

HEALTH AND WELLBEING BOARD	AGENDA ITEM No. 5
10 DECEMBER 2018	PUBLIC REPORT

Report of:	Charlotte Black, Service Director Adults and Safeguarding		
Cabinet Member(s) responsible:	Councillor Fitzgerald, Cabinet Member for Integrated Adult Social Care and Health		
Contact Officer(s):	Jacky Cozens, Customer Feedback Manager	Tel: 01733 452531	

PERSONAL SOCIAL SERVICES: ADULT SOCIAL CARE USER SURVEY IN ENGLAND 2017/18

RECOMMENDATIONS	
FROM: Service Director Adults and Safeguarding	Deadline date: N/A
It is recommended that the Health and Wellbeing Board note the contents of the report.	

1. ORIGIN OF REPORT

1.1 This report is submitted to the Health and Wellbeing Board following a request from the Health and Wellbeing Board.

2. PURPOSE AND REASON FOR REPORT

2.1 The purpose of this report is to share the published results of the annual Personal Social Services Adult Social Care User Survey in England 2017/18.

2.2 This report is for the Health and Wellbeing Board to consider under its Terms of Reference No.

2.8.2.1. To bring together the leaders of health and social care commissioners to develop common and shared approaches to improving the health and wellbeing of the community.

2.8.2.2. To actively promote partnership working across health and social care in order to further improve health and wellbeing of residents.

2.8.3.1 To keep under consideration, the financial and organisational implications of joint and integrated working across health and social care services, and to make recommendations for ensuring that performance and quality standards for health and social care services to children, families and adults are met and represent value for money across the whole system.

3. TIMESCALES

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

4. BACKGROUND AND KEY ISSUES

4.1 During February 2018 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 full report is attached at Appendix 1.

5. CONSULTATION

5.1 N/A

6. ANTICIPATED OUTCOMES OR IMPACT

6.1 A public version of the report will be uploaded to the council website. An action plan will be developed to address trends identified.

7. REASON FOR THE RECOMMENDATION

7.1 The report is to inform the Health and Wellbeing Board of the results of the survey.

8. ALTERNATIVE OPTIONS CONSIDERED

8.1 N/A

9. IMPLICATIONS

Financial Implications

9.1 None.

Legal Implications

9.2 None.

Equalities Implications

9.3 None.

10. BACKGROUND DOCUMENTS

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

10.1 This report is based on data published by NHS Digital on 2 October 2018 and includes the England and Eastern Region average scores.

11. APPENDICES

Appendix 1 - Adult Social Care User Survey In England 2017/18 Report

1. Background

During February 2018 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 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.

2. Methodology

In February 2018 1,448 eligible 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 are required by NHS Digital to send a reminder to people who have not replied and in March 2018 a further 1051 reminder letters were sent out with a second copy of the survey. We have received a 45% response rate from the two mail outs.

As last year, the survey contained a targeted question about the reasons that people don't feel safe. The same question has been included by other local authorities in the Eastern region to be able to produce some benchmarking.

This report is based on data published by NHS Digital on 2 October 2018 and includes the England and Eastern Region average scores.

3. Executive Summary

High level messages published by NHS Digital from the survey on the 2 October 2018 were as follows:

Overall satisfaction

- Overall nationally 65% of service users reported they were "Extremely" or "Very satisfied" with the care and support they received. 2% reported they were "Extremely" or "Very dissatisfied"
- In Peterborough this was slightly higher at 65.8% and only 0.6% reported being extremely or very dissatisfied

Overall Quality of Life

- 62.6% of respondents nationally reported that their quality of life was good or better
- In Peterborough this was higher at 64.5%

Paying for additional care

- Nationally the proportion of service users who do not buy additional care or support decreased from 64.7% in 2016-17 to 63.3% in 2017-18. The proportion who buy more support with their own money increased from 27.4% to 28.6%
- In Peterborough a higher percentage of respondents pay for additional care themselves (29.9% against at England average of 28.6%). However less families than England average pay for additional care (8.7% against an England average of 10.6%)

Feeling safe

- More than two thirds of national respondents (69.9%) of service users reported feeling as safe as they want, compared to 1.8% who reported not feeling at all safe
- In Peterborough this was lower at 68.4%, however only 1% reported not feeling safe at all

Pain or discomfort

- The proportion of service users who reported having moderate pain or discomfort decreased nationally from 51.1% in 2016-17 to 50.1% in 2017-18, with 13.2% reporting extreme pain and

discomfort

- In Peterborough a lower percentage reported moderate pain and discomfort at 48.4%. However, 16.3% reported extreme pain and discomfort

Feeling clean and being able to spend time doing what they want

- 57.8% of respondents in England reported feeling clean and able to present themselves as they wished
- In Peterborough a higher percentage (60.6%) reported feeling as clean and able to present themselves as they wished
- Nationally 68.8% of respondents reported being able to spend enough of the time doing the things they wanted to
- In Peterborough a higher percentage (71.4%) reported being able to spend enough time doing the things they wanted
- Nationally 52.7% of service users who feel clean also reported being able to spend their time doing as they want, compared to 7.9% of service users who don't feel clean

Social contact

- 46% of respondents across England reported having as much social contact as they would like
- In Peterborough this was higher with 49.3% reporting as much social contact as they wished
- Nationally, 56.5% of service users who feel safe also reported having as much social contact as they wanted, compared to 10.9% of service users who don't feel safe

Overall social care related Quality of Life Score

- The overall Social Care-related quality of life score at England level was 19.1 out of a maximum score of 24. In Peterborough the score was considerably higher at 19.6
- Nationally, younger adults (aged 18 to 64) reported a higher quality of life score (19.5) than those aged 65 and over (18.9), this difference is statistically significant

4. Detailed Results

4.1 Overall satisfaction with your social care and support

65.8% of service users were 'extremely' or 'very' satisfied with the care and support services they received. This is very slightly higher than the figure in 2016/17 which was 65.5%, and also slightly higher than the national and regional results.

4.2 Your quality of life

- **64.5%** of service users rate their quality of life as 'good' or better, down from 65.4% last year. This is better than the national average (62.6%) and the Eastern Region average (62.1%).
- **70.1%** of service users said that they had enough choice over care and support services. This is down from 74.6% last year, but better than the national average (68.2%) and the Eastern Region average (67.5%).
- **38.1%** of service users said that they have as much control over their daily life as they want. This is up from last year (34%) and better than the national average (33.5%) and the Eastern Region average (33.3%).
- **60.6%** of service users said that they are clean and able to present themselves the way they like. This is up from last year (59.3%) and is better than the national average (57.8%) and the Eastern Region average (58.2%).
- **69%** of service users said that they get all the food and drink they want. This is up from last year (64.9%) and is better than the national average (63.9%) and the Eastern Region average (63.8%).
- **67.5%** of service users said their home is as clean and comfortable as they want. This is up from last year (66.7%) and better than the national average (66.7%) and the Eastern Region average

(66.4%).

- **49.3%** of service users have as much social contact as they want. This is up from last year (46.1%) and is better than the England average (46%) and the Eastern Region average (45.9%).
- **38.7%** of service users are able to spend their time doing things they value or enjoy. This is down from last year (41.1%) but is better than the England average (37.3%) and the Eastern Region average (37.9%).

4.3 Safety

- **68.4%** of service users said they felt as safe as they wanted. This is down from last year (70.9%) and is lower than the national average (69.9%) and the Eastern Region average (70.3%).
- This year the survey contained a targeted question about the reasons that people don't feel safe.

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

The same question was included by other local authorities in the Eastern region to be able to benchmark results. The following other local authorities participated:

- Cambridgeshire County Council
- Suffolk County Council
- Norfolk County Council
- Central Bedfordshire Council
- Luton Borough Council

The top three results for Peterborough were:

- 1 Falling over inside the house (39%)
- 2 Falling over outside (32%)
- 3 Uneven, dangerous pavements (30%)

Comments received included:

"Sometimes I don't feel safe when out and about"

"People walk in front of wheelchairs and mobility scooters and are blind to disability people"

"Vehicles parked on pavements"

However, comments were also received around other safety issues:

"Night time drinking. People using drugs next to my house. Noisy neighbours"

"Out in the community fear of being assaulted in certain places and theft"

"Neighbours shouting and playing loud music when I am trying to get to sleep"

"I feel vulnerable out on my own in the community where people could take advantage of me"

And some comments around care:

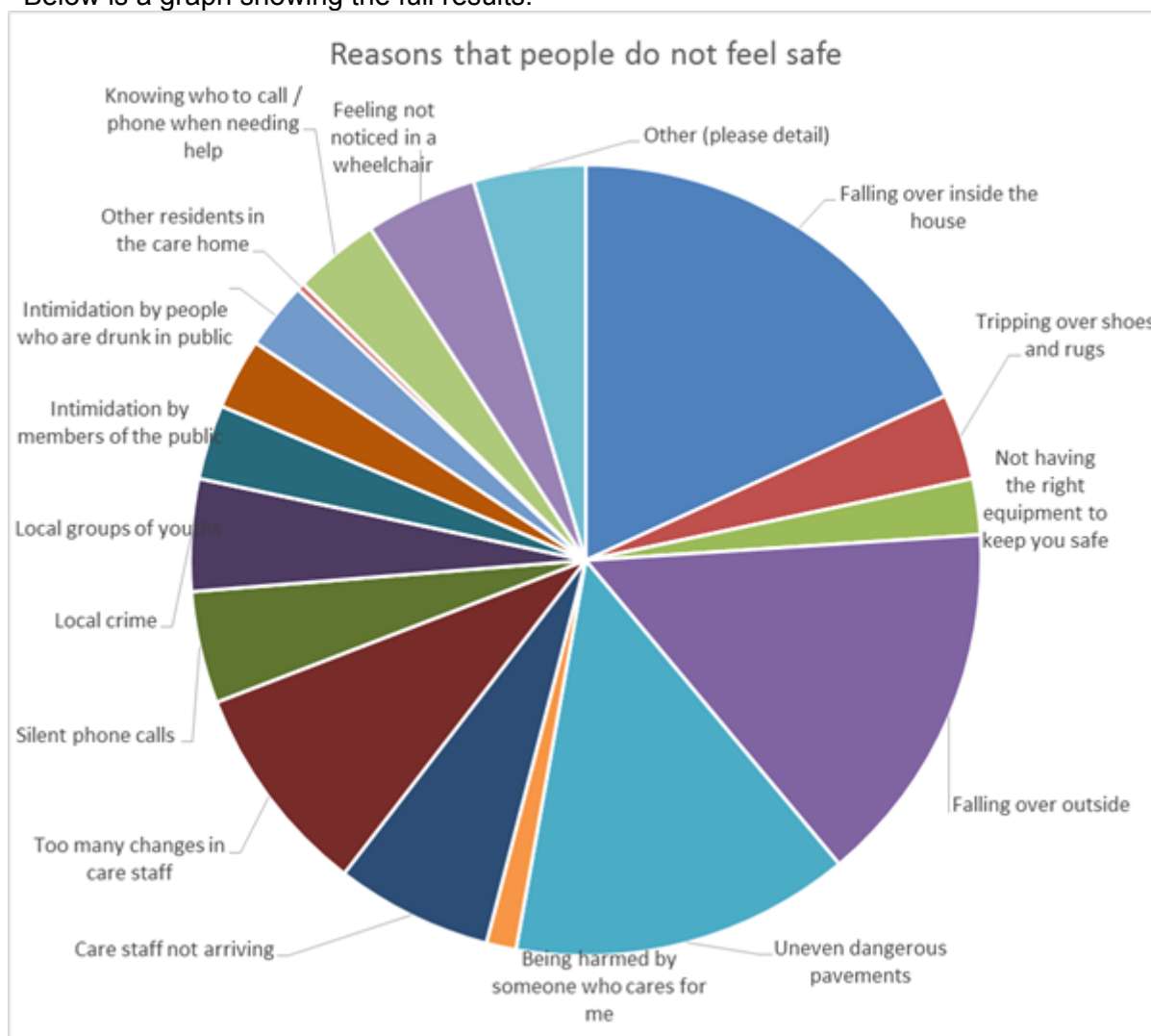
"Sometimes care staff do not turn up or the times are changed without notification"

"A different carer coming every day – can't explain his preferences every time and needs to establish a relationship with one person"

"I do not have enough Direct Payments to buy safe and sufficient care for me"

"Services being cut all the time which means my quality of life is suffering"

Below is a graph showing the full results.



4.4 Knowledge and Information

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

29.2% of respondents have never tried to find information or advice from care and support services.

When the people who had not tried to find information and advice were removed from the sample **75.7%** found it very or fairly easy to find information and advice. Although this is a drop from 2016/17, it is still higher than the England average of 73.2% and Eastern Region average of 72.2%.

The survey was sent out before the new Peterborough Information Network was fully populated, so we would hope for an improved result in 2018/19.

4.5 Your Health

- **41%** of service users said that their health was very good or good. This is down from last year (55.6%) and lower than the national average (42.3%) and the Eastern Region average (44.8%).
- **35.3%** of service users said they had no pain or discomfort. This is nearly the same as 2016/17 and lower than the national average (36.7%) and the Eastern Region average (38.2%).
- **47%** of service users said that they were not anxious or depressed. This is up from last year (45.7%) and better than the England average (45.4%) and the Eastern Region average (46.4%).

Your Environment

- **86.9%** of service users reported that their homes are designed to meet most or all of their needs which is down from the 2016/17 results of 88.9%. It is better than the national average of 86% but lower than the Eastern Region average of 87.1%.
- **31.4%** of service users said they can get to all the places they want. This is down from 2016/17 (35.6%) but higher than the England average (29.4%) and the Eastern Region average (30%).

5. Adult Social Care Outcome Framework (ASCOF) Measures





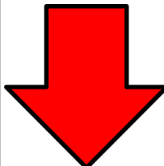
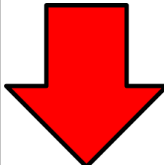

The Adult Social Care User Survey contributes to the Adult Social Care Outcomes Framework (ASCOF) Social Care Related Quality of Life indicator 1A. This indicator looks at a combination of different aspects of people's lives and calculates an overall score. It includes:

- Nutrition
- Personal care
- Safety
- Social contact
- How people are helped
- Control over daily life
- Whether people can spend time doing what they want to do

The ASCOF quality of life score for PCC in 2017/18 was **19.6**. Our highest score to date.

ASCOF Social Care Related Quality of Life Indicator			
Year	Peterborough	England	Eastern Region
2017/18	19.6	19.1	19.2
2016/17	19.5	19.1	19.3
2015/16	19.1	19.1	19.0
2014/15	19.0	19.1	19.0
2013/14	18.9	19.0	18.9

The table below shows the results and differences for Peterborough for the last three years for each of the national ASCOF indicators which are taken from the survey.

	Pboro 2016/17	Pboro 2017/18	Direction of Travel	England Average	Eastern Region Average
1A - Social care related quality of life score	19.5	19.6		19.1	19.2
1B - Proportion of people who use services who have control over their daily life	80%	82%		78%	78%
1I Proportion of people who use services who reported that they have as much social contact as they would like	46%	49%		46%	46%
3A Percentage of adults using services who are satisfied with the care and support they receive	65.5%	66%		65%	64%
3D Proportion of people who use services who find it easy to find information about services	79%	76%		73%	72%
4A - Proportion of people who use services who feel safe	71%	68%		70%	70%
4B - Proportion of people who use services who say that those services have made them feel safe and secure	84%	86%		86%	84%

In all but two indicators, performance has improved in 2017/18.

6. What have we done as a result of the survey?

There are two ASCOF indicators in which performance has gone down. Actions taken in relation to the indicators are detailed below.

6.1 Proportion of people who use services who feel safe

Performance has dropped from 71% to 68%. The survey has shown that the main reason that people do not feel safe is due to the fear of falling. To address this a number of initiatives have been put in place. These include:

Handyperson Service

This service offers small jobs to elderly, frail or disabled people to stop them from falling (the council pays for the man hours, customers pay for the materials). So far in 2018/19 we have completed 1,014 jobs.

Minor Aids and Adaptations

This includes installing adaptations such as grab rails, ramps etc. So far in 2018/19 we have completed 622 jobs

Fuel Poverty and ensuring people have warm homes

The Local Energy Advice Scheme (LEAP) carries out works to make sure that people live in warm homes, therefore reducing the risk of falling. So far in 2018/19:

- 447 referrals have been made
- 320 LEAP visits have been carried out
- 28 Fire Service Safe & Well referrals have been made

Warm Home Fund First Time Central Heating Programme

Cold homes are not just uncomfortable to live in, they can have a negative effect on health. In Peterborough there are still a large number of houses that do not have a central heating system with a boiler and radiators. The Warm Home Fund First Time Central Heating Programme is a programme to fund the installation of central heating systems and just under 1,000 privately rented properties have been identified. A staged mailshot will go out to landlords during November. A leaflet will also be left with tenants to encourage them to contact their Landlord/Agent to apply for the funding.

A LEAP visit is to be made to 77 properties managed by a private landlord. An ECO Flexible Eligibility Declaration has been completed for all 77 properties confirming that tenants are on low income with high heating costs due to their energy inefficient heating systems

Strength and Balance Training

Referrals have been made to the Strength and Balance training which is now available through the Public Health contract with Solutions4Health.

Falls Working Group

Peterborough Falls working group is bringing the organisations in Peterborough together to work on initiatives to prevent falling.

Grants for Repairs to Housing

We give repairs assistance grants (means tested) to home owners whose properties have a significant defect which could lead to an occupant falling, our assessment is done under the Housing, Health and Safety Rating System (HHSRS).

6.2 Proportion of people who use services who find it easy to find information about services

Performance has dropped from 79% to 76%. To address this the following has been put in place:

Peterborough Information Network

A brand new online Information Portal, the Peterborough Information Network (PIN), has been

developed to make it quick and easy for people with care and support needs and their carers and families to access the information, advice and guidance that they need. Areas covered include:

- Information and Advice
- Health
- Wellbeing
- Getting out and about
- Staying safe
- Help to live at home
- Housing options
- Caring for someone
- Learning, work and volunteering
- Money matters
- Personal Assistants Network
- Equipment and living aids catalogue

Additionally, during the year a full time resource was appointed to manage the PIN. A new development for 2018/19 will be a dedicated section on the PIN for adults with a learning disability. This section will host information in Easy Read.

Dementia Guides

Working with service users at the Dementia Resource Centre, two guides have been developed for people with dementia. These are:

- Dementia - A Guide to Services in Peterborough
- Mental Capacity and Managing Money

Adults Positive Challenge

The Adults Positive Challenge Programme is the council's programme which seeks to manage demand for Adult Social Care by recognising and building on the strengths and aspirations of people and their communities.

Workstreams include

- Neighbourhood based operating model - seeking to address issues of social isolation and improve choice and control by delivery of support through neighbourhoods and local services and networks.
- Increasing carers support - increasing awareness of the role of carers, changing how we commission support for carers and enhancing digital and information and advice offers for carers.
- Changing the conversation - strength based approach to practice, optimising reviews and enhancing information and advice and external communication.
- Commissioning - outcome based commissioning and a early intervention and prevention strategy.
- Increasing targeted reablement linked to wrap around community support.
- Learning Disability Enablement - taking a strengths based approach with young people from childhood and an enablement approach into adulthood.
- Embedding Technology Enabled Care (TEC) - increasing the information on and range of TEC offered to support independence, choice and control - focussing on TEC right from childhood.