

**ADULT SOCIAL CARE SERVICE USER SURVEY 2019**

*To:* **Adults Committee**

*Meeting Date:* **12 March 2020**

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

*Electoral division(s):* **All**

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

*Purpose:* **To provide an overview of the findings of the 2019 Adult Social Care Statutory Service User Survey the results for which were published in October 2019.**

*Recommendation:* **The Committee is asked to consider the content of the report and note how the service has been linked into the development of Adult Social Care in Cambridgeshire.**

**The Committee is asked to note and agree the public facing summary of the service user survey results, to be published on the council website.**

<b><i>Officer contact:</i></b>		<b><i>Member contacts:</i></b>	
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## 1. BACKGROUND

- 1.1 The annual Adult Social Care Service User Survey is a national survey carried out by NHS Digital and all Local Authorities with Social Services responsibilities are required to take part.

The main purpose of the survey is to provide assured, consistent and local data on care outcomes that can be used to benchmark against other comparable local authorities. It is used to:

- Support transparency and accountability to local people, enabling people to make better choices about their care
- Help local services to identify areas where outcomes can be improved

The survey asks service users about their quality of life and their experiences of the services they receive. It is used by Cambridgeshire County Council, the Care Quality Commission and the Department of Health to assess the experiences of people using care and support services.

The survey is produced in an easy read version aimed at adults with learning disabilities and for this version there is slightly different wording of questions.

- 1.2 In January 2019, 1518 service users were surveyed by post. There were four versions of the survey, for people in residential and nursing care or in the community, with two versions in Easy Read. Additionally, a small number of people received the survey in large print. We have received 513 responses, a 34% response rate.

This report is based on data published by NHS Digital on 22 October 2019 and includes the England and Eastern Region average scores.

## 2. MAIN ISSUES

### 2.1 National Findings

- 2.1.1 High level messages published by NHS Digital from the survey on the 22 October 2019 were as follows:

#### 2.1.2 Overall Satisfaction

- Almost two thirds (64.3%) of service users in England were very or extremely satisfied with the care and support they received. 2% of service users were very or extremely dissatisfied with the care and support they received. [For Cambridgeshire the results were comparable at 64.2% and 2% respectively](#)

#### 2.1.3 Choice

- In England 67.5% of service users stated that they have enough choice over care and support services. [In Cambridgeshire the result was slightly lower at 66.3%](#)

#### 2.1.4 How having help makes people feel

- In England 61.3% of people said that having help makes them feel better about themselves. The result for Cambridgeshire this was higher at **64.6%**.
- When looking at the response 'Having help sometimes undermines the way I feel about myself' the national result was 9.1%. Cambridgeshire's result was **7.7%**

#### 2.1.5 Finding information about support and services

- In England 43.7% of service users reported they had never tried to find information or advice about support and services in the past year, this was a statistically significant increase from 25.8% in 2017-18. In Cambridgeshire this was slightly higher (47% in 2018-19 up from 16.5% in 2017-18)
- For those who did look, in Cambridgeshire **68.1%** reported they found it 'very' or 'fairly' easy to find what they were looking for. This contrasts with 69.0% for England. The percentage of people who said that it was fairly or very difficult to find was **31.9%** in Cambridgeshire which is broadly in line with the national average (31.0%)

#### 2.1.6 Getting out and about

- In England overall 29.8% of service users said that they can get to the places in their local area that they want to. In Cambridgeshire the result is better at **34.8%**

#### 2.1.7 Paying for additional care and support privately

- In England 28.9% of services users buy some more care and support with their own money. The result in Cambridgeshire this is lower at **24.8%**.

#### 2.1.8 Receiving practical help from someone else

- Almost half (48%) of service users in England reported receiving regular practical help from someone living in another household. In Cambridgeshire this was higher at **50%**.
- In England 40.8% (**40.1% in Cambridgeshire**) reported receiving help from someone living in their household. Around a fifth of service users (20.5% nationally and **19.7% in Cambridgeshire**) reported not receiving any regular practical help from a husband/wife, partner, friend, neighbour or family member.

#### 2.1.9 Overall social care related Quality of Life Score

The overall Social Care-related quality of life score takes the results from a number of different questions in the survey and calculates an overall score out of a maximum of 24. The all England level was 19.1 out of a maximum score of 24. In Cambridgeshire the score was much higher at **19.7** making the Council rank 10<sup>th</sup> best in the country.

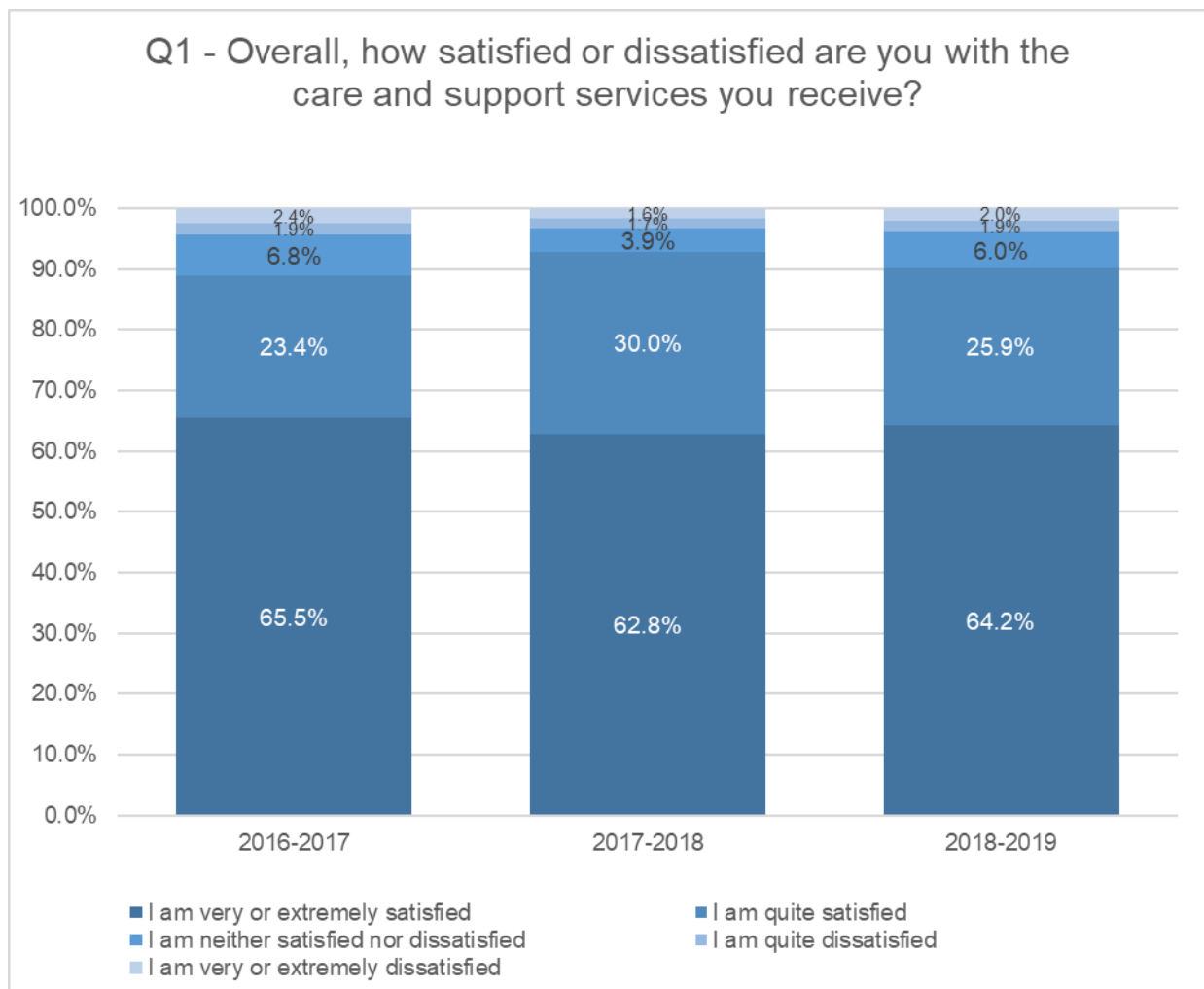
### 2.2 Cambridgeshire results analysis

2.2.1 The following section aligns the local results to the national headlines

## 2.2.2 Overall satisfaction

The proportion of Cambridgeshire service users reporting they were very or extremely satisfied with the care and support they received (64.2%) is broadly in line with the results received over the past 3 years, although an improvement on the previous year. The responses are roughly in line with the national average (64.3%) and comparator group (64.5%) averages

The proportion reporting that they were very or extremely dissatisfied (2%) has also remained consistent over the past 3 years.

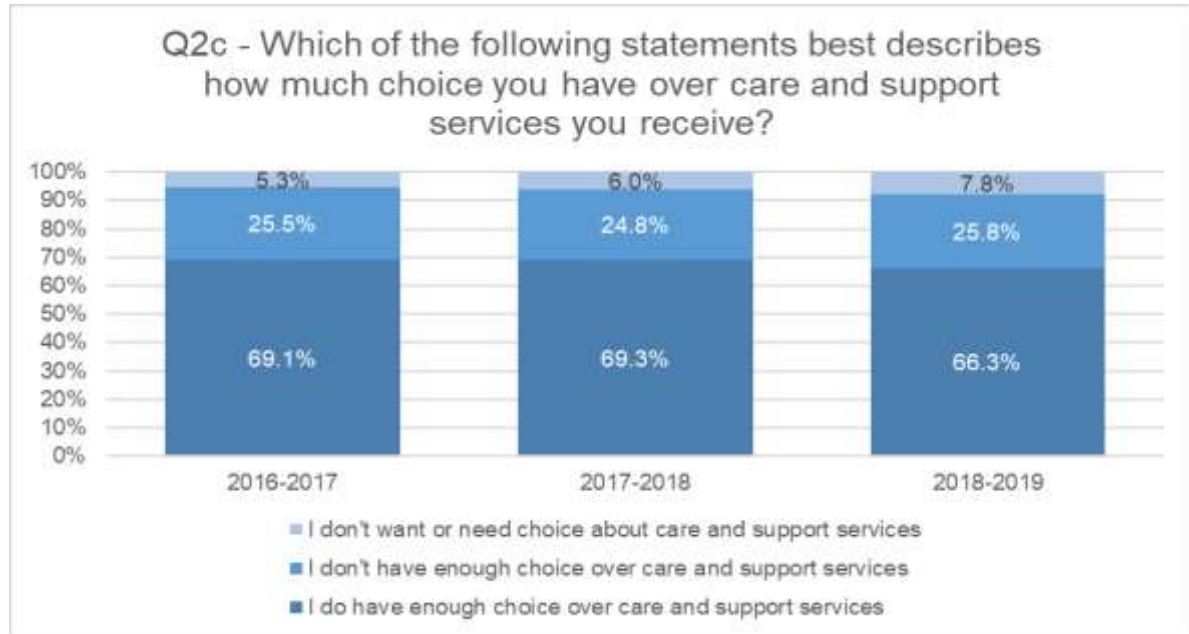


## 2.2.3 Choice

The proportion of Cambridgeshire service users reporting they have enough choice over their care and support services (66.3%) is broadly in line with the results received over the past 3 years, which is slightly below the national (67.5%) and comparator (69.5%) averages.

The proportion reporting that they do not have enough choice over their care and support

services (25.8%) has increased slightly against the previous year's results, but remains broadly in line with previous results and is slightly below the national (26.9%) but above the comparator (24.8%) averages. This is clearly an area which we would wish to see improve and for which we will be undertaking some further analysis to see if there are particular cohorts, in terms of need or locality who express lower levels of choice.

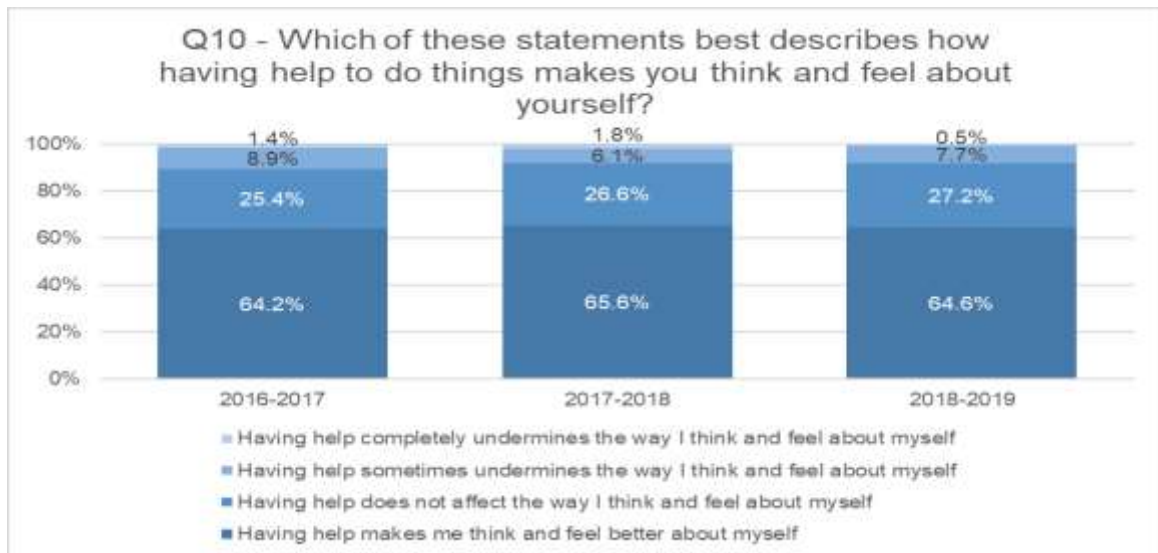


#### 2.2.4 How having help makes people feel

The proportion of Cambridgeshire service users reporting that having help makes them feel better about themselves (64.6%) is broadly in line with the results received over the past 3 years and is slightly above the national (61.3%) and comparator (61.2%) averages.

The proportion reporting that “having help sometimes undermines the way I think and feel about myself” was 7.7% which is broadly in line with the results over the past 3 years, and is better than the national (9.1%) and comparator (9.0%) averages.

The proportion reporting that “having help completely undermines the way I think and feel about myself” (0.5%) is the lowest it's been over the last three years, and is better than the national (1.6%) and comparator (2.0%) averages.

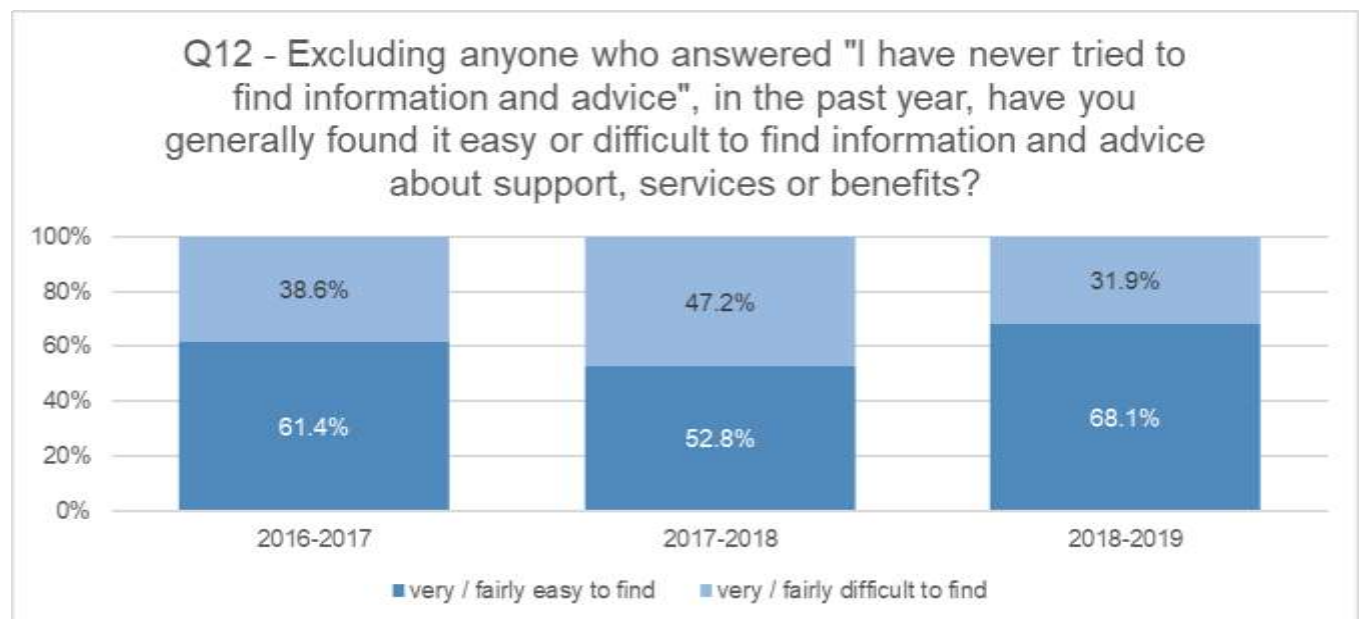


### 2.2.5 Finding information about support and services

Cambridgeshire's results improved in 2018-19 against the 2017-18 survey, which is likely to reflect the policy and practice changes introduced as part of the Adults Positive Challenge programme.

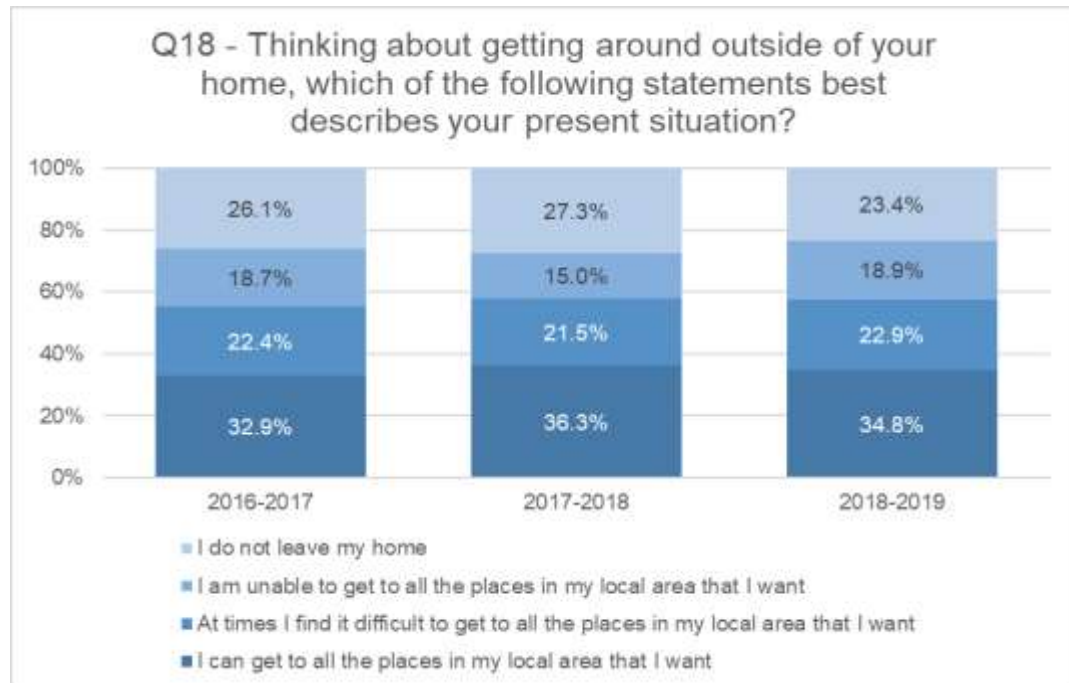
Excluding respondents who replied that they had not tried to find information and advice, 68.1% of respondents stated that information and advice was "very" or "fairly" easy to find, an increase of 15.2% against the previous year's results.

However this continues to be an area for focus with further work planned to improve the availability of information and signposting partners such as libraries and with the launch of the new community directory.



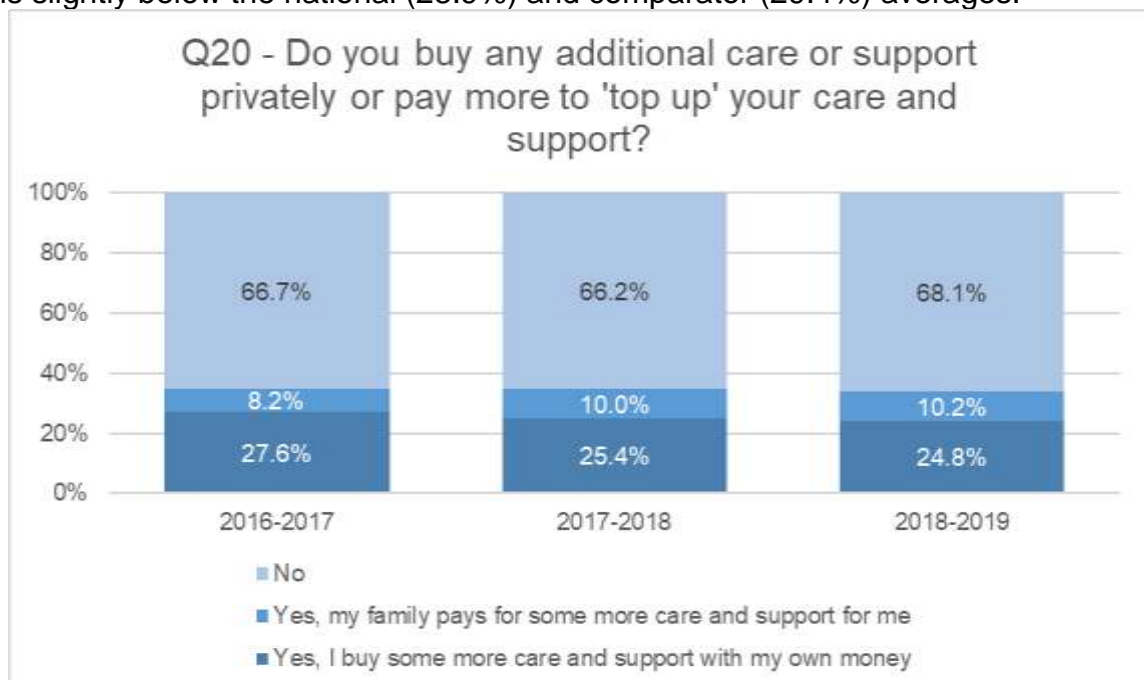
### 2.2.6 Getting out and about

The proportion of Cambridgeshire service users reporting they can get to all to the places in their local area that they want to (34.8%) is broadly in line with the results received over the past 3 years, and is above the national (29.8%) and comparator (29.8%) averages



### 2.2.7 Paying for additional care and support privately

The proportion of Cambridgeshire service users reporting they buy care and support with their own money (24.8%) is broadly in line with the results received over the past 3 years, and is slightly below the national (28.9%) and comparator (29.4%) averages.

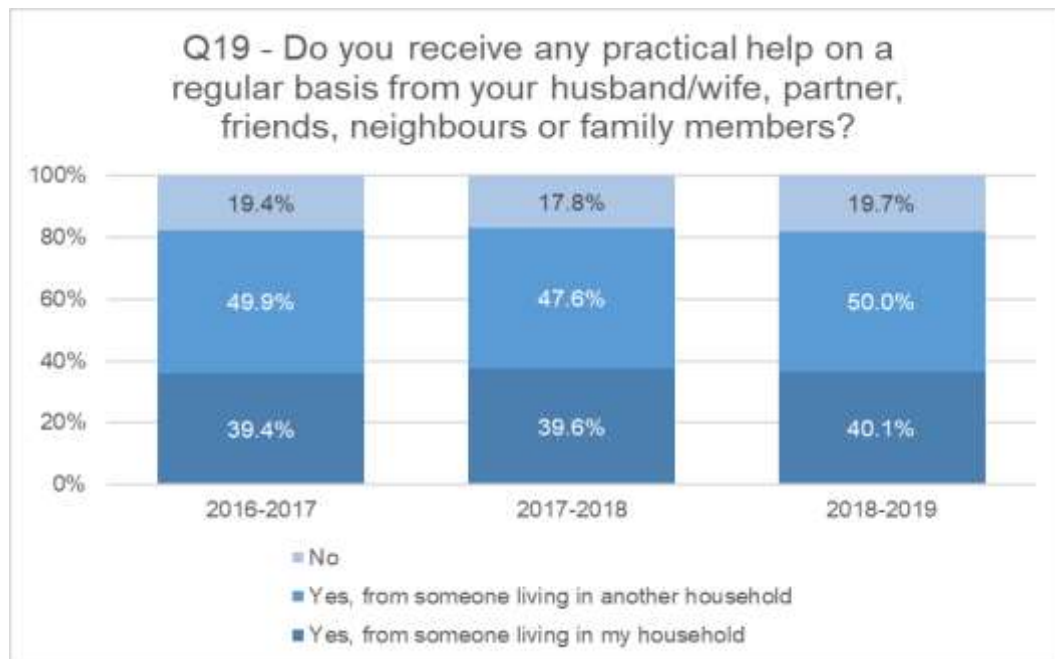




Note – service users can provide more than one answer to this question so the figures will not add up to 100%

### 2.2.8 Receiving practical help from someone else

The proportion of Cambridgeshire service users reporting they receive practical help in addition to their social care services is broadly in line with the previous 3 years results. 19.7% (one in 5 respondents) reported that receive no additional support – which is also in line with the national (20.5%) and comparator (19.8%) averages

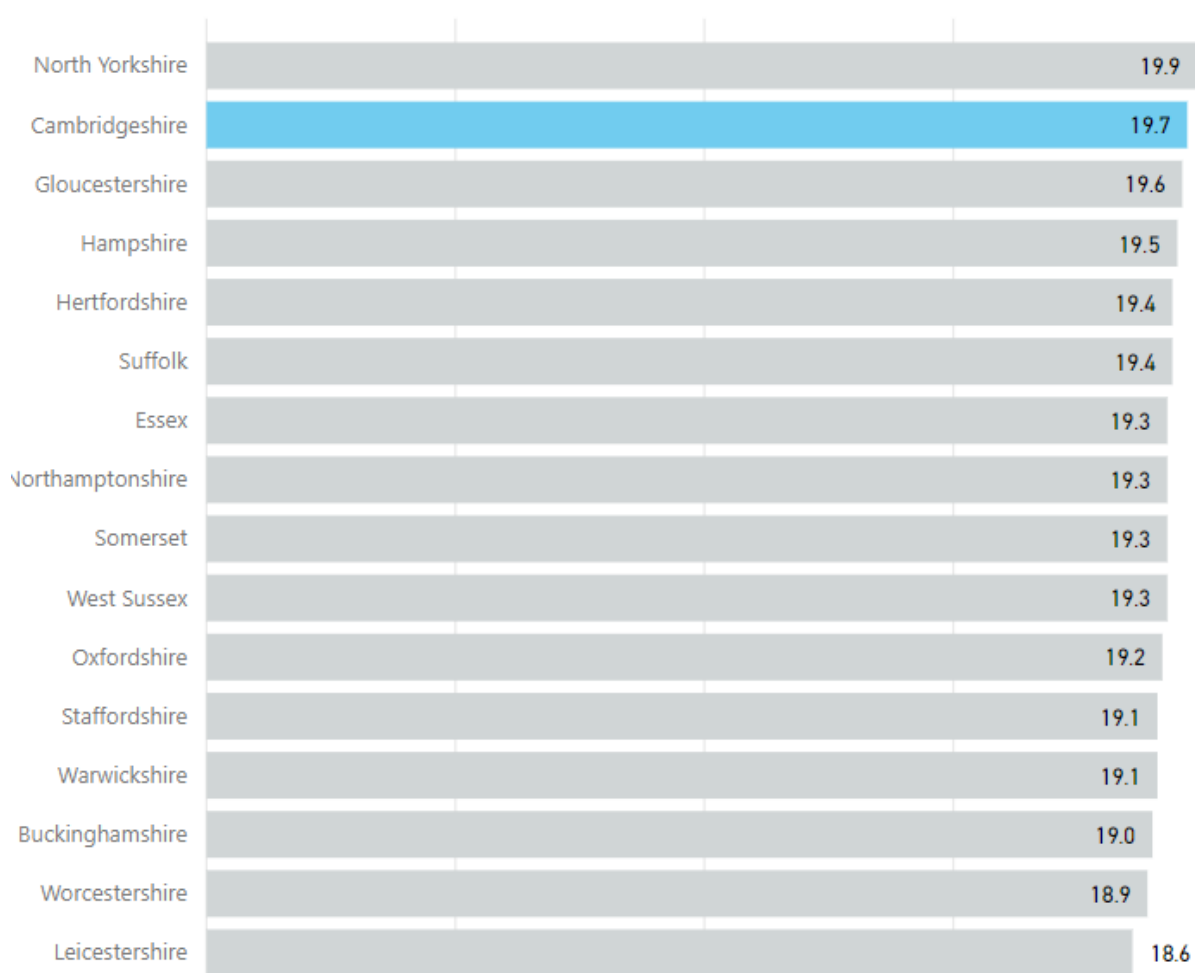
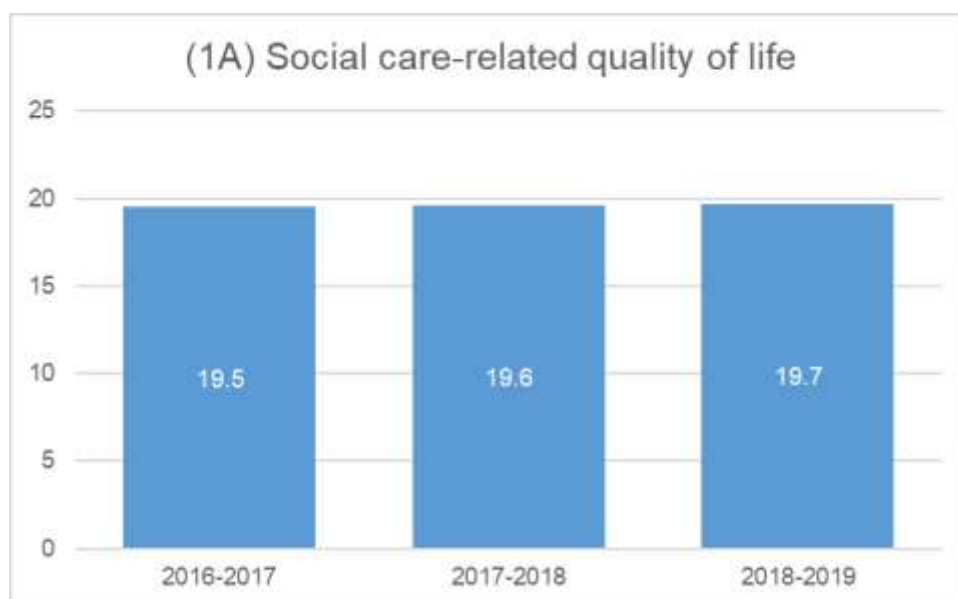


Note – service users can provide more than one answer to this question so the figures will not add up to 100%

### 2.2.9 Overall social care related Quality of Life Score

The overall Social Care-related quality of life score takes the results from a number of different questions in the survey and calculates an overall score out of a maximum of 24. In Cambridgeshire the score has increased over the past 3 years rising from 19.5 in 2016-17 to 19.7 in 2018-19.





Council name	National rank
North Yorkshire	6
Cambridgeshire	10
Gloucestershire	16
Hampshire	26
Hertfordshire	35
Suffolk	35
Essex	51
Northamptonshire	51
Somerset	51
West Sussex	51
Oxfordshire	64
Staffordshire	75
Warwickshire	75
Buckinghamshire	86
Worcestershire	101
Leicestershire	128

These results are above the England (19.1) regional (19.3) and comparator group (19.3) averages and place Cambridgeshire 10<sup>th</sup> in the country for this particular measure.

## 2.3 Adult Social Care Outcome Framework (ASCOF) Measures

2.3.1 The following section provides an overview of Cambridgeshire performance against the national ASCOF measures which are calculated using survey data

2.3.2 Although there have been small changes to the results of each measure, overall performance has been consistent over the past three years.




ASCOF measure	2017-2018	2018-2019	Change	Region Ave
(1A) Social care-related quality of life	19.6	19.7	↑	19.3
(1B) The proportion of people who use services who have control over their daily life	81.2%	83.2%	↑	77.6%
(111) The proportion of people who use services who reported that they had as much social contact as they would like	47.6%	51.4%	↑	47.2 %
(3A) Overall satisfaction of people who use service with their care and support	63.2%	64.2%	↑	64%
(3D1) The proportion of people who use services who find it easy to find information about services	70.8%	69.6%	↑	69.7%
(4A) The proportion of people who use services who feel safe	73.5%	75%	↑	70.4%

<b>(4B) The proportion of people who use services who say that those services have made them feel safe and secure</b>	83.2%	85%		85.2%
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The council performs better than the regional average on 5 of the 7 indicators. For two indicators around safety and access to information performance is marginally poorer. Previous deep dive work on the safety questions revealed the key issue to be a fear of falling. Falls prevention and use of TEC and equipment to lessen the likelihood and impact of a fall continue to be areas of focus for the council.

## 2.4 Service Users Health

2.4.1 The survey asks a number of questions around the self-reported health of our long term service users from which we might look for any trends.

Question	Response	2017/18 Results	2018/19 Results	England	Eastern Region	DOT
Question 13 - How is your health in general?	Very good / Good	49.2	49.9	42.7	42.6	
Question 14a - Which statements best describe your own health state today - Pain or discomfort	I have no pain or discomfort	43.8	41.4	36.3	36.6	
Question 14b - Which statements best describe your own health state today - Anxiety or depression	I am not anxious or depressed	53.7	54.8	49.5	51.1	

Although more service users reported good general health and no anxiety or depression there was an increase in services users reporting pain or discomfort, with the percentage reporting extreme pain or discomfort rising from 7.8% in 17/18 to 9.5% in 18/19.

## 2.5 Making Use of the Survey

2.5.1 The findings from the survey are used in a variety of ways. They will be fed into the various work streams of our Adult Positive Challenge Programme to help us to consider what changes might have the most positive impact for certain groups of service users.

The surveys are also compared regionally and used to inform the wider regional sector led improvement plan, in respect of determining where different models of delivery can impact on customer experience.

The results are shared with the public via our Local Account and also published in an accessible format as attached at Appendix 1.

## 3. ALIGNMENT WITH CORPORATE PRIORITIES

### 3.1 A good quality of life for everyone

The following bullet points set out details of implications identified by officers:

- The survey measures the service users' self-reported quality of life, and also various aspects of health and wellbeing that might impact on overall quality of life.

- The findings of the survey have fed into our planning for the Adult Positive Challenge Programme.

### **3.2 Thriving places for people to live**

*There are no significant implications within this category*

### **3.3 The best start for Cambridgeshire's Children**

*There are no significant implications within this category*

### **3.4 Net zero carbon emissions for Cambridgeshire by 2050**

*There are no significant implications in this category*

## **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**

*There are no significant implications within this category.*

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

*There are no significant implications within this category.*

### **4.7 Public Health Implications**

The report above sets out details of significant implications in paragraph 2.4 in respect of the self-reported health of long term service users.

<b>Implications</b>	<b>Officer Clearance</b>
<b>Have the resource implications been cleared by Finance?</b>	Yes Name of Financial Officer: Stephen Howarth
<b>Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the LGSS Head of Procurement?</b>	Yes Name of Officer: Gus de Silva
<b>Has the impact on statutory, legal and risk implications been cleared by Monitoring Officer.</b>	Yes Name of Legal Officer: Fiona McMillan
<b>Have the equality and diversity implications been cleared by your Service Contact?</b>	Yes Name of Officer: Charlotte Black
<b>Have any engagement and communication implications been cleared by Communications?</b>	Yes Name of Officer: Matthew Hall
<b>Have any localism and Local Member involvement issues been cleared by your Service Contact?</b>	Yes Name of Officer: Charlotte Black
<b>Have any Public Health implications been cleared by Public Health</b>	Yes Name of Officer: Laurence Gibson

<b>Source Documents</b>	<b>Location</b>
<i>Published results of the national Personal Social Services Adult Social Care Survey</i>	<a href="https://digital.nhs.uk/data-and-information/publications/statistical/personal-social-services-adult-social-care-survey">https://digital.nhs.uk/data-and-information/publications/statistical/personal-social-services-adult-social-care-survey</a>