

ADULTS AND COMMUNITIES SCRUTINY COMMITTEE	AGENDA ITEM No. 8.
14 JANUARY 2020	PUBLIC REPORT

Report of:	Charlotte Black, Service Director – Adults and Safeguarding	
Cabinet Member(s) responsible:	Councillor Wayne Fitzgerald, Cabinet Member for Adult Social Care, Health and Public Health	
Contact Officer(s):	Tina Hornsby – Head of Integration	Tel. 01733 452427

ADULT SOCIAL CARE SERVICE USER SURVEY 2019

R E C O M M E N D A T I O N S	
FROM: <i>Charlotte Black, Service Director – Adults and Safeguarding</i>	Deadline date: N/A
<p>It is recommended that the Adults and Communities Scrutiny Committee:</p> <ol style="list-style-type: none"> Note the results of the Service User Survey undertaken in February 2019 and published in October 2019. 	

1. ORIGIN OF REPORT

1.1 Local authorities in England with responsibility for providing adult social care services are required to conduct an annual postal survey of their service users. The Personal Social Services Survey 2018/19 asks questions about quality of life and the impact that the services they receive have on their quality of life. It also collects information about self-reported general health and wellbeing. The results and actions arising from this survey are reported to Scrutiny Committee for information.

2. PURPOSE AND REASON FOR REPORT

2.1 During January 2019 the annual Adult Social Care Survey was sent to service users. This is a national survey carried out by NHS Digital and all Local Authorities with Social Services responsibilities are required to take part.

The main purpose of the survey is to provide assured, consistent and local data on care outcomes that can be used to benchmark against other comparable local authorities. It is used to:

support transparency and accountability to local people, enabling people to make better choices about their care

help local services to identify areas where outcomes can be improved

The survey asks service users about their quality of life and their experiences of the services they receive. It is used by Peterborough City Council, the Care Quality Commission and the Department of Health to assess the experiences of people using care and support services.

The survey is produced in an easy read version aimed at adults with learning disabilities and for this version there is slightly different wording of questions.

2.2 This report is for the Adults and Communities Scrutiny Committee to consider under its Terms of Reference No. Part 3, Section 4 - Overview and Scrutiny Functions, paragraph No. 2 Functions determined by the Council:

1. Adult Social Care
2. Safeguarding Adults

2.4 *This report links to the following corporate priorities:*

3. Safeguard vulnerable children and adults
6. Keep all our communities safe, cohesive and healthy
7. Achieve the best health and wellbeing for the City

The report sets out the implications for this priority in relation to the safety, health and wellbeing of service users. The survey evidences the impact that care and support needs and the services adult social care provides can have on people's quality of life.

3. **TIMESCALE**

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
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4.1 **Background**

In January 2019, 940 service users were surveyed by post. There were four versions of the survey, for people in residential and nursing care or in the community, with two versions in Easy Read. Additionally, a small number of people received the survey in large print. We have received 335 responses - **40%** response rate.

This report is based on data published by NHS Digital on 22 October 2019 and includes the England and Eastern Region average scores.

4.2 **National Findings**

High level messages published by NHS Digital from the survey on the 22 October 2019 were as follows:

Overall Satisfaction

- Almost two thirds (64.3%) of service users in England were very or extremely satisfied with the care and support they received. 2% of service users were very or extremely dissatisfied with the care and support they received. **For Peterborough the results were better at 66.4% and 1.4% respectively**
- In respect of the easy read questionnaire no respondents stated that they did not think that the way staff helped them was bad
- Also for the easy read questionnaire **52.1%** of respondents said that their life is 'really great' compared to a national average of only 40.7%.

Choice

- In England 67.5% of service users stated that they have enough choice over care and support services. In Peterborough this was considerably higher at **78.4%**

How having help makes people feel

- In England 61.3% of people said that having help makes them feel better about themselves. The result for Peterborough was slightly lower at **59%**.
- When looking at the response 'Having help sometimes undermines the way I feel about myself' the national result was 9.1%. Peterborough's result was **10.6%** which is a considerable increase from the previous survey when the result was only 6.8%

Finding information about support and services

- In England 43.7% of service users reported they had never tried to find information or advice about support and services in the past year, this was a statistically significant increase from 25.8% in 2017-18. In Peterborough this was very similar at **43.8%** which is also a big increase from the previous survey when the result was 29.2%
- For those who did look, in Peterborough **77.3%** found it very or fairly easy to find what they were looking for. This contrasts with 69.7% for England and 69.6% for the Eastern Region. The percentage of people who said that it was fairly or very difficult to find was **22.7%** in Peterborough which is lower than the national (30.2%) and regional (30.3%) averages

Getting out and about

- In England overall 29.8% of service users said that they can get to the places in their local area that they want to. In Peterborough the result is better at **36.2%**

Paying for additional care and support privately

- In England 28.9% of services users buy some more care and support with their own money. The result in Peterborough is much higher at **36.2%**

Receiving practical help from someone else

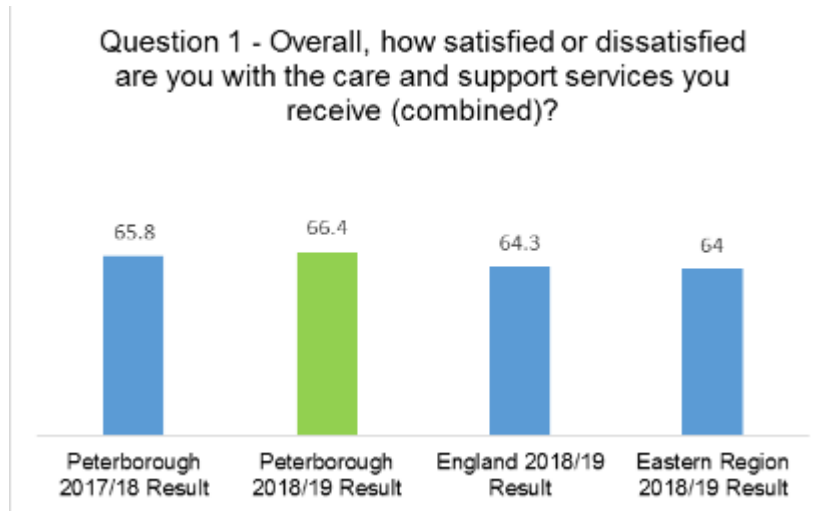
- Almost half (48%) of service users in England reported receiving regular practical help from someone living in another household. In Peterborough this was higher at **51.3%**.
- In England 40.8% (**40%** in Peterborough) reported receiving help from someone living in their household. Around a fifth of service users (20.5% nationally and **20%** in Peterborough) reported not receiving any regular practical help from a husband/wife, partner, friend, neighbour or family member.

Overall social care related Quality of Life Score

- The overall Social Care-related quality of life score takes the results from a number of different questions in the survey and calculates an overall score out of a maximum of 24. The all England level was 19.1 out of a maximum score of 24. In Peterborough the score was higher at 19.4 (although this is a drop from the last survey when it was 19.6)

4.3 Overall satisfaction with social care and support

66.4% of service users were 'extremely' or 'very' satisfied with the care and support services they received. This is higher than the figure in 2017/18 which was 65.8%, and also higher than the national and regional results.



Response measured: Extremely satisfied/very satisfied

Comments received included:

“The main reasons for satisfaction is that the team from Adult Social Care are easy to get hold of and they react quickly in emergency situations and most important they deliver on their promises”.

“I am at the current moment in time very satisfied with the care and support services I receive. My daughters visit me twice daily and also take me shopping and take me to my GP and Dental Appointments”.

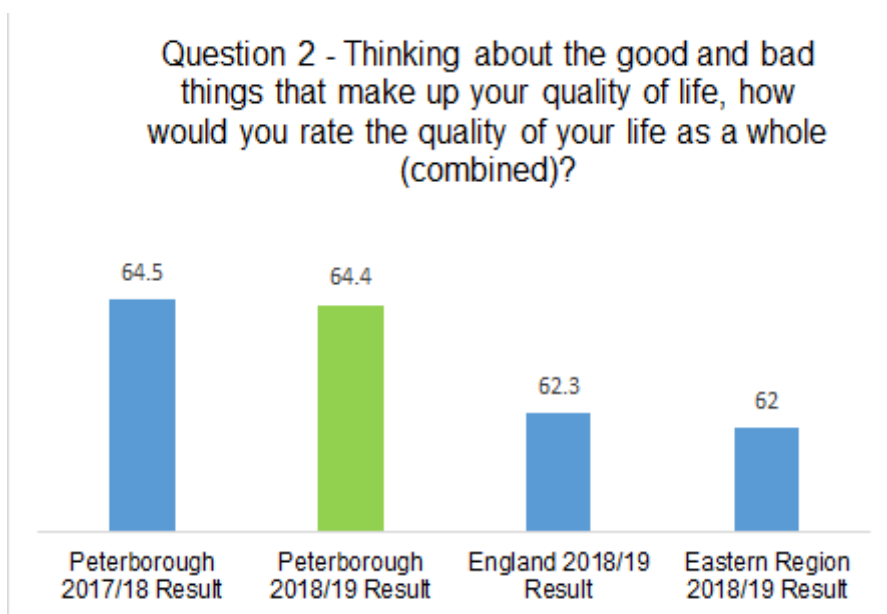
“Help I need is on hand when I need it and fills the gaps allowing me to live around my disabilities”.

“Mostly satisfied. On occasions carers late and am not informed, but I appreciate things happen and it is not always easy. Would prefer consistency with the carer, again I know this is not always possible. The plus side of having same carer is they get to know you and what your needs are, always a bonus. I appreciate all they do for me”.

“Not happy with few staff when support at home. Don't always talk or take time to talk with me. Not patient, feel unhappy. Two other staff brilliant at helping and supporting me, cooking, chatting, helping clean house etc. Live in area quiet, no one talk to me because do not know sign language”.

4.4 Quality of Life

64.4% of service users rate their quality of life as 'good' or better, similar to 64.5% last year. Peterborough's result is higher than the national and regional averages.



Response measured: So good, it could not be better/very good/good

Quality of Life Indicators

The survey asks a range of questions that can be seen as drivers for quality of life the results of these are summarised in the table below:

Question	2017/18 result	2018/19 result	Region result	England result	DOT
I have as much control over my daily life as I want	38.1%	35.1%	33.8%	34.6%	↓
I am clean and able to present myself the way I like	60.6%	62.9%	57.6%	57.6%	↑
I get all the food and drink I like when I want it	69%	68.8%	69.2%	63.2%	↓
My home is as clean and comfortable as I like	67.5%	69.2%	65.4%	66.5%	↑
I feel as safe as I want	68.4%	70%	70.3%	70%	↑
I have as much social contact as I want	49.3%	49%	47.2%	45.9%	↓
I am able to spend my time doing things I value or enjoy	38.7%	40.1%	39.7%	38%	↑

4.4 Impact of care and support services on Quality of Life

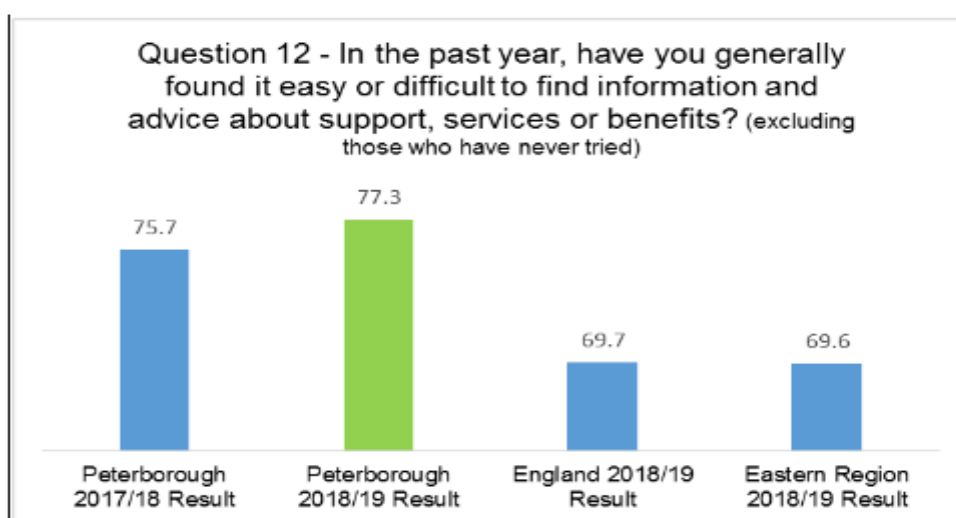
The survey also asks a range of questions to ascertain how care and support services impact on quality of life, these are summarised in the table below.

Question	2017/18 result	2018/19 result	Region result	England result	DOT
Care and support services help you have a better quality of life	90.7%	92%	93.2%	92.1%	↑
I do have enough choice over care and support services	70.1%	78.4%	68%	67.5%	↑

Care and support services help me in having control over my daily life	91%	89.9%	90.1%	89.1%	↓
Care and support services help in keeping clean and presentable in appearance	83.5%	83.4%	81.7%	80.4%	↓
Care and support services help you get food and drink	76.3%	77%	74.8%	74.9%	↑
Care and support services help you in keeping your home clean and comfortable	65.2%	67.1%	65.4%	66.7%	↑
Care and support services help you in feeling safe	85.6%	84.8%	85.2%	86.9%	↓
Care and support services help me in having social contact	66.8%	67.3%	67%	65%	↑
Care and support services help me in the way I spend my time	66.6%	66.5%	67%	64.4%	↓
Having help makes me think better about myself	61.2%	59%	61.5%	61.35	↓
The way I am helped and treated makes me feel better about myself	65.4%	63.7%	63.2%	62%	↓

4.5 Accessing Information and Advice

43.8% of survey respondents have never tried to find information or advice from care and support services. This is a big increase from 29.2% last year. **19.6%** found it very easy to find, a drop from the 2017/18 result of 20.8%, although still higher than both the England and Eastern Region averages. When the people who had not tried to find information and advice were removed from the sample, **77.3%** found it very or fairly easy to find information and advice. This is an improvement on last year's result of **75.7%** and is significantly higher than the England average of 69.7% and Eastern Region average of 69.6%. This may be evidence that people are starting to find what they are looking for on the Peterborough Information Network. The result is shown graphically below.



Response measured: Very easy to find/Fairly easy to find (excluding those who have never tried to find information or advice)

Comments received related to this question included:

“Nobody will take the responsibility to give you the correct information “you” want”.

“I didn’t know all the information that was available. I’m too old to use a computer, housebound and therefore unable to access the community for knowledge (even though I don’t know who I would ask). I would prefer an advocate to visit me and talk”.

“I have been trying to get help in funding for a wheelchair/scooter but it seems nobody wants to help or give information to help me”.

“I would like to know what help there is available from voluntary organisations etc”.

“I was diagnosed with mixed dementia early last year (2018) so rely on my daughters to source information that they feel I would benefit from. They are able to do this for me and have information to hand as and when I need the extra support. I need additional literature sent to me would be beneficial”.

“Difficult to understand information. Need it to be in British Sign Language with simple and easy signs. Cambridge Deaf Association help me with support, services and benefits”.





“Blind (cannot read Braille) and deaf (cannot access telephone). Need support worker or friend. This questionnaire is taking a long time. It would help if someone would come to explain to me when there are changes. I would need an interpreter”.

“The staff help me with advice and support”.

4.6 Service Users Health

43.2% of the respondents report their health to be ‘good’ or ‘very good’ (2017/18 figure was 41%). Only **32.8%** of service users reported that they feel no pain or discomfort and **52.8%** of service users feel ‘moderately’ or ‘extremely’ anxious or depressed.

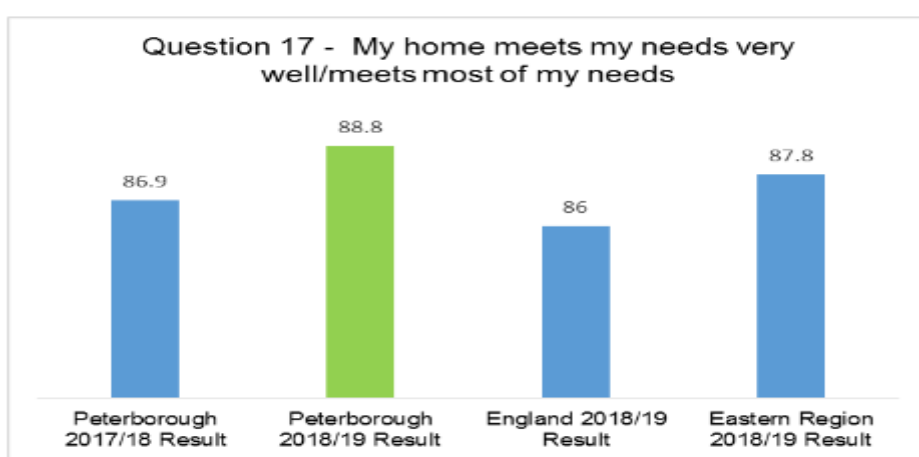
An overall depiction of the health results are shown below. Details of the questions can be found on the table below:

Question	Response	2017/18 Results	2018/19 Results	England	Eastern Region	DOT
Question 13 - How is your health in general?	Very good / Good	41	43.2	42.7	42.6	
Question 14a - Which statements best describe your own health state today - Pain or discomfort	I have no pain or discomfort	35.3	32.8	36.3	36.6	
Question 14b - Which statements best describe your own health state today - Anxiety or depression	I am not anxious or depressed	47	47.2	49.5	51.1	
Question 15a - Do you usually manage to get around indoors (except steps) by yourself?	I can do this easily by myself	52.4	54.7	51.3	51.9	

Question 15b - Do you usually manage to get in and out of a bed (or chair) by yourself?	I can do this easily by myself	51.5	53.2	53.8	53.7	↑
Question 15c - Do you usually manage to feed yourself?	I can do this easily by myself	76.7	78.5	75.3	76.7	↑
Question 15d - Do you usually deal with finances and paperwork - for example, paying bills, writing letters - by yourself?	I can do this easily by myself	19.6	16.6	17.6	18.3	↓
Question 16a - Do you usually manage to wash all over by yourself, using either a bath or shower?	I can do this easily by myself	27.1	30.1	29.2	28.5	↑
Question 16b - Do you usually manage to get dressed and undressed by yourself?	I can do this easily by myself	38.8	37.8	39.9	40.1	↓
Question 16c - Do you usually manage to use the WC/toilet by yourself?	I can do this easily by myself	59.8	60.2	57.5	58.2	↑
Question 16d - Do you usually manage to wash your face and hands by yourself?	I can do this easily by myself	69.9	72.5	67.5	69.3	↑

4.7 Surroundings and Housing

88.8% of service users reported that their homes are designed to meet most or all of their needs which is up from the 2017/18 result of 86.9%.



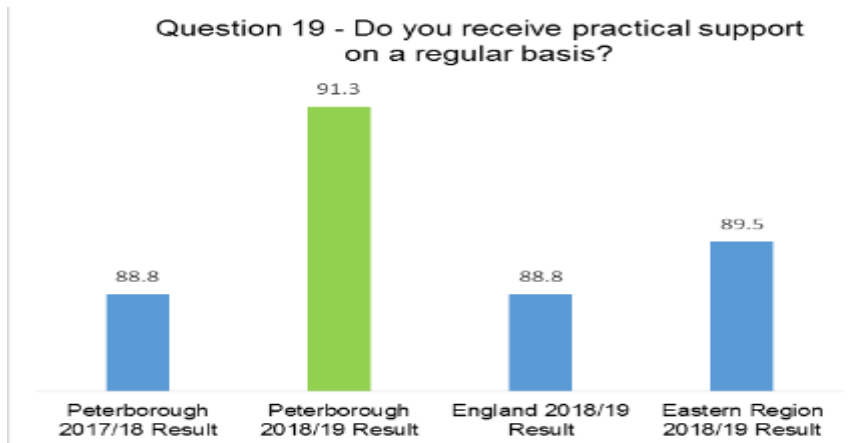
In respect of being able to get to all the places that they want to **36.2%** of service users reported that they are able to do this, which is up from 2017/18 and considerably better than the England and Eastern Region averages.



However **41.6%** of service users find it difficult or are unable to get to all the places in their local area that they want (although this is less than the national and regional averages of 43.7% and 43.3% respectively). **22.2%** of service users do not leave their homes, which lower than the national and regional averages of 26.5% and 26.9% respectively.

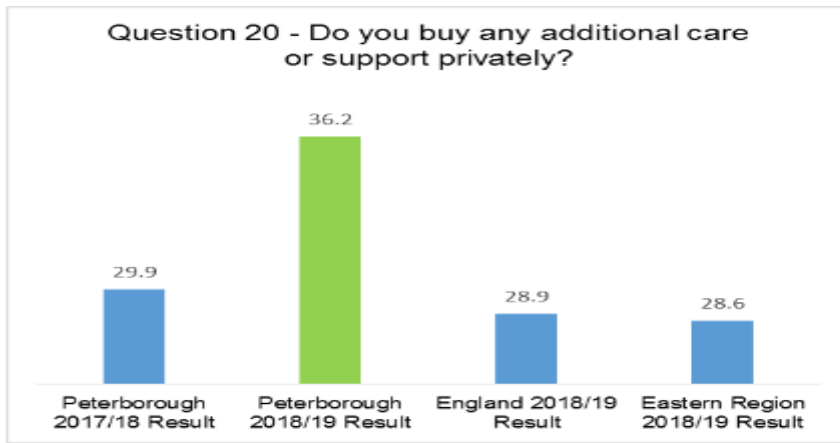
4.8 Support from others / self-funded support

The majority of service users (**91.3%**) receive regular practical help from their spouse, partner, family, friends or neighbours with **40%** receiving help from a member of their household and **51.3%** receiving help from someone living in another household. This is higher than the England and Eastern Region averages which are 88.8% and 89.5% respectively. **20%** of service users do not receive any such practical help on a regular basis, similar to the national average of 20.5%.



Response measured: Yes, from someone living in my household/ living in another household

36.2% of service users pay for additional or 'top-up' care themselves, which is higher than in 2017/18 when the result was 29.9%. It is also higher than the England average of 28.9% and the Eastern Region average of 28.6%. However, less families than the England and Eastern Region average pay for this additional care and support for a service user (**9.6%** in Peterborough against 10.8% nationally and 10.7% for the Eastern Region).



Response measured: Yes, I buy some more care and support with my own money

4.9 Adult Social Care Outcomes Framework

In addition to providing useful intelligence on our local service user experience, the survey also produces the Council's out-turn against seven of the national indicators in the Adult Social Care Outcomes Framework (ASCOF).

The Council improved on four of the indicators since the previous survey, deteriorated on two and maintained above England and Region rates on the other.

	Pboro 2017/18*	Pboro 2018/19	Direction of Travel	England Average	Eastern Region Average
1A - Social care related quality of life score	19.6	19.4		19.1	19.3
1B - Proportion of people who use services who have control over their daily life	82%	82.7%		77.6%	79.4%
1I Proportion of people who use services who reported that they have as much social contact as they would like	49%	49%		45.9%	47.2%
3A Percentage of adults using services who are satisfied with the care and support they receive	66%	66.4%		64.3%	64%
3D Proportion of people who use services who find it easy to find information about services	76%	77.3%		69.7%	69.7%
4A - Proportion of people who use services who feel safe	68%	70%		70%	70.4%
4B - Proportion of people who use services who say that those services have made them feel safe and secure	86%	84.8%		86.9%	85.2%

4.10

A sample of comments from the Service User Survey:

The following are just a sample of the comments we received from service users within the survey.

“The main reasons for satisfaction is that the team from Adult Social Care are easy to get hold of and they react quickly in emergency situations and most important they deliver on their promises”.

I am at the current moment in time very satisfied with the care and support services I receive. My daughters visit me twice daily and also take me shopping and take me to my GP and Dental Appointments”.

“It has given me my independence back. Reduced pressure on my husband and I, reduced stress and meant that I have more strength and energy to do some fun things rather than just existing”.

“Not happy with few staff when support at home. Don't always talk or take time to talk with me. Not patient, feel unhappy. Two other staff brilliant at helping and supporting me, cooking, chatting, helping clean house etc. Live in area quiet, no one talk to me because do not know sign language”.

“It is good that I can be supported on visits to the Doctors. They look after my medication and check to see if am doing well. They like to see that my flat is in good condition and I am on top of my day to day housework. They regularly chat and update any concerns problems I may have”.

4.11

Making Use of the Survey

The findings from the survey are used in a variety of ways. They will be fed into the various work streams of our Adult Positive Challenge Programme to help us to consider what changes might have the most positive impact for certain groups of service users.

The surveys are also compared regionally and used to inform the wider regional sector led improvement plan, in respect of determining where different models of delivery can impact on customer experience.

The results are shared with the public via our Local Account and also published in an accessible format as attached at Appendix 1.

5. CONSULTATION

5.1 The service user survey was undertaken with 940 service users, 335 of whom responded.

6. ANTICIPATED OUTCOMES OR IMPACT

- **Increase independence, confidence, and quality of life.**
The survey measures the service users self-reported quality of life and the finding of the survey have fed into our planning for the Adult Positive Challenge.
- **Increased quality of life and wellbeing for people with complex long term needs.**
The Adult Positive Challenge has at its foundation the objective of supporting people with long term conditions to maintain a quality of life within their own communities.
- **Help manage potential risks around the home.**
A key element of the Adult Positive Challenge programme is to support people feeling safe

in their own home via promotion and supply of technology to help to manage risks, such as monitors, alarms and medication dispensers.

- **Reduce the costs of traditional care and support**

Supporting service users to have choice and control, and quality of life can prevent early deterioration of health and hence delay the need for care and support.

7. REASON FOR THE RECOMMENDATION

7.1 Raise awareness of the outcome of the annual service user survey.

8. ALTERNATIVE OPTIONS CONSIDERED

8.1 Not applicable

9. IMPLICATIONS

Financial Implications

9.1 None

Legal Implications

9.2 Support for Carers is a statutory duty of the Council under the Care Act 2014

Equalities Implications

9.3 The service user survey provides demographic information which can aid the understanding of differences in experiences of service users among specific demographic groups.

Rural Implications

9.4 None.

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

[The full NHS Digital report can be viewed here.](#)

11. APPENDICES

11.1 Appendix 1 – Public Facing Service User Survey Summary