

Knowsley Adult Social Care User Survey 2010/11

Results

Introduction

In February of this year we sent out surveys to a random sample of people in Knowsley who were supported by adult social care services. In total we sent out 1,100 questionnaires and received replies from 393 people which accounted for a 35% response rate. This was enough to make the survey statistically valid. All completed surveys were sent directly to an external agency who collated the results on our behalf to ensure confidentiality; we have not had access to any of the completed questionnaires.

This survey was completed by all local authorities in the country who deliver social care services. At the end of May we all sent our results to the Department of Health so that a more wide ranging picture of results could be developed that would allow us to compare our results with the national picture, regional picture and against our comparator group (those local authorities that have a similar economic and social position to Knowsley).

The results of this survey will be used to measure and monitor our local performance to ensure that services provided by the council are impacting positively on people's quality of life and to allow us to identify any immediate priorities or areas for concern. The survey results will also allow us to continue to develop policy that reflects the needs of our local population and by publishing the results, we hope to become more directly accountable to local people.

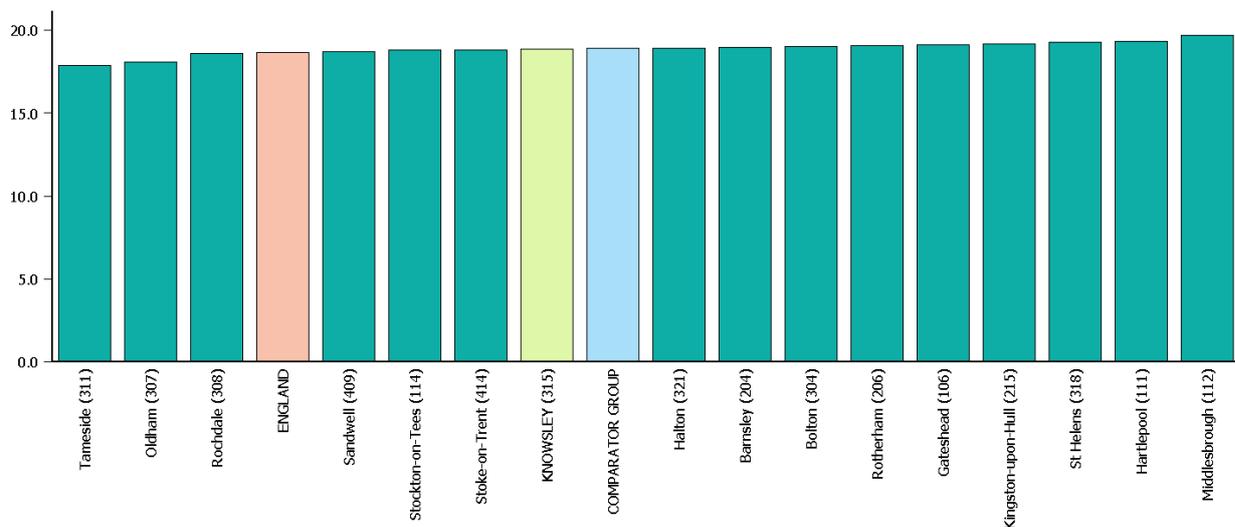
This document sets out the main findings of the Adult Social Care User Survey 2010/11. If you or your family/carer have any further questions on the survey or would like to comment on its findings, please do not hesitate to contact Fiona O'Reilly on fiona.o'reilly@knowsley.gov.uk or (0151) 443 3134.

Summary of Results

Social care related quality of life

Social care user's perceptions of the services they receive are an essential aspect of assessing whether the personal outcomes that people want from care and support services are being achieved. In order to do this, a number of the questions used in the survey are brought together to give an overarching view of the quality of life service users are experiencing. An overall score out of 24 is given for each local authority and these scores are monitored nationally. Knowsley scored 18.8 out of 24 which puts us in line with the national, regional and comparator group average and illustrates that people's experience of social care is not significantly better or worse than other parts of the country.

Self reported experience of social care users 2010/11



Q1 Overall, how satisfied are you with the care and support services you receive?

This measures the satisfaction of people using adult social care with services, which is directly linked to a positive experience of care and support. Analysis of surveys suggests that this question is a good predictor of the overall experience of services and quality.

- 90.3% of all our residential and community service users (excluding those with a learning disability) said they were quite, very, or extremely satisfied with the care and support services they receive. This is in line with the North West (NW) average of 90.2% but better than the England average of 89.7%.
- Of this total 60.1% said they were either very or extremely satisfied, which is below the NW average of 63.7% but in line with the England Average of 60.9%.
- 100% of our service users with a learning disability said they were very or quite happy with how staff help them which is above the England Average of 91%, the NW average of 92.8% and our comparator group at 91.9%. Of this total 86.7% said they were very happy, which again is above all three comparator averages; England average at 69.4%, NW average at 75% and our comparator group at 70.9%.

Q2 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?

- 50.1% of service users said that their quality of life is so good it could not be better, very good or good. This is slightly lower than comparators at 54.8% for the North West, 53.4% for England and 53.4% for our comparator group. However, Knowsley did score the highest where people said their quality of life was good it could not be better at 5.2% compared to the NW average of 4.7%, England average of 4.2% and statistical neighbour average of 5%.
- 37.2% of service users rated their quality of life as alright compared to the NW average at 33.9%, England at 35.2% and our comparator group at 35.7%.

- 12.7% said their quality of life was bad, very bad or so bad it could not be worse compared to the NW at 11.2%, England at 11.4% and our comparator group at 11%.
- 84.4% of our service users with a learning disability answered that their life was either really great or mostly good which compares favourably against the NW average of 78.8%, England average of 79.9% and our comparator group at 78.5%.
- 15.6% of our service users with a learning disability answered that their life was OK, with some good things and some bad things, which again compares favourably to the NW average of 17.8% and both England and comparator group averages at 17.6%.
- None of our service users with a learning disability said their life is mostly bad or life is terrible, compared to the NW average of 3.4%, England average of 2.5% and comparator average of 3.8%.

Q3 Which of the following statements best describes how much control you have over your daily life?

Control is one of the key outcomes for individuals derived from the policy on personalisation. Part of the intention of personalised services is to design and deliver services more closely matching the needs and wishes of the individual, putting them in control of their care and support. This measure is one means of determining whether that outcome is being achieved.

- 70.9% of service users answered that they consider themselves as having either as much control over their life as they want or adequate control which is below the NW average of 75.9%, the England average of 75% and our comparator group at 76.8%.
- The remaining 29.1% consider themselves to have either some or no control over their daily life which is line with the NW average of 24.2% and the England average of 24.9%, but marginally worse than our comparator group at 23.2%.

Q4 Thinking about your personal care, by which we mean being clean and presentable in appearance, which of the following statements best describes your situation?

- 93.9% of service users who were asked how clean and presentable they feel in terms of their appearance, answered they were either clean in a way they like or adequately clean and presentable. This is just below the NW average of 95.2%, the England average of 94.9% and our comparator group at 95.2%.
- 6.1% answered that they felt less than adequately clean or presentable or didn't feel clean or presentable at all, which is higher than the NW average of 4.7%, England average of 5.1% and our comparator group at 4.9%.

Q5 Thinking about the food and drink you get, which of the following statements best describes your situation?

- 92.7% answered that they either get all the food and drink they want or they received an adequate amount of food and drink at OK times, which is marginally below the NW average of 95%, the England average of 94.7% and our comparator group of 95.5%.
- 7.3% answered that they either don't always get adequate or timely food or drink or they don't always get adequate or timely food and drink and think there is a risk to their health. The NW average is 5%, England is 5.2% and our comparator group is 4.6%.

Q6 Which of the following statements best describes how clean and comfortable your home is?

- 97.1% of those surveyed answered that their home was as clean and comfortable as they want it to be or was adequately clean and comfortable. This compares favourably to the NW average of 95.9%, the England average of 95.4% and our comparator group of 96.3%.
- Knowsley have the lowest percentage of service users who stated their home is not quite clean or comfortable enough or is not at all clean or comfortable with a score of 2.9%. The NW average is 4%, England is 4.6% and our comparator group is 3.7%.

Q7 Which of the following statements best describes how safe you feel?

Safety is fundamental to the wellbeing and independence of people using social care (and others). There are legal requirements about safety in the context of service quality, including CQC's essential standards for registered services. There is also a vital role of being safe in the quality of the individual's experience.

- 66.4% of service users said they feel as safe as they want to, compared to the NW average of 64.2%, England at 62.4% and our comparator group at 62.7%.
- 27.3% of service users feel their life is adequately safe but not as safe as they would like, compared to the NW average of 29.1%, England 30.5% and our comparator group at 30.2%.
- Knowsley have the lowest proportion of service users who feel either less than adequately safe or not safe at all at 6.3%, compared to the NW average of 6.7% and both England and our comparator group averages at 7.2%.

Q8 Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?

- 77.4% of service users said they have as much social contact as they want with people they like or have adequate social contact with people which is marginally below the NW average of 78.3%, in line with the England average of 77.5% and below our comparator group at 79.3%.
- 17.4% of service users said they had some social contact with people but not enough compared to the NW average of 16.6%, England at 17.5% and our comparator group at 16.1%
- 5.2% said they had little contact and felt socially isolated compared to the NW and England averages of 5% and our comparator group at 4.6%.

Q9 Which of the following statements best describes how you spend your time?

- 60% of service users answered that they are able to spend time as they want, doing things they value or enjoy or are able to do enough of the things they value or enjoy with their time. This is compared to the NW average of 64%, England average of 63% and our comparator group average at 63.3%.
- 31.1% of service users said they do some of the things they value or enjoy with their time but not enough compared to the NW average of 29.2%, the England average of 29.8% and the comparator group average of 29.5%.
- 8.9% said they didn't do anything they value or enjoy with their time compared to the NW average of 6.8%, the England average of 7.2% and the comparator group average of 7.1%.

Q10 Which of the following statements best describes how having help to do things makes you think and feel about yourself?

- 61.5% of service users said that having help made them think and feel better about themselves which compares favourably to the NW average of 57.2%, the England average of 56.2% and our comparator average of 57.7%.
- 25.6% of people said having help does not affect the way they think or feel about themselves compared to the NW and England averages of 30.4% and our comparator group average of 29.4%.
- 12.9% of services users said having help sometimes or completely undermines the way they think and feel about themselves compared to the NW average of 12.4%, England average of 13.4% and our comparator group at 12.9%.

Q11 Thinking about the way you are helped and treated, and how that makes you think and feel about yourself, which of these statements best describes your situation?

- 62.8% of service users said that the way they are helped and treated makes them think and feel better about themselves. This

compares favourably to the NW average of 58.5%, the England average of 57% and our comparator group at 58.1%.

- 30.2% of service users said that the way they are helped and treated does not affect the way they think or feel about themselves, compared to the NW average of 31.8%, the England average of 32.4% and our comparator group at 31.7%.
- 7% of Knowsley service users feel that the way they are helped and treated sometimes or completely undermines the way they think and feel about themselves. This compares favourably to the NW average of 9.7%, the England average of 10.6% and our comparator group of 10.2%.

Q12 In what ways do care and support services help you?

- 51% of Knowsley service users said that care and support services helped them have control over their daily life compared to the NW average of 55.4%, the England average of 54.8% and our comparator group average of 56.4%.
- 65.2% of Knowsley service users stated that care and support services help them with personal care compared to the NW average of 63.7%, the England average of 66.4% and our comparator group average of 63.3%.
- 49.6% of service users said that care and support services help them with meals compared to the NW average of 52.9%, the England average of 50.7% and our comparator group average of 49.7%.
- 42.9% of service users said care and support services helped them to have more social contact with people they like compared to the NW average of 46.7%, the England average of 45.6% and our comparator group average of 44.9%.
- 34.5% of service users said care and support services helped them to do the things they value and enjoy compared to the NW average of 42.5%, the England average of 41.2% and our comparator group average of 40.7%.

- 47.9% of service users stated that care and support services help them to feel safe and secure compared to the NW average of 58.4%, the England average of 57.3% and our comparator group average of 58.6%.
- 43.5% of service users said care and support services helped them to keep their home clean and comfortable compared to both the NW and England averages of 53.3% and our comparator group average of 50.3%.

Q13 In the past year, have you found it easy or difficult to find information and advice about support, services or benefits?

This measure reflects users' experiences of accessing information and advice about social care in the past year. Information is a core universal service and a key factor in early intervention and reducing dependency. Improved and/or more information benefits the people that services support by helping them to have greater choice and control over their lives. This may help to sustain caring relationships through for example, reduction in stress, improved welfare and physical health improvements. These benefits accrue only where information is accessed that would not otherwise have been accessed, or in those cases where the same information is obtained more easily.

- 63.1% of people said they found it very or fairly easy to find information and advice about support and services or benefits which compares favourably to the NW average of 55.7%, the England average of 55% and our comparator group average of 56.6%.
- 16.2% of people said they found it fairly or very difficult to find information and advice which is better than the NW average of 17.6%, the England average of 19.2% and our comparator group average of 17.6%.
- 20.7% of service users have never tried to find information or advice.

Q14 Thinking about the care and support you receive, if you felt unsafe or were worried about something that had happened to you, who would you talk to?

- 79.7% of service users said they would talk to a family member compared to the NW average of 74.6%, the England average of 75% and our comparator group average of 78.2%
- 32.9% of service users said they would talk to a friend, neighbour or someone they worked with compared to the NW average of 19.9%, England average of 20.8% and our comparator group average of 19.1%.
- 18.2% of service users said they would talk to their key worker, Personal Assistant or care worker compared to the NW average of 36.7%, England at 37% and our comparator group at 34.6%.
- 15.8% of Knowsley service users said they would speak to the manager of their care home or day centre compared to the NW average of 21.3%, England at 21.4% and our comparator group at 18.5%.
- 6.6% of Knowsley service users said they would speak to their care manager or social worker compared to the NW average of 15.5%, the England average of 16.6% and our comparator group at 14.9%.

Q15 How is your health in general?

- 30.6% of our service users said their health was either good or very good which compares to the NW average at 34.4%, the England average at 35.5% and our comparator group average at 32.5%.
- 48.1% rated their health as fair compared to the NW average of 45.1% and England at 45% and our comparator group at 46%.
- 21.3% of service users rated their health as bad or very bad compared to the NW average at 20.5%, the England average at 19.6% and our comparator group at 21.5%.

**Q16A Which statements best describe your own health state today
- Pain or discomfort?**

- 22.7% of our service users said they had no pain or discomfort compared to the NW average at 30.4%, the England average at 29.2% and our comparator group at 27.9%.
- 54.8% of our service users said they had moderate pain or discomfort compared to the NW average at 52.4%, the England average at 54.7% and our comparator group at 52.8%.
- 22.5% of our service users said they had severe pain or discomfort compared to the NW average at 17.2%, the England average at 16.1% and our comparator group at 19.3%.

**Q16B Which statements best describe your own health state today
- Anxiety or depression?**

- 38.9% of our service users said they were not anxious or depressed compared to the NW average at 48.4% the England average at 47.7% and our comparator group at 47.6%.
- 52.5% of our service users said they were moderately anxious or depressed compared to the NW average at 44.1%, the England average at 45.1% and our comparator group at 45.5%.
- 8.6% of our service users said they were severely anxious or depressed compared to the NW average at 7.4%, the England average at 7.2% and our comparator group at 7%.

**Q17A Do you usually manage to get around indoors (except steps)
by yourself?**

- 54.6% of service users said that they can easily manage by themselves which is in line with NW average of 55.2%, the England average of 54.6% and our comparator group average at 54.8%.
- 29.9% said they have difficulty to do this by themselves which compares with the NW average of 29.7%, the England average of 29.9% and our comparator group at 30.8%.

- 15.5% of those surveyed stated they can't get around by themselves, compared with the NW average of 15.1%, the England average of 15.4% and our comparator group at 14.4%.

Q17B Do you usually manage to get in and out of a bed (or chair) by yourself?

- 57.6% of service users said that they can do this easily by themselves compared to the NW average of 57.4%, the England average of 56.2% and our comparator group at 55.9%.
- 26.9% of service users said they had difficulty doing this by themselves compared to the NW average of 26%, the England average of 26.7% and our comparator group at 28%.
- 15.5% of service users said they could not do this by themselves compared to the NW average of 16.6%, the England average of 17.2% and our comparator group at 16.2%.

Q17C Do you usually manage to feed yourself?

- 83.5% of service users stated that they can easily feed themselves which compares favourably to the NW average at 81.2%, the England average at 80.5% and our comparator group at 81.5%.
- 16.5% of service users either have some difficulty feeding themselves or cannot feed themselves at all which compares well against the NW average of 18.8%, England average of 19.6% and our comparator group at 18.5%.

Q17D Do you usually deal with finances and paperwork - for example, paying bills, writing letters - by yourself?

- 26.5% of service users stated that they can easily deal with this by themselves compared to the NW average of 27.1%, the England average at 27.9% and our comparator group at 27.4%.
- 73.5% of service users stated that they either had difficulty or could not deal with this by themselves compared to the NW average at 72.9%, the England average at 72.1% and our comparator group at 72.6%.

Q18A Do you usually manage to wash all over by yourself, using either a bath or shower?

- Personal care is a major part in maintaining everyone's health and wellbeing. From this survey it was identified that 33.3% of service users could easily manage by themselves compared to the NW average of 36.7%, the England average of 35.9% and our comparator group average at 36.9%.
- 66.7% of service users stated they either had difficulty or were unable to do this by themselves compared to the NW average of 63.3%, the England average of 64.2% and our comparator group average at 63.1%.

Q18B Do you usually manage to get dressed and undressed by yourself?

- 49% of service users said they could easily manage this by themselves which is in line with the NW average of 49.3% and better than the England average of 48.2% and our comparator group average at 48.6%.
- 51% of service users stated they either had difficulty or were unable to do this by themselves which is in line with the NW average of 50.6%, the England average of 51.9% and our comparator group average at 51.4%

Q18C Do you usually manage to use the WC/toilet by yourself?

- 70.6% of service users stated they can easily manage to get dressed or undressed by themselves which compares favourably to the NW average of 68.5%, the England average of 65.8% and our comparator group average at 69.8%.
- 29.4% of service users stated that they either had difficulty or were unable to do this by themselves which compares well against the NW average of 31.5%, the England average of 34.2% and our comparator group average at 30.2%.

Q18D Do you usually manage to wash your face and hands by yourself?

- 77.4% of service users stated they could easily manage this by themselves which is in line with the NW average 77.1%, better than the England average of 74.7% and in line with our comparator group average at 77.7%.
- 22.6% of service users stated they either had difficulty or were unable to do this by themselves which is in line with the NW average of 22.8%, better than the England average of 25.3% and in line with our comparator group average at 22.3%.

Q19 How well do you think your home is designed to meet your needs?

- 84.2% of service users stated that their home either meets their needs very well or meets most of their needs, compared to the NW average of 87.5%, the England average of 86.6% and our comparator group at 87.5%.
- 13.7% stated their home meets some of their needs compared to the NW average at 10.4%, the England average at 10.9% and our comparator group at 10.3%.
- 2.1% stated their home was totally inappropriate for their needs compared to the NW average at 2.1% the England average at 2.4% and our comparator group at 2.1%.

Q20 Thinking about getting around outside of your home, which of the following statements best describes your present situation?

- 28.6% of service users said they can get to all the places in their local area that they want which is lower than the NW average of 31.3%, the England average of 30.4% and our comparator group at 30.9%.
- 29.2% said that at times they find it difficult to get to all the places in their local area that they want compared to the NW average of 27.4%, the England average of 27.2% and our comparator group at 27.1%.

- 30% said they were unable to get to all the places in their local area that they want compared to the NW average of 20.6%, the England average of 21.3% and our comparator group at 20.8%.
- 12.2% said they do not leave their home compared to the NW average of 20.7%, the England average of 21.1% and our comparator group at 21.3%.

Q21 Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?

- 95.5% of service users said they received help from either somebody in their household or from another household, which compares favourably to the NW average of 91.2%, the England average of 90.2% and our comparator average of 94.1%.
- 16.6% of service users said they did not receive any help from family or friends compared to the NW average of 19.8%, the England average of 20.4% and our comparator average of 17.7%.

Q22 Do you buy any additional care or support privately or pay more to 'top up' your care and support?

- 29.5% of service users said that either they or a family member pay for some more care and support compared to the NW average of 35.3%, the England average of 38.1% and our comparator average of 35%.
- 72% of service users said they did not buy any additional care or support privately compared to the NW average of 70.6%, the England average of 65.1% and our comparator average of 67.7%.

Q23 Did you write the answers to this questionnaire by yourself or did you have help from someone else?

- 31.5% of service users said they completed the questionnaire themselves compared to the NW average of 34.4%, the England average of 35.5% and our comparator average of 34.2%.
- 68.5% of service users said they did not write the answers themselves and had help from someone else compared to the NW

average of 65.5%, the England average of 64.4% and our comparator average of 65.8%.

Q24 What type of help did you have?

- 29.9% stated they received no help as they completed the questionnaire themselves, compared to the NW average of 33%, England average of 33.5% and our comparator group at 32%.
- 37.2% said someone else read the questions to them compared to the NW average of 40.8%, England average of 39.7% and our comparator group at 40.4%.
- 13.2% said someone else translated the questions for them compared to the NW average of 14.7%, and both England and comparator group averages of 15%.
- 34.5% said someone else wrote down the answers for them compared to the NW average of 35.3%, England average of 35.8% and our comparator group at 36.3%.
- 22.1% said they talked through the questions with someone else compared to the NW average of 26.3%, England average of 25.9% and our comparator group at 26%.
- 7.3% said someone answered for them, without asking them the questions compared to the NW average of 7.4%, England average of 7.3% and our comparator group at 7.4%.

Conclusion

The survey results suggest that Adult Social Care in Knowsley is providing care and support that is of good quality and that is meeting people's needs well. This is improving people's lives and mostly supporting them in the ways they would like. Whilst Knowsley is performing well in a number of areas the survey did highlight some areas where we are not doing as well as we would want.

We have taken the information and comments provided on the questionnaire very seriously and will be using them to help us improve our services further. We will actively seek to improve the areas where we have not done as well as we would have liked.