

# **Adult Social Care User Survey**

## **2018-19 Results**

**People who receive care and support services from  
Brighton and Hove City Council share their views**

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## Introduction

This paper provides the results of the annual Adult Social Care User Survey 2018-19. The survey is a national initiative which the Government requires all councils providing adult social care services to carry out. The survey is designed to cover all service users aged 18 and over in receipt of services funded wholly or in part by Social Services during 2018-19. It seeks to learn more about how effectively services are helping service users to live safely and independently in their own homes, and what impact services have on their quality of life. The survey is also used to populate a number of the measures in the Adult Social Care Outcomes Framework (ASCOF).

This report covers a sample of respondents that were selected randomly and who either lived in the community or in a residential setting. There were three versions of the survey available; one for adults living in the community, another for adults living in residential care and an easy read version developed for service users with a learning disability.

NHS Digital guidance states that:

***“The main purpose of the survey will be to provide assured, benchmarked local data on outcomes to support local services to think about ways of improving outcomes in a very challenging financial climate. The survey is constructed so that an individual outcome can be disaggregated into constituent groups. So, as well as providing an overall quality of life index, the survey will provide intelligence on whether specific groups experience better outcomes, whether services are meeting all outcome needs, and, in time, the value-added by social services.”***

## **Response Rates and Administration**

A stratified random sample was taken, meaning that service users were randomly sampled from four groups in proportion to their size in Brighton and Hove's population of service users. The four strata that were sampled were:

1. People of all ages with a Learning Disability
2. 18-64 year olds in all settings
3. 65+ year-olds in community settings
4. 65+ year-olds in residential or nursing settings

A total of 1,462 surveys were sent out to a sample of service users, of which 436 people responded (30%). There were no requests for the survey to be translated. We were invited by NHS Digital to pilot an online version of the survey. There was very little engagement with the online version among our sample of service users (only six people chose to respond online).

## **Keeping Service Users Safe**

We agreed prior to administration that certain responses to particular questions would prompt immediate review by the appropriate social work team. For example if people scored low in response to how much access to food and drink they had or how safe they felt, this triggered exploration. 118 referrals were made to the Access Point or Social Work teams through this process. 10 concerns resulted in a safeguarding referral, 4 of which resulted in a Safeguarding enquiry. The remaining concerns were addressed by the relevant assessment teams at the point of referral. Outcomes included provision of information and signposting, referrals to specialist teams for action (including Learning Disabilities, Mental Health and Welfare Rights), and allocations for further assessment or review.

## **Adult Social Care Outcomes Framework (ASCOF)**

The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. The ASCOF is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability (NHS Digital Website, 2020).

Social care-related quality of life (ASCOF 1A) is calculated from people's responses to items in the Adult Social Care Survey that ask about eight different domains (control, personal care, food and nutrition, accommodation, safety, social participation, occupation and dignity). Questions in the User Experience Survey also inform ASCOF measures relating to personal control, social contact, access to information, and safety. The table below illustrates Brighton & Hove's performance over the last six years on each of these ASCOF measures, and how we compare nationally in 2018-19.

## Summary of Overall Performance

	BHCC 2014-15	BHCC 2015-16	BHCC 2016-17	BHCC 2017-18	BHCC 2018 - 19	BHCC's National Percentile Rank Position for 2018-19 (out of 100) <sup>1</sup>	England 75 <sup>th</sup> Percentile <sup>2</sup> for 2018-19
(1A) Social care-related quality of life	19.5	18.8	18.9	18.9	18.8	20	19.4
(1B) The proportion of people who use services who have control over their daily life	78.7%	81.2%	81.1%	79.9%	76.4%	35	80.2%
(1I) The proportion of people who use services who reported that they had as much social contact as they would like	42.1%	44.7%	43.0%	44.6%	45.9%	49	48.9%
(3A) Overall satisfaction of people who use services with their care and support	65.8%	62.7%	63.5%	62.1%	62.3%	36	67.3%
(3D1) The proportion of people who use services who find it easy to find information about services	77.3%	69.8%	73.0%	70.5%	70.5%	52	73.1%
(4A) The proportion of people who use services who feel safe	69.4%	61.2%	67.3%	66.4%	64.2%	7	72.3%
(4B) The proportion of people who use services who say that those services have made them feel safe and secure	83.1%	80.8%	81.9%	87.3%	86.4%	45	90.3%

These ASCOF indicators are weighted, so the figures do not directly correlate to the raw data provided in the appendices (for further information visit <http://content.digital.nhs.uk/socialcare/usersurveys>).

<sup>1</sup> National Percentile Rank Position equates to the percentage of England local authority scores that fall below BHCC's score for this measure

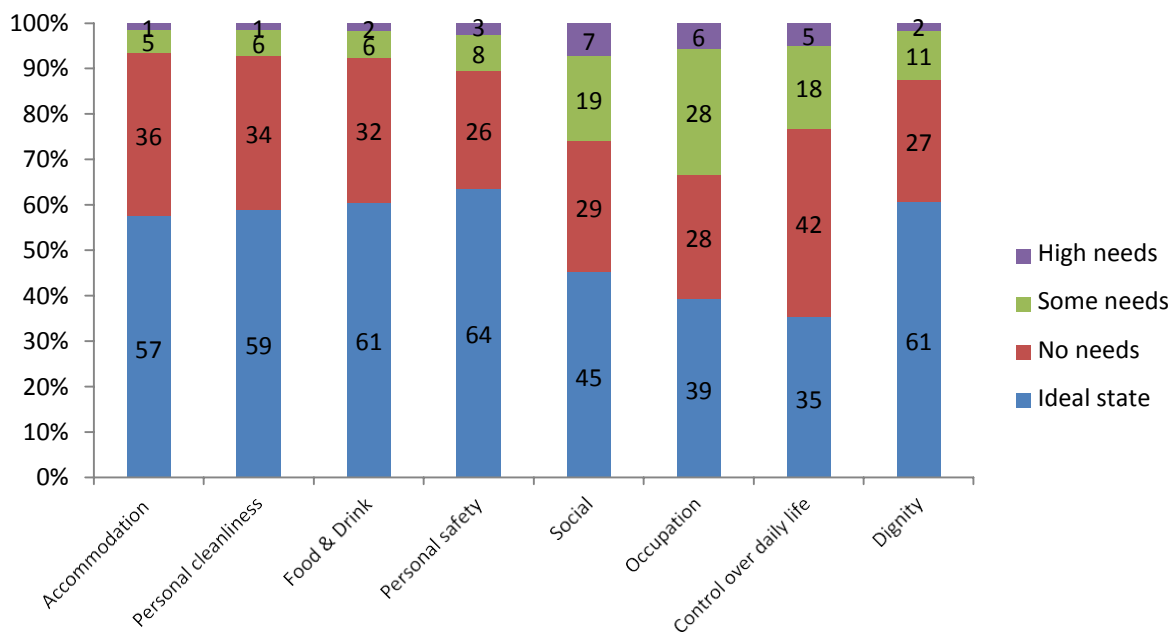
<sup>2</sup> England 75<sup>th</sup> Percentile equates to the score value that 75% of England scores fall below, for this measure

## Social Care-Related Quality of Life

The survey asks about 8 different quality of life domains that inform the social care-related quality of life score (ASCOF 1A). For example, the accommodation question asks, “Which of the following statements best describes how clean and comfortable your home is?” and responders are asked to select from the following options: “My home is as clean and comfortable as I want” (ideal state); “My home is adequately clean and comfortable” (no needs); “My home is not quite clean or comfortable enough” (some needs); “My home is not at all clean or comfortable” (high needs).

The graph below shows the percentage of people who reported different levels of needs across the 8 quality of life domains. A high proportion of service users reported that their needs were met in the areas of accommodation, personal cleanliness, food and drink, personal safety and dignity. There was a higher proportion of unmet need reported in the areas of social contact, occupation (i.e. doing things one values and enjoys) and control over daily life.

**Proportion of responders who reported different levels of need in 8 quality of life domains**



## **Age and Gender Analysis**

ASCOF outcomes were further broken down by age and gender, where service-user groups were large enough to check for statistically significant differences. Analysis of Variance was used to check for significant inequalities in ASCOF outcomes; significant age and gender differences are summarised below. While the ASCOF measures give an overall indication of the reported outcome for individuals, they do not identify the specific contribution of councils' adult social care towards the outcome.

## **Social Contact**

The survey asked, "Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?" Responses are summarised below.

Older respondents (people aged 65 and above) were significantly happier with the amount of social contact they had compared to younger respondents (18-64 year olds).

In community settings, service users with a primary support reason of learning disability support were significantly happier with the amount of social contact they had compared to service users with a primary support reason of physical support.

## **Satisfaction with Care and Support**

The survey asked: "Overall, how satisfied or dissatisfied are you with the care and support services you receive?" 62% of respondents were "Extremely" or "Very Satisfied" with their care and support (all England mean = 64%).

Older respondents (people aged 65 and above) were significantly less satisfied with their care and support compared to younger respondents (18-64 year olds). This is consistent with previous research by NHS England which found that home care users' satisfaction with services is negatively linked to additional factors such as age, receiving more than ten hours home care per week (a proxy for need) and receiving no additional help from others in the community (NHS Digital 2017).

Of those service users with a primary support reason of physical support, those living in community settings were significantly less satisfied compared to those living in residential or nursing care.



### **Finding Information and Advice**

The survey asked, “In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?” Female respondents reported significantly more difficulty finding information and advice than males. In particular, younger (18-64 years old) female respondents reported significantly more difficulty compared to other groups.

### **Feeling Safe**

The survey asked respondents how safe they felt. Older respondents (people aged 65 years and over) reported feeling significantly safer than younger respondents (18-64 year olds).

In community settings, responders with a primary support reason of physical support felt significantly less safe than responders with a primary support reason of Learning Disability support. The qualitative comments summarised later in this report highlight safety concerns around the possibility of falling, getting lost or stranded, being in crowded spaces and being the victim of crime.

# Qualitative Feedback and Associated Actions

## Illustrative Examples of Qualitative Comments

### Positive Comments

*My social worker has been amazing in setting up my care and other services so quickly. She attended my PIP tribunal with me & provided the support I needed to win my case. I think Brighton Adult Social Care is excellent.*

*We thoroughly appreciate the efforts taken by a member of Grace Eyre who escorts me on one day a week to go out and about.*

*The care provided by ASC is invaluable to me in coping with my back injury and pain and chronic migraines.*

*I love all the staff, very helpful and friendly.*

### Theme 1: Home Care Provision

*There is no consistency with the agency staff; they change so often you don't even get a chance to know them.*

*With the help I get from my home carers I live an independent life. They do personal care so I am helped to still be involved in my local community.*

*My support helps me keep my flat clean and my personal hygiene always needs prompting. They help to stop me hoarding. Without this help my landlord would terminate my tenancy.*

*The way the company manages their schedules leaves a lot to be desired.*

### Theme 2: Direct Payments

*I would not be able to live independently or do my current apprenticeship without the help of care and support services, which I access via direct payments. This gives me control which I greatly value.*

*Hard to find good PAs/Carers - no standard training - where to advertise? Informal caring responsibilities not taken into account - support not joined up.*

*Both my PAs are marvellous and I just couldn't manage without them.*

*I am so grateful for the support I receive through direct payments. My quality of life is massively improved & the support has helped me stay out of hospital by improving my wellbeing.*

### Theme 3: Social Isolation

*I would like to be with people around my age group with special needs and disabilities that have the same interests as me.*

*I receive care and help in the home and I would not be able to go out without help from a support worker.*

*I would like more information about services such as social activities and transport.*

*The staff are my social life by visiting twice a week.*

### Theme 4: Safety Concerns

*I feel immensely anxious at times and it makes me feel insecure going out in public.*

*Due to high medication I don't feel safe to go out alone - often have falls.*

*I don't like going out on my mobility scooter because I get abuse from strangers. I feel very vulnerable.*

*When the carer is late and I have to shower myself, this worries me in case I fall.*

Feedback on services was provided by participants in the form of written comments which were collated and analysed; the themes are highlighted below. All findings will be used to inform service development and improvement plans, as outlined in this report.

## **Positive Comments**

There were many positive comments about care and support services. 43 people made positive comments or compliments in the survey (12 people aged 65+ living in residential or nursing care, 12 people aged 65+ living in the community, 11, people aged 18-64, and 8 people with learning disabilities).

### **Theme 1: Homecare Provision**

36 people made comments about their homecare provision (18 people aged 18-64, 14 people aged 65+ living in the community and 3 people with a learning disability). Experiences were mixed, with some people reporting good relationships with carers and satisfaction with services. Other people reported needing more support (particularly with cleaning and socialising), problems with timing of visits and continuity of carers (particularly at weekends or during holidays), and poor communication by care agencies about care schedules.

## **Associated Work and Actions**

### **Care Governance**

We know that the quality of care to our most vulnerable residents in care homes and in the community is a high priority for people in the city.

We recognise that the care market is increasingly fragile, with providers struggling to maintain and recruit staff. We hold a regular Homecare Forum where the commissioners of homecare services meet providers to discuss market issues.

We monitor care and support services across the city and report regularly to our Care Governance Board on quality of provision. We continually gather information from multiple sources about quality and we review all Care Quality Commission (the national regulator) compliance records.

We commission HealthWatch who recruit volunteers to undertake visits to people living in the community in receipt of home care services; this information is fed back to our Quality Monitoring Team.

Our aim is to work with our partners to promote improvement, identify any concerns early and take quick action.

Our approved homecare provider framework contract includes key performance indicators which support us to monitor the performance of home care provision, key areas of scrutiny are timeliness of care & continuity of staffing.

### **User experience survey process**

As highlighted above if there is any indication through the survey feedback that a service user is at risk, or that the quality of care provided is not satisfactory, these concerns are immediately shared with the appropriate assessment team.

Key themes established through this survey process are also shared with care providers and care commissioners in the city

### **Training**

We want people who need social care and support to be treated with dignity and respect. We offer a range of training to all staff working for our providers. Modules offered include Person Centred Care, Dignity in Care and Communication.

### **Theme 2: Direct Payments**

12 respondents commented about their experiences of Direct Payments (10 people aged between 18 and 64 years, 1 person aged 65+ living in the community, and 1 person with a learning disability). There were many positive comments about personal assistants, whom people said helped them to live more independently. There was also some criticism that the Direct Payment system and the process for hiring Personal Assistants are too complicated.

### **Associated Work and Actions**

#### **Contract Management**

We recognise that becoming an employer is a daunting and complicated process, and we are working with our Direct Payments provider to support people through this process. There were some teething problems during the course of reconfiguring the service, both for the direct payment users and the social work teams, as people learnt about the new system and got used to following

new procedures. Since then, there has been close contract management to ensure that the service remains effective.

**We have:**

Commissioned a new Direct Payments provider in 2018/19. This will provide increased choice and high quality services for Direct Payment users, and offer a new Advice & Guidance Service for people who use Direct Payments or are thinking of using them.

Continued to take feedback from people who use Direct Payments to ensure that the service remains effective.

Continued to provide high quality training for new staff, as well as refresher training, so that they have better knowledge and increased confidence to offer new and existing clients Direct Payments at every opportunity. Training is delivered by the council in collaboration with the provider's Advice and Guidance Service and existing service users in receipt of Direct Payments.

Undertaken close contract management of our Direct Payments provider to ensure that the service remains effective. For example, our provider is required to continually monitor how staff present information to Direct Payment Users, and is currently reviewing all documents on employer liability to make them more accessible to service users who employ Personal Assistants.

**We will:**

Undertake quarterly contract monitoring with the new provider and commissioners from Health and Adult Social Care.

Host a practitioners group to discuss operational issues

Continue to offer Direct Payments to increase choice and control for service users

**Theme 3: Social Isolation**

16 people commented about social support (3 people aged between 18 and 64 years, 4 people aged 65+ living in the community, 4 people aged 65+ in nursing or residential care and 5 people with a learning disability). Many people wrote about barriers to social support, particularly people with a primary support reason of physical support, mental health support or learning disability support. These people said that they had limited access to social activities and limited opportunities to meet other people. Other people commented that their carers and support workers helped them by providing emotional support and helping them get out and about.

## **Associated Work and Actions**

**We continue to deliver the ‘Whats Out There?’ free event** showcasing the information, support, services and activities available for people with learning disabilities and autism in the city. This year’s event included sport, art and dance workshops and a volunteering and employment zone.

**We continue to deliver the ‘TAKEPART Festival of Sport & Physical Activity’**, to showcase activities in the city for all ages and abilities to over 6000 people, in collaboration with 70 local community sport, dance and exercise providers.

**We have commissioned and launched the new citywide Ageing Well Service** which will support ageing well and connect people up to their communities. The service aims to reduce loneliness and isolation, promote good health and wellbeing, prevent ill health, and enable older people to remain independent for as long as possible as they age. The service is delivered by a partnership of nine local organisations and can offer transport to get to activities where there is an identified need.

**We will continue to fund and support the two-week Older People’s Festival to promote healthy, active ageing and celebrate ageing well** in our city. In 2018 there were 111 events at 58 venues attended by over 4,000 people! This included ‘Active Forever’, a full day event promoting the benefits of leading healthy lifestyles as we age.

## **Theme 4: Safety Concerns**

Responders were asked to comment if they had any concerns about their personal safety. 59 people commented that they had some personal safety concerns (9 people with learning disabilities, 28 people aged 18-64, 10 people aged 65+ living in the community and 7 people aged 65+ living in nursing or residential care). Many people reported feeling vulnerable and anxious to go outside their home, due to fears about falling, getting lost or stranded, or being the victim of crime. Some others reported that their mental health, or the other residents where they lived, made them feel anxious or unsafe.

In response to service users’ written comments on the survey, 118 onward referrals were made for follow-up (see p4 above). Outcomes included:

- Provision of information or signposting to relevant services (via Access Point)
- Referrals to specialist teams (including Learning Disabilities and Mental Health)

- Allocations for further assessment or review by relevant Social Work teams
- 10 safeguarding enquiries 4 of which progressed to Section 42 enquiries.

## **Associated Work and Actions**

### **Community Safety**

Everyone in Brighton & Hove has a right to feel safe. The Partnership Community Safety Team can support you in dealing with crime and community safety issues: <http://www.safeinthecity.info/>

#### **We have:**

Ensured through the work of the Adults Safeguarding Board that there is strong strategic leadership to safeguard adults with care and support needs in Brighton & Hove and that preventing, detecting and reporting neglect and abuse is 'everyone's business'. For the full programme of work please see: The Adult Social Care Adults Safeguarding Board Annual report 2018-19  
<https://www.brightonandhovelscb.org.uk/safeguarding-adults-board/annual-reports/>

**Continued to provide support and advice through the Partnership Community Safety Team** for people who experience harassment, victimisation, intimidation or abuse because of their race, faith, religion, disability or because they are lesbian, gay, bisexual or transgender.

**Continued the work of the Brighton and Hove Casework team** to work with victims, witnesses and communities to tackle, prevent and reduce the harm caused by hate crimes, hate incidents and anti-social behaviour.

#### **We will:**

**Continue to work with victims of exploitation & hate crime** through the Community Safety Partnership Board, the Safeguarding Adults Board and the Safeguarding Children Partnership (BHSCP).

**Develop a new 3 year community safety strategy** in conjunction with partners and key stakeholders.

**Provide support to older people who are living alone and at risk of malnutrition.** We will provide this support through the Ageing Well Service who will deliver training, information, support and activities across the City, and provide a programme of interventions and activities which will bring

early identification and easy to access advice and information. The service will offer one place to contact for information, advice and referral.

## **Associated work and actions**

### **Falls**

#### **We have:**

Commissioned research to find out how older adults in the city would like falls prevention messages to be given. Feedback told us that positive messages are likely to be most effective, so we are focusing on how to stay strong and steady.

Funded a further 9 individuals who work with older people to qualify as 'Otago' strength and balance exercise instructors and they are now incorporating these skills into their classes. We have also arranged to subsidise Standing Tall strength and balance classes.

Provided falls prevention talks to groups of residents, e.g. at seniors housing schemes, bowls clubs and support groups.

Attended key events such as the Older People's and Carers' festivals in order to talk to residents.

Distributed falls prevention booklets across the city, so that residents have a practical guide which includes a visual reminder of exercises that can support improved strength and balance.

<http://www.csp.org.uk/publications/get-go-guide-staying-steady>

#### **We will:**

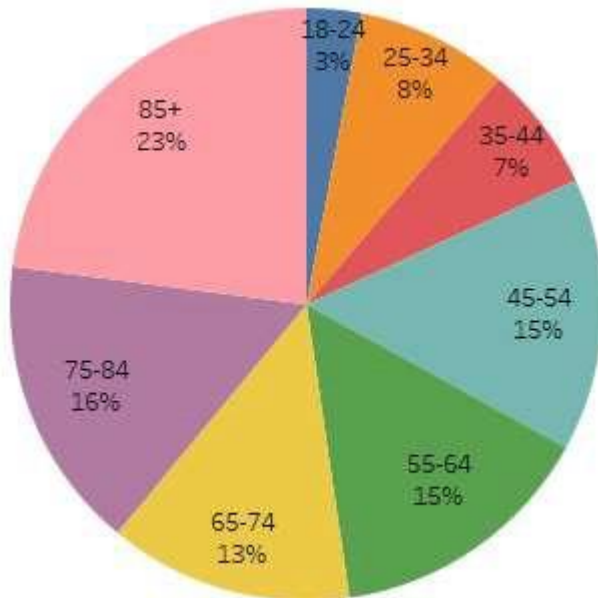
Continue to work with organisations across the city to train their staff about falls prevention. Those staff will then be able to talk confidently about potential risks and preventative actions, which should help to reduce the numbers of people who fall.

Continue to provide falls prevention awareness-raising sessions for resident groups and at key events.

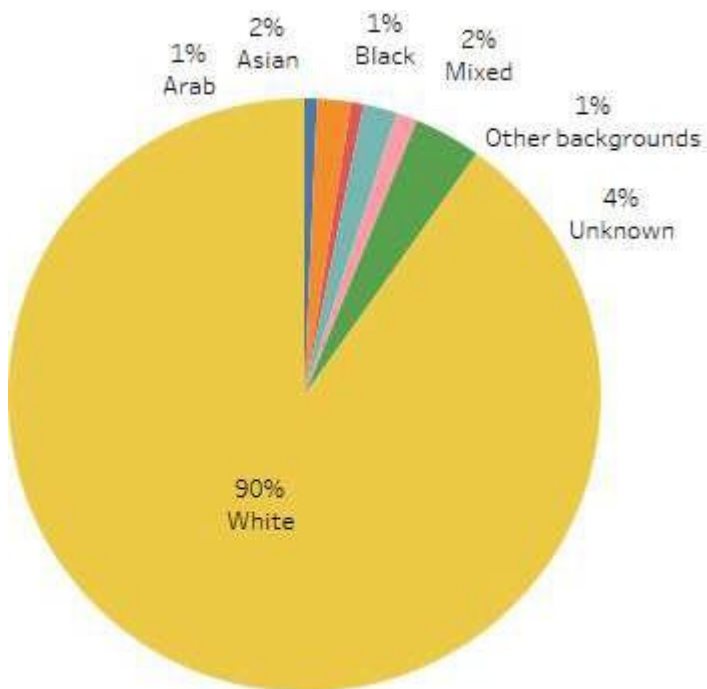


## Appendix A: Profile of Responders

### Age

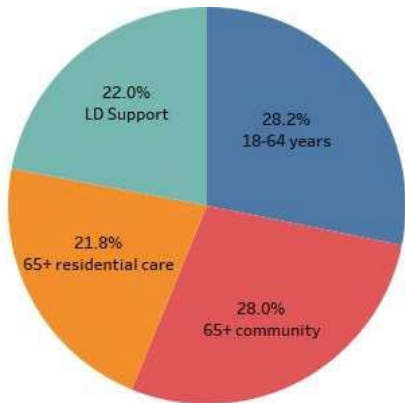


### Ethnic Background

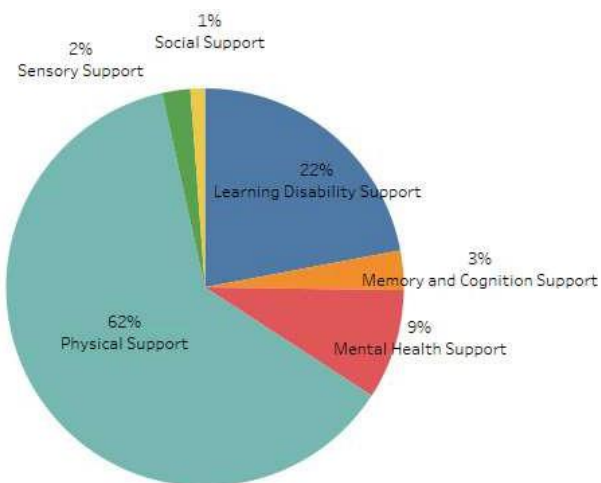


Compared to eligible population of service users 2018-9 (LTS 1b) which is <1% Arab, 1% Asian, 1% Black, 2% Mixed, 2% Other, 5% Unknown, 89% White.

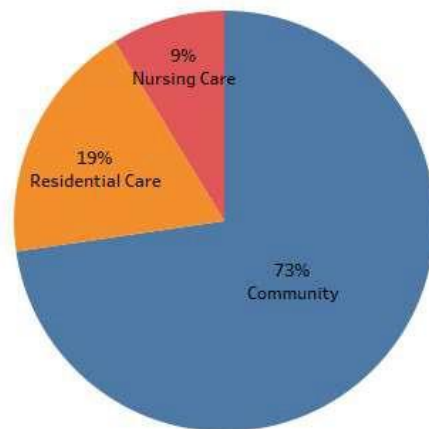
### Service User Strata



### Primary Support Reason



### Support Setting



## Appendix B: Question Responses

Cells are highlighted where council result is significantly different to England result.

	BHCC		ENGLAND 18/19	
	17/18	18/19	MEAN	SD
<b>SECTION 1: OVERALL SATISFACTION</b>				
<b>Q2a - Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?</b>				
So good, it could not be better or very good	26.8	30.8	31.0	4.0
Good	31.5	32.2	31.2	2.8
Alright	31.1	27.0	28.3	2.7
Bad	7.8	6.9	6.1	2.0
Very bad or so bad, it could not be worse	2.8	3.1	3.3	1.2
<b>SECTION 2: QUALITY OF LIFE</b>				
<b>Q2b - Do care and support services help you to have a better quality of life?</b>				
Yes	91.1	91.9	91.9	2.2
No	8.9	8.1	8.1	2.2
<b>Q2c - Which of the following statements best describes how much choice you have over care and support services you receive?</b>				
I do have enough choice	60.8	71.9	68.0	5.8
I don't have enough choice	31.9	24.1	26.5	5.5
I don't want or need choice	7.3	4.0	5.5	1.7
<b>Q3a - Which of the following statements best describes how much control you have over your daily life?</b>				
I have as much control as I want	35.6	35.7	33.7	4.0
I have adequate control	44.2	41.4	43.5	3.4
I have some control but not enough	16.9	17.8	17.4	3.6
<b>Q3b - Do care and support services help you in having control over your daily life?</b>				
Yes	89.6	92.3	88.8	3.1
No	10.4	7.7	11.2	3.1
<b>Q4a - Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?</b>				
I feel clean and am able to present myself the way I like	57.6	59.3	57.3	4.7
I feel adequately clean and presentable	35.0	33.7	36.8	3.7
I fell less than adequately clean or presentable	5.5	5.6	4.9	1.8
I don't feel at all clean or presentable	1.9	1.4	1.0	0.6
<b>Q4b - Do care and support services help you in keeping clean and presentable in appearance?</b>				
Yes	79.2	77.2	80.2	14.6
No	20.8	22.8	19.8	14.6

	BHCC		ENGLAND 18/19	
	17/18	18/19	MEAN	SD
<b>Q5a - Thinking about the food and drink you get, which of the following statements best describes your situation?</b>				
I get all the food and drink I like when I want	62.1	60.7	63.3	4.0
I get adequate food and drink at OK times	28.2	31.9	30.5	3.2
I don't always get adequate or timely food , drink	7.6	5.8	4.9	1.6
I don't always get adequate or timely food and drink, and I think there is a risk to my health	2.1	1.6	1.3	0.7
<b>Q5b - Do care and support services help you get food and drink?</b>				
Yes	76.9	76.2	76.6	11.4
No	23.1	23.8	23.4	11.4
<b>Q6a - Which of the following statements best describes how clean and comfortable your home is?</b>				
My home is as clean and comfortable as I want	62.3	58.0	66.0	5.3
My home is adequately clean and comfortable	29.7	35.9	29.1	3.9
My home is not quite clean or comfortable enough	7.0	4.7	4.2	1.8
My home is not at all clean or comfortable	1.0	1.4	0.7	0.5
<b>Q6b - Do care and support services help you in keeping your home clean and comfortable?</b>				
Yes	74.9	75.3	69.5	12.7
No	25.1	24.7	30.5	12.7
<b>Q7a – Which of the following statements describes how safe you feel?</b>				
As safe as I want	66.4	64.2	69.7	4.1
Adequate but not as safe as I'd like	27.4	25.7	24.4	2.8
Less than adequately safe	3.6	7.5	4.0	1.5
I don't feel safe at all	2.5	2.5	1.8	1.0
<b>Q7b - Do care and support services help you in feeling safe?</b>				
Yes	87.3	86.6	86.5	4.8
No	12.7	13.4	13.5	4.8
<b>Q8b - Do care and support services help you in having social contact with people?</b>				
Yes	65.0	68.0	65.3	11.6
No	35.0	32.0	34.7	11.6
<b>Q9b - Do care and support services help you in the way you spend your time?</b>				
Yes	65.3	67.4	66.3	13.1
No	34.7	32.6	33.7	13.1
<b>Q10 - Which of these statements best describes how having help makes you think and feel about yourself?</b>				
Having help makes me think and feel better about myself	62.9	59.4	61.5	3.2
Having help does not affect the way I think or feel about myself	25.7	26.4	27.8	2.6
Having help sometimes undermines way I think and feel about myself	10.4	12.5	9.1	1.5
Having help completely undermines way I think and feel about myself	1.0	1.7	1.6	0.8

	BHCC		ENGLAND 18/19	
	17/18	18/19	MEAN	SD
<b>SECTION 4: HEALTH</b>				
<b>Q13 - How is your health in general?</b>				
I have no pain or discomfort	36.9	34.2	36.4	4.5
I have moderate pain or discomfort	46.8	47.7	50.0	3.0
I have extreme pain or discomfort	16.3	18.1	13.6	3.4
<b>Q14b - By placing a tick in one box in each group below, please indicate which statements best describe your own health state today.</b>				
I am not anxious or depressed	41.6	36.7	49.6	4.5
I am moderately anxious or depressed	45.8	52.0	41.7	4.5
I am extremely anxious or depressed	12.6	11.3	8.7	3.6
<b>SECTION 5: ABOUT YOUR SURROUNDINGS</b>				
<b>17 - How well do you think your home is designed to meet your needs?</b>				
My home meets my needs very well	51.5	52.4	54.7	6.1
My home meets most of my needs	32.8	31.5	30.9	3.0
My home meets some of my needs	13.0	11.6	11.3	3.5
My home is totally inappropriate for my needs	2.5	4.6	3.1	1.7
<b>Q18 - Thinking about getting around outside of your home, which of the following statements best describes your present situation?</b>				
I can get to all the places in my local area I want	31.6	31.0	30.3	4.6
At times I find it difficult to get to all the places in my local area I want	25.7	28.4	23.0	2.8
I am unable to get to all the places in my local area I want	15.8	17.0	20.6	3.0
I do not leave my home	26.8	23.6	26.1	4.8
<b>SECTION 6: ABOUT YOU THE SERVICE USER</b>				
<b>Q22 – What type of help did you have?</b>				
I didn't have any help	24.1	24.3	20.7	4.9
Someone else read the questions to me	54.6	50.2	47.3	5.0
Someone else translated the questions for me	18.7	18.7	20.1	5.5
Someone else wrote down the answers for me	37.0	39.2	37.3	4.5
I talked through the questions with someone else	24.8	29.9	28.5	3.9
Someone answered for me, without asking me the questions	3.0	4.3	10.0	2.7

## Appendix C: Survey Questions

Section 1:

Overall satisfaction with your social care and support

**Q1 Overall, how satisfied or dissatisfied are you with the care and support services you receive?**

*By 'care and support services' we mean any equipment or care provided by staff who are paid to help you. The staff could be from Social Services, an agency, a care home or bought by you using money from Social Services through a Direct Payment.*

Please tick (✓) one box only

I am extremely satisfied

I am very satisfied

I am quite satisfied

I am neither satisfied nor dissatisfied

I am quite dissatisfied

I am very dissatisfied

I am extremely dissatisfied

Section 2:

Your quality of life

When answering the following questions please think about the quality of your life as a whole, including the help you get from others as well as Adult Social Care Services.

**Q2a Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?**

Please tick (✓) one box only

So good, it could not be better

Very good

Good

Alright

Bad

Very Bad

So bad, it could not be worse

**Q2b Do care and support services help you to have a better quality of life?**

Please tick (✓) one box only

Yes

No

**Q2c Which of the following statements best describes how much choice you have over the care and support services you receive?**

*By 'choice' we mean being able to choose to do things or have things done for you as you like and when you want.*

Please tick (✓) one box only

I do have enough choice over care and support services

I don't have enough choice over care and support services

I don't want or need choice about care and support services

**Q3a Which of the following statements best describes how much control you have over your daily life?**

*By 'control over daily life' we mean having the choice to do things or have things done for you as you like and when you want.*

Please tick (✓) one box only

I have as much control over my daily life as I want

I have adequate control over my daily life

I have some control over my daily life but not enough

I have no control over my daily life

**Q3b Do care and support services help you in having control over your daily life?**

*By 'care and support services' we mean any equipment or care provided by staff who are paid to help you. The staff could be from Social Services, an agency or bought by you using money you receive from Social Services, using a Direct Payment.*

Please tick (✓) one box only

Yes

No

**Q4a Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?**

Please tick (✓) one box only

I feel clean and am able to present myself the way I like

I feel adequately clean and presentable

I feel less than adequately clean or presentable

I don't feel at all clean or presentable

**Q4b Do care and support services help you in keeping clean and presentable in appearance?**

Please tick (✓) one box only

Yes

No

**Q5a Thinking about the food and drink you get, which of the following statements best describes your situation?**

Please tick (✓) one box only

I get all the food and drink I like when I want

I get adequate food and drink at OK times

I don't always get adequate or timely food and drink

I don't always get adequate or timely food and drink, and I think there is a risk to my health

**Q5b Do care and support services help you to get food and drink?**

Please tick (✓) one box only

Yes

No

**Q6a Which of the following statements best describes how clean and comfortable your home is?**

Please tick (✓) one box only

My home is as clean and comfortable as I want

My home is adequately clean and comfortable

My home is not quite clean or comfortable enough

My home is not at all clean or comfortable

**Q6b Do care and support services help you in keeping your home clean and comfortable?**

Please tick (✓) one box only

Yes

No

**Q7a Which of the following statements best describes how safe you feel?**

*By 'feeling safe' we mean how safe you feel both inside and outside the home.*

*This includes fear of abuse, falling or other physical harm*

Please tick (✓) one box only

I feel as safe as I want

Generally I feel adequately safe, but not as safe as I would like

I feel less than adequately safe

I don't feel at all safe



**Please write any other comments and concerns about your safety in the following box**

**Q7b Do care and support services help you in feeling safe?**

Please tick (✓) one box only

Yes

No

**Q8a Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?**

Please tick (✓) one box only

I have as much social contact as I want with people I like

I have adequate social contact with people

I have some social contact with people, but not enough

I have little social contact with people and feel socially isolated

**Q8b Do care and support services help you in having social contact with people?**

Please tick (✓) one box only

Yes

No

**Q9a Which of the following statements best describes how you spend your time?**

*When you are thinking about how you spend your time, please include anything you value or enjoy including leisure activities, formal employment, voluntary or unpaid work and caring for others.*

Please tick (✓) one box only

I'm able to spend my time as I want, doing things I value or enjoy

I'm able to do enough of the things I value or enjoy with my time

I do some of the things I value or enjoy with my time but not enough

I don't do anything I value or enjoy with my time

**Q9b Do care and support services help you in the way you spend your time?**

Please tick (✓) one box only

Yes

No

**Q10 Which of these statements best describes how having help to do things makes you think and feel about yourself?**

Please tick (✓) one box only

Having help makes me think and feel better about myself

Having help does not affect the way I think or feel about myself

Having help sometimes undermines the way I think and feel about myself

Having help completely undermines the way I think and feel about myself

**Q11 Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?**

Please tick (✓) one box only

The way I'm helped and treated makes me think and feel better about myself

The way I'm helped and treated does not affect the way I think or feel about myself

The way I'm helped and treated sometimes undermines the way

I think and feel about myself

The way I'm helped and treated completely undermines the way

I think and feel about myself

Section 3:

Knowledge and information

**Q12 In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?**

*Please include information from different sources, such as voluntary organisations, and private agencies as well as Adult Social Care Services*

Please tick (✓) one box only

Very easy to find

Fairly easy to find

Fairly difficult to find

Very difficult to find

I've never tried to find information or advice

**Do you know what to do if you are unhappy with the service you are receiving?**

Please tick (✓) one box only

Yes

No

**Do you know what to do if you think someone is being harmed, or if someone is harming you?**

Please tick (✓) one box only

Yes

No

Section 4:

Your health

**Q13 How is your health in general?**

Please tick (✓) one box only

Very Good

Good

Fair

Bad

Very Bad

**Q14 By placing a tick in one box in each group below, please indicate which statements best describe your own health state today?**

a. Pain or discomfort Please tick (✓) one box only

I have no pain or discomfort

I have moderate pain or discomfort

I have extreme pain or discomfort

b. Anxiety or depression Please tick (✓) one box only

I am not anxious or depressed

I am moderately anxious or depressed

I am extremely anxious or depressed

**Q15 Please place a tick (✓) in the box that best describes your abilities for each of the following questions.**

I can do this by myself, I have difficulty doing this by myself, I can't do this by myself

a. Do you usually manage to get around indoors (except steps) by yourself?

b. Do you usually manage to get in and out of a bed (or chair) by yourself?

c. Do you usually manage to feed yourself?

d. Do you usually deal with finances and paperwork- for example, paying bills, writing letters – by yourself?

**Q16 Please place a tick (✓) in the box that best describes your abilities for each of the following questions.**

I can do this by myself, I have difficulty doing this by myself, I can't do this by myself

a. Do you usually manage to wash all over by yourself, using either a bath or shower?

b. Do you usually manage to get dressed and undressed by yourself?

c. Do you usually manage to use the WC/toilet by yourself?

d. Do you usually manage to wash your face and hands by yourself?

Section 5:

About your surroundings

**Q17 How well do you think your home is designed to meet your needs?**

Please tick (✓) one box only

My home meets my needs very well

My home meets most of my needs

My home meets some of my needs

My home is totally inappropriate for my needs

**Q18 Thinking about getting around outside of your home, which of the following statements best describes your present situation?**

*You can include getting around by yourself or with help from someone else*

Please tick (✓) one box only

I can get to all the places in my local area that I want

At times I find it difficult to get to all the places in my local area that I want

I am unable to get to all the places in my local area that I want

I do not leave my home

Section 6:

About yourself, the service user

The answers to the next group of questions will be used to get a picture of who took part in this survey. For example, we will use these questions to help us make sure that services are delivered equally to people with different backgrounds.

**Q19 Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?**

Please tick (✓) as many boxes as apply

Yes, from someone living in my household

Yes, from someone living in another household

No

**Q20 Do you buy any additional care or support privately or pay more to 'top up' your care and support?**

Please tick (✓) as many boxes as apply

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

Yes, my family pays for some more care and support for me

No

**Q21 Did you have any help from someone else to complete this questionnaire?**

Please tick (✓) one box only

No, I did not have help

I had help from a care worker

I had help from someone living in my household

I had help from someone living outside my household

**Q22 What type of help did you have?**

Please tick (✓) as many boxes as apply

I didn't have any help

Someone else read the questions to me

Someone else translated the questions for me

Someone else wrote down the answers for me

I talked through the questions with someone else

Someone answered for me, without asking me the questions

**Q23 Please write any other comments you would like to make about the care and support services you receive in the following box:**

**Q24 We may be asking some people to take part in follow-up research for this study in the next year or so. Would you be happy to be invited to take part in more research? *Note that even if you say "yes" there will be no obligation to take part in the future.***

**Please tick (✓) one box**

Yes, I have written my name, address and phone number in the space below

No

If you would be happy to be contacted for this purpose please provide your contact details here:

Name

Address

Telephone number

Email address (optional)

Please tick (✓) this box if you would like to receive a copy of the report of this survey