

## Adult Social Care Service User Survey results

To: Adults Committee

Meeting Date: 18 March 2021

From: Charlotte Black, Service Director: Adults and Safeguarding

Electoral division(s): All

Forward Plan ref: N/A

Key decision: No

Outcome: To provide an overview of the findings of the 2020 Adult Social Care Statutory Service User Survey the results for which were published in December 2020.

Recommendation: Adults Committee is recommended to:

Consider the content of the report and note how the survey has been linked into the development of Adult Social Care in Cambridgeshire

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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.
- 1.2 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
- 1.3 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.
- 1.4 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
- 1.5 In January 2020, 1578 service users were surveyed by post, this is the largest number surveyed in recent years, due to the increase in overall numbers receiving long term support. 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 432 responses, a 27.7% response rate, markedly down on the 34% response rate the previous year.
- 1.6 It is suspected that the survey's closure date in March 2020, when the Covid 19 pandemic was starting to take hold and just before the lock down period, might have impacted on the number of responses, with people opting to take the precaution of staying at home rather than making a journey to post the paper survey back. The survey may also have been more challenging for people to complete where they would normally have asked a friend or family member to support with the completion.
- 1.7 The definition of long-term support does not include services such as reablement, equipment and Technology Enabled Care (TEC), and therefore the responses do not reflect the experiences of those services users. Over the recent years Cambridgeshire has made a concerted effort to expand the range of low level and short-term interventions on offer to people. This in turn has resulted in a smaller demographic receiving long term care and support. Cambridgeshire supports fewer people in long term support per head of the population than the average for its statistical neighbor councils for both those aged 18-64 (640 per 100k compared to 775 per 100k) and for those aged 65 and over (4030 per 100K compared to 4,190 per 100k). This demographic is more likely to have complex needs and comorbidities and this is not unsurprisingly reflected in some of the trends in the survey responses.

- 1.8 This report is based on data published by NHS Digital in December 2020 and includes the England and Eastern Region average scores. We have also included comparison with statistical neighbour councils, those most like Cambridgeshire in respect of their demographics etc.

## 2. Main Issues

### 2.1 National Findings

High level messages published by NHS Digital from the survey were as follows:

#### 2.1.1 Overall Satisfaction

Almost two thirds (**64.2%**) of service users in England were very or extremely satisfied with the care and support they received, a slight reduction from 64.3% in 2019. **2.1%** of service users were very or extremely dissatisfied with the care and support they received, a slight increase from 2% the previous year. For Cambridgeshire the results were better with **66.1%** being extremely or very satisfied (up from 64.2%) and **2%** being extremely or very dissatisfied, the same as in 2019.

#### 2.1.2 Impact of pain and wider health issues

There was a significant increase nationally in the percentage of service users who reported having no pain or discomfort at **37.2%**, with those reporting extreme pain and discomfort at **13.2%**. In Cambridgeshire that figure was higher at **40.1%** and the percentage reporting extreme pain and discomfort was lower at **9.7%**.

Nationally the percentage of respondents who were aged 85 or over decreased from 27.3% in 2019 to **26.8%** in 2020. In Cambridgeshire this percentage remained higher at **27.8%**.

When asked to describe their general state of health **42.8%** nationally described it as good or very good. In Cambridgeshire this was higher at **44.5%**.

#### 2.1.3 Paying for additional care and support

In England the percentage of people who stated that a family member helped them to pay for additional care increased from 10.8% to **11.6%**. In Cambridgeshire this was lower at **6.3%**.

In England the percentage who use their own money to buy additional care rose from 28.9% to **29.5%**. The result in Cambridgeshire was slightly higher at **29.8%**, which was a significant increase from the 24.8% in 2019.

#### 2.1.4 **Receiving practical help from someone else**

In England **42.3%** (an increase from 40.8%) reported receiving help from someone living in their household. In Cambridgeshire this was lower at **40.4%**, slightly up on 40.1% in 2019.

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 **51.7%**, an increase from 50% the previous year.

#### 2.1.5 **Choice**

In England in 2020 **66.6%** of service users stated that they have enough choice over care and support services. In Cambridgeshire the result was higher at **70.1%** and significantly up on the previous year (66.3%).

#### 2.1.6 **How having help makes people feel**

In England **61.6%** of people said that having help makes them feel better about themselves, up from 61.3%. The result for Cambridgeshire was higher at **62.6%**, although this reduced from 64.6% in 2019.

When looking at the response 'Having help sometimes undermines the way I feel about myself' the national result was **9.2%** an increase on 9.1% from the previous year. Cambridgeshire's result was **8%** an increase from the previous survey (7.7%).

#### 2.1.7 **Finding information about support and services**

In England **44.5 %** of service users reported they had never tried to find information or advice about support and services in the past year, an increase from 43.7% in the previous year. In Cambridgeshire this was higher at **49.9%**, an increase from 47% in the previous year.

For those who did look, in Cambridgeshire **66.9%** found it fairly or very easy to find, a reduction on 68.1% in the previous year. This is lower than the **68.4%** reported nationally which also worsened from the previous year, 69.7%.

#### 2.1.8 **Getting out and about**

In England overall **29.4%** of service users said that they can get to all the places in their local area that they want to, a very slight reduction on the previous 29.8%. In Cambridgeshire the result is lower at **28%**, a reduction on the 34.8% in 2019. The percentage who do not leave their home was **27.2%**, an increase from 23.4% the previous year higher than the national average from both this year and last year of **26.5%**.

#### 2.1.9 **Self-Reported Quality of Life**

The percentage of respondents who reported that their quality of life was good or better nationally was **62.4%** whilst in Cambridgeshire it was slightly lower at **62.3%**.

## 2.2 Cambridgeshire results analysis

The following section provides a more detailed overview of Cambridgeshire's results.

### 2.2.1 Overall Satisfaction

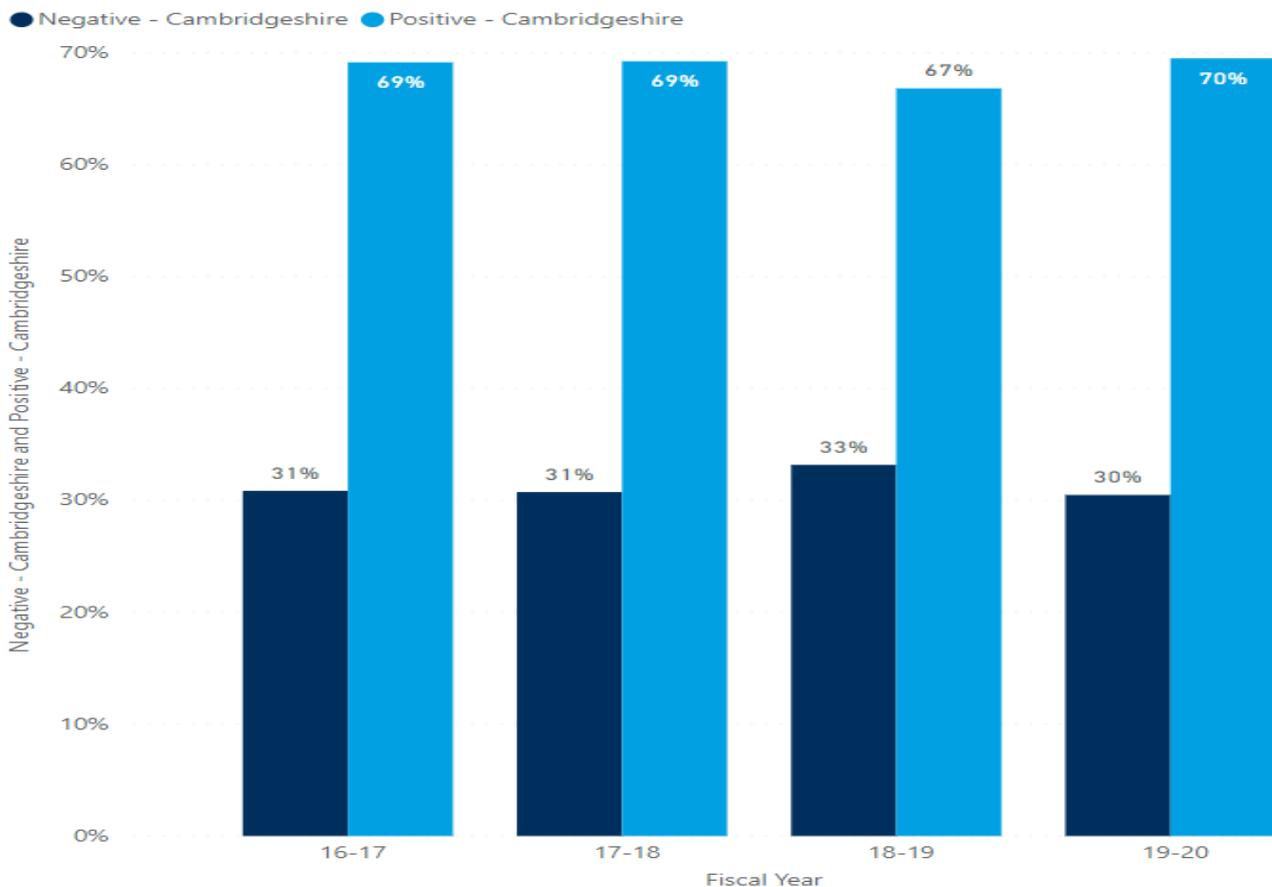
The proportion of Cambridgeshire service users reporting they were very or extremely satisfied with the care and support they received (**66.1%**) this is an improvement on the previous year (64.2%). This is also better than the national average of 64.2% and the Regional average of 65.9%.

The proportion reporting that they were very or extremely dissatisfied (2%) has also remained consistently low over the past 4 years.

### 2.2.2 Choice

The proportion of Cambridgeshire service users reporting they have enough choice over their care and support services 70% is an increase on the previous year (67%). This is better than the national average of 67% and the average of our statistical neighbours (68%), but slightly lower than the regional average of 70.3%. The graph below shows the results for this question for the previous 4 years.

**Which of the following statements best describes how much choice you have over the care and support services you receive?**



For this question there are variations between client groups with 74% or older people feeling they had enough choice, compared to only 55% of mental health clients and 63% of younger adults with physical disabilities.

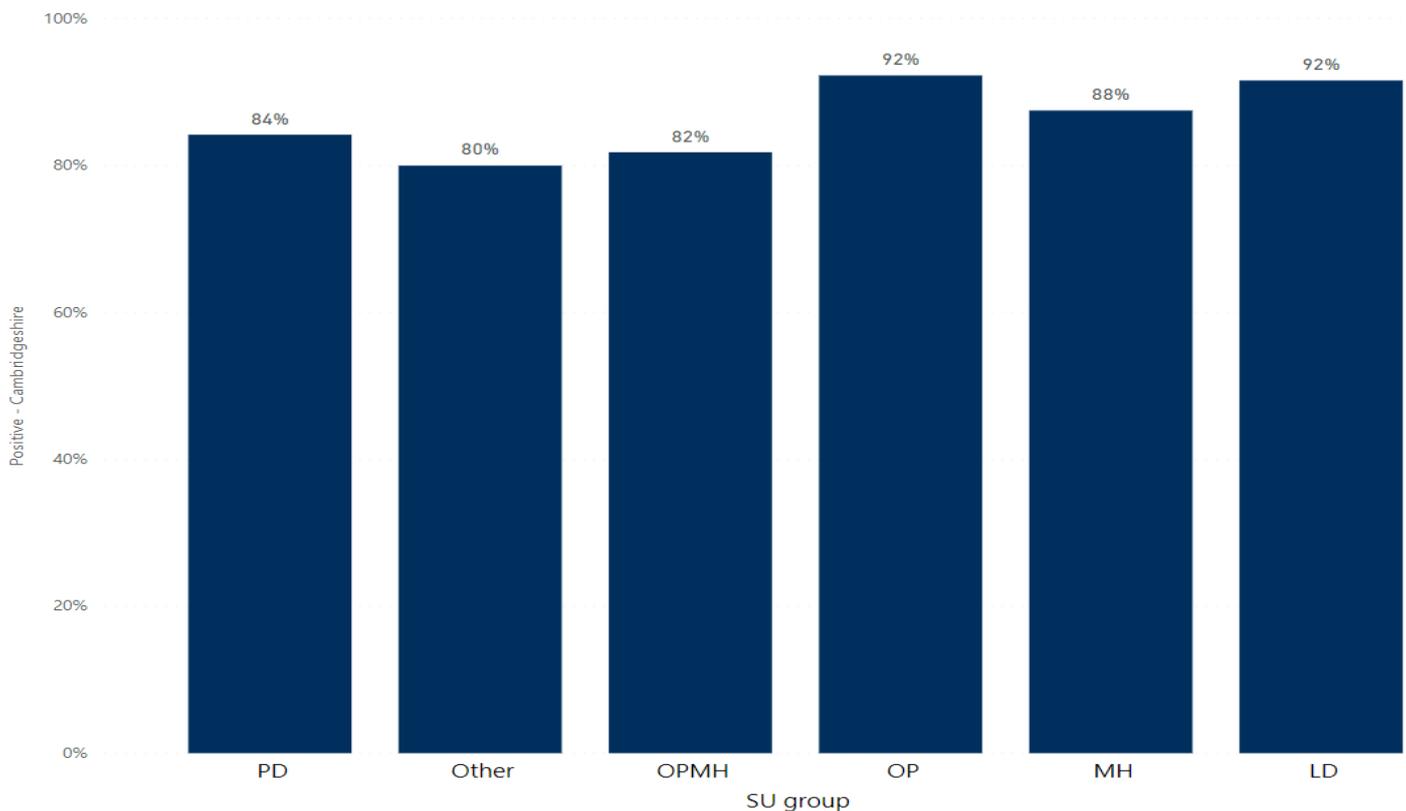
### 2.2.3 Control over daily life

The percentage of service users stating that they had at least adequate control over their daily lives (81%), remained better than the national (77.9%), regional (80%) or statistical neighbour results (80%), although reducing slightly on the previous year (84%).

This was also reflected in response to the questions around whether care and support services helped people have control over their daily life, where those answering positively at 90% remained better than the national and regional result at 89% and comparable to statistical neighbours at 90%, but went down slightly from 91% the previous year.

The response to this question did also vary slightly dependent on client group, with 92% of older people and adults with learning disabilities answering positively, compared to 82% of older people with mental health and 84% of adults with physical disabilities. When breaking down the overall response by age rather than client category a lower percentage of adults aged under 65 responded positively, 87% compared to those aged 65 and over, 92%.

#### Do care and support services help you have control over your daily life?

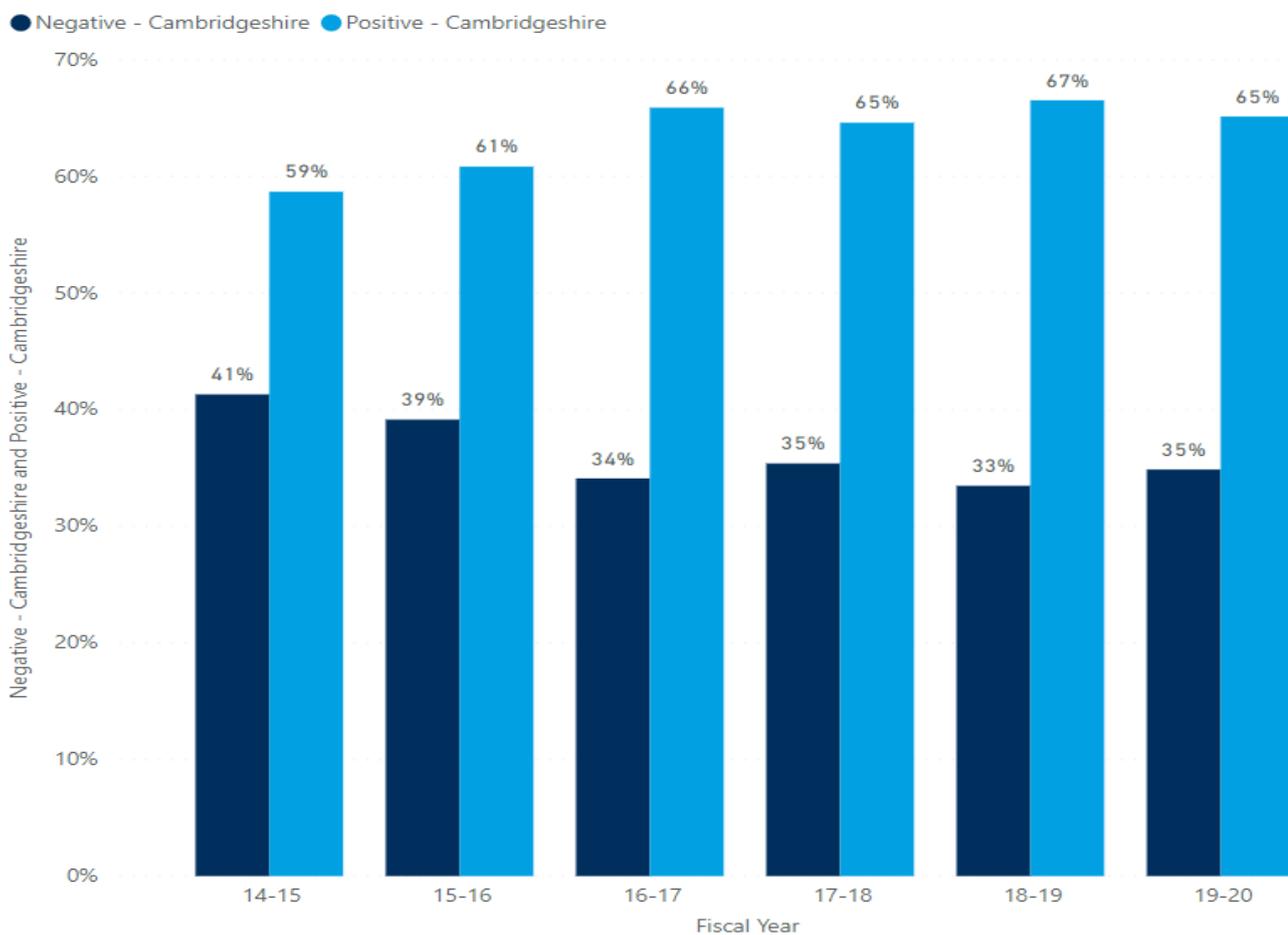


### 2.2.4 How having help makes people feel

The proportion of Cambridgeshire service users reporting that having help makes them feel better about themselves, or doesn't affect how they feel about themselves, at 61% is down on the previous three years, and slightly lower than the national (62.5%), regional (61.7%) and statistical neighbour (61.8%) averages.

In respect of how the help they receive makes people feel there was a slight reduction in positive responses from last year at 65% compared to 67%. However this did compare favourably with national (63%) regional (63%) and statistical neighbour averages (62%). Indicating that, whilst respondents might not wish to feel dependent on services, the way they are offered locally reflects more positive feelings than in comparable places.

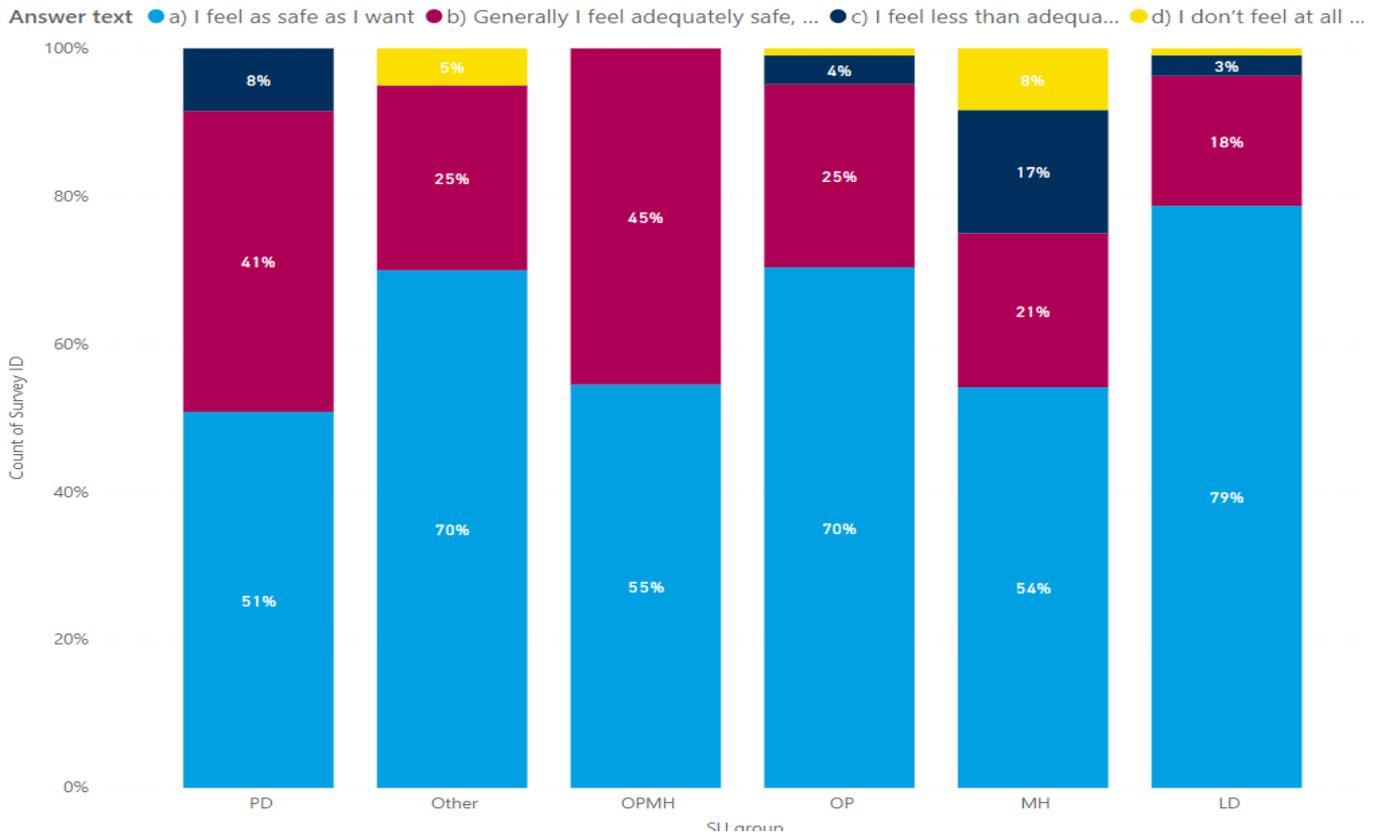
#### How the way you are helped and treated makes you feel



### 2.2.5 Safety

Overall 71.5% of respondents stated that they felt as safe as they wanted compared to 70.2% nationally, however this was a reduction from 75% in 2018/19. The responses did vary by client group with only 51% of adults with physical disabilities stating they felt as safe as they wanted, compared to 79% of adults with learning disabilities and 70% of older people. The graph below illustrates the breakdown of the response by client group. People with the primary support reason people with mental health needs were the most likely to report not feeling safe at all, 8%.

## Which of the following statements best describes how safe you feel?

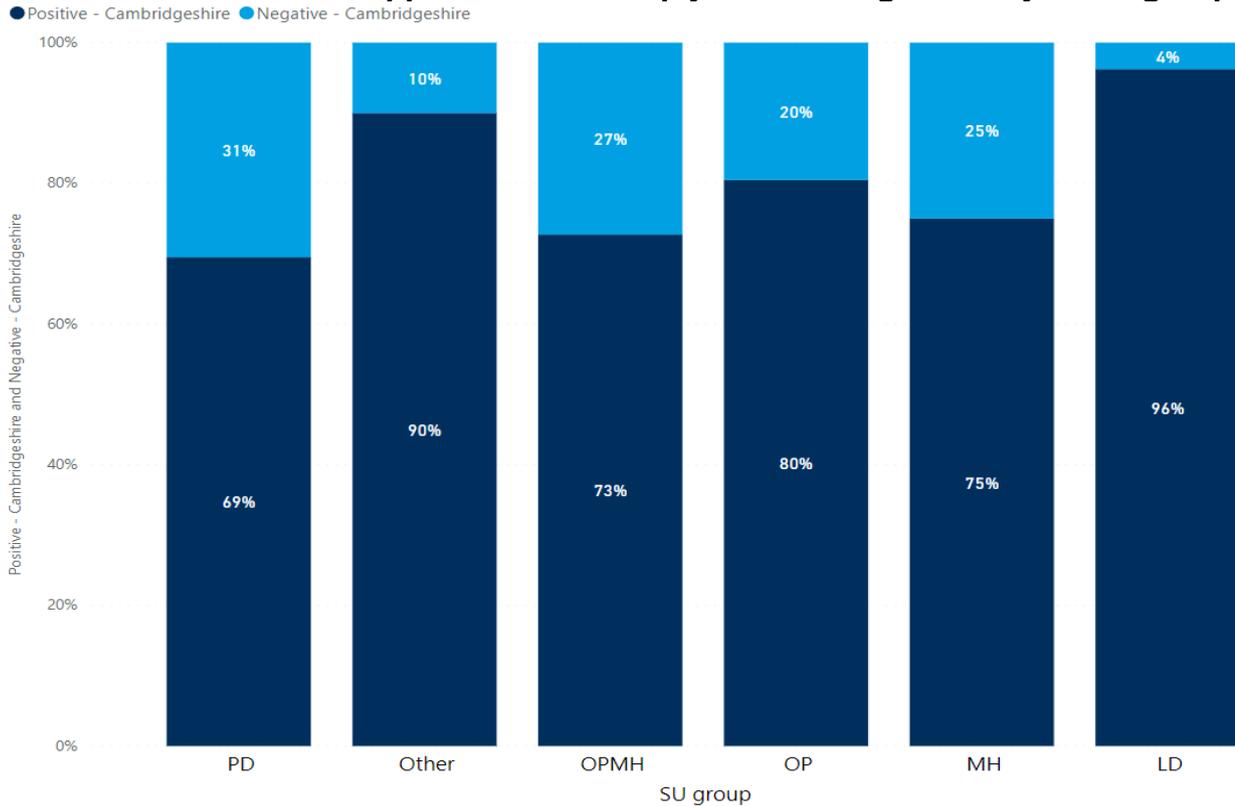


### 2.2.6 How safe do services make people feel?

The percentage of respondents who said that care and support services made them feel safe reduced slightly from 86% in 18/19 to 83% in 19/20. This was comparable with the region but lower than the overall national position of 87%, and lower when compared to statistical neighbour councils at 89%.

As with the responses around overall safety positive answers varied markedly between client groups, with only 69% of adults with physical disabilities answering positively, compared to 96% of adults with learning disabilities. The results broken down by client group are shown in the graph below.

## Do care and support services help you in feeling safe? By client group



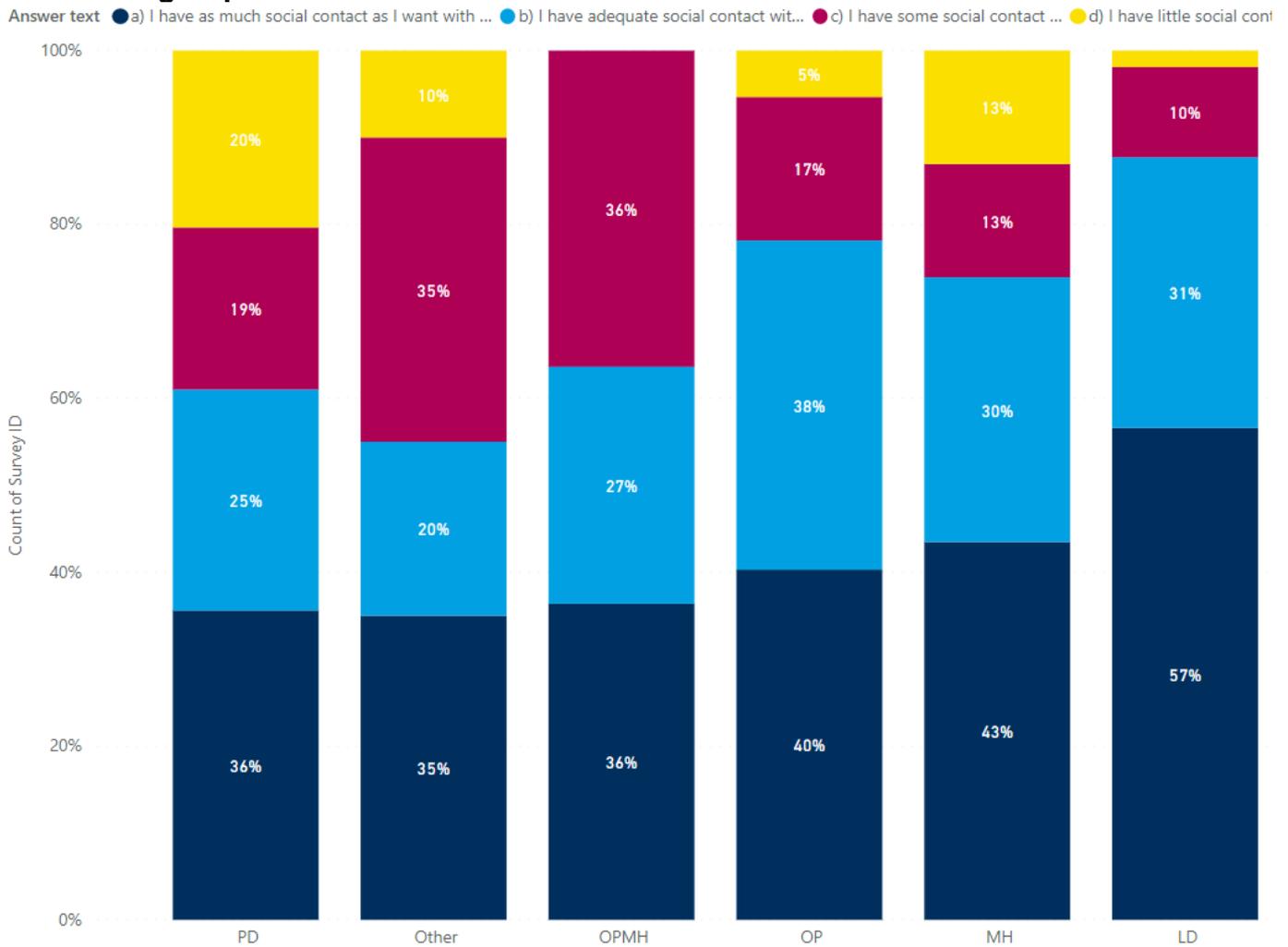
Lower percentages of those aged over 65 stated that services helped them feel safe, but this is likely to be related to the fact that this group were less likely to feel unsafe overall.

### 2.2.7 Social Contact

There was a decrease in the percentage of people reporting at least adequate levels of social contact in the survey, dropping to 76% compared to 83% the previous year. This was lower than the national (78%), regional (79%) or statistical neighbour (79%) averages. This is once again a question for which responses differ between client groups, with the highest percentage of positive responses from those with learning disabilities (88%) and the lowest among those with physical disabilities (61%).

The graph below shows the breakdown by client category including a breakdown of those answering that they have as much contact as they like and those answering that they have adequate contact.

## Which of the following best describes your social situation? by client group



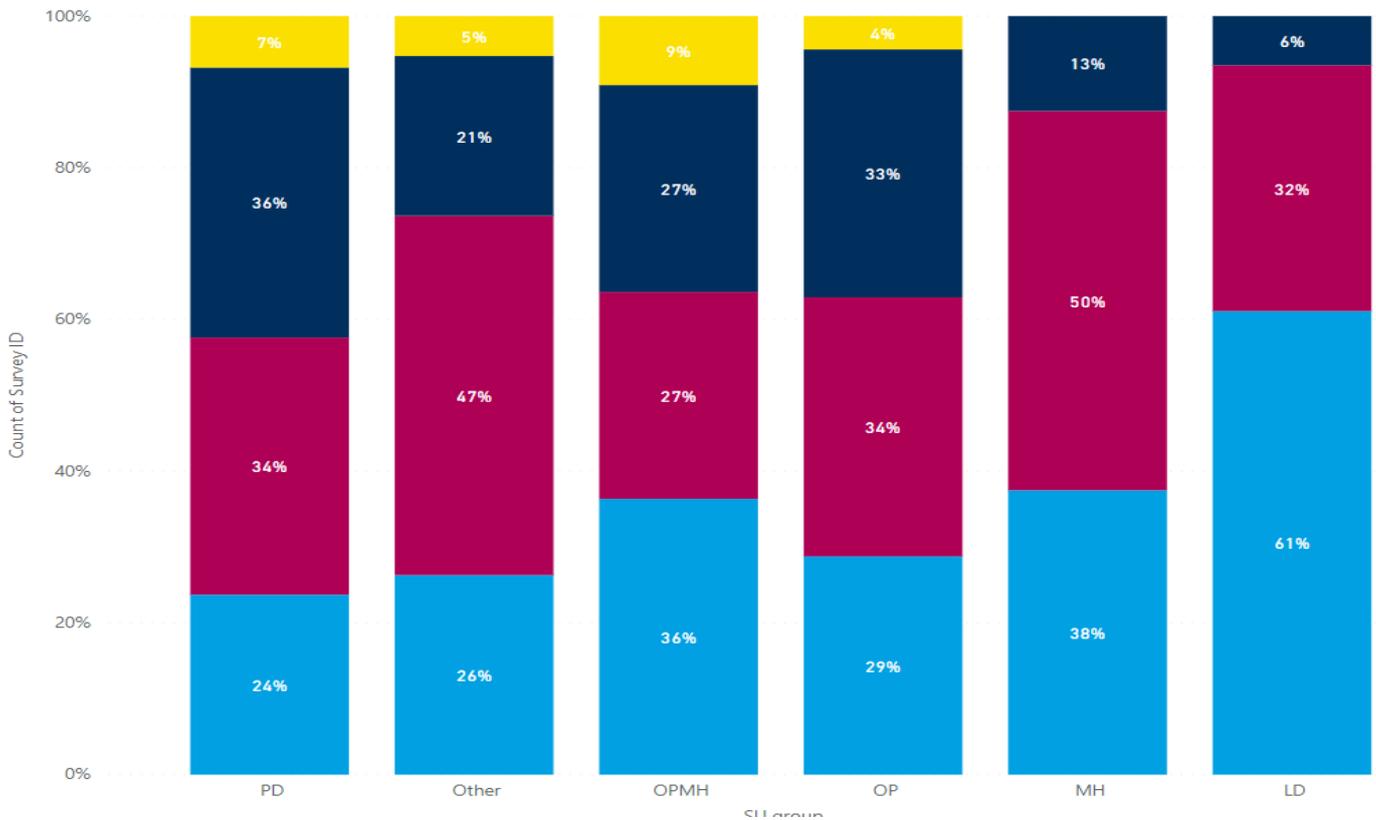
### 2.2.8 How time is spent

The percentage of respondents stating that they were able to spend enough / or more of their time doing the things they valued or enjoyed, at 72% was better than the national average (69%), the regional average (69%) and the average amongst statistical neighbour councils (71%). The percentage did however, decrease from 75% in 18/19.

The responses to this question varied markedly between client groups with the highest levels of positive response amongst those with learning disabilities (93%) and the lowest percentage among those with physical disabilities (58%). The graph below shows the breakdown of responses to this question by client group.

## Which of the following describes how you are able to spend your time? By client group.

Answer text ● a) I'm able to spend my time as I ... ● b) I'm able to do enough of ... ● c) I do some of the thi... ● d) I don't do anythin...



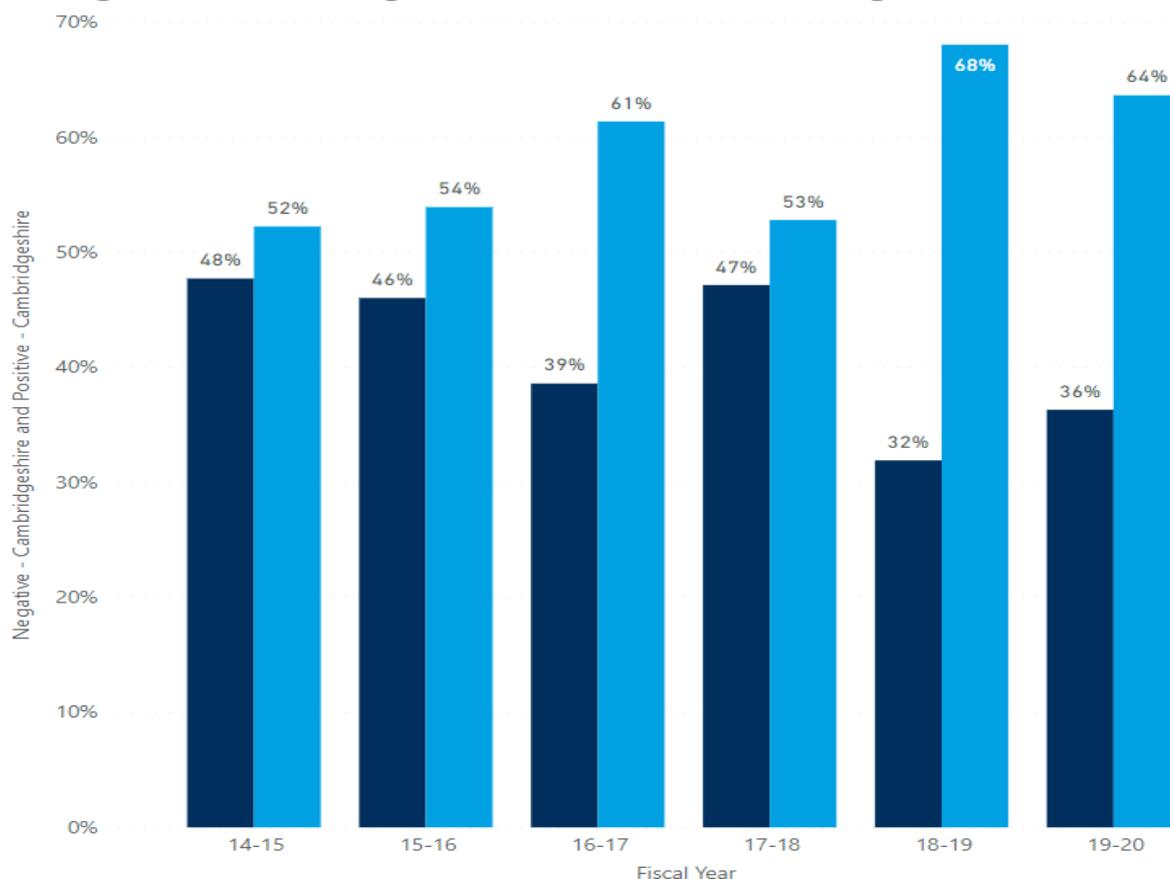
### 2.2.9 Finding information about support and services

Cambridgeshire's responses worsened compared to the previous year in respect of people finding it easy or fairly easy to find information or advice about support services and benefits. The Council's respondents answered positively in 64% of surveys where the respondent answered that that they had looked for information and advice, compared to 68% nationally and regionally and 65% among statistical neighbour councils.

The Council continued to have high percentages who stated that they had not tried to find information or advice, 50% compared to 44.5% nationally. The graph below shows the year on year responses around ease of access to information for the previous 6 years. Despite the slight reduction in positive answers compared to last year they remain higher than previous years.

**In the past year have you generally found it easy or difficult to find information and advice about support, services or benefits?**

● Negative - Cambridgeshire ● Positive - Cambridgeshire



The breakdown of responses across client groups is fairly consistent with learning disability, older people and physical disability having 61% of positive responses and mental health having slightly more at 66%. Older people with mental health needs answered positively in 100% of cases, but this was a very small user group in the sample due to the requirement of survey recipients to have the mental capacity to make an informed response, with only 4 responses to this question.

**2.2.10 Receiving practical help from someone else**

The percentage of respondents who reported that they received practical help from a spouse, friend, neighbour or family member increased from 82% in 18/19 to 84% in 19/20. This was in line with the statistical neighbour councils (84%) but slightly above the national (82%) and regional (82%) percentages. This illustrates the importance of informal carers in supporting people in receipt of long term care and support.

The rates of those receiving support from an informal carer were higher amongst respondents aged 65 plus at 88%, a step change from 83% in the previous year and higher than statistical neighbour councils (84%), regional (84%) and national averages (84%). Conversely adults aged 18-64 responding that they had support from an informal carer dropped from 83% to 80%, in line with the national average but lower than the regional (81%), or statistical neighbour (83%) averages.

### 2.2.11 Paying for additional care and support privately

The proportion of Cambridgeshire service users reporting they buy care and support with their own money at 29.8% is greater than the previous year (24.8%). This is broadly in line with the national average (29.5%), and slightly below the regional average of 31.2%. The percentage of people who have additional care and support paid for by a family member dropped from 10.2% to 6.3%, which is lower than the national average (11.6%) and the regional average (10.3%).

The responses to this question, as might be expected, did differ between service user groups with the lowest instance of additional care being funded by either the respondent or their family being found in people with the client category mental health (17%) and the highest being amongst those with the client category older people (46%).

### 2.3 Overall 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 decreased from 19.7% to 19.4% after having increased for the three previous years. The score however does remain higher than the region (19.3) or England overall (19.1). When compared to statistical neighbour councils Cambridgeshire ranks 6 of 16 as the graph below illustrates, with the highest score being Warwickshire (19.8) and lowest being Leicestershire (18.5).

#### Overall Quality of Life Score – Statistical Neighbour Council Comparison



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

In addition to providing useful intelligence on our local service user experience, the survey also produces the Council's out-turn against seven of the national indicators in the Adult Social Care Outcomes Framework (ASCOF). It should be noted that the ASCOF is currently under review in recognition that many of the indicators no longer reflect the national outcomes for Adult Social Care, there is very little focus on prevention, early intervention and low-level support.

In the previous year's survey all but one ASCOF indicators improved. In 2019/20 the picture was not so positive, however two of the seven metrics did improve and five remained better than the regional or national average.

	2017-2018	2018-2019	2019-2020	DOT	Rank
<b>(1A) Social care-related quality of life</b>	19.6	19.7	19.4	↓	44
<b>(1B) The proportion of people who use services who have control over their daily life</b>	81.2%	83.2%	80.6	↓	40
<b>(111) The proportion of people who use services who reported that they had as much social contact as they would like</b>	47.6%	51.4%	46.9%	↓	65
<b>(3A) Overall satisfaction of people who use service with their care and support</b>	63.2%	64.2%	66.1%	↑	50
<b>(3D1) The proportion of people who use services who find it easy to find information about services</b>	70.8%	69.6%	66.8%	↓	106
<b>(4A) The proportion of people who use services who feel safe</b>	73.5%	75%	71.0%	↓	61
<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%	85.8%	↑	85

Some of the change in the ASCOF results direction of travel might link to the lower return numbers, but also the increasing impact of acuity of health and care support needs amongst respondents with long term care and support needs, as set out in section 2.5 below.

Indicators where the council was above the national or regional average were:

- Social care related quality of life score
- Proportion of people who use services who have control over their daily life
- Proportion of people who use services who reported that they had as much social contact as they would like
- Overall satisfaction with care and support
- Proportion of people who use services who feel safe

The indicators where the Council performed less well were:

- Proportion of people who use services who find it easy to find information about services
- Proportion of people who use services who say those services made them feel safe and secure.

## 2.5 Service Users Health and Care and Support Needs

The survey asks a number of questions around the self-reported health and care needs of our long-term service users from which we might look for any trends in levels of acuity of need. The emerging concerns about the pandemic at the time of the survey might be expected to have influenced the answers to the question around anxiety levels.

Question	Response	2017/18 Results	2018/19 Results	2019/20 Results	England	Eastern Region	DOT
How is your health in general?	Very good / Good	49%	50%	<b>57%</b>	45%	44%	↑
Which statements best describe your own health state today - Pain or discomfort	I have no pain or discomfort	44%	41%	<b>39%</b>	38%	39%	↓
Which statements best describe your own health state today - Anxiety or depression	I am not anxious or depressed	54%	55%	<b>51%</b>	49%	51%	↓
Do you usually manage to get around indoors (except steps) by yourself?	I can do this easily by myself	52%	57%	<b>52%</b>	54%	56%	↓
Do you usually manage to get in and out of a bed (or chair) by yourself?	I can do this easily by myself	54%	59%	<b>53%</b>	56%	58%	↓
Do you usually manage to feed yourself?	I can do this easily by myself	76%	76%	<b>75%</b>	76%	78%	↓
Do you usually deal with finances and paperwork - for example, paying bills, writing letters - by yourself	I can do this easily by myself	15%	17%	<b>17%</b>	18%	20%	→
Do you usually manage to wash all over by yourself, using either a bath or shower?	I can do this easily by myself	27%	35%	<b>28%</b>	31%	32%	↓
Do you usually manage to get dressed and undressed by yourself?	I can do this easily by myself	36%	49%	<b>37%</b>	42%	43%	↓
Do you usually manage to use the WC/toilet by yourself?	I can do this easily by myself	57%	61%	<b>58%</b>	59.8%	62.6%	↓
Do you usually manage to wash your face and hands by yourself?	I can do this easily by myself	69%	70%	<b>67%</b>	68.8%	71.7%	↓

Respondents answered less positively on all health and care needs related questions, excepting for the question on general health and the question on managing finance and paperwork. In all other areas respondents were more likely to have at least some level of difficulty. This change could suggest that long term services are being successfully reserved for those most in need, with low level alternatives being successfully in place for those more able. Although it could also point to a growing complexity of need and demand in our overall population. The increasing levels of need within the group surveyed when taken alongside the emerging pandemic at the time the survey was responded to might also account for the poorer results in some of the quality-of-life related indicators throughout the survey.

## **2.6 Making Use of the Survey**

The survey is an important source of intelligence around the experience of service users supported in long term care and support. As such it is used in a variety of ways to inform commissioning activity, the development of Adult Social Care and the Adults Positive Challenge programme. Particular areas for focus from the 19/20 survey results are:

### **2.6.1 Carers**

The survey evidenced the increasing reliance that our long-term service users have on the support offered by unpaid informal or family carers. This links in with our continued focus on improving proactive engagement and support for carers through the Adults Positive Challenge and Think Communities programmes. We will continue to work with our commissioned carers' support service, Caring Together, to promote 'What If Plans' to support carers and those they support to plan ahead for unforeseen circumstances.

We are also developing a shared delivery plan with Think Communities with a focus on early support for carers supporting people who are not long-term service users. We have throughout the pandemic strengthened our approach to carers.

### **2.6.2 Access to Information and Advice.**

Cambridgeshire has worked hard on the information and advice offer, incorporating behavioural science into the website and Guide To Independent Living. However, the focus has very much been on prevention and early intervention and we recognise that this might have meant that information for long term service users is more difficult to find. We have this year reviewed all our printable fact sheets to rationalise them and make them easy to access.

We will also be tracking our website page views to understand what information people are looking for. In addition we plan to work with Think Communities to deliver more information on support available across the wider system, including linking in to Social Prescribers in primary care and place based co-ordinators.

Following on from the Healthwatch reports and the changes to hospital discharges, we are also reviewing the information we give to people who are being discharged from hospital into care and support services.

### **2.6.3 General Health and Independence**

A core part of our Adults Positive Challenge programme is understanding the drivers of demand, but also promoting independence and control over daily life wherever we can. Examples of this are in our changing the conversation to focus on what our service user can do, our TEC first approach to finding ways to use technology to enhance control and feelings of safety. This year we have specifically focussed on changing the conversation around our mental health and learning disability support. The questions around social contact and accessing the local community also provide useful insight for development of wider joint delivery plans with Think Communities.

The information on self-reported health and independence supports our understanding of the levels of need amongst our long-term service users, for whom a long-term package of care is required. This information can help us inform to continue to commission these long term services in a way that can be responsive to complex needs but still focus on strengths and assets, for example in our work to develop care suites as an option for those require 24 hour care. In line with making commissioning of support more place based we are commencing the pilot to stimulate micro enterprises, linking into the asset based area pilot and doing more to expand the use of direct payments – all of these aimed at maximise outcomes, choice and control within local communities.

We continue to look at how we work in a multi-disciplinary way with our primary care networks and community health colleagues to deliver services in a neighbourhood based way that can respond to care needs alongside good health care, for example medication and pain management.

### **2.6.4 Feeling safe, Isolation, loneliness and lack of contact with others**

We know that a person's wellbeing is greatly influenced by where they live and how they live. Linking in to Cambridgeshire Together to develop infrastructure which is able to better support individuals and their communities to tackle concerns about safety and feelings of isolation, especially as we step down from what has been for many a very long period in which they have followed central government's call to "Stay At Home". In particular taking the opportunity of using our new early intervention and prevention and procurement framework to enhance the role of the Voluntary and Community Sector (VCS). During Covid 19 VCS organisations such as British Red Cross, Care Network and Caring Together have been an integral part of the response to keeping people safe and connected to their communities.

### **2.6.5 Experiences of receiving care**

It is always important to listen to and learn from experiences of service users. This survey does provide a key source of this feedback, however it is not the sole method. The council receives feedback from general compliments and complaints made to our customer care team. These are regularly reported

through to our Practice Governance Board for reflection and learning. Service user experience of those accessing support service commissioned by us are considered as part of our contracts assurance and we also have an embedded system for capturing Notifications of Concern about providers.

### 3. Alignment with corporate priorities

#### 3.1 A good quality of life for everyone

Good quality, effective and appropriate services are provided to adults which are personalised and deliver care in the right setting at the right time supporting a good quality of life for people.

- 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 will feed into our planning for the Adult Positive Challenge Programme.

#### 3.2 Thriving places for people to live

Ensuring people have access to the most appropriate services in their communities

#### 3.3 The best start for Cambridgeshire's children

There are no significant implications for this priority

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

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

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

