

ADULT SOCIAL CARE SERVICE USER AND CARERS SURVEY - UPDATE REPORT

To: **Adults Committee**

Meeting Date: **14 November 2018**

From: **Service Director: Adults and Safeguarding**

Electoral division(s): **All**

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

Purpose: **To provide the Committee with an update and actions undertaken following the results of the service user and carers surveys previously shared in March 2018.**

To provide the Committee with early sight of the results of the 2017/18 service user survey published on 3 October 2018.

Recommendation: **The Committee is being asked to review the actions undertaken in response to the findings of the 2016/17 service user and carers surveys.**

The Committee note the early results from the Service User Survey 2017/18, analysis for which will be provided in more detail in the new year.

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1. BACKGROUND

- 1.1 The committee received a report in March 2018 summarising the results of the annual statutory Adult Social Care User Experience Survey and the two yearly Carers Experience Surveys.
- 1.2 Overall the Carers Experience Survey results had been less positive than the Service User results, and officers were developing an action plan to respond to the issues raised. A number of key actions have been taken in relation to the support for carers into which the survey results have directly fed. This report provides the committee with an update on progress.

2. MAIN ISSUES

- 2.1 The carers survey undertaken during 2016/17 showed a decline in reported carer satisfaction. Two results also stood out as being below the national average. The proportion of carers who report that they have been included or consulted in discussion about the person they care for was 65.8% against the national average of 70.7%. The proportion of carers who find it easy to find information about support) was 59.2% against the national average of 64.2%.
- 2.2 As part of the wider Adult Positive Challenge Programme currently being undertaken with support from Impower, a dedicated carer's work stream has been put in place with the following as the identified outcomes for delivery:
 1. Carers can balance their caring roles and maintain their desired quality of life
 2. Staff have the knowledge and ability to have the right conversations with carers, and direct carers towards the right level of support to meet their needs
 3. Carers have access to right tools and information to enable them to manage their health and wellbeing and support them to maintain their caring role
 4. The right community-based support is available to carers across all client groups
All carer reviews are in date
- 2.3 Key deliverables identified within the work stream to be undertaken during 2018/19 include.
 - Delivery of focussed training for front line staff to encourage take up of carers services and increase awareness of the carers offer
 - Specify the information and advice requirements for carers to inform the development and implementation of an improved online information and advice offer
 - Roll out resources to successfully and effectively complete all carer reviews.
 - A review of the model for delivery of statutory assessments of carers.
 - Learn from other Local Authorities what community based support provides best outcomes for carers, consult with carers and young carers and commence a process of procurement.
- 2.4 In addition to the dedicated carers' workstream, the following activity has already started within the Fast Forward work:
 - 'Changing the conversation' initial training sessions with several of the social care practitioner teams which includes time focusing on the conversation with carers, their needs and preventing breakdown
 - A review of good practice for carer support across the country has been undertaken

and is being discussed in terms of insight for Cambridgeshire CC and Peterborough CC on 30th October.

2.5 Update of the 2018 Service User and Care Surveys

2.5.1 The 2017/18 service user survey was carried out in February to March 2018 and the local results were submitted in May 2018. Initial local results from this survey indicate there has been an improvement in the overall reported quality of life, in the proportion of people feeling they control over their lives, feelings of safety and feeling that services provide made people feel safe but a slight reduction in overall levels of satisfaction among service users.

2.5.2 High level messages published by NHS Digital from the survey on the 3 October 2018 were as follows:

Overall satisfaction

- Overall nationally 65% of service users reported they were “Extremely” or “Very satisfied” with the care and support they received. 2% reported they were “Extremely” or “Very dissatisfied.
- For Cambridgeshire slightly less were satisfied or extremely satisfied at 63.2% but less 1.5% reporting being extremely or very dissatisfied.

Overall Quality of Life

- 62.6% of respondents nationally reported that their quality of life was good or better.
- In Cambridgeshire this was higher at 65.2%

Paying of additional care

- Nationally the proportion of service users who do not buy additional care or support decreased from 64.7% in 2016-17 to 63.3 per cent in 2017-18. The proportion who buy more support with their own money increased from 27.4 per cent to 28.6 per cent.
- In Cambridgeshire a higher percentage of respondents (66.5%) did not buy additional care with a smaller percentage (24.7%) paying for additional care from their own monies.

Feeling safe

- More than two thirds of national respondents (69.9%) of service users reported feeling as safe as they want, compared to 1.8 per cent who reported not feeling at all safe.
- In Cambridgeshire a higher percentage reported feeling as safe as they want (73.5%) and only 0.7% reported not feeling safe at all.

Pain or discomfort

- The proportion of service users who reported having moderate pain or discomfort decreased nationally from 51.1% in 2016-17 to 50.1% in 2017-18, with 13.2% reporting extreme pain and discomfort.
- In Cambridgeshire a lower percentage reported pain and discomfort at 48.7% with only 7.4% reporting extreme pain and discomfort.

Feeling clean and being able to spend time doing what they want

- 57.8% of respondents in England reported feeling clean and able to present themselves as they wished. Nationally 68.8% of respondents reported being able to spend enough of the time doing the things they wanted to. 52.7% of service users that feel clean also reported being able to spend their time doing as they want, compared to 7.9 per cent of service users who don't feel clean reported being able to spend their time as they want.
- In Cambridgeshire a higher percentage (62.1%) reported feeling as clean and able to present themselves as they wished. A higher percentage also reported being able to spend enough time doing the things they wanted, 75.6%

Social contact

- 46% of respondents across England reported having as much social contact as they would like.
- In Cambridgeshire this was higher with 47.6% reporting as much social contact as they wished.

- 2.5.3 Analysis of these results will be fed back into the Adult Positive Challenge Programme and reported back to the Adults Committee alongside the wider self-assessment in the new year.
- 2.5.4 The 2018/19 Carers survey is to be conducted during October and November 2018 and be submitted in March 2019 with results being published in June 2019.

3. ALIGNMENT WITH CORPORATE PRIORITIES

3.1 Developing the local economy for the benefit of all

There are no significant implications for this priority.

3.2 Helping people live healthy and independent lives

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 Adult Positive Challenge programme, Transforming Lives and other transformational activity.

3.3 Supporting and protecting vulnerable people

This work is relevant to this priority area and the actions being undertaken to address the identified issues highlighted in terms of the experiences of service users and carers will contribute to this priority.

4. SIGNIFICANT IMPLICATIONS

4.1 Resource Implications

There are no significant implications within this category.

4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

There are no significant implications within this category.

4.3 Statutory, Legal and Risk Implications

There are no significant implications within this category

4.4 Equality and Diversity Implications

There are no significant implications within this category

4.5 Engagement and Communications Implications

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 and carers wherever possible.

4.6 Localism and Local Member Involvement

The surveys support us in building a picture of the issues facing our service users and carers and enables us to analyse trends in terms of issues effecting specific geographical areas of the communities we support. Findings from the most recent surveys have supported the intention from the Adult Positive Challenge Programme to increase the range of community based resources accessible by service users and carers.

4.7 Public Health Implications

Findings from the previous service user survey around the fear of falling were shared with the Falls Prevention group and have directly influenced the current Public Health campaign – Stay Stronger for Longer.

Implications	Officer Clearance
Have the resource implications been cleared by Finance?	Yes or No Name of Financial Officer:
Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the LGSS Head of Procurement?	Yes or No Name of Officer:
Has the impact on statutory, legal and risk implications been cleared by LGSS Law?	Yes or No Name of Legal Officer:
Have the equality and diversity implications been cleared by your Service Contact?	Yes or No Name of Officer:

Have any engagement and communication implications been cleared by Communications?	Yes or No Name of Officer:
Have any localism and Local Member involvement issues been cleared by your Service Contact?	Yes or No Name of Officer:
Have any Public Health implications been cleared by Public Health	Yes or No Name of Officer:

Source Documents	Location
Cambridgeshire County Council Adult Social Care User Experience Survey 2017-18 statutory submission	Business Intelligence Service 2 nd Floor Octagon Shire Hall Cambridge CB3 0AP
Personal Social Services Adult Social Care Survey England 2018	https://digital.nhs.uk/data-and-information/publications/statistical/personal-social-services-adult-social-care-survey/2017-18