



Cambridgeshire
County Council

Personal Social Services: Adult Social Care User Survey in England 2018-19

Summary of Results in Cambridgeshire

Introduction

This report contains findings from the Adult Social Care Survey 2018-19. This national survey takes place every year. This report shows the results for Cambridgeshire County Council and how they compare to national results.

The survey seeks the opinions of service users aged 18 and over who are receiving support services funded by Cambridgeshire County Council. It helps the council to understand more about how services are affecting people's lives and where improvements need to be made.



This report comes from information published by NHS Digital on 22 October 2019.

How is the survey carried out?

In January 2019 we sent out 1518 surveys in the post. There were four versions of the survey, for people in residential and nursing care and for those in the community, with two versions in Easy Read. We also produced the survey in large print.

We received a 34% response rate from the survey.



1

Overall Satisfaction

64.2% of service users
were extremely or very satisfied
with the care and support they
received.

This is similar to the national average
of 64.3% and better than our result
last year which was 62.7%.

64.2%



“The carers I have are good but I need more. My family need regular advice and support from adult social care. Because I am self-funding my family are left to manage the services themselves and my children are also pensioners”.

Service user comment from the survey

2

Quality of Life

70.3% of service users rated their quality of life as 'good' or better.

This is much better than the England average of 62.3%. It is also better than our result last year which was 65.2%.

70.3%



Adult Social Care Outcomes Framework (ASCOF) Social Care Related Quality of Life indicator

This indicator is calculated from a range of different aspects of people's lives. It includes:

- ▣ Nutrition
- ▣ Personal care
- ▣ Safety
- ▣ Social Contact
- ▣ How people are helped
- ▣ Control over daily life
- ▣ Whether people spend time doing what they want to do

In 2018/19 Cambridgeshire County Council scored **19.7**. This was better than the previous year with was 19.6. The all England score was only 19.1.

3

Control over daily life

When asked about whether they had enough control over their daily life, **39.6%** of respondents said yes.

This is much better than the England average of 33.8%.

It is similar to our result last year which was 39.8%.

39.6%



"All the support, and service from adult social care has being very helpful, amazing also with my daughter being with them and explaining everything to me".

Service user comment from the survey

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Social contact

When asked about whether they
had enough social contact
51.4% of respondents said yes.

This is much better than the England
average of 45.9%.

It is an improvement on our result
last year which was 47.1%.

51.4%



When asked about whether they spent enough time doing things they enjoy, 47.3% of respondents said yes.

This is much better than the England average of 38%.

It is an improvement on our result last year which was 42.2%.

47.3%



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How did
Cambridgeshire compare to
the national average?

Cambridgeshire did better than the national average on the following questions:

- Overall quality of life
- Control over daily life
- Care and support services helping you have control over your daily life
- Keeping clean and presentable in appearance
- Care and support services helping you in keeping clean and presentable
- Care and support services supporting you to get food and drink
- Having a clean and comfortable home
- Care and support services helping you to have a clean and comfortable home
- Having enough social contact with people you like
- Spending time doing things you like
- Feeling safe



Cambridgeshire did worse than the national average on the following questions:

- Choice over care and support services
- Getting all the food and drink you want



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How having help makes
people feel

How having help makes people feel

64.6% of people said that having help to do things makes them feel better about themselves. This is higher than the national average which is 61.3%.

65.1% of people said that the way they are helped and treated makes them feel better about themselves. This is higher than the national average which is 62%.



“Support worker uncovered some benefits due. She also encourages health and hygiene matters and has looked into a community physio to see if my mobility and quality of life can be further improved”.

Service user comment from the survey

7

Feeling Safe

How safe do you feel?

75%

75% of service users reported feeling as safe as they want. This is better than the national average of 70% and better than last year when the result was 73.5%.

When asked whether care and support services helped them in feeling safe, 85% said yes. This is lower than the England average of 86.9%.



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Knowledge and information

Finding information and advice

69.6% of service users said that they had found it very or fairly easy to find information and advice about support, services and benefits.

This is close to the national average of 69.7%. However it is lower than last year which was 70.8%



“More help and advice would be helpful,
and more information about what I am
entitled to and the help that is available”.

Service user comment from the survey

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Home and Environment

Your home

88.8% of people said that their home meets their needs very well or meets most of their needs.

This is better than the England average which was 86% but lower than our result last year which was 90.1%.



88.8%



Getting to the places you want

34.8%

34.8% of people said that they could get to the places in their local area that they want to.

This is better than the national average which was 29.8% but is down from last year's result which was 36.3%.



“So many people you call don’t call back or can't help or don’t work in the village - one central point / number / website that could offer relevant advice would be brilliant”.

Service user comment from the survey



What is the council doing as a result of the survey?

Actions being taken in Adult Social Care

The council continues to look at ways to improve the delivery of information and advice. Over the course of the year we have made further improvements to our online information and our published information such as The Guide To Independent Living.

We know that a key reason for people not feeling safe is a fear of falling. We are focussing on how technology, aids and equipment can help people to feel safe. We are also working with public health to develop our falls prevention service.

Our Adult Positive Challenge programme is focussed on improving the choice and control people have on their support arrangements, through consideration of a wider range of things impacting on quality of life - including social networks and informal carers.