

## Service User Survey 2020

### 1.0 Background

- 1.1 The annual Adult Social Care Service User Survey is a national survey carried out by NHS Digital and all Local Authorities with Social Services responsibilities are required to take part.
- 1.2 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
- 1.3 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.
- 1.4 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
- 1.5 In January 2020, 1027 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 386 responses - **38%** response rate. This was a slightly larger numbers of response than the previous year's 335
- 1.6 The survey is carried out with people who were in receipt of long-term package of care and support in September of the previous year. The definition of long-term support does not include services such as reablement, equipment and TEC, and therefore the responses do not reflect the experiences of those services users.
- 1.7 It is suspected that the survey's closure date in March 2020, when the Covid 19 pandemic was starting to take hold and just before the lock down period, might have impacted on the number of responses, with people opting to take the precaution of staying at home rather than making a journey to post the paper survey back. The survey may also have more challenging for people to complete where they would normally have asked a friend or family member to support with the completion. This timing might also have impacted on responses in a number of areas, due to increasing anxiety about the impact of Covid 19.

### 2.0 National findings

High level messages published by NHS Digital from the survey in December 2020 were as follows:

#### 2.1 Overall Satisfaction

Almost two thirds (**64.2%**) of service users in England were very or extremely satisfied with the care and support they received. **2.1%** of service users were very or extremely

dissatisfied with the care and support they received. For Peterborough **62.5%** were very or extremely satisfied which is slightly below the national average but slightly better at **1.1%** for those who were very or extremely dissatisfied.

## 2.2 **Impact of pain and wider health issues**

There was a significant increase nationally in the percentage of service users who reported having no pain or discomfort at **37.2%**, with those reporting extreme pain and discomfort at 13.2%. In Peterborough that figure was lower at **35.4%** and the percentage reporting extreme pain and discomfort was higher at **14.8%**. This could be a reflection of that fact that in Peterborough we have a reducing number of people in long term care as we seek alternatives and early intervention and therefore those receiving long term care are more likely to have a more complex level of need and co morbidity.

Nationally the percentage of respondents who were aged 85 or over decreased from 27.3% in 18/19 to **26.8%** in 19/20. In Peterborough this percentage remained higher at **27.2%**

When asked to describe their general state of health **42.8%** nationally described it a good or very good. In Peterborough this was **40.9%**, as mentioned above this is likely to be a reflection of the success of early intervention and prevention services keeping those in good or very good health from unnecessary reliance on long term care and support.

## 2.3 **Paying for additional care and support privately**

In England the percentage of people who stated that a family member helped them to pay for additional care increased from 10.8% to **11.6%**. In Peterborough this decreased from 9.6% to **6.7%**. This is likely to be a reflection on the demography in Peterborough and is likely also to be related the fact that a higher percentage brought additional care from themselves. In England the percentage who use their own money to buy additional care rose from 28.9% to **29.5%**. The result in Peterborough is much higher and rose from 36.2% to **36.9%**.

## 2.4 **Receiving practical help from someone else**

In England **42.3%** (an increase from 40.8%) reported receiving help from someone living in their household. In Peterborough this is increased from 40% to **42.2%**

Almost half (**48.3%**) of service users in England reported receiving regular practical help from someone living in another household. In Peterborough this was lower at **44.3%**.

## 2.5 **Choice**

In England in 2019/20 **66.6%** of service users stated that they have enough choice over care and support services. In Peterborough this was considerably higher at **75.2%**

## 2.6 **How having help makes people feel**

In England **61.6%** of people said that having help makes them feel better about themselves, up from 61.3%. The result for Peterborough was higher at **62.5%** which is significantly higher than the previous year's 59%.

When looking at the response 'Having help sometimes undermines the way I feel about myself' the national result was **9.2%** an increase on 9.1% from the previous year. Peterborough's result was **9.6%** which is an increase from the previous survey

when the result was 9.2%.

## 2.7 Finding information about support and services

In England **44.5 %** of service users reported they had never tried to find information or advice about support and services in the past year, an increase from 43.7% in the previous year. In Peterborough this was higher at **45.3%**, an increase from 43.8% the previous year.

For those who did look, in Peterborough a higher percentage than nationally, **72%**, found it fairly or very easy to find what they needed, although this was a reduction on **77.3%** the previous year. The **68.4%** reported nationally also worsened from the previous year, 69.7%.

## 2.8 Getting out and about

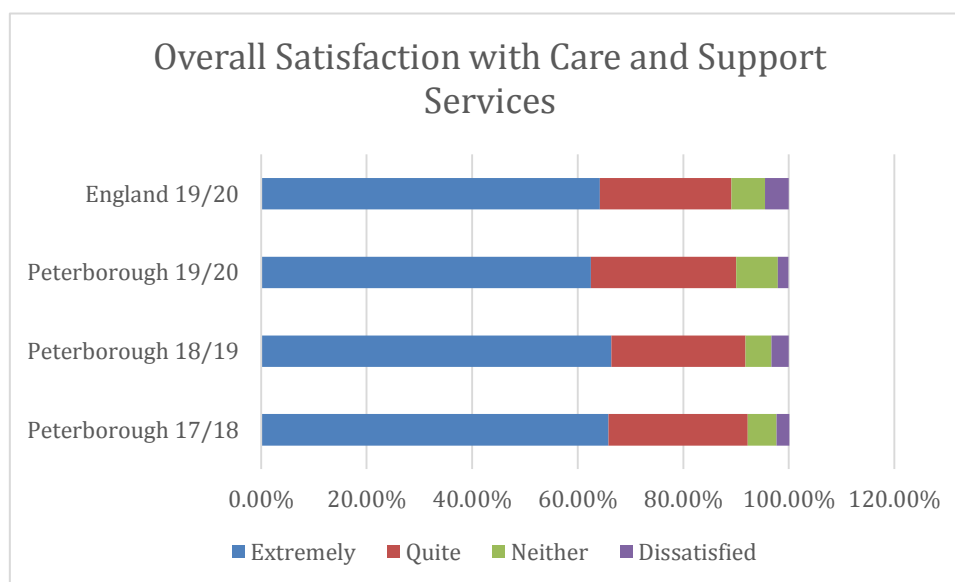
In England overall **29.4%** of service users said that they can get to all the places in their local area that they want to, a very slight reduction on the previous 29.8%. In Peterborough the result is better at **32.2%** although lower than the previous year, 36.2%. The percentage who do not leave their home at all was **26.2%** just below the national average of **26.5%**

## 2.9 Self-Reported Quality of Life

The percentage of respondents who reported that their quality of life was good or better nationally was **62.4%** whilst in Peterborough this was higher at **64.9%**.

## 3.0 Overall satisfaction with social care and support

3.1 Peterborough reported very low levels of respondents stating that they were dissatisfied with services at 2%, compared to 3.3% nationally. Peterborough saw a reduction in percentage of people who were very or extremely satisfied, dropping from 66.4% to 62.5% of service users. This is below the levels nationally, and regionally.



Response measured: Extremely satisfied/very satisfied

3.2 More respondents replied that they were quite satisfied, 27.5% as opposed to 25.5% and neither satisfied or dissatisfied, 7.9% as opposed to 4.9%. This indicates that the trend was toward people feeling either quite satisfied or neutral about services (at total of 35.4% of respondents) as opposed to being quite of extremely dissatisfied (only 2% of respondents).

#### 4.0 Quality of Life

64.9% of service users rate their quality of life as 'good' or better, which is an improvement on the previous two years and significantly better than the national position at 62.4%.



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

#### 5.0 Quality of Life related Indicators

5.1 The survey asks a range of questions in relation to drivers for quality of life. The results of these are summarised in the table below:

Question	2017/18 result	2018/19 result	2019/20 result	Region result	England result
I have as much control over my daily life as I want	38.1%	35.1%	37.3%	35.8%	34.2%
I am clean and able to present myself the way I like	60.6%	62.9%	59.6%	57.6%	59.1%
I get all the food and drink I like when I want it	69%	68.8%	65.6%	64.6%	64.1%
My home is as clean and comfortable as I like	67.5%	69.2%	65.4%	66.4%	66.8%
I feel as safe as I want	68.4%	70%	72.9%	72.1%	70.2%
I have as much social contact as I want	49.3%	49%	48%	46.8%	45.9%
I am able to spend my time doing things I value or enjoy	38.7%	40.1%	40.5%	39.3%	37.7%

5.2 Looking at the direction of travel for these indicators there is a mixed picture with a higher percentage of people feeling positive about control over their lives, how they feel and how much time they spend doing things they enjoy, but a lower percentage answering positively in respect of cleanliness, access to food and social contact.

5.3 Compared to England all quality of life drivers scored comparatively well excepting in relation to cleanliness of their home.

## 6.0 **Impact of care and support services on Quality of Life**

6.1 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.

6.2 Peterborough had increased rates of people of responding that care and support services helped them in having control over their daily life, up from 89.9% to 91.1% and that having help made them feel better about themselves, up from 59% to 62.5%.

6.3 Peterborough also had responses better than the regional or national average in relation to the following:

- I have enough choice and control over care and support services where 75.2% responded positively compared to 68.2% regionally and 66.6% nationally.
- Care and support services help me keep clean and presentable, where 82.8% answered positively compared to 81% regionally and nationally.
- Having help makes me feel better about myself, where 62.5% answered positively compared to 61.2% regionally and 61.6% nationally.

6.4 Areas where Peterborough responses were less positive were:

- Care and support services help you in feeling safe where 80.7% of respondents responded positively, compared to 85.2% regionally and 86.8% nationally.
- The way I am helped and treated makes me feel better about myself where 60.5% answered positively compared to 62% regionally and nationally.

6.5 There were also areas where Peterborough respondents were less likely to state that formal care and support services helped them, where we would potentially have supported alternatives such as TEC or informal carers as a part of our Adult Positive Challenge approach. Comments related to these questions did not suggest an unmet need.

6.6 Comments linked to these questions included:

### **In relation to help with food and drink**

“Mainly my daughter and family do it”

“\*\*\*\* has packed lunch except on Fridays when she has lunch out with staff and other club members”

“But if my husband gets worse and cannot provide me with meals then I would need someone to provide meals”

### **In relation to help keeping clean and presentable**

“When \*\*\*\* goes swimming, staff check otherwise family look after her hygiene needs.”

“Not always. Some more than others also do not come early enough sometimes 11.30 or later, my husband (who is ill himself) has to dress me etc”

“Not necessary”

### **In relation to keeping the home clean and comfortable**

“My daughter does it”

“\*\*\*\* makes my bed and washes up other carers do nothing and their washing up skills need definitely improving”

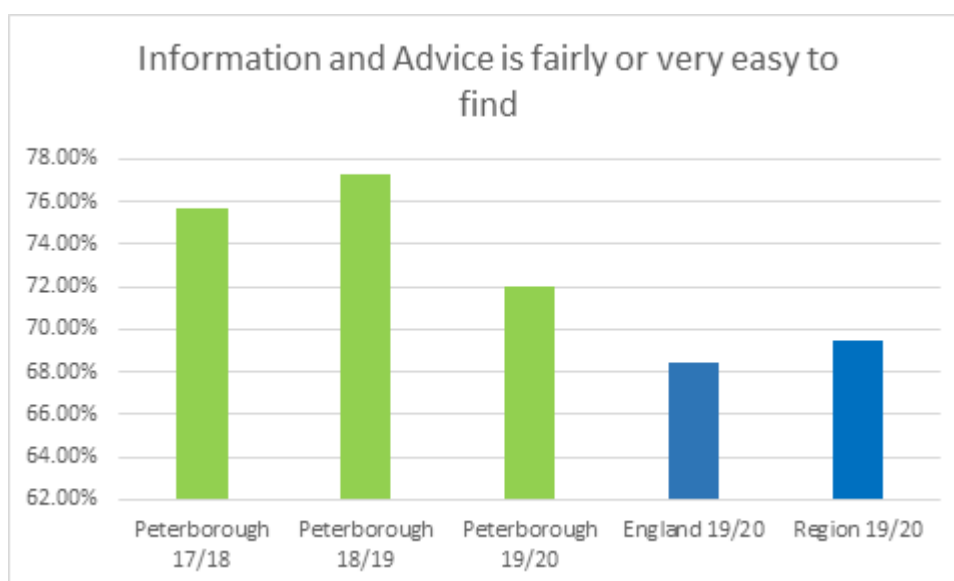
“I pay private cleaner as they would not offer this support”

“only the area they use means no cleaning the whole house”

## 7.0 Accessing Information and Advice

7.1 45.3% of survey respondents have never tried to find information or advice from care and support services, higher than the 43.5% last year. Of those who did try to access information and advice 36.9% found it very easy to find, compared to 31% nationally and 28.8% in the region. A further 35.1% found it fairly easy to find, compared to 37.4% in England and 40.7% in the region. Indicating that when looking for information service users are more likely to find what they need. However, 11.1% stated they found information very difficult to find, compared to 12.1% nationally and 10.8% regionally, suggesting that more could still be done to make information and advice more accessible.

7.2 The results for the last three years are shown on the graph below, showing that although Peterborough's results remain comparatively good, they have deteriorated from the previous two years.



## 8.0 Service Users Health and Independence

8.1 40.9% of the respondents report their health to be 'good' or 'very good', which is lower than the 43.5% in 2018/19 and 43.1% nationally and the 44.8% regionally. 35.4% reported having no pain or discomfort, which is higher than the 32.8% for the previous year, but lower than nationally (37.2%) and lower than the regional average (40%). 53.8% felt moderately or extremely anxious or depressed, compared to 52.8% the previous year, higher than both the national average of 51% and the regional average of 47.5%.

8.2 An overall depiction of the health and care needs results are shown below

Question	Response	18/19	19/20	Eng	Reg	Comp	DOT
How is your health in general?	Very good / Good	43.2%	<b>40.9%</b>	43.1%	44.8%	40.7%	↓
Which statements best describe your own health state today - Pain or discomfort?	I have no pain or discomfort.	32.8%	<b>35.4%</b>	37.2%	40%	37.1%	↑
Which statements best describe your own health state today - Anxiety or depression?	I am not anxious or depressed.	47.2%	<b>46.2%</b>	48.9%	52.4%	47.5%	↓

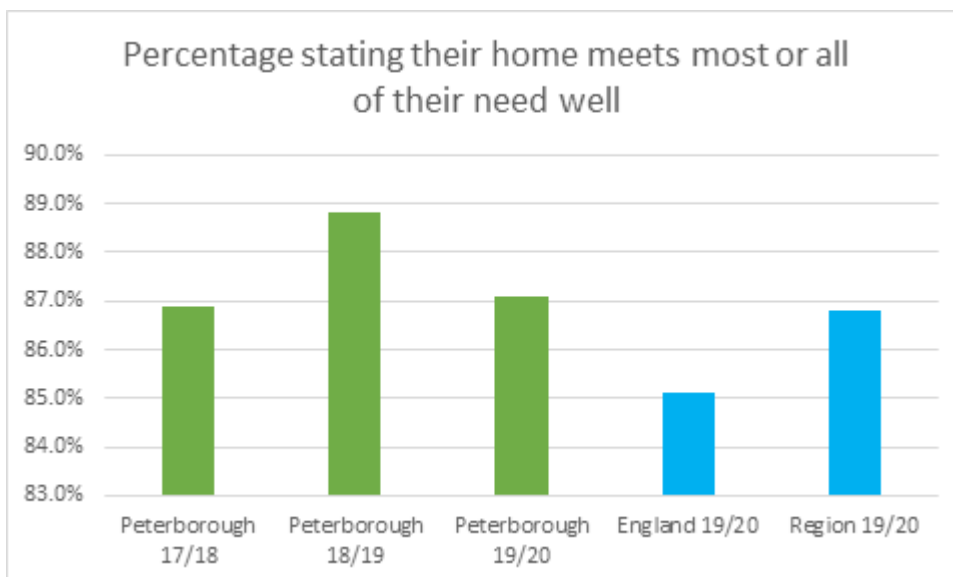
Do you usually manage to get around indoors (except steps) by yourself?	I can do this easily by myself.	54.7%	<b>50.4%</b>	51.7%	53.2%	51%	↓
Do you usually manage to get in and out of a bed (or chair) by yourself?	I can do this easily by myself.	53.2%	<b>51.7%</b>	54%	55.4%	50.7%	↓
Do you usually manage to feed yourself?	I can do this easily by myself.	78.5%	<b>73.5%</b>	75.6%	76.4%	74.5%	↓
Do you usually deal with finances and paperwork - for example, paying bills, writing letters - by yourself?	I can do this easily by myself.	16.6%	<b>17.3%</b>	18.2%	19.1%	16.6%	↑
Do you usually manage to wash all over by yourself, using either a bath or shower?	I can do this easily by myself.	30.1%	<b>27.9%</b>	29.5%	28.4%	29.2%	↓
Do you usually manage to get dressed and undressed by yourself?	I can do this easily by myself.	37.8%	<b>36.4%</b>	40.1%	39.9%	39.4%	↓
Do you usually manage to use the WC/toilet by yourself?	I can do this easily by myself.	60.2%	<b>55.2%</b>	57.7%	58.8%	57.2%	↓
Do you usually manage to wash your face and hands by yourself?	I can do this easily by myself.	72.5%	<b>66.3%</b>	67.8%	69.3%	66.2%	↓

8.3 Peterborough's results worsened on most of the health and independence indicators, and this could suggest that long term services are being successfully reserved for those most in need, through our successful use of short term, low level and early intervention support. It could also point to a growing complexity of need and demand in our overall population. The increasing levels of need within the group surveyed might also account for the poorer results in some of the quality-of-life related indicators.

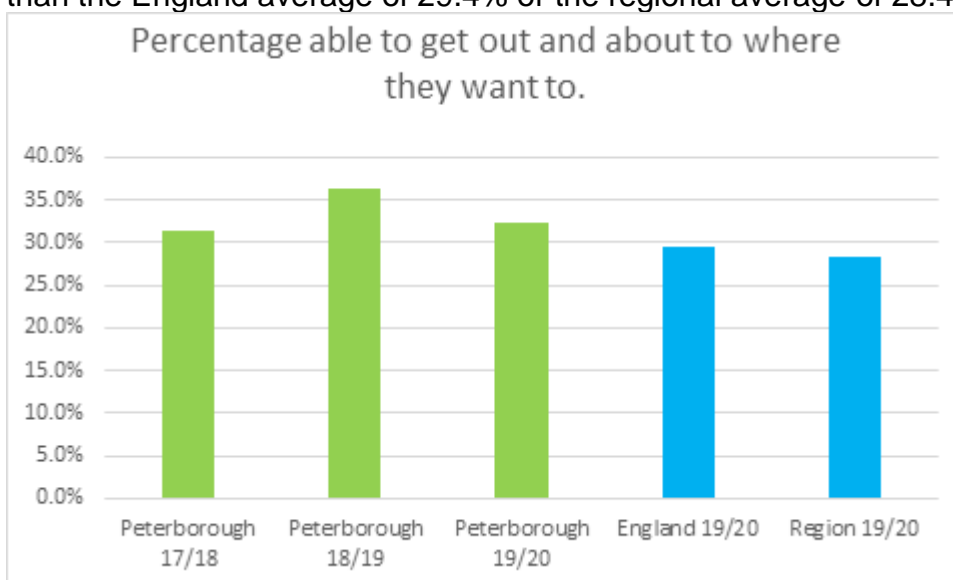
8.4 Other factors likely to impact on the health and independence indicators might be linked to the demographics of the local population. The table above includes the average for statistically comparable councils, which are often closer to the results for Peterborough than the regional and national comparisons.

## 9.0 Surroundings and Housing

9.1 A higher percentage of respondents than regionally or nationally stated that their homes meet most or all of their needs well, 87.1% compared to 85.1% in England and 86.8% in Eastern Region. In Peterborough this percentage is slightly down from the previous year's 88.8%.



9.2 In respect of being able to get to all the places that they want to 32.2% of service users reported that they can do this, which is down from 36.2% in 18/19 but still better than the England average of 29.4% or the regional average of 28.4%.

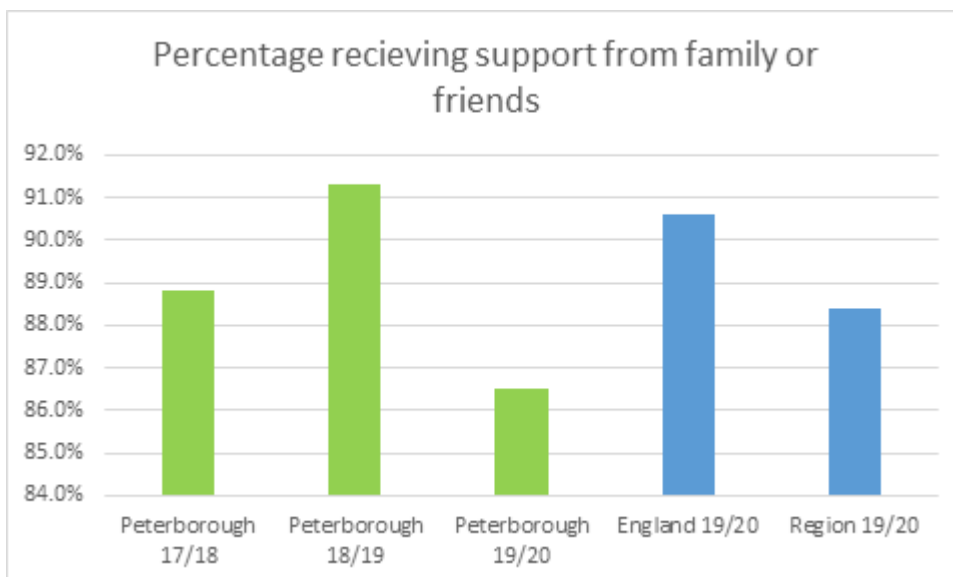


9.3 26.2% of service users did not leave their homes, an increase on 22.2% in the previous year, but very slightly lower than the national and regional averages of 26.5% and 27.6% respectively.

## 10.0 Support from others / self-funded support

10.1 The majority of service users (86.5%) receive regular practical help from their spouse, partner, family, friends or neighbours, but this has reduced from 91.3% in the previous year. 42.2% receive help from a member of their household and 44.3% receive help from someone living in another household. This is lower than the England and Eastern Region averages which are 90.6% and 88.4% respectively.





10.2 36.9% of service users pay for additional or ‘top-up’ care themselves, which is higher than 39.2% in 2018/19. It is also significantly higher than the England average of 29.5% but lower than the Eastern Region average of 31.3%. Only 6.7% have additional support paid for by another family member, a decrease from 9.6% the previous year and lower than the England (11.6%) and Eastern Region (10.3%) averages.

11.0 **Adult Social Care Outcome Framework Indicators.**

11.1 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). It should be noted that the ASCOF framework is currently under review in recognition that many of the indicators no longer reflect the national outcomes for Adult Social Care, there is very little focus on prevention, early intervention and low-level support.

11.2 The Council performed above average on 5 out of 7 of the survey related ASCOF metrics, although the direction of travel deteriorated on five.

ASCOF Indicator	18/19	19/20	DOT	Eng	Reg	Rank
1A - Social care related quality of life score	19.4	19.4	➡	19.1	19.3	44
1B - Proportion of people who use services who have control over their daily life	82.7%	79.4%	⬇	77.3%	79.9%	50
1I Proportion of people who use services who reported that they have as much social contact as they would like	49%	48%	⬇	45.9%	46.8%	49
3A Percentage of adults using services who are satisfied with the care and support they receive	66.4%	62.5%	⬇	64.2%	65.9%	97
3D Proportion of people who use services who find it easy to find information about services	77.3%	72.1%	⬇	64.2%	65.9%	37
4A - Proportion of people who use services who feel safe	70%	72.9%	⬆	72.1%	70.2%	40
4B - Proportion of people who use services who say that those services have made them feel safe and secure	84.8%	80.7%	⬇	86.8%	85.8%	129

## 12.0 **Making Use of the Survey**

12.1 The survey is an important source of intelligence around the experience of service users supported in long term care and support. As such it is used in a variety of ways to inform our adult positive challenge programme. Particular areas for focus from the 19/20 survey results are:

### 12.2 **Carers**

The survey evidenced the increasing reliance that our long-term service users have, on the support offered by informal carers. This links in with our continued focus on improving proactive engagement and support for carers, which is easy to access. We will continue to work with our commissioned carers support service, Caring Together, to promote What If Plans to support carers and those they support to plan ahead for unforeseen circumstances.

We are also developing a shared delivery plan with Think Communities with a focus on early support for carers supporting people who are not long-term service users.

### 12.3 **Access to Information and Advice.**

Peterborough has worked hard on the information and advice offer, and despite the slight deterioration in this area this year, the responses are still good when compared to other councils. However, the focus very much been on prevention and early intervention and we recognise that this might have meant that information for long term service users is more difficult to find. We have this year reviewed all our printable fact sheets to rationalise them and make them easy to access. We have also linked into the Covid Vaccination programme to have the Guide To Independent Living, our care directory, handed out to over 800 over 80s attending for their vaccinations, alongside 1000 Stay Well packs and 2000 Caring Together leaflets.

12.4 We will also be tracking our website and Peterborough Information Network page views to understand what information people are looking for.

12.5 Following on from the Healthwatch reports and the changes to hospital discharges, we are also reviewing the information we give to people who being discharged from hospital into care and support services.

### 12.6 **General Health and Independence**

A core part of our Adult Positive Challenge is understanding the drivers of demand, but also promoting independence wherever we can. The information on self-reported health and independence supports our understanding of the levels of need amongst our long-term service users.