

Adult Social Care User Experience Survey 2013/14

Key results & next steps

Adults Committee March 2015

Background



- 9,041 eligible clients were identified at the reporting period
- Using the selection criteria specified by the Department of Health, clients were selected at random, across all services and levels of need to receive a questionnaire.
- The following client categories were de-selected:
 1. People in dispute with the council.
 2. People known not to have the mental capacity to complete the survey.
 3. People with inadequate personal records on SWIFT (Adult Social Care database).
 4. Clients known to have died before sending out of the questionnaires.
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- These deductions left a sample size of 1,233.
- 575 of these 1,233 questionnaires were returned partially or fully completed.
- The results were provided back to the Authority in the Autumn, and since that date we have been carrying out further analysis and discussing the findings with management teams.

Changes from previous years



- 6 deceased service users were sent a questionnaire due to very recent deaths after the mailing date - this is a significant improvement on the 46 questionnaires sent to service users who had passed away 2012-13
- Two local questions were added at the request of Healthwatch, these were:
 - Q.14a If you wanted to make a complaint about the care services you receive from Adult Social Care, do you know how to?
 - Q.15 If you wanted to make a complaint to Cambridgeshire County Council, which of the methods below would you be most likely to use?
- Optional comments boxes were added to key questions so service users could explain their answers. Whilst performance year on year has remained stable or improved, the nature of comments coming back has offered additional insight into issues facing service users.
- In addition 6 of the comments received were referred to the Safeguarding team for review, 2 of which resulted in investigations and were resolved accordingly.

ASCOF survey-based performance measures



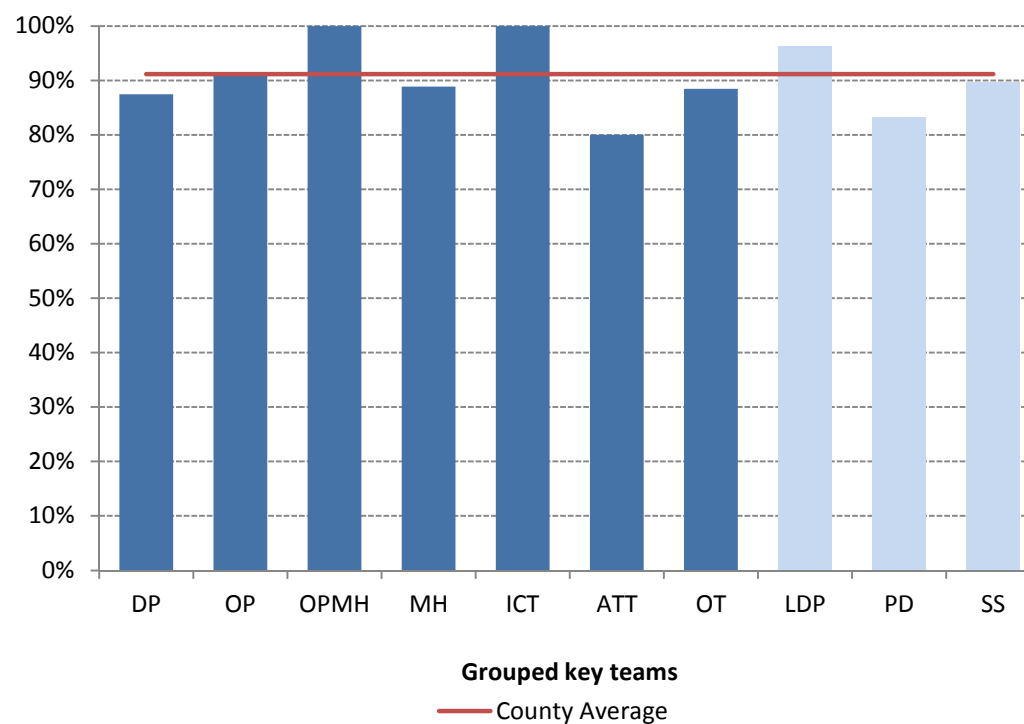
ASCOF Performance Measure	2013-14	2012-13	2011-12	2010-11	Target	Direction of Travel	Comments
1A - Social Care - related quality of life	19.2	18.6	18.8	19	19	↑	Strongest score yet and an improvement on last year. (24 is the maximum score)
1B - The proportion of people who use services who have control over their daily life	79.0%	74.8%	76.8%	75.0%	75.0%	↑	A better response than last year, if the definition included respondents who had 'some' control it would be 96%
1I - Proportion of people who use services, who reported that they had as much social contact as they would like	45.8%	-	-	-	Baseline	—	New for 2013/14, will also feature in Carers Survey
3A - Overall satisfaction of people who use services with their care and support	65.4%	59.0%	58.6%	59.0%	59.0%	↑	Improvement on last year. The definition does not take into account respondents who were 'quite' satisfied or the outcome would be 91%
4A - The proportion of people who use services who feel safe	67.8%	65.0%	61.9%	65.0%	65.0%	↑	The definition of 4A does not take into account respondents who answered they felt 'adequately' safe, otherwise it would have been 95%
4B - The proportion of people who use services who say that those services have made them feel safe and secure	76.1%	70.4%	73.9%	-	72.0%	↑	Good improvement and above target

91% of respondents said they were satisfied with their care and support services

Percentage of people who were satisfied with their care and support services

Key:

DP – Discharge Planning
OP – Older Peoples
OPMH – Older Peoples Mental Health
MH – Mental Health
ICT – Integrated Care Team
ATT – Assistive Technology
OT – Occupational Therapy
LDP – Learning Disability Partnership
PD – Physical Disabilities
SS- Sensory Services



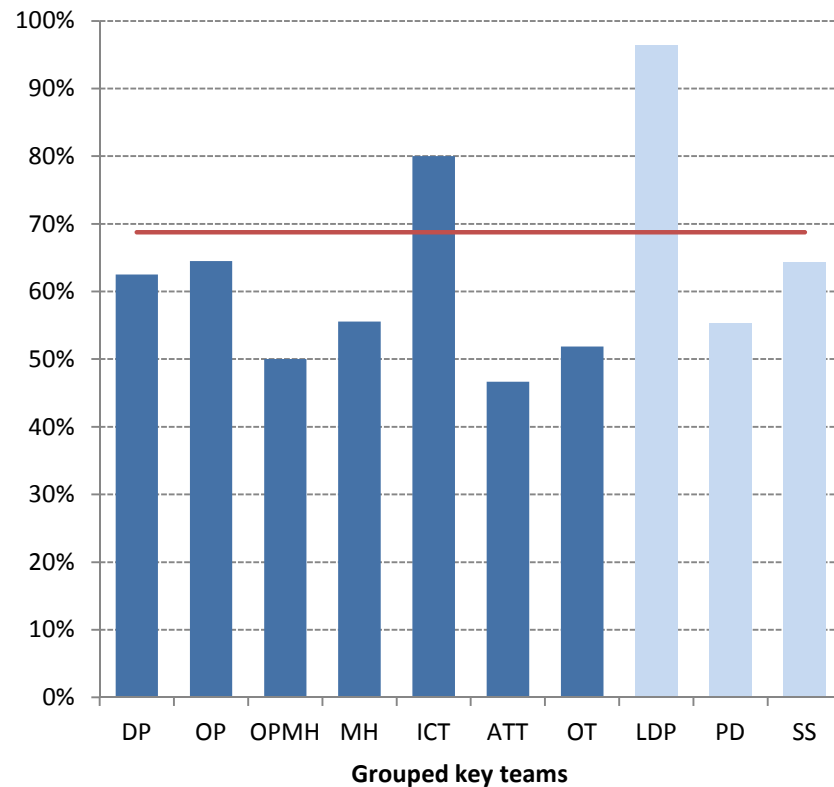
	DP	OP	OPMH	MH	ICT	ATT	OT	LDP	PD	SS	Total
I am extremely satisfied	3	61	3	10	0	3	9	87	13	8	197
	37.5%	22.0%	37.5%	55.6%	0.0%	20.0%	34.6%	79.1%	27.1%	27.6%	36%
I am very satisfied	2	109	4	3	1	7	9	16	13	10	174
	25.0%	39.4%	50.0%	16.7%	25.0%	46.7%	34.6%	14.5%	27.1%	34.5%	32%
I am quite satisfied	2	83	1	3	3	2	5	3	14	8	124
	25.0%	30.0%	12.5%	16.7%	75.0%	13.3%	19.2%	2.7%	29.2%	27.6%	23%
I am neither satisfied nor dissatisfied	0	20	0	0	0	3	2	3	5	2	35
	0%	7%	0%	0%	0%	20%	8%	3%	10%	7%	7%
I am quite dissatisfied	0	3	0	0	0	0	0	1	2	1	7
	0%	1%	0%	0%	0%	0%	0%	1%	4%	3%	1%
I am very dissatisfied	1	1	0	1	0	0	1	0	1	0	5
	12.5%	0.4%	0.0%	5.6%	0.0%	0.0%	3.8%	0.0%	2.1%	0.0%	1%
I am extremely dissatisfied	0	0	0	1	0	0	0	0	0	0	1
	0%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%
Total respondents	8	277	8	18	4	15	26	110	48	29	543
Declined to answer	0	16	0	4	1	3	3	2	2	1	32

Relevant comments

- PA/ 877 – Some carers are better than others a couple of them are absolute gems.
- PA/ 362 – I would like my times to stay at 8:45 in the morning 11:45 at lunchtime and at 9 o'clock at night because I have medication to take and I have to have something to eat before my tablets.
- PA/ 1192 – I am satisfied with the actual care but the administration i.e. timing of visits and constant changing of care workers is very poor!
- PA/ 1102 – I no longer receive the service. The company which provided the service was often unreliable as to appointment times. So when I recovered mobility I stopped using the service. Some of the carers were not good some others were excellent and became friends.
- PA/ 319 – Lack of communication between staff and myself. This does not mean all staff, but some staff. Poor room quality to do with maintenance. No hot shower, heating and hot water for over 3 months.
- PA/ 1007 – I do not feel this questionnaire is applicable to me. I do not receive any care or support from carer social support services. BUT, I did receive from the sensory dept a visit from one of items ladies who put into place smoke alarms even one under my pillow. My hearing gets worse so this has been a great help.

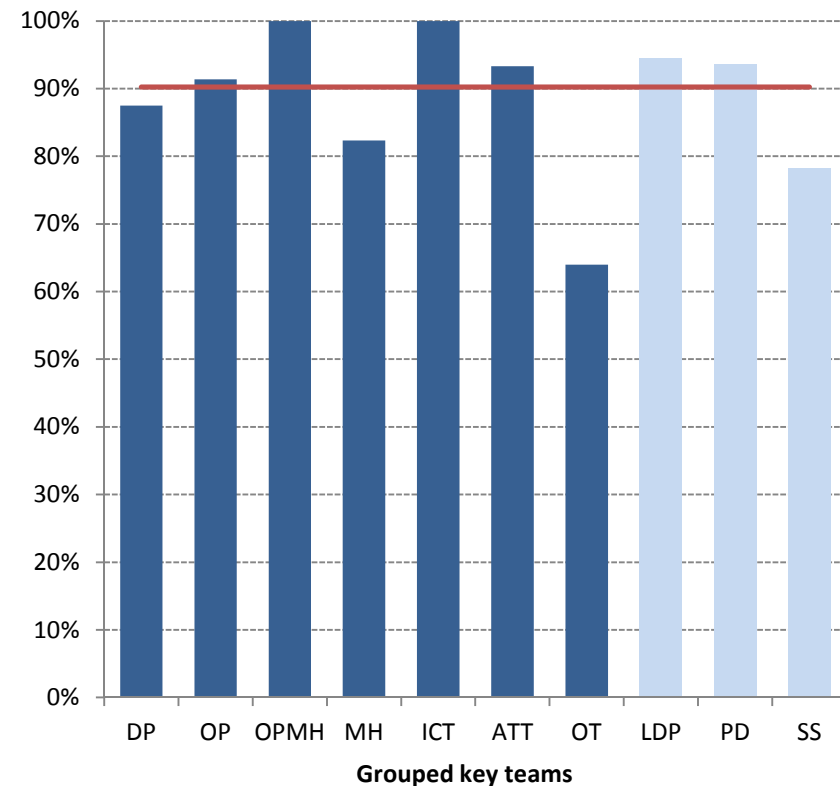
**7 out of 10 respondents said they had a good quality of life &
9 out of 10 respondents said care and support services helped
them have a better quality of life**

**Percentage of respondents who feel they
have a good quality of life, or better**



— County Total

**Percentage responding that care and support
services help them have a better quality of life**



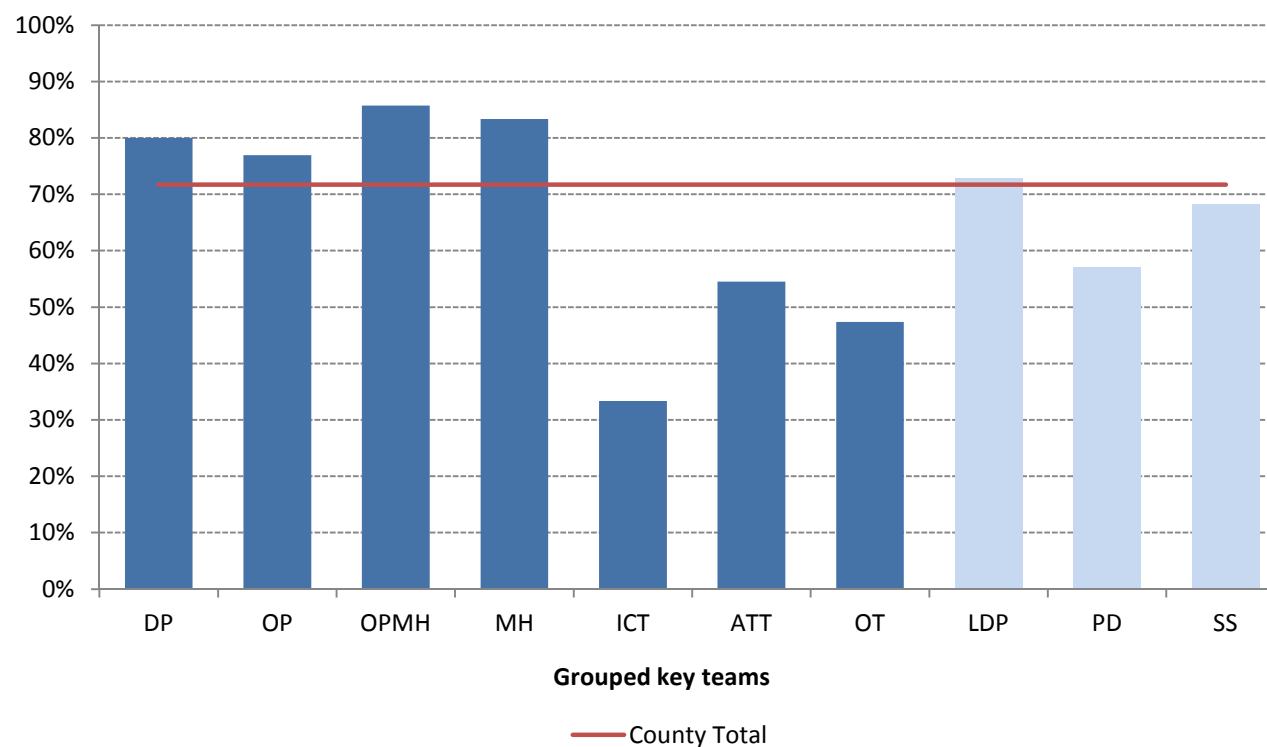
— County total

Relevant comments

- PA/ 689 – Due to increased mobility I am unable to go out without being taken in my wheelchair. I therefore do not attend any social activity clubs and my carers are my social life!
- PA/ 419 –I live in bed, your budget keeps my room clean, me fed and bathed but doesn't allow for my husband's illness. Increases my need to leave the house, currently don't other than for medical appointments.
- PA/ 319 – Sometimes lack of sleep lack of appetite hygiene not good due to lack of shower.
- PA/ 544 – My mother has been care for over 12 years now, she has no quality of live, I was always led to believe that Alzheimer's usually last 7 years. My heart breaks when I go to see her 3 times a week.
- PA/ 533 – I'm almost locked in because I can't go out at all. I'm frightened to go out because I've had quite a few falls I'm very lonely.

7 out of 10 people who sought information and advice said it was fairly or very easy to find

Percentage of respondents who sought information and advice and said it was easy or fairly easy to find



Relevant comments

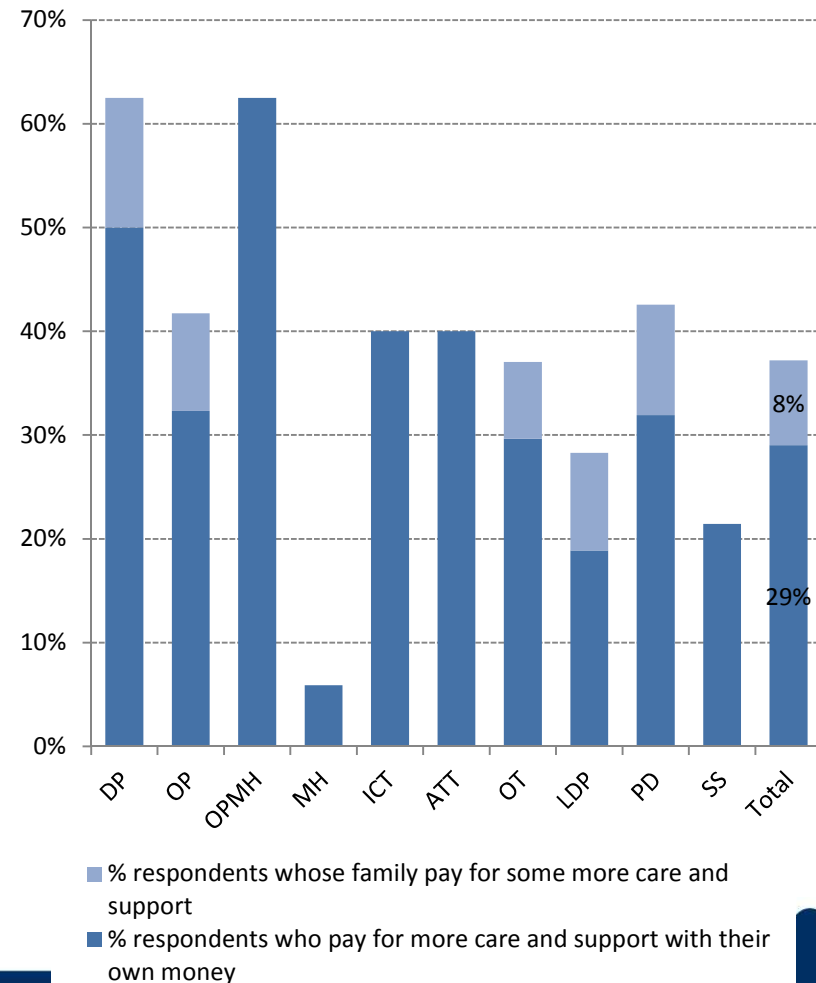
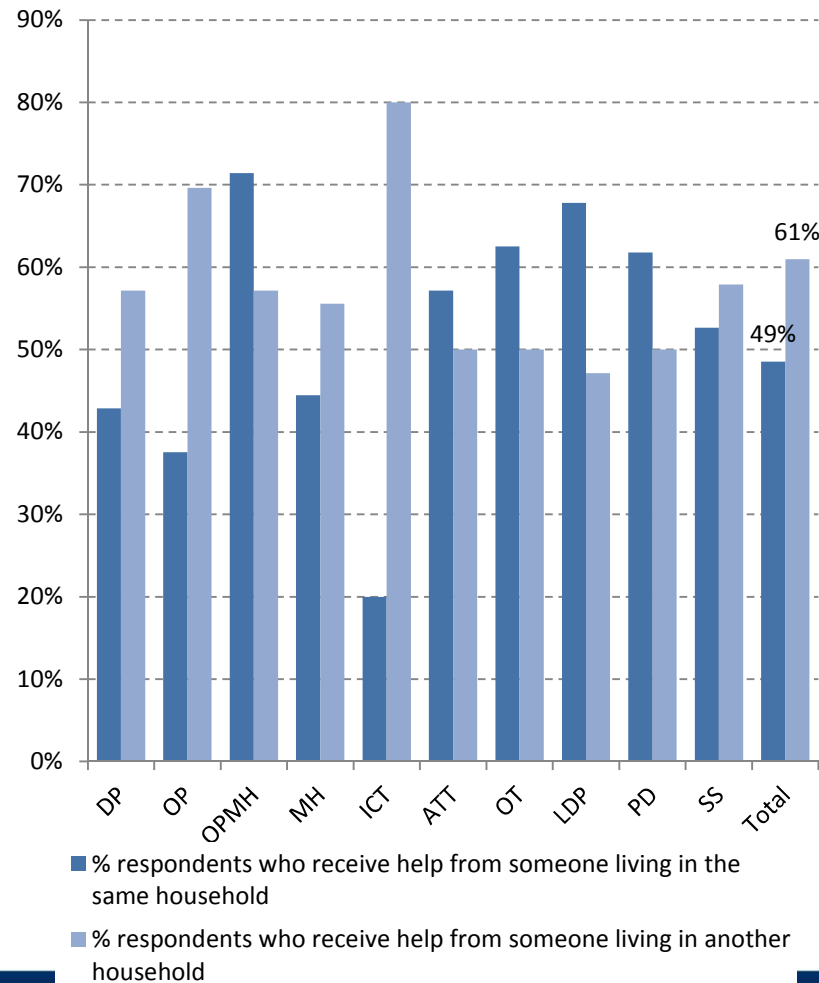
- PA/ 331 – Tried to find info but not available to find or info is withheld.
- PA/ 419 – My carer was caught out in unprofessional behaviour and therefore left at short notice. It was extremely difficult to find info on care agencies to serve my area and emergency help. Re emergency help there was none for my geographical area so left vulnerable and isolated yet again.
- PA/ 715 – I feel I did not know enough information sooner that would have made things easier. However I will say social services have been very helpful and informative over the last year and have assisted in facilitating my needs both end of life care and generalised.
- PA/ 382 – Staff support me with all important mail which I do not understand.
- PA/ 870 – We don't know who to ask. Whoever we do ask points to another person/group.
- PA/ 731 – Any information I have needed the nurse or Doctor has given to me and put me in contact with others who can help me.
- PA/ 1007 – Because I have a hearing problem and I use the phone mostly. When the information I require is from a computer and not a human being this is difficult especially with British Gas recently.

Nearly a quarter of respondents – and over one third of older people – say they do not leave their own home

	DP	OP	OPMH	MH	ICT	ATT	OT	LDP	PD	SS	Total
I can get to all places in my local area that I want	2	56	4	8	3	4	3	66	12	15	173
	25%	21%	50%	44%	60%	27%	11%	62%	26%	54%	33%
At times I find it difficult to get to all the places in my local area that I want	1	57	1	8	1	5	10	27	10	9	129
	13%	21%	13%	44%	20%	33%	37%	25%	21%	32%	24%
I am unable to get to all the places in my local area that I want	1	63	1	2	0	5	8	9	15	4	108
	13%	24%	13%	11%	0%	33%	30%	8%	32%	14%	21%
I do not leave my home	4	90	2	0	1	1	6	4	10	0	118
	50%	34%	25%	0%	20%	7%	22%	4%	21%	0%	22%
Total respondents	8	266	8	18	5	15	27	106	47	28	528
Declined to answer	0	27	0	4	0	3	2	6	3	2	47

4 in 5 respondents receive regular, practical help from family, friends or neighbours in addition to their care and support services

1 in 3 of respondents say they pay for additional care and support services privately or pay to 'top up' their care



Survey Next Steps

- The Survey findings have been shared with both Adult Social Care and Older People's Services Management Teams, and shared with staff as appropriate. The high level PI's and some quotes have been included within this year's Local Account which is now available for review ready for publication.
- Although in general performance is stable, and on the whole positive, some of the themes coming through on comments are worrying and merit further consideration.
- It was agreed that the following four areas were the strongest themes emerging from the comments made:
 - Social Isolation and Feelings of Loneliness;
 - Communications and the 'branding' of adult social care
 - Contractor issues (e.g. problems with heating and hot water);
 - Safeguarding Information;
- We have completed an action plan which sets out what work is currently underway to address each issue, and any additional work we have committed to undertake:

ASC Service User Experience Survey Action Plan

Theme	Activity Already Underway	Proposed Activity
Social Isolation and Feelings of Loneliness	<p>Significant amount of work underway in this area already including:</p> <ul style="list-style-type: none"> •Transforming Lives project, as well as strategies and projects around Community Capacity, Falls Prevention, Deprivation and Transportation; •VCS work including Community Navigators, Visiting Services (e.g.Age UK), Services independently provided by Cambridgeshire Celebrates Age, Golden Age Fenland and Faith Groups; •Other Council Activities - Day Services, Warden Schemes, Library Services specifically targeted at older, isolated groups and Time Credit projects. 	<ul style="list-style-type: none"> •Targeted work supporting Transforming Lives. Ensuring links with Community Navigator work are as strong as possible and that the Social Workforce are supported to have productive conversations about social isolation/loneliness; •Further analysis and deep dives within Older Peoples (where the issue is most prevalent) to consider where (geographically) people are reporting feelings of isolation, and what packages they have; •A 'CFA' directorate wide deep dive to consider wider implications of isolation on the whole family.
Communications and the 'branding' of Adult Social care	Recent work undertaken to simplify ASC forms and letters; Survey for users on information and advice; 'Making it Real' work	Care Act implementation requires new Information and Advice models to be agreed and designed.
Contractor issues	Ongoing work by Contract Monitoring team, in addition to CQC inspection process.	Support to contracting team continues in relation to capacity, with quality assurance measures being considered within this.
Safeguarding Information	Oversight by Safeguarding Team within ASC, ultimately directed by Cambridgeshire Safeguarding Board and the work of the MASH.	Further support is being provided to the safeguarding team to help analyse the information they have, develop quality/audit procedures, identify areas for improvement and cover risk of under-reporting.