

## Adult Service User Experience Survey 2022 Analysis

To: Adult and Health Committee

Meeting Date: 9 March 2023

From: Debbie McQuade, Service Director: Adult Social Care

Electoral division(s): All

Key decision: No

Forward Plan ref: N/A

Outcome: To provide an overview of the findings of the 2022 Adult Social Care Statutory Service User Survey the results for which were published in November 2022.

Recommendation: Adults and Health Committee is being asked to note and consider the results for the 2022 Adult Social Services Users Experience Survey.

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# 1. Background

- 1.1 Every winter NHS Digital, the analytics function in Department of Health and Social Care, directs Local Authorities to conduct a national survey of people receiving long term council funded adult social care. The survey was paused during the pandemic meaning that the survey undertaken in 2022 was the first since the winter of 2020. The 2022 survey took place in between January and March 2022, and results were published nationally in the Autumn of 2022.
- 1.2 The council sent out **1454** Surveys and received back **440** responses, a response rate of **30.3%**. This was a slightly lower response rate than for the survey undertaken in 2020, which had a response rate of 33.7%.
- 1.3 The questionnaire template is provided by NHS Digital with tightly prescribed questions and response options, although local questions can be added. In 2022 we added one question as part of our work with the partnership boards around access to information and advice and digital inclusion, which was a question around how people usually found out about support services or welfare benefits. We also included free text boxes for people to tell us what we do well and what we could do better.
- 1.4 The make up of the sample for the survey is also prescribed by NHS Digital to be representative of people receiving council funded care and support. In 2022 we surveyed 108 people receiving nursing care (7.4% of the sample), 274 people receiving residential care (18.8% of the sample) and 1072 people receiving care in their own home or community (73.7% of the sample). 41% of the sample were male and 59% were female, whilst 61% were aged 65 or over and 39% were aged 18-64. The sample were predominantly of white ethnicity (95%) with the next largest group being Asian/Asian British (1.8%). 425 (29%) of those sampled had learning disability as primary reason for needing support with a further 131 (9%) having the primary support reason of mental health support. The largest group was those requiring personal care support which was 716 people (49%).
- 1.5 Of the 440 people who completed and returned the survey, 50% had personal care support as primary support need, 31% had learning disability support, and 6% had mental health support. Of the others in the sample 6% had support for social isolation, 3% had support with access and mobility only, 2.5% had support with memory and cognition only.

# 2. Main Issues

- 2.1 **Adult Social Care Outcomes Framework (ASCOF) metrics fed by the survey**  
Several the council's national performance indicators for adult social care are fed by the survey. These are summarised in the table below. Most indicators had got worse since the 2020 survey, excepting the proportion of people who felt safe where the percentage had increased from 71.5% to **72.7%**. However, when compared to comparator councils and the region and England overall the council ranked comparatively well on 5 of the 7 indicators:
  - Social care related Quality of life, where the council scored **19/24** and ranked 57th of 150 councils, a low rank is good.
  - The proportion of people who use services who have control over their daily life, where the **80.3%** answered positively and the council ranked 33<sup>rd</sup> of 150 councils.

- The proportion of people who used council services who reported that they had as much social contact as they would like, where **41.7%** answered positively and the council ranked 55<sup>th</sup> of 150 councils.
- Overall satisfaction of people who use services with their care and support, where **65.8%** answered positively and the council ranked 51<sup>st</sup> of 150 councils.
- The proportion of people who use services who feel safe, where **72.7%** answered positively and the council ranked 28<sup>th</sup> out of 150 councils.

## 2.2 The council performed less well in two areas

- The proportion of people who use services who found it easy to access information about support, where only **60.3%** responded positively and the council ranked 125<sup>th</sup> out of 150 councils.
- The proportion of people who use services who say that those services have made them feel safe and secure, where only **74.3%** responded positively and the council ranked 145<sup>th</sup> out of 150 councils. Although this indicator should be looked at alongside the comparatively high percentage who stated they felt safe overall

ref	Indicator	Data Type	Polarity	Cambridgeshire 2022	Cambridgeshire 2020	Eastern Region 2021/22	CIPFA Comparator group 2021/22	England 2021/22	21/22 CCC rank
1A	<b>Social care-related quality of life score (Score out of 24)</b>	%	Good to be high	19.0	19.4	18.9	19	18.9	57
The quality-of-life score is an amalgamation of responses from a across a range of questions and as such links to the outcomes in the rest of the table below.									
1B	<b>The proportion of people who use services who have control over their daily life</b>	%	Good to be high	80.3	80.6	77.3	77.8	76.9	33
<b>Breakdown of responses:</b> 139 people stated that they had as much control as they would like, whilst the largest number 206 stated that they had adequate control. 62 people had some control but not enough, whilst 22 people felt they had no control.									
<b>Ongoing actions</b> Maximising the ability of people to take control of their own lives is one of the key focuses of our Care Together approach and our wider strengths based practice. We are doing further work to ensure wishes of the person are clearly fed into care and support plans and safeguarding enquiries, with practice audits focussing on this.									
1I(1)	<b>The proportion of people who use services who reported that they had as much social contact as they would like</b>	%	Good to be high	41.7	46.9	39.6	41.2	40.6	55

[illegible]

ref	Indicator	Data Type	Polarity	Cambridgeshire 2022	Cambridgeshire 2020	Eastern Region 2021/22	CIPFA Comparator group 2021/22	England 2021/22	21/22 CCC rank
Access to information and advice is one of the key priorities identified by our partnership boards and we continue to work with them to find ways to improve accessibility. As part of this work we have reviewed our standard letters to ensure they are more informative, and we are also working with The Speak Out Council to ensure accessibility of information targeted to people with a learning disability. Work is currently underway to align health and social care information with the Integrated Neighbourhoods by using the new social prescribing websites and referral system across health and social care.									
4A	The proportion of people who use services who feel safe	%	Good to be high	72.7	71.5	69.9	70.7	69.2	28
4B	The proportion of people who use services who say that those services have made them feel safe and secure	%	Good to be high	74.3	85.8	84.3	86.6	85.6	145
<p><b>Breakdown of responses:</b></p> <p>The two questions on safety should be read together as often people will state that service do not help to feel safe simply because they do not feel unsafe. In response to the question of how safe people felt the largest number, 314, stated that they feel as safe as they want. 97 felt adequately safe but not as safe as they would like. 14 people felt less than adequately safe and 6 people did not feel safe at all.</p> <p>In response to the question of whether care and support services helped people to feel safe 300 people responded "Yes" and 115 people responded "No"</p> <p><b>Ongoing actions</b></p> <p>There has been work undertaken in the past to understand what might lead to people feeling unsafe and that was most commonly for older people the fear of falling whilst outside the house. For younger adults with learning disability it was fear of crime in their local neighbourhood. We will be doing some further work with our coproduction groups to explore if the reasons for feeling unsafe have changed since the pandemic and to consider how support services might help people to feel safe if they do not.</p>									

*The table above shows the councils position on the ASCOF measures fed by the survey with a comparison to the 2020 survey (where dark blue is better) and comparison with regional, national and councils most similar to Cambridgeshire (where red indicates that Cambridgeshire does less well).*

## 2.3 Levels and types of care needs among respondents

2.3.1 The survey asks several questions around the respondent's support needs and what they could do for themselves. Respondents' ability to do things for themselves worsened compared to 2020 in three areas:

- Getting around indoors (excepting steps) by yourself where **52.1%** answered positively. This was slightly lower than 2020 (52.3%) and lower than England overall (53%)

- Managing to use the toilet by yourself, where **55.6%** answered positively. This was lower than in 2020 (57.5%) and lower than England overall (59.2%)
- How well your house is designed to meet your needs, where **86.4%** answered positively, lower than 2020 (87.2%) but higher than England overall (84.5%).

2.3.2 In all other areas relating to respondent's level and type of care needs there was an increase in positive responses since 2020, these were:

- Managing to get in and out of bed (or chair) by yourself, where **53.3%** answered positively. This was slightly higher than 2020 (53.0%) but lower than England overall (55.9%)
- Managing to wash your face and hands by yourself, where **68.7%** answered positively. This was higher than 2020 (66.9%) but lower than England overall (70.2%).
- Managing to get dressed or undressed by yourself, where **41.9%** answered positively. This was higher than 2020 (37.4%) but lower than England overall (42.9%).
- Managing to wash all over by yourself, using either a bath or shower, where **29.6%** answered positively. This was higher than 2020 (28.4%) but lower than England overall (32.4%)
- Dealing with finances and paperwork (for example paying bills, writing letters) by yourself, where **22.2%** answered positively. This was higher than 2020 (17.3%) and higher than England overall (19.6%)
- Usually managing to feed yourself, where **77.8%** answered positively. This was higher than 2020 (75.3%) and higher than England overall (76.6%).

2.3.3 Respondents in Cambridgeshire expressed being less able to do tasks for themselves than respondents across England overall in 6 of the 9 areas.

## 2.4 Overall health and factors that affect health

2.4.1 The survey contains 8 questions which provide a picture of the respondent's overall health and factors which may impact that. Responses to these questions were more positive than 2020 in the five areas below:

- How is your health in general where **45.7%** of respondents felt their health was good or very good. This was better than 43.2% in 2020 and better than England overall (43.5%).
- Anxiety or depression, where **53.6%** stated that they were not anxious or depressed better than the 50.8% in 2020 and 48.4% in England overall.
- In respect of being able to get out and about, **30.1%** stated they were able to get to all the places in the local area that they wanted. This was better than 29.4% in 2020 and better than the 29.6% in England overall.
- A clean and comfortable home, where **64.2%** responded that their home was as clean and comfortable as they want. This was better than 62.6% in 2020 but not as good as England overall (65.5%).
- Keeping clean and presentable, where **57%** of respondents felt clean and able to present themselves in the way that they like. This was better than 55.4% in 2020 and better than England overall (56.6%)

2.4.2 The responses around health and health related factors worsened in the following two areas:

- Pain or discomfort, where only **38.5%** stated that they felt no pain or discomfort

compared to 39.4% in 2020. However, this is better than the 37% responding this way in England overall.

- Food and drink, where **65.5%** stated that they get all the food and drink they like when they want, compared to 66.8% in 2020. However, this is better than the 63.5% responding this way in England overall.

2.4.3 Overall, for the questions relating to health Cambridgeshire respondents answered more positively than the national picture on 6 out of 7 of the questions.

## 2.5 What care and support were people receiving?

2.5.1 The survey asked a range of questions around what social care services supported respondents with. The percentage of respondents reporting receiving support had increased in five of the seven areas. Areas with increased percentages were:

- Support to have a better quality of life, where **93.7%** of respondents said services supported them with this. This was higher than 2020 (93.1%) and higher than England overall (90.4%).
- Support with the way you spend your time, where **63.1%** of respondents who felt they needed support with this said that services supported them with this. This was higher than 2020 (60.3%) and but lower than England overall (68.2%)
- Help with social contact, where **62.2%** of respondents who felt that they needed support with this said that services helped them with this. This was higher than 2020 (60.3%) but lower than England overall (68.2%).
- Help keeping your home clean and comfortable, where **64.9%** of respondents who felt they needed support with this said that services helped them with this. This was slightly higher than 2020 (58.2%) but significantly lower than England overall (72.2%).
- Help getting food and drink, where **82.4%** of respondents who felt they needed help with this said that services did help them with this. This was higher than 2020 (73.5%) and higher than England overall (80.4%)

2.5.2 There were two areas in which a smaller percentage reported receiving support from services, this was:

- Keeping clean and presentable in appearance, where **85.2%** of respondents who felt they needed help said that services did help them with this. This was lower than 2020 (85.4%) and lower than England overall (85.4%).
- Help feeling safe, where **72.3%** felt support services helped them to feel safe. This was lower than 2020 (82.8%) and lower than England overall (85.6%).

## 2.6 Experience and outcomes

2.6.1 There are a range of questions in the survey which explore the respondents' quality of life and experience of care and support services. The reported experience of respondents improved when compared to the 2020 survey in the following three areas:

- Thinking about the good and bad things that make up your quality of life, how would you describe your quality of life, where **63%** responded that it was either good or better. This was better than 2020 (61.3%) and better than England overall (60.8%).
- Do care and support services help you have control over your daily life, where **90.2%** said either "yes" (83.1%) or that they did not need care and support to have control over their daily life (7.8%). This was an improvement on 89.9% in 2020 and better than

England overall (87.6%).

- Feeling safe, where **72.9%** of respondents stated that they felt as safe as they wanted. This was higher than 2020 (68.5%) and higher than England overall (69.2%).

## 2.6.2 The reported experience had worsened in the following seven areas

- Overall, how satisfied are you with the care and support services you receive, where **89.4%** were either quite (23.9%), very or extremely satisfied (65.5%). This was lower than 2020 (90.7%) but better than England overall (87.9%)
- **83.9%** said that either having care and support made them feel better about themselves or did not negatively affect how they felt about themselves. This was worse than the 88.9% in the previous year and England overall (84.1%)
- How the way I am helped and treated makes me feel about myself, where **87.1%** stated it made them feel better (65.1%) or did not affect the way they felt (24.5%). This was worse than 2020 (89.6%) but better than England overall (85.5%).
- In the past year have you found it easy or difficult to find information and advice about support, services or benefits, where **58.4%** had found it fairly or very easy to find. This was lower than 63.6% in 2020 and lower than England overall (64.5%)
- How you spend your time, where **69.7%** stated that they were at least able to do enough of things they valued and enjoyed with their time. This was lower than 2020 (71.9%) and lower than England overall (67.1%).
- How much control you have over your life, where only **32.4%** felt they had as much control as they wanted. This was lower than 2020 (37%) and lower than the England average (34.1%)
- Choice over care and support, where **71.9%** either said they had enough choice (67.7%) or did not need choice (5.8%). This was lower than 2020 (74.4%) but higher than England overall (68.1%).

## 2.6.3 When comparing to England overall Cambridgeshire respondents were more positive on 6 of the 10 indicators relating to overall experience and outcomes.

## 2.7 Local questions

### 2.7.1 Alongside the national questions Cambridgeshire asked two local questions. A question around how people access information and advice was selected by the engagement forums to inform the co-production work being undertaken around access to information and advice and digital inclusion. As this was a local question there is no benchmarking information available. The question and responses are show in the table below, respondents could select multiple answers:

What do you use to find information and advice about services or benefits?

Family and friends	219	49.8%
Internet	109	24.8%
Advice from a professional	84	19.1%
Leaflet / Newsletter	62	14.1%
Telephone helpline	56	12.7%
Advice from a voluntary or community group	55	12.5%
Other	35	8.0%
Not applicable	65	14.8%



2.7.2 Family and friends were the most common source of information and advice, which further supports the need to get access to information and advice for carers right. Almost a quarter of respondents used the internet, but professionals, voluntary and community groups and telephone helplines were also sources used, each by over 10% of respondents.

2.7.3 Free text questions were also included to ask what respondents thought adult social care did well and what we could do better. Below are some of the key themes identified from responses to these questions:

2.7.4 Key themes - What do you think we do well?

- Lots of positive comments about care provision, in particular day opportunities and home care.
- Support and advice and help to develop new skills from support workers
- Reablement, equipment, technology enabled care and occupational therapy.
- Co-ordination of care and finding care at short notice
- Training and positive attitude of staff

2.7.5 Example quotes:

"I am very satisfied with the care agency that I have. They have done their best to schedule visits to suit me. I have four visits per day and I have one main carer & a few other carers that all know my needs. They make me feel safe and respected. The care and support services give me a better quality of life and allow me to remain in my own home"

"The standard of care I have received has been excellent and all the little useful tips I've picked up from them have made tasks so much easier for me. They always arrive smiling and cheerful and immediately their presence makes me feel in 'safe hands'. I have found them all extremely polite, adaptable, flexible, understanding and a joy to be with"

"The county council tech service is brilliant as the occupational therapists & physios. Professional, supportive, efficient, and able to think outside the box to adapt things to suit my needs. The Reablement Service was excellent- highly trained and very caring"

"Social Services have responded to our request to renew the care package. We found the staff members involved (by telephone) extremely helpful and supportive. Good communication skills and empathy were evident"

2.7.6 Key themes – What could we do better?

- Care call time too short or rushed and not always on time or cancelled
- More staff, more day care
- Better communication, including in accessible formats – e.g., Makaton, signing
- Better training for staff in working with people with learning disabilities
- Better / more visible monitoring of care providers and vetting of care staff
- Returning telephone calls
- Shortage of support for people with more complex needs (health)
- More information on services and activities available in the local area, closer links to voluntary sector and befriending services.
- Work opportunities with support
- Speed and accessibility of letters and invoicing

- Better seamless working between health and social care services

#### Example quotes

“Improved communication between care provider organisation and social services.  
Improved communication between departments within social services including finance”

“List of activities or groups to join would be extremely helpful. I personally struggle to have social contact and confidence so would love to join other groups and get to know other people like me”

“Better training for support workers. More and better vetting for the kinds of people employed as support workers information to be widely available and most importantly include the parent carers”

“I would like to have more access to do things for ‘adults with disabilities’. However, I also find that ‘disability’ gets lumped together. I would like to find things to do for people with learning disabilities”

“Send a regular carer at regular times. Not knowing who is coming or what time they will come is in itself very stressful”

## 2.8 Responses by district geography

- 2.8.1 The responses to the survey can be broken down to district geographies, however it should be noted that because numbers sampled are small it can make comparison difficult as a single negative / positive answer can impact the overall percentage more in districts with smaller overall sample numbers. The table below shows the % of respondents from each district responding positively on a selection of key survey questions. The table excludes respondents who were supported outside of Cambridgeshire

Question	Cambridge	East Cambs	Fenland	Hunts	South Cambs
Overall satisfaction	88.7%	90.6%	87.7%	89.7%	89.0%
Quality of Life	62.7%	62.7%	66.7%	57.6%	59.1%
Choice over care and support	71.3%	65.2%	70.5%	70.4%	64.9%
Control over daily life	84.5%	79.6%	80.9%	77.6%	70.6%
Feeling safe	68.3%	73%	67.3%	67%	71.3%
Social contact	43.4%	50.8%	48.8%	37.2%	41%
Finding information and advice	37.4%	31.1%	40.7%	36.7%	33.5%

## 2.9 Next steps

- 2.9.1 The results of the survey analysis will be fed into the work underway to redesign services, and might be a useful benchmark against which to measure impact of Care Together, although noting that the timing of the 2022 survey just following the pandemic might have impacted the outcomes. The 2023 survey is currently underway and will provide a more current picture of experience when it is submitted and analysed during 2023/24
- 2.9.2 We have also identified 2 areas from the Adult Social Care Outcomes Framework where we have historically done less well. For these areas we will be approaching our engagement

forums and partnership boards to do some further co-production work with us on how we could improve experience and outcomes. These areas are:

- The proportion of people who use services who find it easy to find information about support. Which can be looked at alongside the local question on how people access information and advice, see paragraph 2.7.
- The proportion of people who use services who say that those services have made them feel safe and secure

2.9.3 Appendix 1 provides a full breakdown of answers to each question within the survey for reference.

### 3. Alignment with corporate priorities

#### 3.1 Environment and Sustainability

There are no significant implications for this priority.

#### 3.2 Health and Care

The report sets out the implications for this priority in paragraph 2.9, however the full content of the report outlines the experience of people receiving long term and care and support services from the council in respect of their overall health and impact services have on their lives.

#### 3.3 Places and Communities

There are no significant implications for this priority.

#### 3.4 Children and Young People

There are no significant implications for this priority.

#### 3.5 Transport

There are no significant implications for 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

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

- The adults service user survey is a statutory survey which must be completed annually, the results feed into the national Adult Social Care Outcomes Framework.

#### 4.4 Equality and Diversity Implications

There are no significant implications within this category.

- 4.5 Engagement and Communications Implications  
The following bullet point set out details of significant implications identified by officers:
- Following presentation to committee the results will be shared with our adult engagement forums and there will be some co-production work to explore areas of poorer experience as described in paragraph 2.9.2
- 4.6 Localism and Local Member Involvement  
There are no significant implications for this priority.
- 4.7 Public Health Implications  
There are no significant implications for this priority
- 4.8 Environment and Climate Change Implications on Priority Areas
- 4.8.1 Implication 1: Energy efficient, low carbon buildings.  
Neutral  
Explanation: This report is for information only
- 4.8.2 Implication 2: Low carbon transport.  
Neutral  
Explanation: This report is for information only
- 4.8.3 Implication 3: Green spaces, peatland, afforestation, habitats, and land management.  
Neutral  
Explanation: This report is for information only
- 4.8.4 Implication 4: Waste Management and Tackling Plastic Pollution.  
Neutral  
Explanation: This report is for information only
- 4.8.5 Implication 5: Water use, availability, and management:  
Neutral  
Explanation: This report is for information only
- 4.8.6 Implication 6: Air Pollution.  
Neutral  
Explanation: This report is for information only
- 4.8.7 Implication 7: Resilience of our services and infrastructure and supporting vulnerable people to cope with climate change.  
Positive  
Explanation: This report is for information only.

Have the resource implications been cleared by Finance? Yes  
Name of Financial Officer: Justine Hartley

Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the Head of Procurement and Commercial? Yes  
Name of Officer: Clare Ellis

Has the impact on statutory, legal and risk implications been cleared by the Council's Monitoring Officer or Pathfinder Legal? Yes  
Name of Legal Officer: Linda Walker

Have the equality and diversity implications been cleared by your EqIA Super User? Yes  
Name of Officer: Faye McCarthy

Have any engagement and communication implications been cleared by Communications? No (20<sup>th</sup> February 2023)  
Name of Officer:

Have any localism and Local Member involvement issues been cleared by your Service Contact? Yes  
Name of Officer: Debbie McQuade

Have any Public Health implications been cleared by Public Health? No (20<sup>th</sup> February 2023)  
Name of Officer:

If a Key decision, have any Environment and Climate Change implications been cleared by the Climate Change Officer? No (20<sup>th</sup> February 2023)  
Name of Officer:

## 5. Source documents guidance

### 5.1 Source documents

- Personal Social Services Adult Social Care Survey, England 2021/22 methodology and results
- Cambridgeshire responses to the Personal Social Services Adult Social Care Survey, England 2021/22

### 5.2 Location

Personal Social Services Adult Social Care Survey, England 2021/22 methodology and results - [Personal Social Services Adult Social Care Survey, England, 2021-22 - NDRS \(digital.nhs.uk\)](https://digital.nhs.uk/personal-social-services-adult-social-care-survey-england-2021-22)

Cambridgeshire responses to the Personal Social Services Adult Social Care Survey, England 2021/22 – these are held by the Business Intelligence Team digitally but can be view nationally by using the NHS Digital analytical hub and filtering for Cambridgeshire [Microsoft Power BI](#).