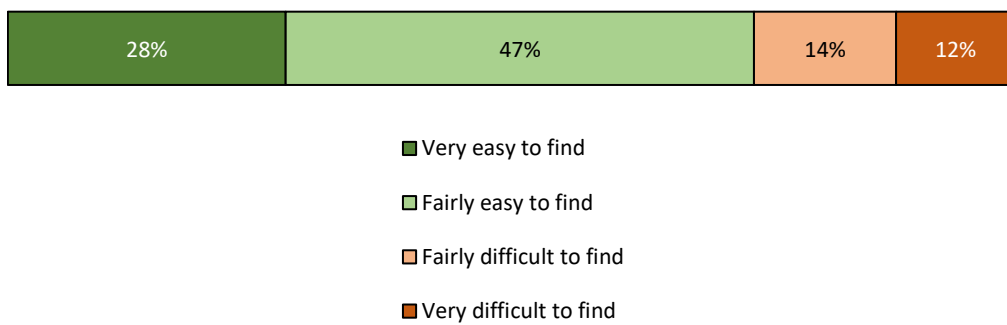
Base: all respondents (unweighted 390-405)

## 4.4 Information

Respondents were asked if, in the past year, they had generally found it easy or difficult to find information and advice about support, services or benefits. About a quarter of respondents (27%) said that they hadn't tried to find any information or advice.

Of those respondents who have tried to find information or advice, about three-quarters (74%) said it was easy<sup>5</sup> to find and about a quarter (26%) said it was difficult to find<sup>6</sup>.

**Chart 6 - In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?**



Base: respondents who have tried to find information or advice (unweighted 285)

<sup>5</sup> Either very easy to find or fairly easy to find

<sup>6</sup> Either very difficult to find or fairly difficult to find

## 4.5 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.

**Table 6 - How is your health in general?**

Very good	16%
Good	23%
Fair	43%
Bad	14%
Very bad	5%

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.

**Table 7 - Which statements best describe your own health state today**

I have no pain or discomfort	35%
I have moderate pain or discomfort	51%
I have extreme pain or discomfort	15%

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

**Table 8 - Which statements best describe your own health state today**

I am not anxious or depressed	46%
I am moderately anxious or depressed	47%
I am extremely anxious or depressed	7%

### 4.5.1 Doing things for myself

Respondents were presented with eight statements such as, do you usually manage to feed yourself, and asked if it is something they can do it easily by themselves, if they have difficulty doing it by themselves or if they can't do it by themselves.

Of the eight statements, the things that respondents were most likely to say they can't do by themselves were deal with finances and paperwork (67%), manage to wash all over (46%) and manage to get dressed and undressed (33%).

**Table 9 - Do you usually...?**

	I can do this easily by myself	I have difficulty doing this myself	I can't do this by myself
...manage to get around indoors (except steps) by yourself	51%	29%	20%
...manage to get in and out of a bed (or a chair) by yourself	53%	24%	23%
...manage to feed yourself	74%	18%	8%
...deal with finances and paperwork - for example, paying bills, writing letters - by yourself	18%	15%	67%
...manage to wash all over by yourself, using either a bath or shower	29%	25%	46%
...manage to get dressed and undressed by yourself	39%	29%	33%
...manage to use the WC/toilet by yourself	58%	21%	22%
...manage to wash your face and hands by yourself	68%	17%	15%

### 4.5.2 Getting around in my local area

Respondents were asked about getting around in their 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.

**Table 10 - Thinking about getting around outside of your home, which of the following statements best describes your present situation?**

I can get to all the places in my local area that I want	29%
At times I find it difficult to get to all the places in my local area that I want	23%
I am unable to get to all the places in my local area that I want	25%
I do not leave my home	23%

## 4.6 Type of help and support received

About four fifths of respondents (79%) were in a community support setting, about one in six respondents (17%) were in residential care and just under one in twenty (4%) were in nursing care.

**Table 11 - Support setting**

Community	79%
Residential care	17%
Nursing care	4%

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

**Table 12 - Mechanism of delivery**

Direct payment only	15%
Part direct payment	2%
LA managed personal budget	44%
LA commissioned support only	17%
Missing	21%

About one in seven of 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 just over half (52%) receive help from someone living in another household.

**Table 13 - Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?**

Yes, from someone living in my household	46%
Yes, from someone living in another household	52%
No	14%

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

**Table 14 - Do you buy any additional care or support privately or pay more to 'top up' your care and support?**

Yes, I buy some more care and support with my own money	28%
Yes, my family pays for some more care and support for me	10%
No	66%



## 4.7 Suitability of home

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

**Table 15 - How well do you think your home is designed to meet your needs?**

My home meets my needs very well	58%
My home meets most of my needs	29%
My home meets some of my needs	12%
My home is totally inappropriate for my needs	2%

## 4.8 Demographics

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

**Table 16 - Gender**

Male	42%
Female	58%

About nineteen in every twenty respondents (93%) were white and just over one in twenty respondents (6%) were non-white.

**Table 17 - Ethnicity**

White	92%
Non-white	6%
Refused/not stated	2%

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

**Table 18 - Age group**

18-64	44%
65 and over	56%

# Appendix

## ASCOF measures definitions

<b>Measure</b>	<b>1A. Social care-related quality of life</b>
<b>Domain/ Outcome statement</b>	1. Enhancing quality of life for people with care and support needs <i>(Overarching Measure)</i>
<b>Rationale</b>	This indicator gives an overarching view of the quality of life of users based on outcomes identified through research that are relevant to adult social care.
<b>Definition</b>	This is a composite measure using responses to questions from the Adult Social Care Survey covering eight domains (control, how people are treated, personal care, food and nutrition, safety, occupation, social participation and accommodation). Questions indicate whether the individual has unmet needs in any of the eight areas. It is proposed that the domains are given equal weight, with the measure calculated using a simple cumulative score based on responses to each question.  <i>Source: Adult Social Care Survey</i>

<b>Measure</b>	<b>1B. The proportion of people who use services who have control over their daily life</b>
<b>Domain/ Outcome statement</b>	1. Enhancing quality of life for people with care and support needs <i>People manage their own support as much as they wish, so that are in control of what, how and when support is delivered to match their needs.</i>
<b>Definition</b>	<b>Numerator:</b> In response to Question 3a, those individuals who selected the response ‘I have as much control over my daily life as I want and “I have adequate control over my daily life”’.  <b>Denominator:</b> All those that respond to question 3a  <i>Source: Adult Social Care Survey</i>

<b>Measure</b>	<b>1I. The proportion of people who use services and their carers, who reported that they had as much social contact as they would like</b>
<b>Domain/ Outcome statement</b>	<i>1. Enhancing quality of life for people with care and support needs.</i>
<b>Definition</b>	<b>Numerator:</b> In response to Question 8a, those individuals who selected the response “I have as much social contact as I want with people I like”. <b>Denominator:</b> All those that responded to question 8a.  <i>Source: Adult Social Care Survey</i>

<b>Measure</b>	<b>1J. Adjusted Social care-related quality of life – impact of Adult Social Care services</b>
<b>Domain/ Outcome statement</b>	<i>1. Enhancing quality of life for people with care and support needs (Overarching Measure)</i>
<b>Definition</b>	This measure is based on the quality of life scores arising from responses to the Adult Social Care Survey. It is a composite measure using responses to survey questions covering the eight domains identified in the ASCOT; control, dignity, personal care, food and nutrition, safety, occupation, social participation and accommodation.  <i>Source: Adult Social Care Survey</i>

<b>Measure</b>	<b>3A. Overall satisfaction of people who use service with their care and support</b>
<b>Outcome statement</b>	3. Ensuring people have a positive experience of care and support. <i>People who use social care and their carers are satisfied with their experience of care and support services. (Overarching measure)</i>
<b>Definition</b>	<b>Numerator:</b> In response to Question 1, those individuals who selected the response “I am extremely satisfied” or “I am very satisfied” and for the easy read version for those with learning disabilities, those individuals who selected "I am very happy with the way staff help me, it's really good".  <b>Denominator:</b> All those that answered question 1.  <i>Source: Adult Social Care Survey</i>

<b>Measure</b>	<b>3D. The proportion of people who use services and carers who find it easy to find information about services</b>
<b>Domain/ Outcome statement</b>	3. Ensuring people have a positive experience of care and support. <i>People know what choices are available to them locally, what they are entitled to, and who to contact when they need help.</i>
<b>Definition</b>	<b>Numerator:</b> In response to Question 12, "In the past year, have you found it easy or difficult to find information and advice about support, services or benefits" those individuals who selected the response “Very easy to find” and “fairly easy to find”.  <b>Denominator:</b> All those that respond to question 12 minus those who responded "I've never tried to find information or advice"  <i>Sources: Adult Social Care Survey and Carers Survey</i>

<b>Measure</b>	<b>4A. The proportion of people who use services who feel safe</b>
<b>Domain/ Outcome statement</b>	4. Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm <i>(Overarching measure)</i>
<b>Definition</b>	<p><b>Numerator:</b> In response to the question 7a “Which of the following statements best describes how safe you feel?” the number of people who respond, “I feel as safe as I want”.</p> <p><b>Denominator:</b> All those that respond to question 7a.</p> <p><i>Source: Adult Social Care Survey</i></p>

<b>Measure</b>	<b>4B. The proportion of people who use services who say that those services have made them feel safe and secure</b>
<b>Domain/ Outcome statement</b>	<p>4. Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm  <i>Everyone enjoys physical safety and feels secure.</i>  <i>People are free from physical and emotional abuse, harassment, neglect and self-harm.</i>  <i>People are protected as far as possible from avoidable harm, disease and injury.</i>  <i>People are supported to plan ahead and have the freedom to manage risks the way that they wish.</i></p>
<b>Definition</b>	<p><b>Numerator:</b> In response to the "Do care and support services help you in feeling safe?"</p> <p><b>Denominator:</b> Those individuals who selected the response "yes" to question 7b.</p> <p><i>Source: Adult Social Care Survey</i></p>