

Appendix 1 – Adult Social Care Survey Results 2021/22 – national questions

If a different format is required, please contact tina.horsby@cambridgeshire.gov.uk

Question 1

Overall, how satisfied are you with the care and support services you receive?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I am extremely or very satisfied	63.9	65.8	66.1	↓
I am quite satisfied	24	22.7	25.2	↓
I am neither satisfied or dissatisfied	6.8	6.2	5	↑
I am dissatisfied	2.8	3	1.7	↑
I am extremely or very dissatisfied	2.6	2.2	2	↑

Question 2

Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
So good it could not be better	30.6	35.7	31	↑
Good	30.2	27.5	31.3	↓
Alright	28.6	27.8	30.4	↓
Bad	6.6	7	4.3	↑
Very bad or so bad it could not be worse	4.0	2	3	↓

Question 2 b



Do care and support services help you have a better quality of life	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
Yes	90.4	93.7	93.1	↑
No	9.6	6.3	6.9	↓

Question 2c



Which of the following statements best describes how much choice you have over the care and support services you receive?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I do have enough choice over care and support services	64	68.3	70.1	↓
I don't have enough choice over care and support services	30	26.6	24.9	↑
I don't want or need choice about care and support services	6	5	5	-

Question 3a





Which of the following statements best describes how much control you have over your daily life?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I have as much control over my daily life as I want	34.1	33.5	36.5	↓
I have adequate control over my daily life	42.7	46.8	44.1	↑

I have some control over my daily life but not enough	17.9	15	14.9	
I have no control over my daily life	5.3	4.8	4.4	



Question 3b

Do care and support services help you in having control over your daily life?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I do not need care and support services to help me have control over my daily life	13.3	7.9	N/A	NEW
Yes	76.1	83.2	90.8	
No	10.7	8.9	9.2	





Question 4a

Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I feel clean and able to present myself the way I like	56.6	57.9	56.3	
I feel adequately clean and presentable	36.5	35	39	
I feel less than adequately clean or presentable	5.8	6.5	4.5	
I don't feel at all clean or presentable	1.2	0.6	0.3	



Question 4b

Do care and support services help you in keeping clean and presentable in appearance?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I do not need care and support services to help me keep clean and presentable	16.3	9	N/A	NEW
Yes	71.5	77.9	86.7	
No	12.2	13.2	13.3	





Question 5a

Thinking about the food and drink you get, which of the following statements best describes your situation?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I get all the food and drink I like when I want	63.5	64.1	67.2	
I get adequate food and drink at OK times	29.5	29.6	26.9	
I don't always get adequate or timely food and drink	5.5	3.5	5.3	
I don't always get adequate or timely food and drink, and I think there is a risk to my health	1.5	2.8	0.6	



Question 5b

Do care and support services help you to get food and drink?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I do not need care and support services to help me get food and drink	16.2	9.5	N/A	NEW
Yes	67.4	75	77.3	
No	16.4	15.5	22.7	





Question 6a

Which of the following statements best describes how clean and comfortable your home is?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
My home is as clean and comfortable as I want	65.5	63.5	63.1	
My home is adequately clean and comfortable	28.9	31.1	33.4	
My home is not quite clean or comfortable enough	4.8	4.5	2.9	
My home is not at all clean or comfortable	0.9	0.9	0.6	



Question 6b

Do care and support services help you in keeping your home clean and comfortable?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I do not need care and support services to help me keep my home clean and comfortable	15.2	8.9	N/A	NEW
Yes	61.2	63.6	63.1	
No	23.6	27.4	36.9	





Question 7a

Which of the following statements best describes how safe you feel?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I feel as safe as I want	69.2	72.7	71.5	
Generally I feel adequately safe, but not as safe as I would like	24.8	22.4	23.4	
I feel less than adequately safe	4	3.2	4	
I don't feel safe at all	2	1.7	1.1	



Question 7b

Do care and support services help you in feeling safe?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
Yes	85.6	74.3	85.8	
No	14.4	25.7	14.2	





Question 8a

Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I have as much social contact as I want with people I like	40.6	41.7	46.9	
I have adequate social contact with people	31.8	32.3	29.5	
I have some social contact with people, but not enough	19.4	20.9	15.1	
I have little social contact with people and feel socially isolated	8.3	7.9	5.7	



Question 8b

Do care and support services help you in having social contact with people?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I do not need care and support services to help me have social contact with people	17.6	14.2	N/A	NEW
Yes	55	57	64.7	
No	27.4	28.8	35.3	




Question 9a

Which of the following statements best describes how you spend your time?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I am able to spend my time as I want, doing things I value or enjoy	37.4	40.6	38.6	
I am able to do enough of the thing I value or enjoy with my time	29.7	29.9	35.2	
I do some of the things I value or enjoy with my time but not enough	24.8	24.9	23.1	
I don't do anything I value or enjoy with my free time	8.2	4.6	3.1	





Question 9b

Do care and support services help you in the way you spend your time?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I do not need care and support services to help me in the way I spend my time	17.5	12.8	N/A	NEW
Yes	56.3	59.4	65.2	
No	26.2	27.8	34.8	






Question 10

Which of these statements best describes how having help to do things makes you think and feel about yourself?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
Having help makes me think and feel better about myself	61.5	61	62.6	
Having help does not affect the way I think or feel about myself	26.8	26.6	26.6	-
Having help sometimes undermines the way I think and feel about myself	9.9	11.3	8	
Having help completely undermines the way I think and feel about myself	1.7	1	2.8	






Question 11

Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
The way I'm helped and treated makes me think and feel better about myself	61.9	67.9	65.5	
The way I'm helped and treated does not affect the way I think or feel about myself	27.6	21.9	24.4	
The way I'm helped and treated sometimes undermines the way I think and feel about myself	9	8.9	8.7	
The way I'm helped and treated completely undermines the way I think and feel about myself	1.5	1.2	1.3	




Question 12

In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I've never tried to find information or advice	43.5	44	49.9	
Very easy to find	15.9	13.6	13.5	
Fairly easy to find	20	19.9	19.3	
Fairly difficult to find	12.4	14.5	13.9	
Very difficult to find	8.3	3.8	3.4	




Question 13

How is your health in general?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
Very good	15.8	20.4	15.8	
Good	27.7	26.2	28.7	
Fair	37.8	38.7	43.1	
Bad	13.8	11.8	10	
Very bad	4.9	2.9	2.4	



Question 14a

Which statement best describes your own health state today?- Pain or discomfort	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I have no pain or discomfort	37	39.5	40.1	
I have moderate pain or discomfort	49.3	49.4	50.2	
I have extreme pain or discomfort	13.7	11.1	9.7	




Question 14b

Which statement best describes your own health state today?- Anxiety and depression	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I am not anxious or depressed	48.4	54.1	50.8	
I am moderately anxious or depressed	42.3	38.8	42.4	
I am extremely anxious or depressed	9.2	7.1	6.8	




Question 15a

Do you usually manage to get around indoors (except steps) by yourself?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I can do this easily by myself	53	51.2	51.2	-
I have difficulty doing this myself	25	25.1	21.3	
I can't do this by myself	22	23.8	27.4	




Question 15b

Do you usually manage to get in and out of a bed (or chair) by yourself?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I can do this easily by myself	55.9	53.4	52.6	
I have difficulty doing this myself	20.6	17.8	19.6	
I can't do this by myself	23.5	28.8	27.8	




Question 15c

Do you usually manage to feed yourself?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I can do this easily by myself	76.6	77.9	75.7	
I have difficulty doing this myself	15.2	12.6	15.9	
I can't do this by myself	8.2	9.4	8.4	




Question 15d

Do you usually deal with finances and paperwork- for example, paying bills, writing letters- by yourself?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I can do this easily by myself	19.8	22.5	14.5	
I have difficulty doing this myself	17	16.7	14.7	
I can't do this by myself	63.2	60.8	70.8	




Question 16a

Do you usually manage to wash all over by yourself, using either a bath or a shower?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I can do this easily by myself	32.4	29.8	27.3	
I have difficulty doing this myself	26	25.3	23.6	
I can't do this by myself	41.6	44.9	49	




Question 16b

Do you usually manage to get dressed and undressed by yourself?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I can do this easily by myself	42.9	42.4	36.6	
I have difficulty doing this myself	25	22.8	24.3	
I can't do this by myself	32.1	34.7	39.1	

Question 16c

Do you usually manage to use the WC/ toilet by yourself?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I can do this easily by myself	59.2	55.5	55.6	
I have difficulty doing this myself	17.5	17.1	17.2	
I can't do this by myself	23.3	27.4	27.2	

Question 16d

Do you usually manage to wash your hands and face by yourself?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I can do this easily by myself	70.2	68.8	65	
I have difficulty doing this myself	15.2	14.1	16.8	
I can't do this by myself	14.6	17.1	18.2	

Question 17

How well do you think your home is designed to meet your needs?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
My home meets my needs very well	54.5	56.8	58.7	↓
My home meets most of my needs	30	29.3	29.7	↓
My home meets some of my needs	11.9	10.8	9.8	↑
My home is totally inappropriate for my needs	3.6	3	1.9	↑

Question 18

Thinking about getting around outside of your home, which of the following statements best describes your present situation?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I can get to all the places in my local area that I want	29.6	29.8	28	↑
At times I find it difficult to get to all the places in my local area that I want	22.4	25.2	25.3	↓
I am unable to get to all the places I want in my local area	18.9	18.4	19.6	↓
I do not leave my home	29.1	26.5	27.2	↓

Question 19

Do you receive any practical help on a regular basis from your husband/ wife, partner, friends, neighbours, or family members?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
Yes, from someone living in my household	39.6	40.5	40.4	↑
Yes, from someone living in another household	45	47.8	51.7	↓
No	23.9	21.8	17.6	↑

Question 20

Do you buy any additional care or support privately or pay more to 'top up' your care and support?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
Yes, I buy some more care and support with my own money	28.2	27.9	29.8	↓
Yes, my family pays for some more care and support for me	10.1	8.6	6.3	↑
No	64	66.5	65.7	↑

Question 21

Did you have any help from someone else to complete this questionnaire?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
No, I did not have help	23.6	23	22.1	↑
I had help from a care worker	28.8	29.6	22.8	↑
I had help from someone living in my household	20.9	21.7	20.5	↑
I had help from someone living outside my household	26.6	25.7	34.6	↓

Question 22

What type of help did you have to complete this questionnaire?	National (%)	Cambridgeshire 2021/22 (%)	Cambridgeshire 2019/20 (%)	Change since 2019/20
I didn't have any help	22.6	22.4	21.8	↑
Someone else read the questions to me	47.4	48.5	45.3	↑
Someone else translated the questions for me	20	21.9	21.8	
Someone else wrote down the answers for me	35.4	43.2	38.2	↑
I talked through the questions with someone else	29	32.7	28.8	↑
Someone answered for me, without asking me the questions	8.5	9.4	9.4	