



## Peterborough City Council Adult Social Care

**Personal Social Services:  
Adult Social Care User Survey  
in England  
2016/17 - Summary of Results**

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## Introduction

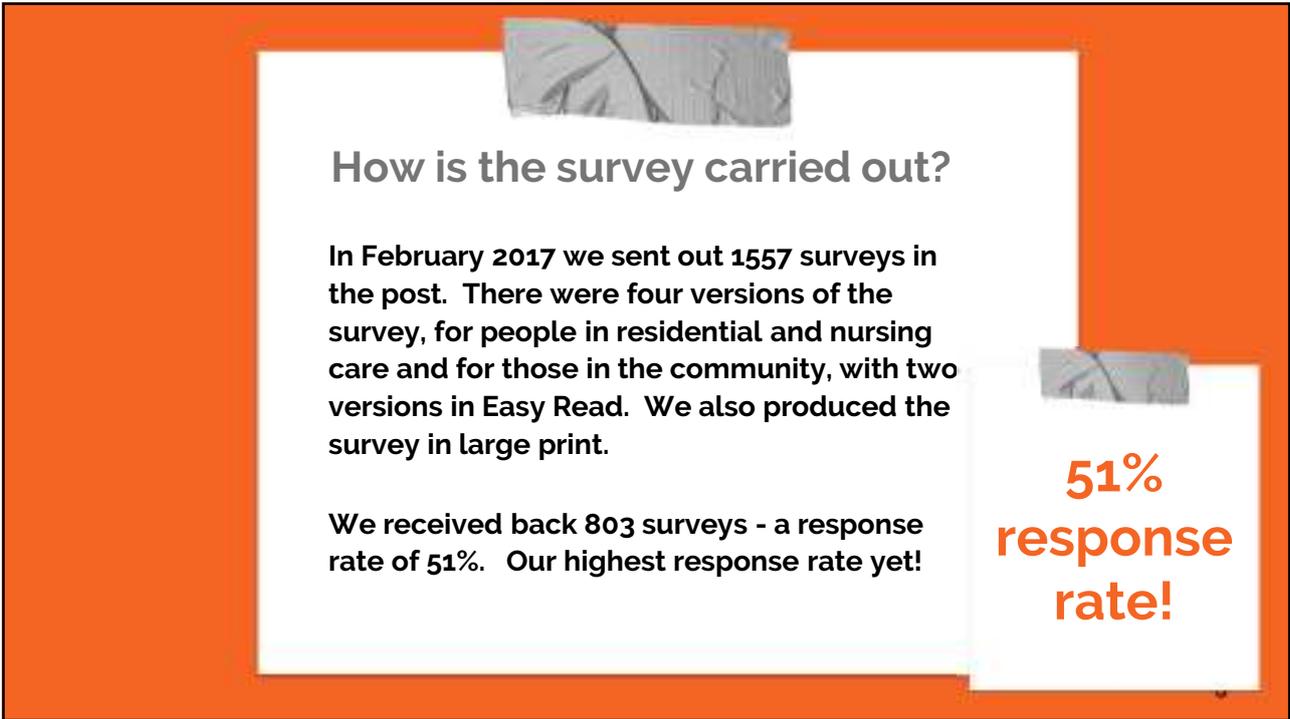
This report contains findings from the Adult Social Care Survey 2016-17. This national survey takes place every year. This report shows the results for Peterborough City Council and how they compare to national results.

The survey seeks the opinions of service users aged 18 and over who are receiving support services funded by Peterborough City Council. It helps the council to understand more about how services are affecting people's lives and where improvements need to be made.

This report comes from information published by NHS Digital on 5 October 2017.



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### How is the survey carried out?

In February 2017 we sent out 1557 surveys in the post. There were four versions of the survey, for people in residential and nursing care and for those in the community, with two versions in Easy Read. We also produced the survey in large print.

We received back 803 surveys - a response rate of 51%. Our highest response rate yet!

**51%  
response  
rate!**



### Overall Satisfaction

More service users than the national average were extremely or very satisfied with the support or services they receive

**Peterborough's result was 65.5%**  
**The England average was 64.7%**

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## Quality of Life

**65.4%** of service users rated their quality of life as 'good' or better. This is better than the England average of 61.8%.

When asked about whether they had enough choice over care and support services, **74.6%** said yes. This is considerably better than the England average of 67.6%.



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## Positive Quality of Life Results

More people than the national average said:

- They had control over their daily life
- Care and support services helped them to have control over their daily life
- They were able to clean and present themselves the way they would like
- Care and support services helped them to be clean and present themselves the way they would like
- The got all the food and drink they wanted
- Their home was as clean and comfortable as they liked

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## Positive Quality of Life Results

More people than the national average said:

- They have as much social contact as they like
- They were able to spend their time doing things they value or enjoy
- Care and support services helped them to spend their time doing things they value or enjoy
- The help they have made them think and feel better about themselves
- The way they are helped and treated made them feel better about themselves

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## Less positive Quality of Life Results

Less people than the national average said:

- Care and support services helped them to have a better life
- Care and support services helped them to get all the food and drink they want
- Care and support services helped them to keep their home as clean and comfortable as they like
- Care and support services helped them in feeling safe
- Care and support services helped them to have social contact with people

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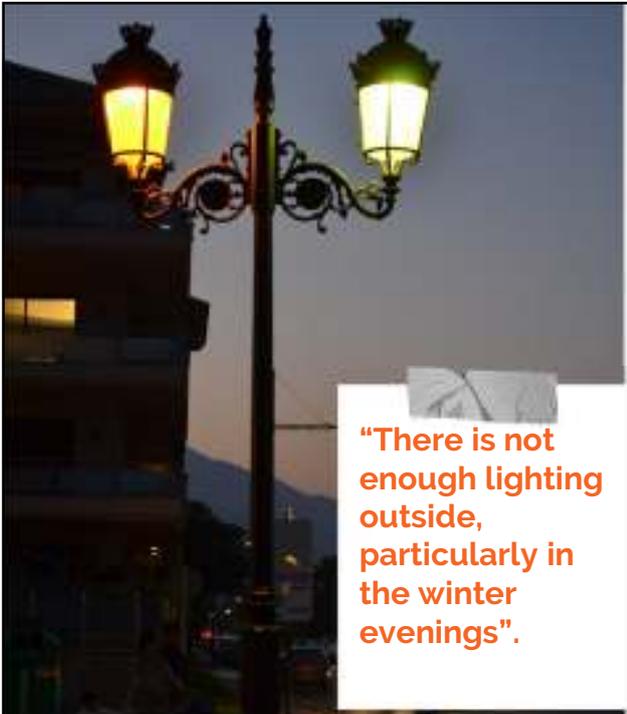
## How safe do you feel?

70.9% of people said that they feel as safe as they want.

This is better than the England average of 70.1%.

"My husband or daughter are always with me. My carers make sure I am safe as well when they are around. When I am out, I am in a wheelchair or my husband/daughter hold my arms and I have a walking stick".

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## If you worry about your safety, what things concern you most?

People responded that the things that worried them most were:

- Falling over inside the house
- Falling over outside
- Uneven, dangerous pavements

"There is not enough lighting outside, particularly in the winter evenings".

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## Information and Advice

**78.6%** of service users found it 'very' or 'fairly' easy to find information and advice about support, services or benefits.

This is better than the England average of **73.5%**.

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### Service user's health

**55.6%** of people reported their health to be 'good' or 'very good', which is higher than the England average.

However, only **35.5%** of people said they feel no pain or discomfort, which is the same as the England average.

**54.3%** felt moderately or extremely anxious or depressed, which is slightly lower than the England average.

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## Mobility and self care

More people than the England average were able to do the following:

- Get around indoors by themselves (except steps)
- Feed themselves
- Deal with finances and paperwork
- Use the toilet by themselves
- Wash their face and hands by themselves

Less people than the England average were able to do the following:

- Get in and out of bed or a chair
- Wash themselves all over
- Dress and undress themselves

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## How is your environment?

**88.9%** of respondents said that their homes are designed to meet most or all of their needs. This is better than the England average of 86.3%.

**35.6%** of respondents said that they could get to the places in their local area that they want to get to. This is better than the England average of 29.3%.

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## Do you receive practical help from your family?

**90.5%** of service users receive practical help from their spouse, partner, family, friends or neighbours. This is slightly higher than the England average of 89.2%.

**30%** of service users pay for additional or 'top up' care themselves which is higher than the England average of 27.4%. However less families than the national average pay for this additional care and support

