Understanding the views and experiences of adult social care service users 2018/19

A random selection of service users were contacted who had received help or support from adult social care in the last 12 months.

Service users gave us their feedback
Ages ranged from 19 to 99. The average age was 67.

Enhancing the quality of life for people with care and support needs

Say their quality of life is good or very good.
63% 28% say their quality of life is alright. 9% feel their quality of life is bad or very bad.

Ensuring that people have positive experiences of care services and support

Are satisfied with the care and support services they receive.
91%

Ensuring that people who are vulnerable feel safe and protected from harm

said they feel safe (this includes feeling safe from fear of abuse, falling or other physical harm both inside and outside the home). 24% generally feel adequately safe but not as safe as they would like.

74%

71% lived in the community, 20% in residential homes, 9% in nursing homes.

59% had physical support needs 28% had learning disability support, and the rest had mental health, sensory, memory or social support needs.

46% said they have as much social contact as they want with people they like.

80% feel they have adequate control of their daily life (of those 32% feel they have as much control as they like).

63% said they have enough choice over care and support services.

72% of those who had tried to find information said it was very or fairly easy to find information or advice about support, services or benefits.

94% said care and support services help them to feel safe.

For more information contact: Feedback & Insight Team, part of Commissioning Support
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