

ADULT SOCIAL CARE SERVICE USER AND CARERS 2017 SURVEY RESULTS

To: **Adults Committee**

Meeting Date: **8th March 2018**

From: **Claire Bruin, Assistant Director, Adults & Safeguarding**

Electoral division(s): **All**

Forward Plan ref: **Not Applicable** *Key decision:* **No**

Purpose: **To provide the Committee with the summarised results of the annual statutory Adult Social Care User Experience Survey and biennial Carers Experience Surveys conducted in 2017. To highlight the County's performance and identify key themes.**

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

<i>Officer contact:</i>		<i>Member contacts:</i>	
Name:	Claire Bruin	Names:	Cllr Bailey / Cllr Howell
Post:	Assistant Director, Adults & Safeguarding	Post:	Chair/Vice-Chair
Email:	Claire.bruin@cambridgeshire.gov.uk	Email:	Anna.bailey@cambridgeshire.gov.uk / Mark.howell@cambridgeshire.gov.uk
Tel:	01223 715665	Tel:	01223 706398

1. BACKGROUND

- 1.1 The Council issues a Service User Experience Survey on an annual basis, and a Carers Experience Survey biennially on behalf of the Department of Health. The survey questions and formats are set nationally to ensure consistency and comparability between local authority areas and over time. Both surveys are used to inform several measures contained in the national Adult Social Care Outcomes Framework (ASCOF).
- 1.2 Both surveys were issued in the 2016/17 financial year and submitted to the Department of Health as part of the statutory return process ending in June 2017, with the national results becoming available for analysis in October 2017. Since this date the Business Intelligence Service has undertaken further analysis to draw out themes for service and commissioning leads in the People and Communities Directorate.
- 1.3 Analysis of the overall results and the associated comments relating to both surveys have highlighted a number of themes which necessitate further attention and focus within services, as summarised within this report and the presentation slides in Appendix A.
- 1.4 The local performance is compared to national, regional and comparator authorities. Comparator authorities are shire counties that are similar in terms of rurality and spread of towns or market towns. The comparator authorities are set out in Appendix B.

2. SERVICE USER EXPERIENCE SURVEY - OVERVIEW AND KEY FINDINGS

- 2.1 The Council issued four versions of the Service User Experience Survey which are tailored specifically to the circumstances of the service user. These are:
 - A version for those living in the community
 - A version for those living in a care home
 - A version designed for those with a learning disability living in the community
 - A version designed for those with a learning disability living in a care home
- 2.2 Large print questionnaires, telephone and face-to-face interviews were all available on request.
- 2.3 6,301 eligible service users were identified as receiving a service within the reporting period and using the national selection criteria, a sample of 1,507 service users were selected at random to receive questionnaires. 600 questionnaires were returned partially or fully completed – a response rate of 39.8%.
- 2.4 Comments boxes were added to the surveys to allow people to explain their responses. All written and verbal comments received were reviewed by the Business Intelligence Team. Any feedback that suggested a safeguarding or contractual concern were immediately referred to the Adult Social Care Safeguarding or Contact/Procurement Teams.

- 2.5 Eight ASCOF measures are calculated using information collected from the annual Service User Experience Survey. Cambridgeshire performance was generally in line with national, regional and comparator authorities, and performed well against measure 1B (The proportion of people who use services who have control over their daily life) scoring 81.0% against the national average of 77.7%.
- 2.6 Overall the Service User Experience Survey results are broadly in line with national and regional and comparator authorities, and showed little variation with previous years' results. The most notable results were:
- Overall satisfaction with care and support services (65.5%) is comparable with national (64.7%), regional (65.4%) and comparator (66.8%) averages
 - Overall quality of life rated as being 'very good' or 'so good it could not be better' (34.0%) is slightly higher than the national (30.3%), regional (29.2%) and comparator (30.8%) averages
 - Having 'adequate' or 'as much social contact with people you like' (80.1%) is comparable with national (78.4%), regional (81.5%) and comparator (79.6%) averages
 - A local question was added to the user experience survey focussing on cooperation between health and social care staff. The question was "How much do you agree with the following statement? The people who provide my care, including health care, work well together" and respondents were asked to provide a score from 0-10 (0 being strongly disagree and 10 being strongly agree). Overall 63.4% strongly agreed (giving a score of 8 or higher)
 - Many positive comments were received about the support provided. Illustrative comments included:
 - "I am an extreme hoarder who has successfully been able to de-clutter my flat and maintain it with staff support"
 - "The staff at my care centre are exceptional. They look after me as an individual. They know my needs and take care of me really well. I am very happy there"
 - "They help me shop, encourage me to be more independent"
 - "I am impressed at how quickly the care was arranged and at the type of care given"
 - Comments also highlighted some practice concerns which have been referred to the relevant contact or team managers, including;
 - "The workers are generally great. However, there is such little continuity of workers it is very hard to build up a rapport"

- “My time slot is 9.45 am to 10.15 am but carers can arrive sometimes as early as 9am or as late as 11.40am. Would help to keep better to time slot allocated to us”

3. CARERS EXPERIENCE SURVEY - OVERVIEW AND KEY FINDINGS

- 3.1 4,663 carers were identified as eligible to receive a survey. Using the national selection criteria, a sample of 1,000 carers was selected at random to receive questionnaires. Of these, 502 questionnaires were returned partially or fully completed – a response rate of 50.2%, which is a reduction compared to the previous rate of 68.2% received partially or fully completed in 2014-2015.
- 3.2 Comments boxes were added to the surveys to allow people to explain their responses. All written and verbal comments received were reviewed by the Business Intelligence Team. Any feedback that suggested a safeguarding or contractual concern were immediately referred to the Adult Social Care Safeguarding or Contract/Procurement Teams.
- 3.3 Five ASCOF measures are calculated using information collected from the biennial Carers Experience Survey. While Cambridgeshire performance is generally in line with national, regional and comparator authorities, two results stand out as being below the national average. Measure 3C (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%. Measure 3D (The proportion of carers who find it easy to find information about support) was 59.2% against the national average of 64.2%.
- 3.4 Overall the Carers Experience Survey results were not as positive as the Service User Experience survey and performance has dropped a little compared to the results of the 2014/15 survey. The most notable results were:
 - Satisfaction with support and services provided by social services has fallen nationally and regionally, but Cambridgeshire’s satisfaction levels have fallen further. The county has gone from being above the regional and national averages in 2014-15 to below them in 2016-17. 35.2% of Cambridgeshire respondents who said they received a service stated that they were extremely or very satisfied (compared to 39.2% nationally and 37.4% regionally). 41.7% of respondents to the 2014-15 survey gave the same answer
 - 82.5% of respondents have no concerns about personal safety, however, this represents a decline from nine out of ten respondents in 2014-15. Cambridgeshire is also slightly below the national (84.1%), regional (84.4%) and comparator (85.3%) averages for this question
 - 36.6% of respondents reported that they have as much social contact as they want with people they like. This is slightly lower than in 2014-15, but greater than the regional (31.6%), national (35.5%) and comparator (35.0%) averages.

- The number of respondents who reported that they were socially isolated (17.7%) increased by 5.1 percentage points compared to 2014-15 and is slightly higher than the national average of 16.2%
- 35.6% of respondents reported that they feel they have encouragement and support in their caring role. This is slightly lower than the national (36.3%) and comparator (36.5%) averages, but higher than the regional average (34.0%)
- 59.4% of respondents reported that it was very or fairly easy to find information or advice in the last 12 months. This is lower than the national (64.2%), regional (63.3%) and comparator (64.0%) averages and also represents a decline compared to 2014-15 (66.4%)
- Written comments received generally reflected the above results, giving specific examples.

4. NEXT STEPS

- 4.1 The full set of results are due to be reviewed by relevant staff in late February/early March 2018 and actions will be agreed to address the key issues. The review of Service User Experience Survey will pay particular attention to the following themes: Satisfaction with care services; Quality of life; Social contact; and Cooperation between health and social care staff.
- 4.2 The review of the Carers Experience Survey will address the overall feedback from carers with particular focus on Satisfaction, Personal safety, Social contact & isolation, Encouragement & support and Information & advice. The role that other Directorates within People and Communities can play in supporting carers will also be explored in this work, for example, the role that Libraries could play in identifying carers and providing information and signposting.
- 4.3 A detailed action plan will be developed to deliver improvements, particularly in support to carers.

5. ALIGNMENT WITH CORPORATE PRIORITIES

5.1 Developing the local economy for the benefit of all

There are no significant implications for this priority.

5.2 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 Transforming Lives and other transformational activity.

5.3 Supporting and protecting vulnerable people

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.

6. SIGNIFICANT IMPLICATIONS

6.1 Resource Implications

There are no significant implications within this category.

6.2 Procurement/Contractual/Council Contract Procedure Rules Implications

There are no significant implications within this category.

6.3 Statutory, Legal and Risk Implications

There are no significant implications within this category.

6.4 Equality and Diversity Implications

There are no significant implications within this category.

6.5 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.

6.6 Localism and Local Member Involvement

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.

6.7 Public Health Implications

There are no significant implications within this category.

Source Documents	Location
Appendix A – Adult Social Care Service User Experience Survey 2016-17 presentation Appendix B – list of comparator authorities	Business Intelligence Service 2 nd Floor, Octagon Shire Hall, Cambridge CB3 0AP