

**SERVICE USER EXPERIENCE SURVEY - KEY FINDINGS AND NEXT STEPS**

**To:** Adults Committee

**Meeting Date:** 26th March 2015

**From:** Simon Willson - Head of Performance Management and Quality Assurance

**Electoral division(s):** All

**Forward Plan ref:** N/A                      **Key decision:** No

**Purpose:** To present the summarised findings of the most recent Adult Social Care Service Users Survey, to highlight the key themes (as summarised in the Local Account) and the proposed Next Steps to deal with the issues raised.

**Recommendation:** The Committee is asked to consider the finding of the annual survey and the key messages arising from the feedback of service users.

<b>Officer contact:</b>	
Name:	Simon Willson
Post:	Head of Performance Management and Quality Assurance
Email:	Simon.Willson@cambridgeshire.gov.uk
Tel:	01223 699162

## **1.0 BACKGROUND**

- 1.1 The Department for Health (DH) requires the Authority to undertake an annual survey of the experiences of Adult Social Care clients. The survey was undertaken in the Spring of 2014 following the clear guidelines set by the DH, with the results being submitted to the Department and provided back to the Authority in the late Summer. Since this date the Performance Management and Quality Assurance (PMQA) Service have undertaken further analysis to draw out themes for the Directors of both Adult Social Care and Older People's Services as well as their management teams.
- 1.2 Analysis and discussions have highlighted a number of themes which necessitate further attention and focus within services. Of most interest to services has been the narrative comments provided by Service Users. These comments were a new addition for the survey in 2014, (the ability to comment had not previously been available to Service Users in previous surveys). This narrative added some more depth to the quantitative measures gathered through the survey.
- 1.3 This report highlights the high level indicators, and key themes arising from the review, as well as the proposed action plan to summarise work already underway and proposed in the areas of concern. The attached Appendix provides some more of the detail of the user survey, as well as the action plan, and is based on the presentations provided to management teams.

## **2.0 MAIN ISSUES**

- 2.1 In terms of the high level performance indicators monitored within the ASCOF (Adult Social Care Outcomes Framework) performance remains positive and consistent. The 'related quality of life' indicator, set by the DH is a particularly strong score (where we scored 19.2 out of a possible score of 24), and has shown improvement in the past three years. In addition, the proportion of people who use services who say that those services make them feel safe and secure has seen significant improvement at 76.1% compared to 70.2 in 2012/13 and is above the target set of 72%. (The details of all these measures are on page 4 of Appendix 1)
- 2.2 In addition to the quantitative measures, we were able to analyse narrative comments alongside the scores. A number of positive comments have come back from Service Users on the services they receive and the staff that support them. For example 'Staff support me with all important mail which I don't understand', and one user described their carers as 'absolute gems'. However, a significant number of respondents reflected negatively on their own life experiences despite the general positive feedback. Several Service Users reflected on their loneliness or isolation, and difficulties in leaving the house. (See pages 7, 9 and 11 of the Appendix for example quotations). This led us to consider what areas we needed to focus on to improve the experiences of our service users where possible.

2.3 Following the analysis and discussions with Directors and their management teams four key areas for focus were agreed, which were the most significant or recurrent in the comments received from service users, these were:

- Social Isolation and feelings of loneliness, in particular for users of older peoples services;
- The Communication from and 'branding' of Adult Social Care (including information and advice, as well as not understanding what support was being provided to them);
- Issues with Contracted Services (heating and hot water for example);
- Safeguarding Information (following a small number of safeguarding concerns being raised by respondents).

Please note that where any contracting or safeguarding concern was raised through the survey process these were immediately referred to the relevant team to follow up and resolve as appropriate.

2.4 Subsequent to agreeing these themes we have produced an action plan for each of the four areas, highlighting what work is already underway and proposals for further activity. Key Activity includes:

- Community Navigators alongside other Services like Day Services and Warden Schemes to signpost or offer local community services so people are aware of opportunities where they can reduce the amount of time they spend alone. This links directly to work to implement Transforming Lives transformation and Care Act requirements which concentrate on providing personalised support which encourages independence;
- Working with partners to implement a 'time credits' scheme focussing on supporting older people to maintain their status as key members of their community. Both engaging the newly retired and supporting activities which promote independence and reduce isolation;
- With colleagues in the Libraries service, the 'Library at Home' volunteer role, supporting 'reading aloud' and 'digital at home' projects. This is in addition to activities provided by libraries aimed at older people such as reading groups, craft groups, computer buddy sessions, and finally 'opportunities after caring' for recently bereaved carers.
- Work has also been carried out to simplify the forms and letters that go out to people explaining about adult social care (in conjunction with range of other teams).
- Care Act developments on a new information and advice model – which will include work to help people find out about groups and activities.

The Plan is summarised in more detail on page 15 of Appendix 1.

- 2.5 We have also summarised the issues arising from the User Survey within the 2013/14 Local Account which is now ready for publication on the County Council Website. This includes using some direct quotations from service users (both positive and negative), as well as summarising the actions already underway, and the next steps proposed within the Action Plan.

### **3.0 ALIGNMENT WITH CORPORATE PRIORITIES**

#### **3.1 Developing the local economy for the benefit of all**

- 3.1.1 There are no significant implications for this priority.

#### **3.2 Helping people live healthy and independent lives**

- 3.2.1 This work is relevant to this priority area and any intelligence from this work will be used to support this priority, in particular, linking to Transforming Lives transformational activity.

#### **3.3 Supporting and protecting vulnerable people**

- 3.3.1 This work is relevant to this priority area. Any subsequent activity to address the issues highlighted in terms of the experiences of the vulnerable adults and older people we support will contribute to this priority.

### **4.0 SIGNIFICANT IMPLICATIONS**

#### **4.1 Resource Implications**

- 4.1.1 There are no significant implications within this category.

#### **4.2 Statutory, Risk and Legal Implications**

- 4.2.1 There are no significant implications within this category.

#### **4.3 Equality and Diversity Implications**

- 4.3.1 There are no significant implications within this category.

#### **4.4 Engagement and Consultation Implications**

- 4.4.1 The annual survey provides us with valuable intelligence on the views of our service users. This information is shared with management to help support decision making and to help us shape our services to meet the needs of our service users where possible.

#### **4.5 Public Health Implications**

- 4.5.1 There are no significant implications within this category.

#### **4.6 Localism and Local Member Involvement**

- 4.6.2 The survey supports us in building a picture of the issues facing our service users, and enables us to analyse trends in terms of issues effecting specific geographical areas of the communities we support.

Source Documents	Location
Local Account	Simon Willson.
Service User Survey Analysis Report (for full results of the survey)	Octagon Floor 2, Shire Hall, Cambridge

