

Personal Social Services: Adult Social Care User Survey in England 2018-19

Summary of Results in Peterborough



Introduction

This report contains findings from the Adult Social Care Survey 2018-19. 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 22 October 2019.

How is the survey carried out?

In January 2019 we sent out 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 a **40%** response rate from the survey.



1

Overall Satisfaction

66.4% of service users were extremely or very satisfied with the care and support they received.

This is higher than the national average of 64.3% and better than our result last year which was 65.8%.

66.4%





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

Service user comment from the survey

2

Quality of Life

64.4% of service users rated their quality of life as 'good' or better.

64.4%

This is better than the England average of 62.3%. It is similar to our result last year which was 64.5%.



Adult Social Care Outcomes Framework (ASCOF) Social Care Related Quality of Life indicator

This indicator is calculated from a range of different aspects of people's lives. It includes:

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

In 2018/19 Peterborough City Council scored **19.4**.
The all England score was only 19.1.

ASCOF Social Care Related Quality of Life Indicator for Peterborough City Council	
2018/19	19.4
2017/18	19.6
2016/17	19.5
2015/16	19.1
2014/15	19.0

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Choice over care and support

When asked about whether they had enough choice over care and support services they receive, **78.4%** of respondents said yes.

This is much better than the England average of 67.5%.

It is also better than our result last year which was 70.1%.

78.4%





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

Service user comment from the survey

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Control over daily life

When asked about whether they had enough control over their daily life, **35.8%** of respondents said yes.

This is better than the England average of 33.8%.

However, it is down from our result last year which was 38.1%.

35.8%



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How did Peterborough do compared to the national average?

Peterborough did better than the national average on the following questions:



- Overall satisfaction with care and support services
- Overall quality of life
- Choice over care and support services
- Control over daily life
- Care and support services helping you have control over your daily life
- Keeping clean and presentable in appearance
- Care and support services helping you in keeping clean and presentable
- Getting all the food and drink you want
- Care and support services supporting you to get food and drink
- Having a clean and comfortable home
- Care and support services helping you to have a clean and comfortable home
- Having enough social contact with people you like
- Spending time doing things you value and enjoy
- Care and support services helping you with how you spend your time

Peterborough did worse than the national average on the following question:

Care and support services help you to have a better quality of life



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**How having help
makes people feel**

How having help makes people feel

59% of people said that having help to do things makes them feel better about themselves. This is lower than the national average which is 61.3%.

However, **63.7%** of people said that the way they are helped and treated makes them feel better about themselves. This is higher than the national average which is 62%.

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Feeling Safe

How safe do you feel?

70%

70% of service users reported feeling as safe as they want. This was the same as the national average and an improvement on last year, when the result was 68.4%.

However when asked whether care and support services helped them in feeling safe, 84.8% said yes. This is lower than the England average of 86.9%.



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Knowledge and information

Finding information and advice

77.3%

77.3% of service users said that they had found it very or fairly easy to find information and advice about support, services and benefits.

This is much better than the national average which was 69.7%. It is also an improvement on last year's result which was 75.7%.



Peterborough is ranked 16 out of 152 councils!



How helpful was the information and advice that you received?

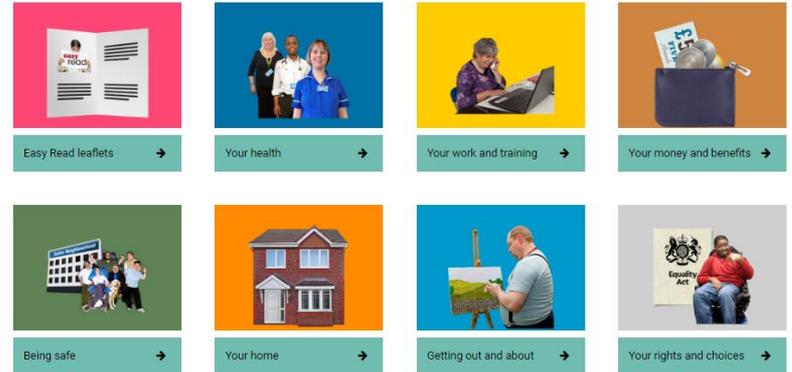
		Number	%
124 Q12a. In the last 12 months, how helpful has the information and advice you have received been? Please include information and advice from different organisations, such as voluntary organisations and private agencies as well as Social Services.	I've never tried to find information or advice	97	42%
	Very helpful	62	27%
	Fairly helpful	46	20%
	Fairly unhelpful	13	6%
	Very unhelpful	11	5%

How have we improved information?

In April 2019 the council introduced new Easy Read web pages for people with a learning disability.

You can find the pages by searching for Peterborough Information Network on Google and then clicking on the Easy Read pages.

Welcome to the Easy Read pages for Adults





“Difficult to understand information. Need it to be in British Sign Language with simple and easy signs”.

Service user comment from the survey

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Home and Environment

Your home

88.8%

88.8% of people said that their home meets their needs very well or meets more of their needs.

This is better than the England average which was 86% and better than our result last year which was 86.9%.



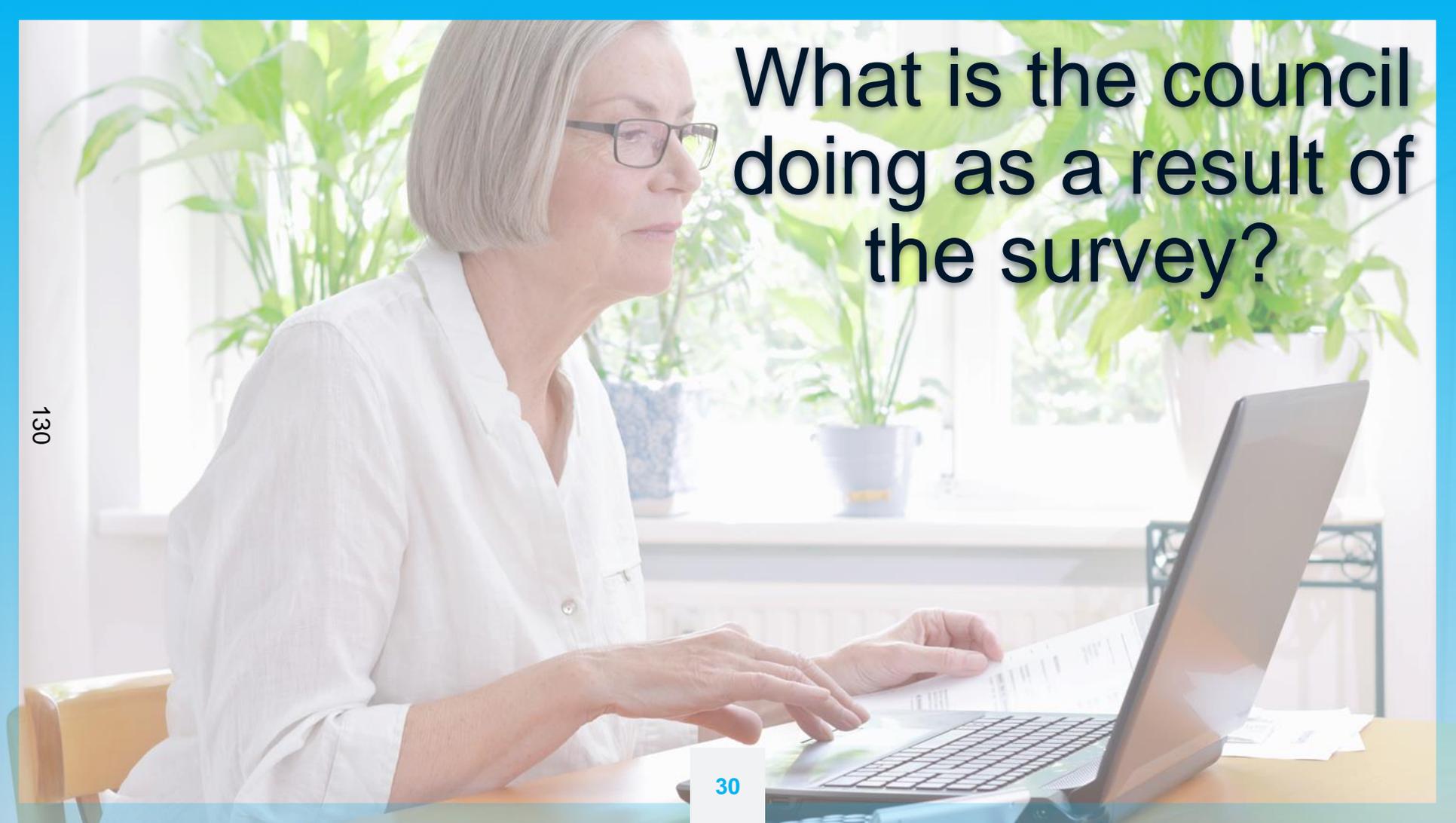
Getting to the places you want

36.2%

36.2% of people said that they could get to the places in their local area that they want to.

This is better than the national average which was 29.9%. It is also an improvement on last year's result which was 31.4%.





**What is the council
doing as a result of
the survey?**

Actions being taken in Adult Social Care

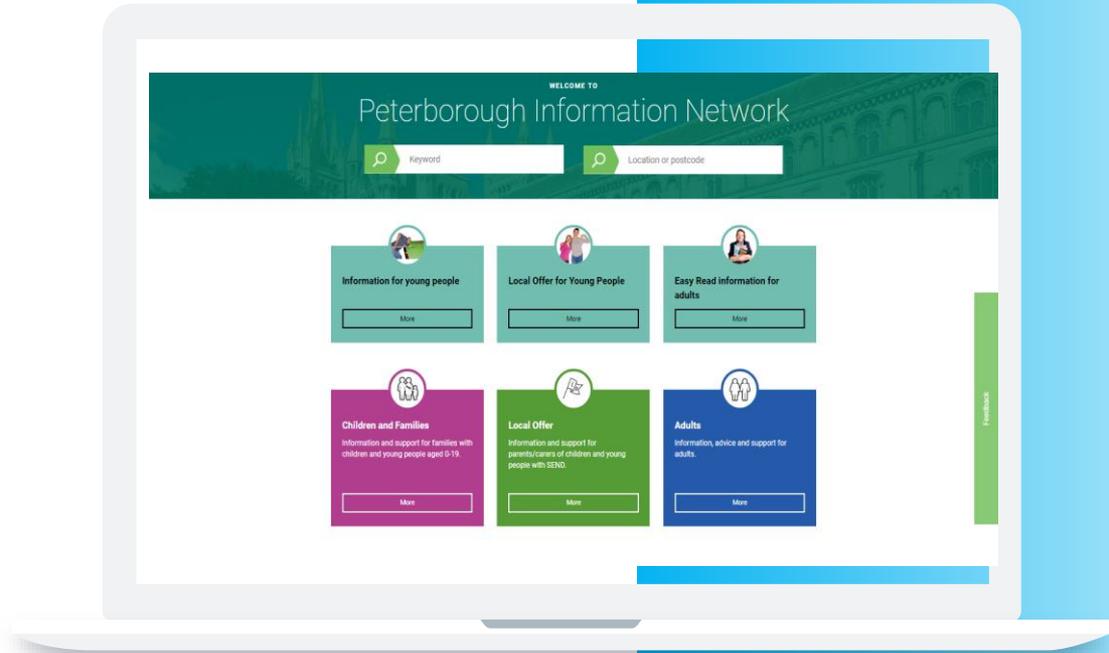
The council continues to look at ways to improve the delivery of information and advice. Over the course of the year we have made further improvements to our online information and our published information such as The Guide To Independent Living.

¹³¹We know that a key reason for people not feeling safe is a fear of falling. We are focussing on how technology, aids and equipment can help people to feel safe. We are also working with public health to develop our falls prevention service.

Our Adult Positive Challenge programme is focussed on improving the choice and control people have on their support arrangements, through consideration of a wider range of things impacting on quality of life - including social networks and informal carers.

You can find out lots of useful information on the Peterborough Information Network

- Information and advice
- Health
- Wellbeing
- Getting out and about
- Staying safe
- Staying independent
- Housing
- Caring for someone
- Learning, work and volunteering
- Money matters
- Finding a Personal Assistant
- Equipment and Living Aids



www.peterborough.gov.uk/PIN