



Knowsley Council

Policy, Impact and Intelligence

Knowsley Council Adult Social Care User Survey:

A report on the findings of consultation with Knowsley residents on the services and support they receive from adult social care 2011/2012.

Executive Summary

January 2013

This report

This report describes the findings of a survey of Knowsley residents (aged 18 and over) who used adult social care services provided by Knowsley Council during 2011-12.

The survey is also used to provide the Government with figures to show how well local services are performing. These figures are part of what is called the Adult Social Care Outcomes Framework (ASCOF).

Further information can be found on ASCOF and the Social Services Adult Social Care Survey on the following sites:

[Personal Social Services Adult Social Care Survey, England – 2011-12 –](#)

[Adult Social Care Outcome Framework - Handbook of Definitions](#)

CONTACT

Ian Burkinshaw ian.burkinshaw@knowsley.gov.uk (0151) 443 3067

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1. Background

In 2011-12, Knowsley Council provided social services support to 4,876 adults. The aim of this survey is to measure the extent to which the lives of these adults have improved as a result.

All English local authorities are now required to carry out this survey every year to help ensure that these services are helping adults to live safely and independently, and that specific groups experience better outcomes, and essential needs are being met.

Results from the survey are also used to provide six key measures in the national Adult Social Care Outcomes Framework (ASCOF):

- 1A - Social care related quality of life.
- 1B - The proportion of people who use services who have control over their daily life.
- 3A - Overall satisfaction of people who use services with their care and support.
- 3D - The proportion of people who use services and carers who find it easy to find information about services.
- 4A - The proportion of people who use services who feel safe.
- 4B - The proportion of people who use services who say that those services have made them feel safe and secure.

2. Methodology

The survey was carried out during February-March 2012, based on a standard questionnaire provided by the Department of Health. Questionnaires were sent to a random sample of residents who were receiving services funded wholly or partly by Knowsley Council, and reminder letters were used to ensure that the target response rate was achieved. Service users were split into four distinct groups which included:

- Adults with learning disabilities in the community
- Adults with learning disabilities in residential care
- Residents in their own home
- Residents in care homes

In total **1,693** questionnaires were sent to residents chosen at random using a stratified sample process to ensure representation from the four main user groups. We had a questionnaire response rate of **28%**.

3. Headline Findings

3.1 Care and Support in Knowsley

- Overall Knowsley performed well with 62.7% of service users (excluding those with a learning disability) stating they were very or extremely satisfied with the care and support services they received, a slight improvement on last year's figure. National satisfaction levels are slightly lower with regional figures above that of both the National and Knowsley average.
- Over three quarters of survey responses stated they either 'had as much control over their daily life as they wanted', or they had 'adequate control over their daily life'. This is an increase on the results from last year's survey. Knowsley also performed better when compared to regional and national averages.
- 83.3% of service users stated "that they had as much social contact as they wanted with people they liked", or that "they had adequate social contact with people". This is an improvement on last year's figures, with Knowsley service users having more social contact when compared to regional and national service user results.
- Over half (54.4%) of service users stated their quality of life was either so good it couldn't be better, very good or good, this is an improvement from the previous year's results. Knowsley survey responses show slight underperformance in this category compared to national and regional service users where figures reflect an overall better quality of life.
- A majority (95.9%) of service users agreed with the statement "I feel clean and am able to present myself the way I like" or "I feel adequately clean and presentable" an improvement on last year's results. Survey results for Knowsley reflect service users feel more clean and presentable when compared to national and regional figures.

3.2 Emerging Issues

- Adults with learning disabilities in the community appear to be disproportionately positive about the support they receive, compared to the other service group users. For example 100% said they either felt clean and able to present themselves the way they like or adequately clean and presentable. This level of satisfaction whilst welcome does raise questions about whether the service user response has been influenced by their carer.
- Over 10% of questionnaire responses were not completed by the service users suggesting carers or family members have filled out the form on their behalf. This will potentially impact on survey results with a small percentage of non service user views being captured.
- Statements from residents in their own home highlighted some areas of concern:
 - 31.6% gave the highest response of all the user groups to state that services did not support them in keeping clean and presentable.
 - 14.4% stated that they have no control over their lives.

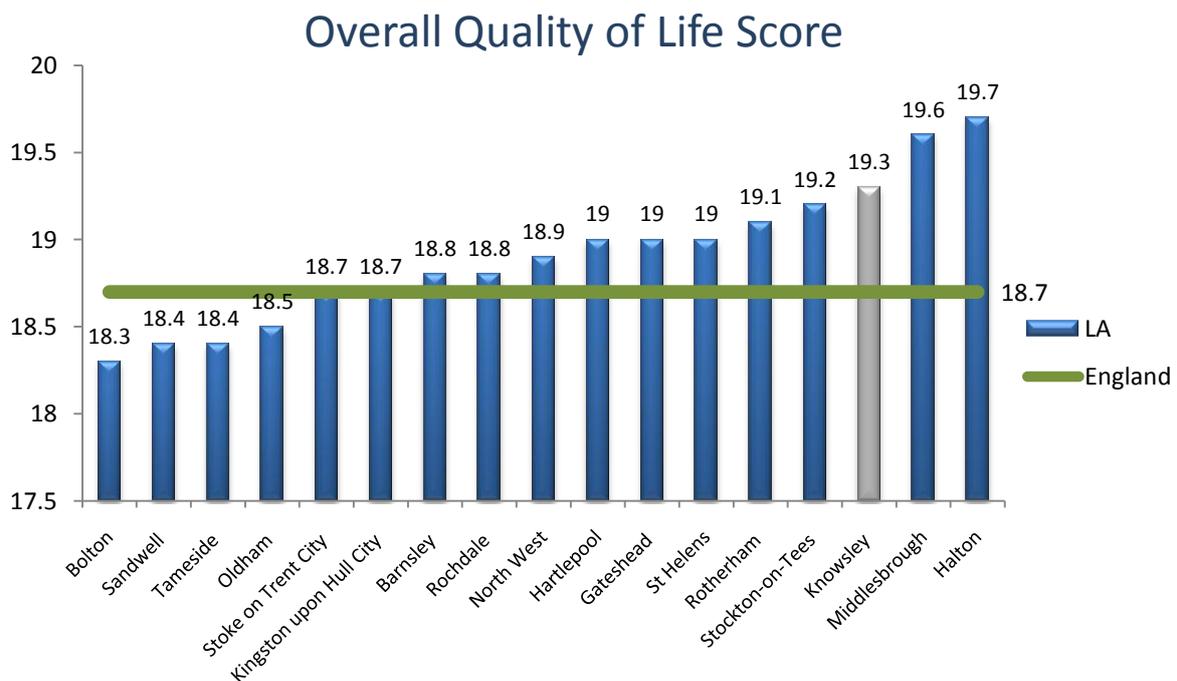
- 4% stated they did not feel at all safe (highest response of all service users) with over a quarter (26.9%) stating that support services did not assist them in feeling safe.
- Statements from residents in care homes also identified issues
 - Just under a third (31.5%) don't leave their place of residence.
 - Residents in care homes gave the highest response of all the user groups for feeling the most anxious or depressed (13.5%).
 - 12.5%, again the highest response from all the service users stated they have little social contact with people and felt socially isolated.
 - 8.9% of service users who had assistance believe the way they are helped completely undermines the way they think and feel about themselves.

4. Summary of Results

4.1 Social Care Related Quality of Life

The following section provides an overview of the results provided by the four adult service user groups, highlighting outcomes and overall context for the six areas of the Adult Social Care Outcomes Framework

As an overall proxy measure to ascertain whether personal outcomes and general perceptions of service users are being achieved, the results of a number of the questions are combined providing an overall scoring for the “*quality of life aspect*” that users are experiencing. Knowsley scored 19.3 out of a possible 24, this was higher than the national figure of 18.7 and regional figure of 18.9. When compared to our statistical neighbours, Knowsley compares favourably as denoted by the below chart.

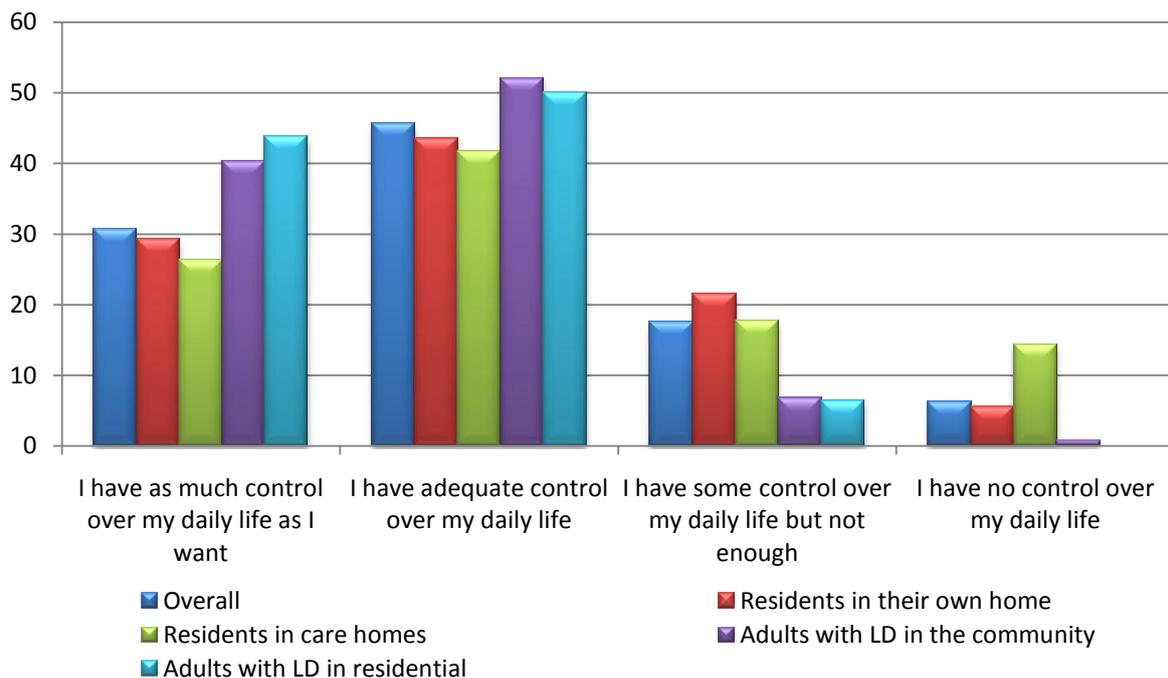


4.2 The proportion of people who use services who have control over their daily life

Control is one of the key indicators of receiving personalised care and support. Part of the intention 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. A preference study found that members of the public gave this area the highest weight and is considered by the public to be the most important of all the measures.

In summary the majority of respondent's stated "I have adequate control over my daily life" or "I have as much control as I want". Fewer than 7% of all service users stated "I have no control over my daily life." The highest response from service users for this statement came from residents in care homes, a figure of 14.4%.

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



- Overall, 76.3% of service users stated they either 'had as much control over their daily life as they wanted', or they had 'adequate control over their daily life'. This is an increase on the results from last year's survey of 70.9%. This is higher than the regional figure of 76.1% and national figure of 75.1%
- 92.4% of adults with learning disabilities in the community and 93.8% of adults with learning disabilities in residential care stated they had 'as much control over their daily life as they wanted', or they had 'adequate control over their daily life.' Service users with learning difficulties had significantly higher figures than the other service user groups.

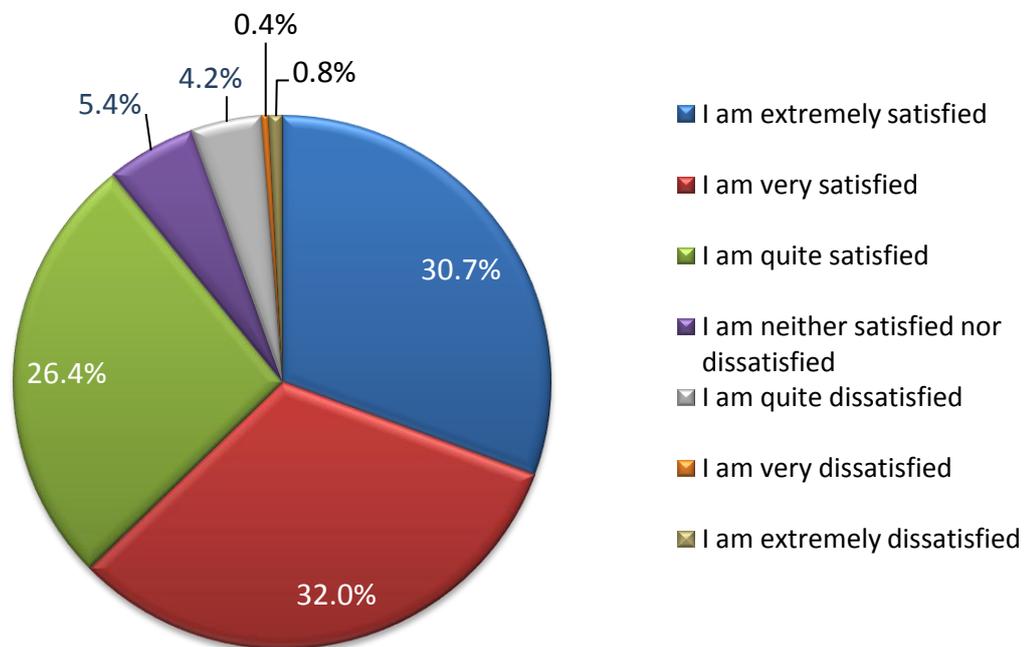
- 23.7% of respondents stated they 'have no control over their daily life' or some control but not enough. This is lower than the regional figure of 23.9% and the national figure of 24.9%. Residents in their own home gave the highest response for these statements with a figure of 32.2%.

4.3 Overall satisfaction of people who use services with their care and support.

This measures the satisfaction with services of people using adult social care, 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.

In summary the results show that a majority of people have had a positive experience of care and support services, with 62.7% stating they were either extremely or very satisfied. Fewer than 6% of service users were either quite, very or extremely dissatisfied with the care and support services they received.

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



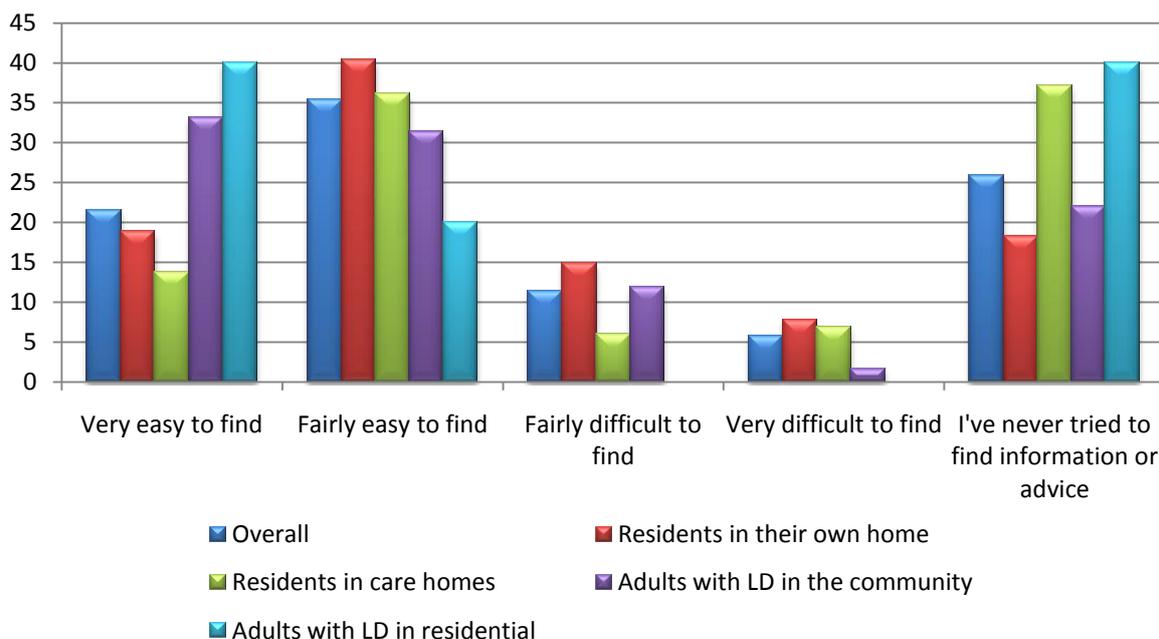
- In 2011/12 62.7% of all residential and community service users (excluding those with a learning disability) said they were very or extremely satisfied with the care and support services they receive. This is a slight increase on last year's figure of 60.1%. Satisfaction figures are slightly lower nationally at 61.4% but higher regionally at 64.7%.

- 91.1% of service users with a learning disability said they were quite or very happy with how staff helped them. This is a reduction on 2010/11, where 100% of service users with a learning disability agreed with this statement. This is lower than both the North West figure of 94.9% and England figure of 92.1%.

4.4 The proportion of people who use services and carers who find it easy to find information about services.

Excluding the category “I’ve never tried to find information or advice” a majority of service users have found it very easy or fairly easy to find information. Fewer than 18% of service users found it “very difficult” or “fairly difficult” to find information

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



- Excluding the number of users who have never tried to find information 76.8% of the remaining survey responses stated they found it very or fairly easy to find information and advice about support and services or benefits. This figure has decreased by 2.8 percentage points from the previous year’s figure of 79.6%. Knowsley’s figure is higher than the national average of 73.8% and regional average of 75.7%.
- 17.1% of people found it fairly or very difficult to find information. This compares favourably with the national figure of 19.7% and regional figure of 18.6%. The highest response in this category was from residents in their own home with a figure of 22.7%

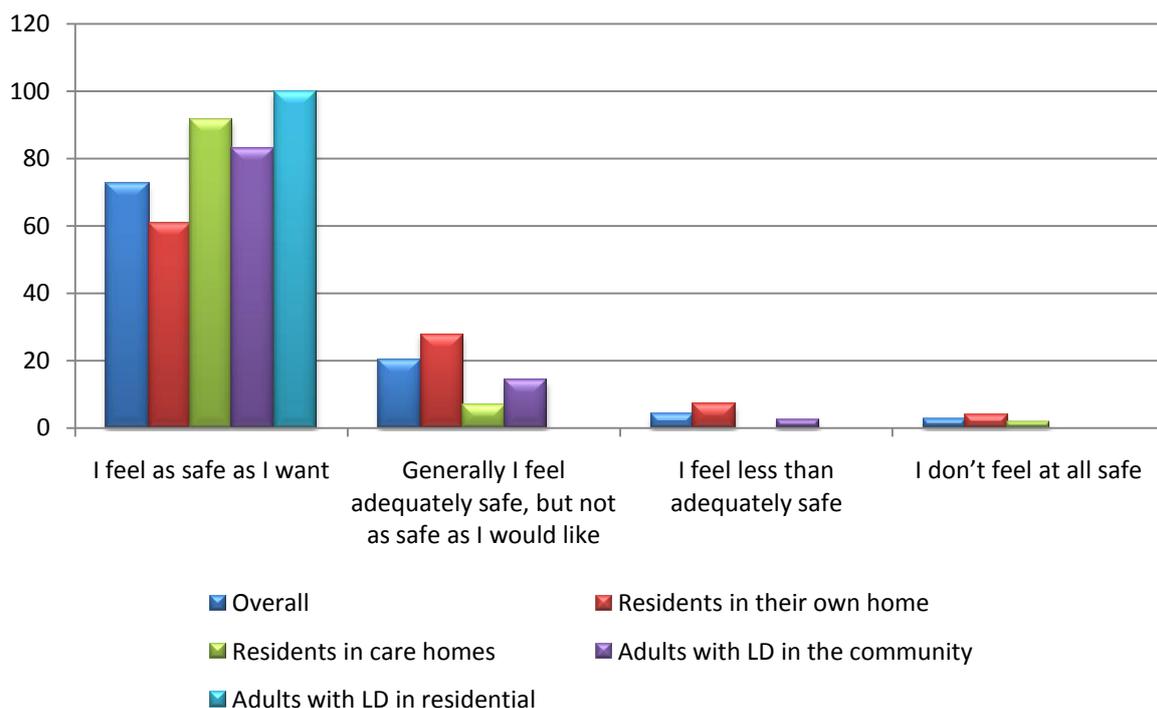
- Over a quarter (26%) of service users have never tried to find information or advice. Residents in care homes gave the highest response to this category with a figure of 37.1%.

4.5 The proportion of people who use services who feel safe

This question looks at the safety aspect and how safe people feel in their day to day lives. Safety is fundamental to the wellbeing and independence of people using social care and there are legal requirements about safety in the context of service quality.

In summary most people feel as safe as they want with adults with learning disabilities in residential having the highest response rate of 100%. A small number of people who fall in the “Residents in their own home” and “residents in care homes” categories don’t feel safe at all.

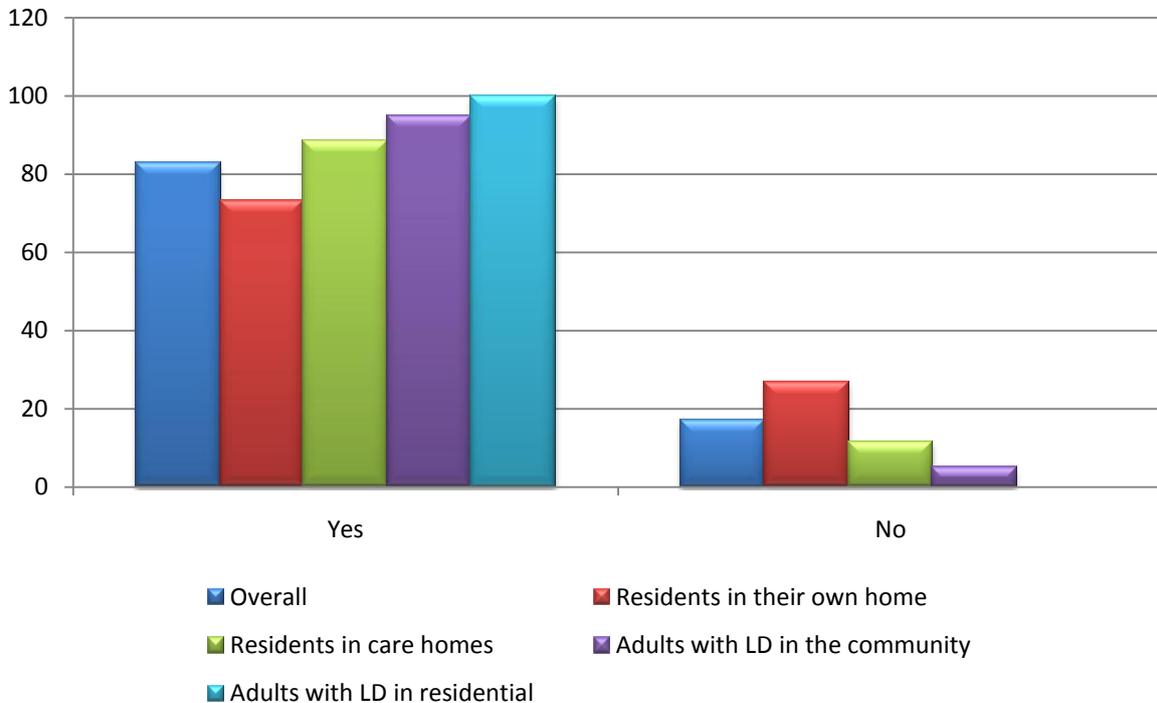
Which of the following statement best describes how safe you feel?



- Overall, 72.6% of service users who responded to the survey said they felt as safe as they wanted. This is an increase of over 6 percentage points on the same question last year, where only 66.4% of service users agreed with this statement. This compares favourably to the regional figure of 65.2% and national figure of 63.8%.
- 7% of the service users stated they felt “less than adequately safe” or that “they didn’t feel safe at all.” This has increased compared to last year’s results, of 6.3%. The highest response from this category was residents in their own homes with a figure of 11.2%.

4.6 The proportion of people who use services who say that those services have made them feel safe and secure.

Do care and support services help you in feeling safe?



- Overall 82.9% of service users who responded to the survey agreed that care and support services helped them in feeling safe. This is higher than the regional figure of 72.5% and national figure of 75.4%
- All of the service users who received the adults with a learning disability in residential care survey agreed that care and support services helped them in feeling safe.
- 17.1% of service users stated that care and support services didn't help them in feeling safe. The highest response from this category was from the residents in their own homes with over a quarter (26.9%) agreeing with this statement.

5. Conclusion

The social care survey highlights that adult care services in Knowsley is meeting the majority of people's needs within the borough and is currently delivering a good quality service which is tailored to supporting individual needs. By enabling people to be as independent as possible, quality of life is much improved. While there are many areas which identify positive support and good practice there are also sections which highlight areas which could be better. The comments and feedback that has been collated for this survey will be used to inform future services and policy