

Adult Social Care Service User Experience Survey 2016-17

LJ Winter, Senior Analyst

Overview of the survey

- 6301 eligible service users identified.
- 1507 of these selected to receive a survey.
- 600 surveys were returned partially or fully completed.

✓ Response rate of 39.8%.

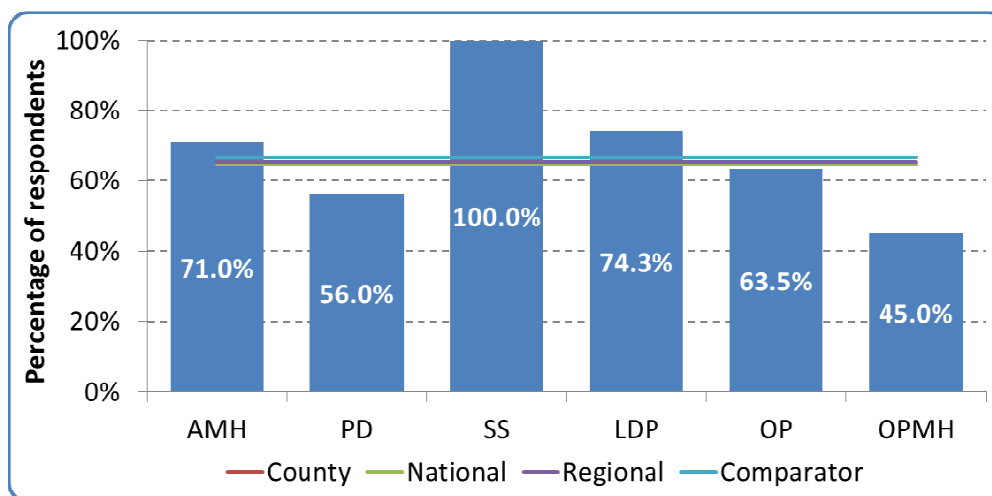
↓ Decline from 43.9% in 2015-16.



Overview of survey analysis

- Teams supporting service users:
 - Adult Mental Health (AMH)
 - Physical Disabilities (PD)
 - **Sensory Services (SS)**
 - Learning Disability Partnership (LDP)
 - Older People (OP)
 - Older People Mental Health (OPMH).
- Compare question results to the regional, national and comparator averages.

Very or extremely satisfied – 65.5% of service users



Service users' comments on overall satisfaction – positive

"As a family we are very satisfied with the care that my mother receives from all the team at her care home."

"The ladies who come to look after me as respite in my home are really lovely and kind."

Majority of 178 comments received were positive. 😊

"Very grateful to have independence for the first time, but yet know that there is wonderful support. Confidence has increased as a result."

"Staff always pleasant and attentive."

Service users' comments on areas of concern

Variation in care quality

"Carers come, some are excellent, some do the job and some only just do the job..."

Lack of continuity of care

"I prefer consistency of some carers because I get anxious when new people come into my home who I don't know!"

Poor timekeeping

"Sometimes they arrive later than planned."

Lack of communication

"Communication is also poor with the planned visits not always being informed of...rarely told if a visit is cancelled..."

Service users' comments on areas of concern

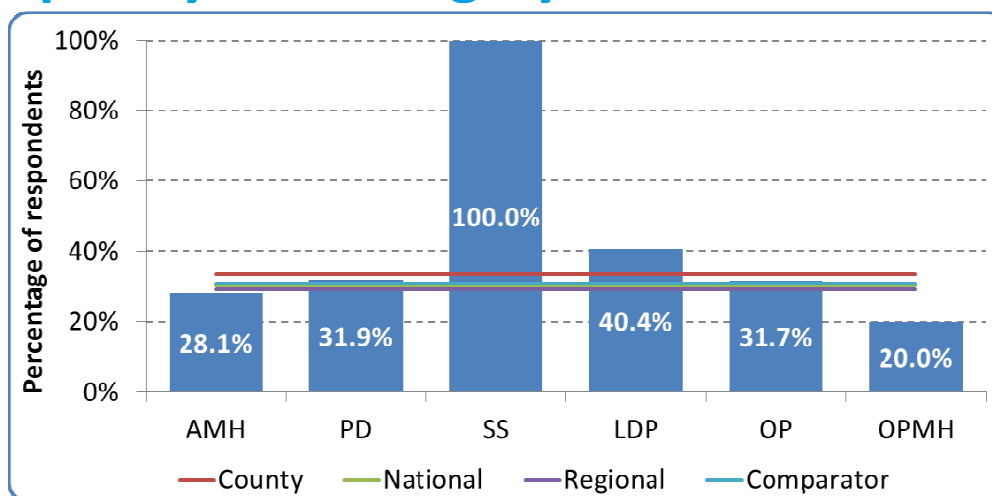
"I worry that my service will be reduced. At the last review we had to fight to keep it. Review due again soon. I have 2 days at red 2 green. My parents do all the rest."

"Being able to have direct payments to get the care and support I need. I do not GET , but really NEED extra payments to help with the costs for my assistance dog!"

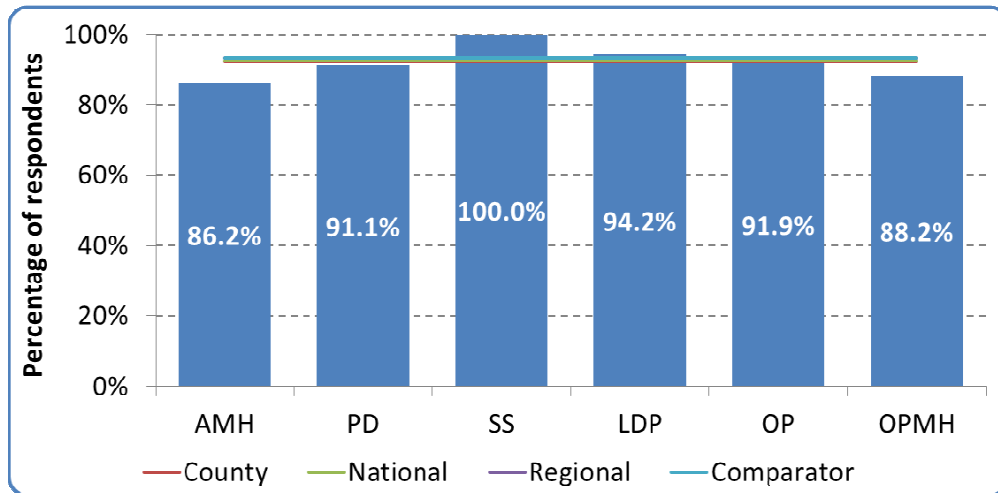
Some service users raised concerns about their levels of support being reduced.

"Since the Independent Living Fund closed, the local service is not doing as well as previously. There are a lot of new staff with less experience and a lack of understanding of need. The funding is under pressure from the local government saving strategy."

34% of service users rate their quality of life highly



92.1% state that care services help have a better quality of life



Service users' comments on quality of life – positive

"I live at home and am happy. Going to my care centre makes me happy."

"I can get stressed and anxious over small things. My staff team support me to help me overcome this."

Around a third indicated they had a good quality of life and that care and support services improved it.

"I have attended this group about twice a week much to my benefit. It provides an opportunity for conversation and games of chess - all very satisfactory. It has provided a substantial uplift to my quality of life."

"Good activities are available."

Quality of life can depend on service users' health conditions



"The 'good' is amazing but the restrictions/challenges from my disability are quite severe which results in some days/periods being very bad. Overall, good."

"As good as I can be with chronic arthritis; difficulty moving and using my hands."

"Sometimes my health stops me doing other daily activities I always wanted to do. There are things I cannot do."

Factors reducing service users' quality of life



"Not very mobile anymore and unable to do so many things including visit library, hairdressers etc."

Lack of mobility

"Cannot get out. Living with carer only."

"I cannot do what I would like to do due to my limited mobility because of my condition."

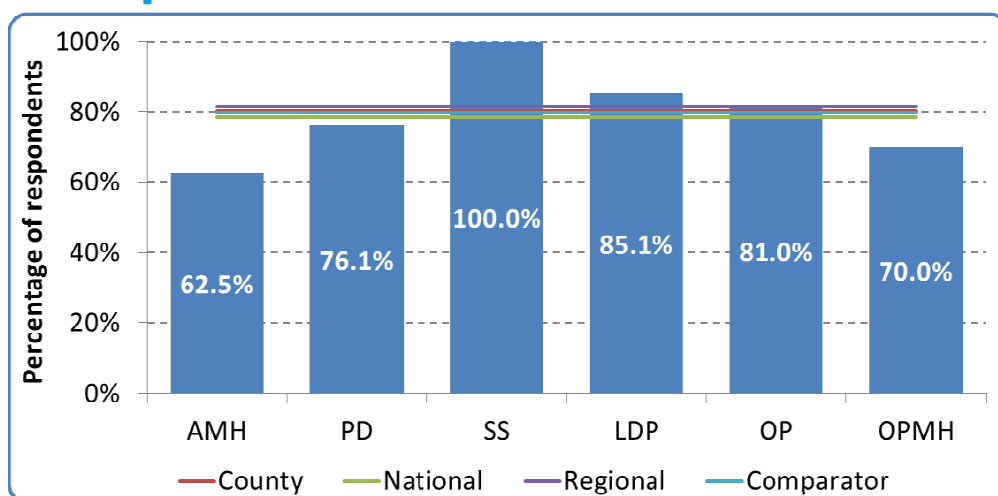
"Sometimes don't see anyone. Family not much support."

"I am more or less housebound because of my disability. I can't do the things I'd like to and feel socially isolated."

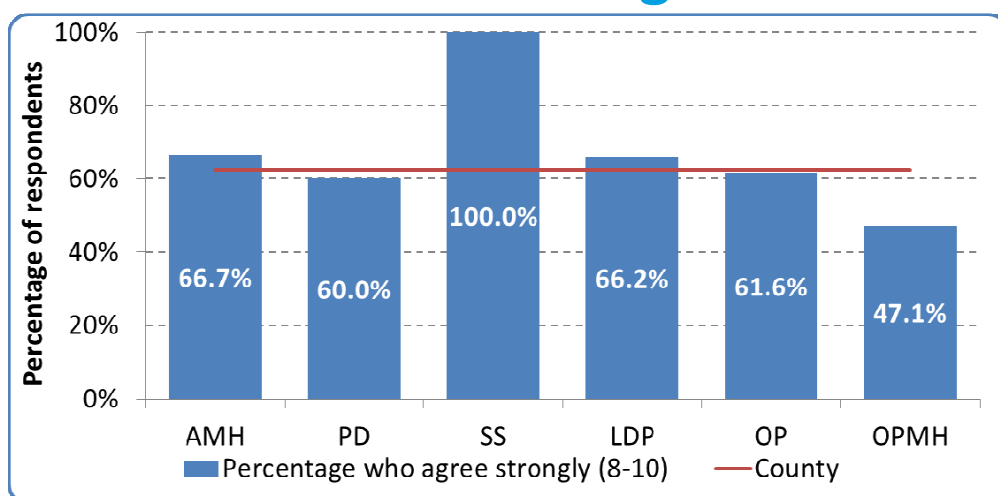
Social isolation/loneliness

"I would like to be out in the community more, like taking trips out to Peterborough and Cambridge."

80.1% of service users have adequate or better social contact



64.2% feel that people providing their care work well together



Service users' comments on staff working together – positive



"I am very happy with all the people who help care for me and I think they work well together. If I am ill they will call the doctor or community nurse."

"It is a great team at the care home and my mother could not get any better care than she receives there."

More than half of the 121 comments received were very positive.

"I am very happy living in my new flat. My staff are with me all the time. My dad visits once a month. I go to different places each day."

Comments on staff not working well together – continuity



"Inconsistency of care. Too many staff changes."

"Sometimes not knowing who's coming to care for me, as different from list and also if possible phone to notify change of carer."

Concerns around lack of continuity of care

"I just get to recognise them and feel at ease with someone and they leave!"

"Staff are constantly changing and do not always know the level of intelligence that some patients have and tend to talk over them rather than listen to them."

Comments on staff not working well together – communication

"I have found in my experience the different departments do not seem to talk to each other..."

"Not enough communication between care workers which can result in medication I receive being mixed up."

Lack of communication between services and care workers

"Little contact between them."

"In general the carers are good and do a good job but the office staff are not very forthcoming. Sometimes ringing the main switchboard is an effort in itself. Messages do not get passed on."

Questions?

Caring for Others Survey 2016-17

LJ Winter, Senior Analyst

Overview of the survey

- 4663 eligible carers identified.
- 1000 of these selected to receive a survey.
- 502 surveys were returned partially or fully completed.

✓ Response rate of 50.2%.

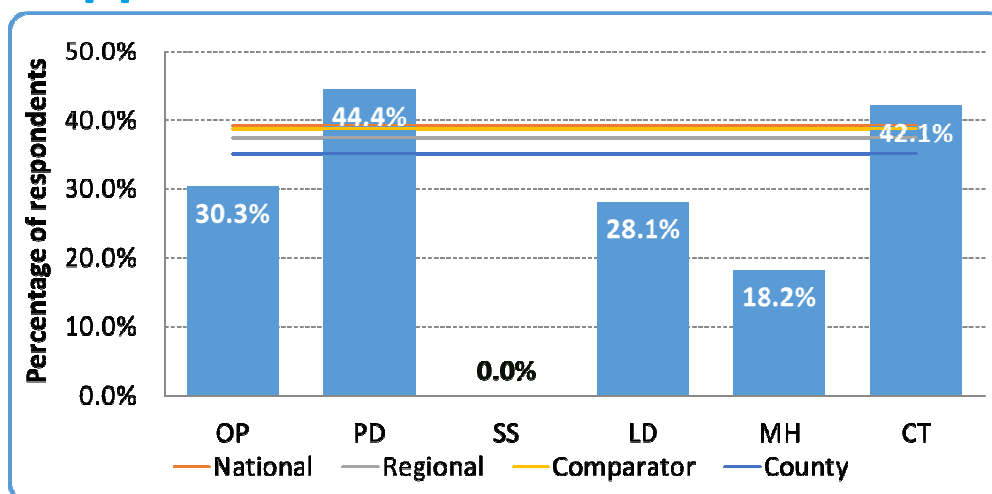
↓ Decline from 68.2% in 2014-15.



Overview of survey analysis

- Teams supporting carers or cared-for people:
 - Older People (OP)
 - Physical Disabilities (PD)
 - **Sensory Services (SS)**
 - Learning Disabilities (LD)
 - Mental Health (MH)
 - Carers' Trust (CT).
- Compare question results to the regional, national and comparator averages.

Very or extremely satisfied with support and services – 35.2%



Satisfaction has fallen further in Cambs than elsewhere

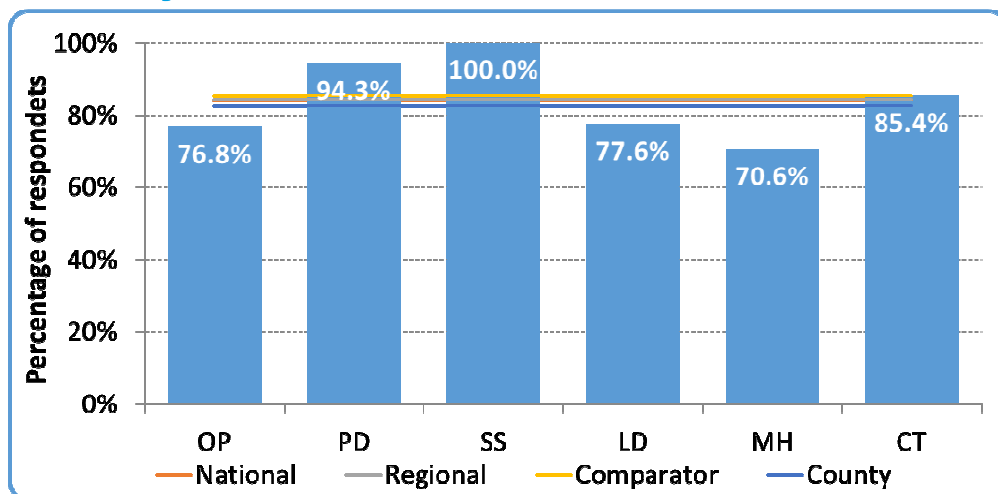


↓35.2% is below the national (39.2%) and regional (37.4%) averages.

■ Cambridgeshire was above both of these in 2014-15.

↑14.6% were dissatisfied with the services they received (compared to 11.9% in 2014-15).

No concerns about personal safety – 82.5%

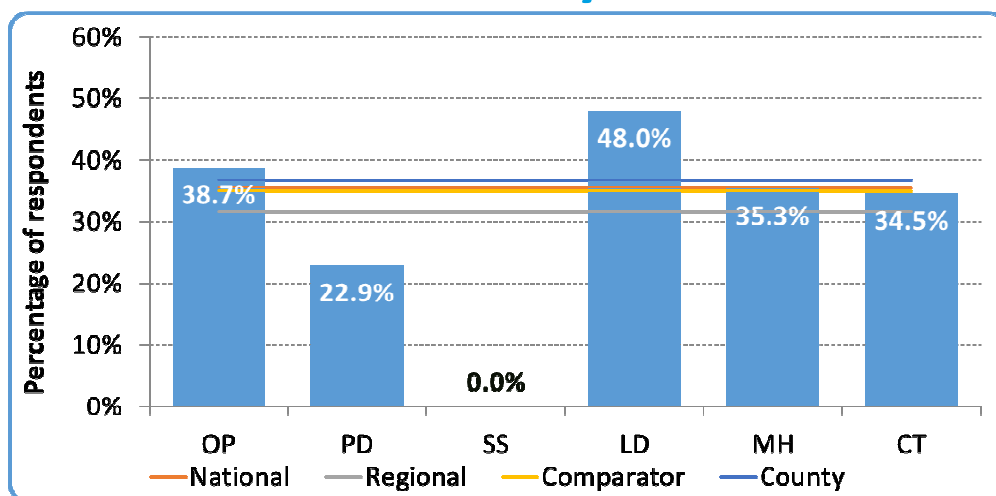


Most carers have no concerns about personal safety



- ↓ However, this 82.5% has fallen from 90% in 2014-15.
- ↓ Cambridgeshire is slightly below the national (84.1%), regional (84.4%) and comparator (85.3%) averages.
- ↓ Significant reductions in percentages of LD and MH respondents who had no concerns.

36.6% of carers have as much social contact as they want

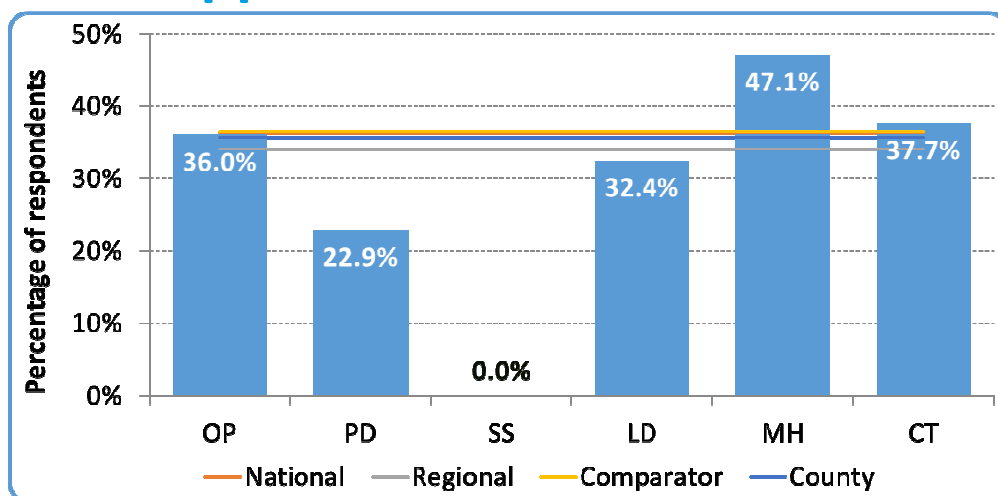


Social isolation has increased

- Social contact has declined slightly compared to 2014-15, but remains above national (35.5%), regional (31.6%) and comparator (35.0%) averages.

↑ However, 17.7% of carers feel socially isolated – an increase of 5.1 percentage points and above the national average (16.2%).

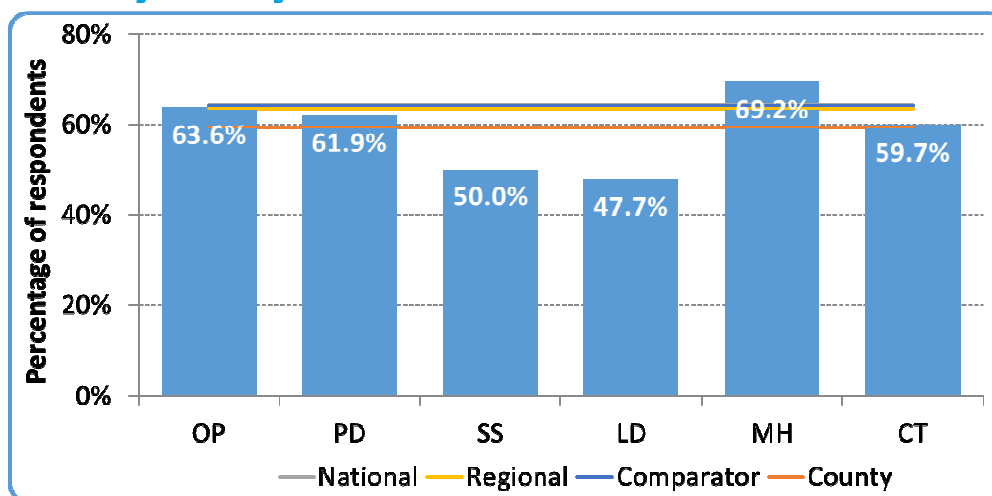
35.6% of carers feel encouraged and supported in their roles



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- Percentage of carers who feel supported is above the regional average (34.0%).
- However, 22.4% of carers feel they have no encouragement or support in their caring role.
- Over a third (37.1%) of PD carers feel unsupported, compared to 19.8% of OP carers.

59.4% of carers found it very or fairly easy to find information



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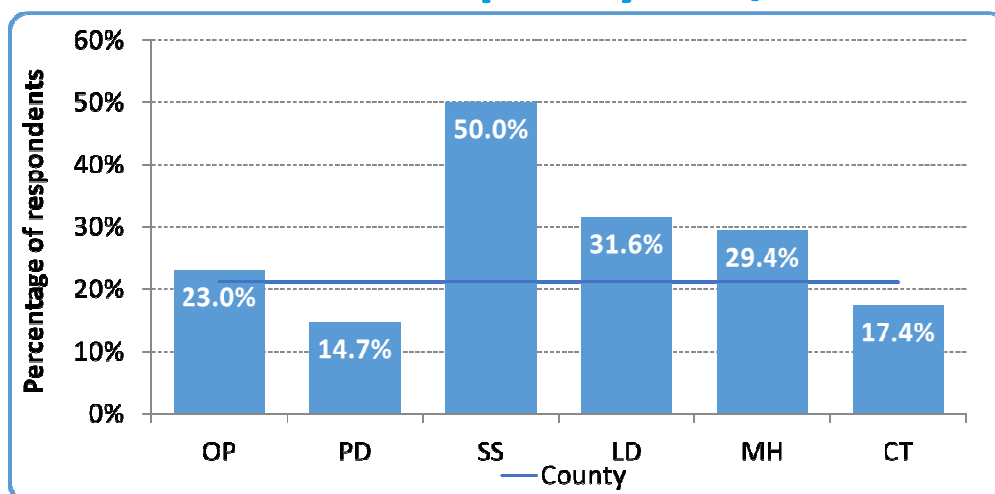


↓ Harder to find information and advice now than in 2014-15 (66.4%).

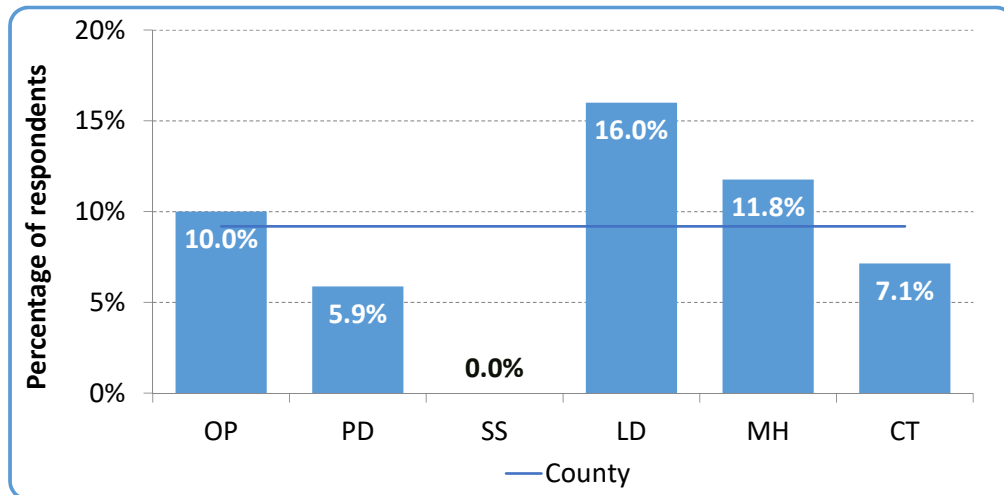
↓ Below the national (64.2%), regional (63.3%) and comparator (64.0%) averages.

- Carers supporting people with learning disabilities found it particularly hard to find information – only 47.7% found it easy.

Only 21.2% of carers have heard of the Mental Capacity Act/DoLS



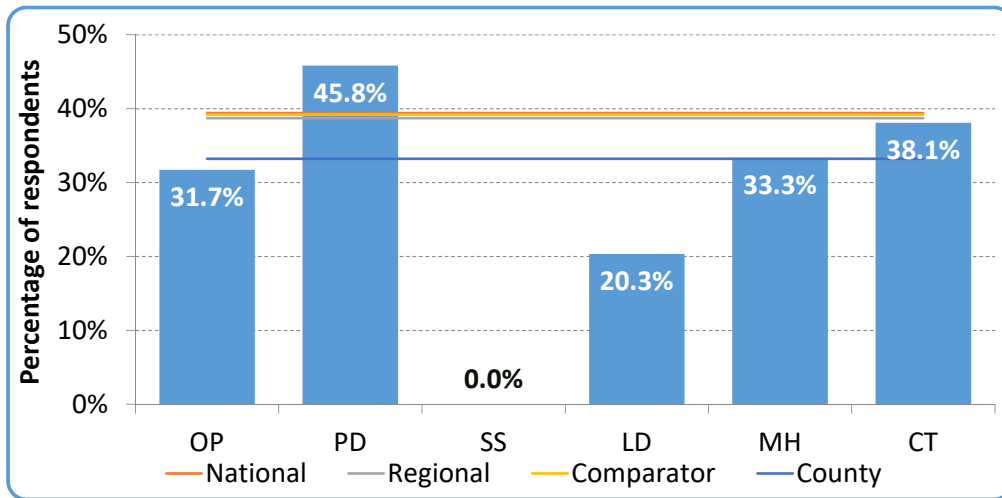
16% of LD carers understand most/all aspects



Mental Capacity Act/DoLS

- Carers looking after people with LDs were most aware – 16% understand most or all aspects and a third are aware of it.
- Almost 80% of carers supported by the Carers' Trust are unaware of the Mental Capacity Act or DoLS.

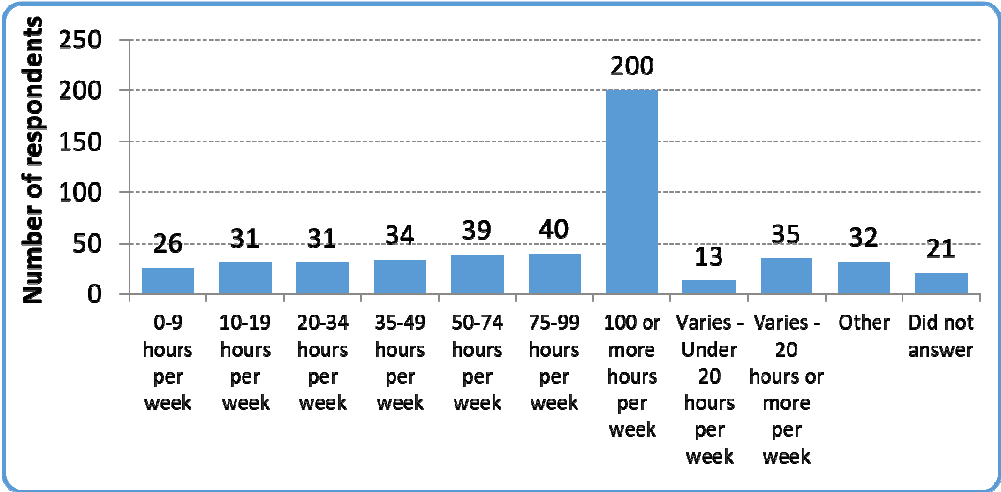
33.2% always felt involved or consulted in care discussions



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- Below the national (39.4%) regional (38.7%) and comparator (39.2%) averages.
- Significant variation between services – ranging from 20.3% in the LDP to 45.8% within the PD service.

41.6% of carers spend 100 or more hours per week caring



Questions?