

Adult Social Care Survey 2019/20

Understanding the views and experiences of adult social care service users



The sample

1,320



People who had received help or support from Adult Social Care in the last 12 months were invited to participate in the survey.

We contacted people receiving different types of support:

- 60% Supported at home or in the community
- 24% Receiving residential care
- 16% Receiving nursing care

70% had physical support needs 16% had learning disability support needs, and the rest had mental health, sensory, memory or social support needs.



Survey responses

455



Surveys were completed and returned. 52 were returned blank and 813 surveys were not returned. We sent reminders, and that generated 151 of the replies.

47% used the community survey, 37% the care home survey and 16% used the easy read survey. Some of the questions were worded a little differently within the easy read survey to help with completions.

60% of our surveys went to women and 40% to men. 96.5% of those who had a survey were White British. We managed to capture the views of people aged from 18 to 101.



Overall satisfaction and quality of life

69%

Of people are extremely or very satisfied with the care and support they receive (compared to 64.2% nationally). 23% are quite satisfied and only 2% are quite or very dissatisfied. Some don't know (5.6%).

64% feel their quality of life is either good or very good/it couldn't be better. 28% feel their quality of life is alright. Unfortunately 8.5% of people feel their quality of life is bad or very bad (4% selected very bad/it couldn't be worse).

The survey results highlighted that 94.8% of people believe the care and support services they receive help them to have a better quality of life. 5.2% of people don't feel the support they have from Adult Social Care services helps improve quality of life.

Choice and Control

72.2%

Have enough choice over care and support services in Shropshire. 23.3% would like more choice and 4.5% don't want choice.

31.3% of people feel they have as much control as they like over their daily life and 48.7% have adequate control. This compares to 34.2% having as much control as they like nationally. Nationally 5.4% feel they have no control (4.7% in Shropshire).

The survey results show that 90% of people believe the care and support services they receive help them to control over their daily lives. 10% don't feel the support they receive helps them feel in control.



Comfort, meals and keeping clean

95.3% Feel able to keep clean and presentable.

Of those, 55.6% are able to present themselves the way they like and 39.7% to an adequate standard. 3.9% don't feel adequately clean or presentable.

64.8% of people have all the food and drink they like, when they want. 29.4% feel their food and drink is adequate and 5.9% have concerns about food and drink (e.g. times and/or amounts).

69.6% of people believe their home is as clean and comfortable as they like (27.5% report adequate satisfaction). 2.9% have concerns.

The results overall are very similar to the national survey results.



Safety and social contact

74.5% Feel as safe as they like. 21.2% generally feel adequately safe. 4.3% have some concerns about safety and of those, 1.4% don't feel safe at all (people were contacted in a follow up if they didn't feel safe).

91.3% of people feel that the care and support services they receive help them to feel safe (8.9% don't feel the support helps them to feel any safer). The results in Shropshire are a little better than national averages (**70.2%** of people feel as safe as they like and 1.8% do not feel safe at all).

82.4% of survey respondents feel they have adequate social contact (of those 51.4% have as much social contact as they like). A concern is that 4.1% feel socially isolated.



Health and abilities

46% Describe their health as good or very good and 14% as bad or very bad. More than 200 of the 455 survey respondents experience pain and/or some anxiety and depression.

The national results saw a significant increase in the percentage of service users that reported having no pain. 37.2% compared to 36.6 per cent in 2018/19. In Shropshire, 37.1% said they have no pain so the results were in line with the national average.

48.2% can easily get around indoors by themselves, 72.5% can easily feed themselves, 53% can use the toilet by themselves and 36.3% can easily dress/undress. The tasks more people find difficult are bathing/showering (50.8% need help) and managing finances/paperwork (70.2% need help).

Access and support

87.2% Feel their home meets most, or all of their needs, however 70.9% have some difficulty getting outside of the home. Only 29.1% can get to all the places in their local area they want to.

13% find information and advice difficult to access but many more have not tried to access information and advice. **92%** of people have some practical help from a family member or someone else within their home or living elsewhere. **78%** had some help completing the survey.

Nationally, the percentage of service users who answered that their family pays for some more care increased from 10.8% in 2018/19 to 11.6% in 2019/20. In Shropshire 6.8% of survey respondents' families pay for additional support and 27.5% use their own money to pay for additional support.



The Personal Social Services Adult Social Care Survey is an annual survey led by NHS Digital. You can find out more here: <https://digital.nhs.uk/data-and-information/publications/statistical/personal-social-services-adult-social-care-survey/>

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