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.

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

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# Contents

<table>
<thead>
<tr>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Background</td>
</tr>
<tr>
<td>2. Methodology</td>
</tr>
<tr>
<td>3. Headline Findings</td>
</tr>
<tr>
<td>3.1 Care and Support in Knowsley</td>
</tr>
<tr>
<td>3.2 Emerging Issues</td>
</tr>
<tr>
<td>4. Summary of Results</td>
</tr>
<tr>
<td>4.1 Social Care Related Quality of Life</td>
</tr>
<tr>
<td>4.2 The proportion of people who use services who have control over their daily life</td>
</tr>
<tr>
<td>4.3 Overall satisfaction of people who use services with their care and support</td>
</tr>
<tr>
<td>4.4 The proportion of people who use services and carers who find it easy to find information about services</td>
</tr>
<tr>
<td>4.5 The proportion of people who use services who feel safe</td>
</tr>
<tr>
<td>4.6 The proportion of people who use services who say that those services have made them feel safe and secure</td>
</tr>
<tr>
<td>5. Conclusion</td>
</tr>
<tr>
<td>6. Appendix 1 – Analysis of Questions</td>
</tr>
<tr>
<td>7. Appendix 2 – Charts</td>
</tr>
</tbody>
</table>
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. A more detailed report can be found in the appendix page 12.

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.

![Overall Quality of Life Score](chart.png)
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. 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 fairy 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.

![Graph showing the proportion of people who feel safe](image)

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
6. Appendix 1- Analysis of Questions

Question 1 - Overall, how satisfied or dissatisfied are you with the care and support services you receive?

- In 2011/12 89.1% of all 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 a slight decrease on last year's figure of 90.3%. Satisfaction figures are slightly higher for England at 89.9% and the North West at 90.4%.
- 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 of 8.9 percentage points 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%.

Question 2 - 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?

This question identifies how individuals feel about their quality of life. This indicator gives an overarching view of the quality of life of users based on outcomes identified through research that are relevant to adult social care.

A summary of the below results show over three quarters of people with learning disabilities in the community and a majority of the other service users have a good quality of life.

- 53.8% of service users stated their quality of life was either so good it couldn’t be better, very good or good. This figure is lower than the North West average of 55.2% and England average of 55%.
- 23.1% of Knowsley service users stated their life was very good. This is higher than the national figure of 20.3% and North West figure of 20.8%.
- 32.3% state that their quality of life was alright, this is lower than the England average of 33.7% and North West average of 33.3%.
- 8.8% of respondents stated their quality of life was bad, 2.7% very bad and 1.2% identifying that their life couldn’t get any worse. These categories totalled 12.9% of the overall group stated their quality of life was overshadowed by bad things. This is higher than the National and North West figure of 11.4%.
- Questionnaire responses made by adults with learning disabilities in the community showed 44.4% said their life is really great. These service users have a better outlook that their life is really great compared to those nationally 39.1% and a regionally 39.7%.
- 35.6% of service users identified their lives were mostly good. This is below the national figure of 41.5% and regional figure of 43.1%.
- None of our service users with a learning disability stated their life was mostly bad or terrible. This compares to England figure of 2% and North West figure of 1.2%.
Question 3 – 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 which showed that 70.9% of service users agreed with this statement. 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%.
- 87.5% agree that care and support services help with having control in their daily lives. This is higher than the regional figure of 83.5% and national figure of 84.7%. The highest response was from adults with learning disabilities in residential care with a figure of 93.8%.
- 12.5% of service users returned the view that care and support services did not help them have control over their daily lives. This is lower than the national figure of 15.3% and regional figure of 16.5%. Residents in care homes gave the highest response in the “no” category of 16.2%.
- Over 92% of adults with learning disabilities in the community and adults with a learning disability in residential care are the most satisfied with the care and support they receive.

Question 4 – Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?

In summary most people feel clean and are able to present themselves in a way they like, with a majority of service users stating that care and support services have assisted them in this task.

- Overall, 95.9% of service users agreed with either “I feel clean and am able to present myself the way I like” or “I feel adequately clean and presentable”. Again, this is an increase on last year’s results which showed that 93.9% of service users agreed with this statement. This is higher than the national figure of 94.6% and regional figure of 94.4%.
- 1.2% of residents in their own home were the only respondents who stated they don’t feel clean or presentable.
- 100% of adults with a learning disability in residential care said they either felt “clean and able to present myself the way I like” or “adequately clean and presentable”.
- Overall 4% of respondents stated that they “felt less than adequately clean or presentable” or “don’t feel at all clean or presentable”. This is a reduction on last year, where 6.1% agreed with this statement. This is lower than the
national figure of 5.4% and regional figure of 5.6%. Of the 4% of respondents; 0.6% stated “I don’t feel at all clean or presentable”.

- Overall, 76.5% of service users agreed that care and support services helped them in keeping clean and presentable. This is higher than the national figure of 71.2% and regional figure of 67.5%.
- 93.8% adults with a learning disability in residential care, and 88.3% residents in care homes had the highest agreement that support services helped them in keeping clean and presentable.
- 31.6% of residents in their own home had the highest response rate in the “No” category stating support services did not assist in their cleanliness and presentation.

Question 5 – Thinking about the food and drink you get, which of the following statements best describes your situation?

In summary a majority of people in all service user groups identified that they were able to get “all the food and drink when they wanted it.” A small number of service users (0.6%) stated that they “I don’t always get adequate or timely food and drink, and I think there is a risk to my health.”

- Overall, 95.1% of service users who responded to the survey said they either “get all the food and drink they want” or receive “an adequate amount of food and drink at ok times.” This is again up on last year where 92.7% of respondents answered in the same way. This is higher than the national and regional figure of 94.6%.
- Over 94% of respondents in each service user group said they either “get all the food and drink they want” or receive an “adequate amount of food and drink at ok times”. This is slightly lower than the national and regional figure 94.6%.
- 1.8% of service users who are residents in care homes stated that they “didn’t always get adequate or timely food and drink, and think that there is a risk to their health.” Whilst 0.3% of residents in their own home agreed with this statement.
- 74.9% of service users agreed that care and support services helped them obtain food and drink. This is 10 percentage points higher than the national figure of 62.2% and regional figure of 60.5%. The highest user group response was 98.2% from residents in care homes, and 93.8% of adults with a learning disability in residential care.
- 27.2% of service users stated that care and support service did not assist them with obtaining food and drink. Of this figure 40.5% of residents in their own home were the highest service user group to answer “no”

Question 6 – Which of the following statements best describes how clean and comfortable your home is

In summary most people believe that their home / place of residence is comfortable and clean. Most service users fall into the “home is adequately clean and comfortable” or better category. Only a small number of respondents believe their home is not quite clean or comfortable with the highest response coming from residents who own their own home with a rate of 3.4%.
97.6% of service users who answered the survey stated that their home was either “as clean and comfortable as they wanted”, or that their home was “adequately clean and comfortable”. This is an increase on last year’s results of 97.1% and is also higher than the national figure of 95.3% and regional figure of 96%.

3.4% of residents in their own home stated that their home was not quite clean or comfortable enough. This compares favourably to the regional figure of 4% national figure of 4.7%. The highest response was from residents in their own home with a figure of 3.4%

There were no service users who stated that their home was not at all clean or comfortable.

61.4% of service users stated that support services assisted them in keeping their home clean and comfortable. This is higher than the national figure of 56.1% and regional figure of 54.3%. The highest response was from adults with a learning disability in residential care with 100% agreement of this statement closely followed by residents in care homes with 93.7%.

34.1% disagreed that support services assisted them in keeping their home clean and comfortable. The highest response was from residents in their own with a figure of 49.4%.

Question 7– Which of the following statements best describe how safe you feel?

In summary most people feel as safe as they want with adults with learning disabilities in residential care 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.

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%.

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.
Question 8 – Thinking about how much contact you’ve had with people you like, which of the following statements best describes your social situation?

A majority of service users responded that they have adequate or as much social contact that they would like. A minority (5%) of service users had little social contact and felt socially isolated. This question also encompasses the care element from services and whether the support services assist the service user with social contact. Overall 63.7% agree that support services do facilitate with social contact.

- 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 a 5.9 percentage point improvement on last year, where 77.4% of service users responded this way. This is higher than the regional figure of 78.1% and national figure of 76.8%.
- 16.7% of service users overall stated that they “had some social contact with people but not enough”, or “had little social contact with people and felt socially isolated.” This compares favourably to the national figure of 23.3% and regional figure of 22%. The highest response from this category is from residents in care homes with a figure of 25%.
- Over 92% of adults with learning disabilities in the community and adults with learning disability in residential care stated “that they had as much social contact as they wanted with people they liked”, or that “they had adequate social contact with people. These figures were far higher when compared to the other service user groups.
- None of the service users who received the ‘adults with a learning disability in residential care’ survey said that they had “little social contact with people and felt socially isolated.”
- 63.7% of service users agreed that care and support services help them in having social contact with people. This compares favourably to the national figure of 55.6% and regional figure of 55%. The highest response in this category was from adults with learning disabilities in residential care with a figure of 93.8%.
- The opinions of residents in their own home were evenly split with 50.4% suggesting care and support services did help them and 49.4% stating they did not.

Question 9 – Which of the following statements best describes how you spend your time?

Almost two thirds of service users believe that “they spend time doing as they want” or “are able to do enough of the things that they value or enjoy”. Fewer than 10% of respondents stated that they don’t do anything that they value or enjoy with their time. A majority of service users also state that care and support services assist them in the way they spend their time.

- Overall, 64.9% of service users answered that they “are able to spend their time as they want, doing thing they value or enjoy”, or that they “are able to do enough of the things they value or enjoy.” This is an improvement on last year, where 60% of service users responded this way and is similar to the national figure of 65% and the regional figure of 66.3%.
• Over 92% of respondents who received the learning disabilities questionnaire stated that they either spent their time as they wanted, doing things they value or enjoy; or, that they were able to do enough of the things they value or enjoy with their time. This is significantly higher when compared to service users in their own home (56.2%) and service users in residential care (55.2%).

• 9% of respondents stated that “they didn’t do anything they valued or enjoyed with their time”. This is an increase of 0.1 percentage point when compared to the previous survey. This is also higher than the national figure of 7.3% and regional figure of 7.5%.

• None of adults with learning disabilities in the community or adults with learning disabilities in residential care chose the “I don’t do anything I value or enjoy with my time” category. Residents in care homes were the service user group who had the highest response with this statement with a figure of 14.4%.

• 61.1% of service users stated that care and support services did help in the way they spent their time. This compares favourably to the national figure of 53.6% and regional figure of 52.8%. The highest response was from adults with a learning disability in residential care, where 100% agreed that care and support services helped them with the way they spent their time.

• 37.9% of service users stated that support services did not help them in the way they spent their time. The highest response for this category was from residents in their own home with a figure of 58%.

Question 10 – Which of these statements best describes how having help to do things makes you think and feel about yourself?

A majority of service users across all categories believe that having help makes them feel better about themselves. Overall 24.6% of respondents stated having help did not affect the way they thought and felt about themselves. Fewer than 10% of service users stated that having help sometimes undermines or completely undermines the way they think and feel about themselves.

• 65.5% of service users said that having help “made them think and feel better about themselves.” This has improved on the 2010/11 result, where 61.5% of service users stated this. This is higher than the national figure of 57.1% and the regional figure of 57.5%.

• 81.4% of adults with learning disabilities in the community returned the highest response figure agreeing with the statement that “having help makes me think and feel better about myself.” This was significantly higher than other service user groups.

• 24.6% of service users stated that “having help does not affect the way I think or feel about myself”. This is a decrease from the previous year where 25.6% of service users stated this.

• 9.8% of service users stated that having help either “sometimes or completely undermined the way I think and feel about myself.” This is an improvement on the 2010/11 results of 12.9%. This compares favourably to the national figure of 11.7% and regional figure of 10.9%. The highest user group response was from residents in care homes with a figure of 20.6%.
Question 11 – Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?

A majority of service users state that the way they are helped and treated makes them think and feel better about themselves. Less than 8% of service users state that the way they are helped and treated sometimes or completely undermines the way they think and feel

- 64.7% of service users stated that the “way they are helped and treated makes them think and feel better about themselves”. This has increased compared to last year’s figure of 62.8 and also higher than the national figure of 58.8% and regional figure of 59.9%. Of this category adults with learning disabilities in the community had the highest response with a figure of 77.3%
- 27.5% of service users stated the way they are helped and treated does not affect the way they think or feel about themselves. This is lower than the national figure of 31.9% and regional figure of 31.7%
- 1.2% of Knowsley service users stated “The way I'm helped and treated completely undermines the way I think and feel about myself.” This mirrors the national figure of 1.2% with the North West figure slightly lower at 1.1%. Of this category residents in care home had the highest response figure of 6.3%.

Question 12 - In the past year, have you found it easy or difficult to find information and advice about support, services or benefits?

Omitting 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

- 56.9% of people said they found it very or fairly easy to find information and advice about support and services or benefits. This figure has decreased by 6.2 percentage points from the previous year’s figure of 63.1%. Knowsley’s figure is higher than the National average of 55.4% and the regional average of 55.4%.
- 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%.

Question 13 - How is your health in general?

In summary 80% of service users stated that they have very good, fair or good health. Fewer than 5% of service users stated they had “very bad” health.

- 35.5% of service users said their health was either good or very good which is an increase on the previous year of 30.6%. This is lower than the national figure of 36.4% and regional figure of 36.1%. The service users who gave the
highest response was adults with learning disabilities in the community with a figure of 68.1%.

- 20% of Knowsley service users stated their health was either bad or very bad. This is similar to the national figure of 19.8% and regional figure of 19.4%. The highest service user response to this category was from residents in their own home with a figure of 25.7%.

**Question 14a - Pain or Discomfort**

Responses for this question identified just under a third of service users stated that they had no pain or discomfort. The majority of service users stated they experienced moderate pain or discomfort, with fewer than 15% experiencing extreme pain and discomfort.

- 30.9% of our service users said they had no pain or discomfort an increase of 8.2 percentage points from the previous year of 22.7%. This compares favourably with the national figure of 30.3% and regional figure of 30.5%. The highest response from this category was from adults with learning disabilities in residential with a figure of 68.8%.
- 54.6% of respondents stated they experienced moderate pain or discomfort with residents in care homes giving the highest response with a figure of 68.2%
- 14.5% of service users experience extreme pain or discomfort. This is lower than the national figure of 15.8% and the regional figure of 16.4%. The highest response in this category was from residents in their own home with a figure of 24.7%.

**Question 14b - Anxiety or depression**

In summary, a majority of service users state they are “moderately anxious or depressed”. Fewer than 9% of respondents experience extreme anxiety or depression. Although it is worth highlighting that residents in care homes gave the highest response to this category with a figure of 13.5%.

- 41.6% of service users stated they were not anxious or depressed an increase on the previous year of 38.9%. This figure is however lower than the national average of 46.6% and regional average of 46.7%. The highest response from service users in this category was adults with learning disabilities in residential with a figure of 56.3%
- 49.6% of service users stated that they experienced moderate anxiety and depression. The majority of service users fell into this category, with adults with learning disabilities in the community giving the highest response, a figure of 53.4%
- 8.7% of respondents stated they experienced extreme anxiety and depression. This is higher than the national average of 8.3%, although lower than the regional average of 8.8%.
- 0% of adults with learning disabilities in residential experienced extreme pain and discomfort or extreme anxiety or depression.
Question 15a. Do you usually manage to get around indoors (except steps) by yourself?

In summary a majority of respondents manage to get around easily by themselves. There are however over a fifth of respondents who were unable to manage this task.

- 51% of respondents agreed that they could easily get around by themselves. This is lower than the national average of 52.8% and the regional figure of 54.4%. The highest response from was from adults with learning disabilities in the community, a figure of 84.6%
- 21.2% of service users stated they could not manage to get around by themselves. This is higher than the national figure of 17.2% and regional figure of 16%. The highest response in this category was from adults with learning disabilities in residential care with a figure of 31.3%.

Question 15b. Do you usually manage to get in and out of a bed (or chair) by yourself?

In summary a majority of service users manage to get in and out of a bed or chair by themselves. There are however nearly a quarter of respondents who were unable to manage this task.

- 54.3% of service users are able to get in and out of a bed or chair by themselves. This is lower than the national figure of 55.4% and regional figure of 57.5%. The highest response in this category was from adults with learning disabilities in the community with a figure of 89%, which is significantly higher than the other service user groups.
- Nearly a quarter (24.9%) of respondents stated that they had difficulty getting in and out of a chair by themselves. This is slightly lower than the national average of 25.7% and regional average of 25%. The highest response from this category was from residents in their own home with a figure of 34.4%, significantly higher than the other service groups.
- 20.8% of Knowsley service users are unable to get in and out of a chair or bed by themselves. This is higher than the national figure of 18.9% and regional figure of 17.6%. The highest response for this category was for residents in care home, a figure of 32.8%.

Question 15c. Do you usually manage to feed yourself?

In summary over 75% of service users manage to feed themselves without difficulty. Overall fewer than 7% of service users are unable to manage this task. In particular adults with learning disabilities in residential care appear to experience more difficulties than the other service user groups.

- 77.6% of service users stated that they could easily manage to feed themselves. This is slightly lower than the national figure of 78.2% and regional figure of 79.5%. The highest response in this category was from adults with learning disabilities in the community with a figure of 93.3%, which is significantly higher than the other service group responses.
22.4% of respondents stated that they have some difficulty feeding themselves or are unable to feed themselves. This is lower than the national figure of 22.8%, although higher than the regional figure of 20.6%. The highest response in this category was from residents in their own home with over a quarter (26.5%) agreeing with these statements.

**Question 15d. Do you usually deal with finances and paperwork - for example, paying bills, writing letters - by yourself?**

In summary more than 25% of service users can manage this task without difficulty. Over 60% of service users are unable to manage their finances and paperwork with adults with learning disabilities in the community having the most difficulty compared to other service user groups.

- 25.3% of service users stated that they could deal with finances and paperwork. This is lower than the national figure of 26.6% and regional figure of 27.8%. The highest response in this category was from residents in their own home with a figure of 35.2%.
- 60.5% of service users which accounts for the majority of respondents for this category feel that they cannot deal with finances and paperwork. This is higher than the national figure of 55.1% and regional figure of 54.2%. The highest response in this category was for adults with learning disabilities in residential care with a figure of 93.8%.

**Question 16a. Do you usually manage to wash all over by yourself, using either a bath or shower?**

This section is split into four areas and looks at hygiene and personal care. Aspects such as being able to wash all over, washing hands and face, using the toilet and being able to get dressed and undressed are key to wellbeing. Each of the questions asks how easily each of these tasks can be undertaken by the individual.

In summary just under a third of service users are able to wash all over easily. 37% of service users agreed with the statement “I can’t do this by myself” indicating this is a significant issue for a number of respondents across all service user groups.

- 31.9% of service users stated that they could manage to wash by themselves. This is lower than the national figure of 33.4% and regional figure of 36.9%. The highest response in this category was from adults with learning disabilities in the community with a figure of 51.3%, a significantly higher response than other service groups.
- 37% of respondents stated that they could not manage to wash all over by themselves. This is lower than the national average of 39.6%, although higher than the regional average of 35.3%. The highest response in this category was from adults with learning disabilities in residential with a figure of 46.7%.
Question 16b. Do you usually manage to get dressed and undressed by yourself?

In summary a majority of service users feel that they can manage easily to get dressed and undressed by themselves. Over a quarter of respondents agreed with the statement “I can’t do this by myself”. Adults with learning disabilities in residential care in particular have high response to this statement with a figure of 31.3%.

- 41.8% of service users said that they could easily get undressed and dressed by themselves. This is a decrease of 7.2 percentage points from last year’s results and is lower than the national figure of 44.8% and regional figure of 47.8%. The highest response in this category was from adults with learning disabilities in the community with a figure of 65.3%
- 32.2% of respondents stated that they had difficulty with this task. This is higher than the national average of 27.4% and regional average of 27.2%. The highest response in this category was from residents in their own home with a figure of 35.6%.
- 26% of Knowsley service users are unable to get dressed or undressed by themselves. This is lower than the national figure of 27.8%, although higher than the regional figure of 25%. The highest response in this category was from adults with learning disabilities in residential care with a figure of 31.3%.

Question 16c. Do you usually manage to use the WC/toilet by yourself?

More than 60% of service users stated that they could manage easily to use the WC/toilet by themselves. Over a fifth of respondents were unable to undertake this task, with the highest response for this category from adults with learning disabilities in residential with a figure of 31.3%

- 60.5% of service users stated that they can easily use the WC/toilet by themselves a significant decrease on last year’s results of 70.6%. This figure is lower than both the national figure of 64.4% and regional figure of 66.4%. The highest response in this category was from adults with learning disabilities in the community with a figure of 76.1%.
- 39.5% of respondents agreed with the statement “have difficulty doing this by myself” or “I can’t do this by myself”. This is a significant increase on last year figure of 29.4%. The highest user group response in this category was from adults with learning disabilities in the community with a figure of 43.8%.

Question 16d. Do you usually manage to wash your face and hands by yourself?

A majority of service users stated that they can manage to easily wash their hands and face by themselves. Over 30% of respondents either find difficulty with this task or are unable to wash at all. Just under a third of a adults with learning disabilities in residential care are the largest group that feel they can’t do this task unaided.

- 69.8% of service users agreed that that they could wash their hands and face by themselves. This is a significant decrease from the previous year’s figure of 77.4%. This figure is lower than the national figure of 73.6% and regional
figure of 74.6%. The highest response in this category was from adults with learning disabilities in the community with a figure of 80.8%.

- 15.2% of Knowsley service users cannot wash their hands and face by themselves. This is higher than the national figure of 11.8% and regional figure of 11.2%. The highest response in this category was from adults with learning disabilities in residential with a figure of 31.3%

**Question 17 - How well do you think your home is designed to meet your needs?**

In summary most service users stated that their homes met their needs very well or met most of their needs. Overall fewer than 3% of service users stated that their home was totally inappropriate for their needs.

- 85.2% of service users stated that their home either met their needs very well or met most of their needs. This is up from the previous year’s figure of 84.2%. This is lower than the national figure of 86.2% and regional figure of 87.2%. The highest response in this category was from adults with learning disabilities in the community with a figure of 94.2%
- 12.1% of the service users stated that “their home met some of their needs.” This is lower than the previous year’s figure of 13.7%. This is higher compared to the national figure of 11.4% and regional figure of 10.6%.
- 2.7% of Knowsley service users state that their home is totally inappropriate for their needs. This is higher than the national figure of 2.4% and regional figure of 2.2%. The highest response was from adults with a learning disability in residential care with a figure of 6.7%.

**Question 18 - Thinking about getting around outside of your home, which of the following statements best describes your present situation?**

Approximately 30% of service users can get to all the places that they want to with over a quarter of Knowsley service users stating they do not leave their home. The remaining 42.6% of respondents stated “at times I find it difficult to get to all the places I want to go” or “I am unable to get to all the places that I want to.”

- 29.8% of service users stated that they “can get to the places in my local area that they want”. This has increased by 1.2 percentage points compared to last year’s figure of 28.6%. This is higher than the national figure of 29.6%, although lower than the regional figure of 31.8%.
- 23.3% of respondents stated that at times they found it difficult to get to all the places in their local area that they want. This has decreased from last year’s figure of 29.2%. This is lower than the national average of 25.6% and regional average of 26.2%. The category with the highest response was from residents in their own home with a figure of 29.5%.
- 19.3% of respondents stated “I am unable to get to all the places in my local area that I want.” This is significantly less than the previous year’s figures of 30%. This compares to the national average of 21.1% and the regional average of 20.9%.
- 27.6% of Knowsley Service Users do not leave their own home. This compares to the national figure of 23.6% and regional figure of 21.1%. The
highest response from this category was from residents in care homes with a figure of 31.5%.

**Question 19 - Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?**

A majority of service users receive help from either someone living in the same household or from someone living in another household. Overall a fifth of respondents received no practical help on a regular basis.

- 92.5% of service users stated that they received help from a household member or someone who lived at another address. This is lower than the previous year’s figure of 95.5%. This is higher than the national figure of 90.9% and regional figure of 92.2%. The highest response in this category was from residents in their own home with a figure of 95.8%.
- 19.9% of respondents stated that they did not receive any help on a regular basis. This is higher than the national average of 19.6% and regional average of 17.9%. The highest response in this category was from adults with learning disabilities in residential care with a figure of 53.3%.

**Question 20 - Do you buy any additional care or support privately or pay more to 'top up' your care and support?**

In summary a majority of service users do not top up their care or buy additional support. The other 40.3% of respondents do buy additional support by either using their own money or money from family members.

- 65.2% of service users stated that they did not buy additional support or services. This is higher than the national figure of 64.4% and regional figure of 64.2%. The highest response from this category was from adults with learning disabilities in residential care with a figure of 93.8%.
- 40.3% of respondents stated that they did buy additional care and support. This is a significant increase on the previous year’s figures of 29.5%. This is higher than the national average of 38.2% and regional average of 38.7%. The highest response from this category was from residents in care homes with a figure of 41.8%.

**Question 21 - Did you write the answers to this questionnaire by yourself or did you have help from someone else?**

- 24.9% of service users wrote the answers to the questions themselves. This is a decrease of 6.4 percentage points from 31.5% from the previous year. This is lower than the national figure of 31.3% and regional figure of 34.5%.
- 75.1% of respondents had assistance writing the answers to the questionnaire. This is an increase of the previous year’s figures of 68.5%. This is higher than the national average of 68.8% and regional average of 65.5%.

**Question 22 - What type of help did you have?**
A majority of service users received help in the form of another individual reading the questions to them. This was closely followed by someone else writing the answers on their behalf. It is worth highlighting that just over 10% of responses, someone answered for the service user without asking them the question.

- 23% of service users completed the questionnaire themselves with no additional support. This is less than the previous year’s figure of 29.2%. This is lower than the national average of 28.7% and regional average of 33.7%.
- 42.8% of respondents stated that someone else read the questions to them. This is higher compared to the national figure of 40.3% and regional figure of 36.8%.
- 19.5% of respondents stated that someone else translated the questions for them. This is higher than both the national and regional average of 15.2%.
- 37.3% of Knowsley service users stated that someone else wrote down the answers for them. This is higher than the national figure of 35.6% and regional figure of 32.4%.
- 28.3% of respondents stated they talked through the questions with someone else. This is similar to the national figure of 28.2% although higher than the regional figure of 26%.
- 10.5% of service users stated that someone answered for them, without asking them the questions. This is higher compared to the national average of 8.5% and regional average of 7.2%.
7. Appendix 2 – Charts

Question 1 - Overall, how satisfied or dissatisfied are you with the care and support services you receive?

- Model Questionnaire
  - I am extremely satisfied: 30.7%
  - I am very satisfied: 32.0%
  - I am quite satisfied: 26.4%
  - I am neither satisfied nor dissatisfied: 0.4%
  - I am quite dissatisfied: 0.8%
  - I am very dissatisfied: 0.7%
  - I am extremely dissatisfied: 0.8%

- For Adults with Learning Difficulties questionnaire
  - I am very happy with the way staff help me, it’s really good: 77.0%
  - I am quite happy with the way staff help me: 14.1%
  - The way staff help me is OK: 8.1%
  - I don’t think the way staff help me is that good: 0.7%
  - I think the way staff help me is really bad: 0.4%
**Question 2 - 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?**

**Model Questionnaire**

- 27.3% - Very bad
- 23.4% - Bad
- 32.7% - Alright
- 8.9% - Good
- 3.7% - Very good
- 2.8% - So good, it could not be better
- 1.2% - So bad, it could not be worse

**Question 2- 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?**

**For Adults with Learning Difficulties questionnaire**

- 44.4% - My life is really terrible
- 35.6% - My life is mostly bad
- 20.0% - My life is OK, some good things, some bad things
- 4.4% - My life is mostly good
- 0.0% - My life is really great
Question 3a – Which of the following statements best describes how much control you have over your daily life?

- I have as much control over my daily life as I want
- I have adequate control over my daily life
- I have some control over my daily life but not enough
- I have no control over my daily life

Question 3b – Do care and support services help you in having control over your daily life?

- Yes
- No
**Question 4a – Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?**

**Question 4b – Do care and support services help you in keeping clean and presentable in appearance?**
Question 5a – Thinking about the food and drink you get, which of the following statements best describes your situation?

- I get all the food and drink I like when I want
- I get adequate food and drink at ok times
- I don’t always get adequate or timely food and drink
- I don’t always get adequate or timely food and drink, and I think there is a risk to my health

Question 5b – Do care and support services help you get food and drink?

- Yes
- No

Overall
Residents in their own home
Residents in care homes
Adults with LD in the community
Adults with LD in residential
Question 6a – Which of the following statements best describes how clean and comfortable your home is

- My home is as clean and comfortable as I want
- My home is adequately clean and comfortable
- My home is not quite clean or comfortable enough
- My home is not at all clean or comfortable

Question 6b – Do care and support services help you in keeping your home clean and comfortable?

- Yes
- No
Question 7a – Which of the following statement best describes how safe you feel?

- I feel as safe as I want
- Generally I feel adequately safe, but not as safe as I would like
- I feel less than adequately safe
- I don’t feel at all safe

Question 7b – Do care and support services help you in feeling safe?

- Yes
- No
Question 8a – Thinking about how much contact you’ve had with people you like, which of the following statements best describes your social situation?

<table>
<thead>
<tr>
<th>Social Contact</th>
<th>Overall</th>
<th>Residents in their own home</th>
<th>Residents in care homes</th>
<th>Adults with LD in the community</th>
<th>Adults with LD in residential</th>
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<tbody>
<tr>
<td>I have as much social contact as I want with people I like</td>
<td>60%</td>
<td>50%</td>
<td>70%</td>
<td>60%</td>
<td>60%</td>
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<tr>
<td>I have adequate social contact with people</td>
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<td>I have some social contact with people, but not enough</td>
<td>20%</td>
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<tr>
<td>I have little social contact with people and feel socially isolated</td>
<td>10%</td>
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Question 8b – Do care and support services help you in having social contact with people?

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<tr>
<th>Help</th>
<th>Overall</th>
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<tr>
<td>Yes</td>
<td>90%</td>
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<td>No</td>
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Question 9a – Which of the following statement best describes how you spend your time?

- I'm able to spend my time as I want, doing things I value or enjoy
- I'm able to do enough of the things I value or enjoy with my time
- I do some of the things I value or enjoy with my time but not enough
- I don't do anything I value or enjoy with my time

Question 9b – Do care and support services help you in the way you spend your time?

- Yes
- No
Question 10 – Which of these statements best describes how having help to do things makes you think and feel about yourself?

- Having help makes me think and feel better about myself
- Having help does not affect the way I think and feel about myself
- Having help sometimes undermines the way I think and feel about myself
- Having help completely undermines the way I think and feel about myself

Question 11 – Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?

- The way I'm helped and treated makes me think and feel better about myself
- The way I'm helped and treated does not affect the way I think or feel about myself
- The way I'm helped and treated sometimes undermines the way I think and feel about myself
- The way I'm helped and treated completely undermines the way I think and feel about myself
Question 12 - In the past year, have you found it easy or difficult to find information and advice about support, services or benefits?

Question 13 - How is your health in general?
Question 14a - Pain or Discomfort

I have no pain or discomfort
I have moderate pain or discomfort
I have extreme pain or discomfort

Question 14b - Anxiety or depression

I am not anxious or depressed
I am moderately anxious or depressed
I am extremely anxious or depressed

Overall
Residents in their own home
Residents in care homes
Adults with LD in the community
Adults with LD in residential
Question 15a. Do you usually manage to get around indoors (except steps) by yourself? How easily it is for people to get around by themselves

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Question 15b. Do you usually manage to get in and out of a bed (or chair) by yourself?

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Question 15c. Do you usually manage to feed yourself?

Question 15d. Do you usually deal with finances and paperwork - for example, paying bills, writing letters - by yourself?
Question 16a. Do you usually manage to wash all over by yourself, using either a bath or shower?

Question 16b. Do you usually manage to get dressed and undressed by yourself?
Question 16c. Do you usually manage to use the WC/toilet by yourself?

Question 16d. Do you usually manage to wash your face and hands by yourself?
**Question 17 - How well do you think your home is designed to meet your needs?**

- My home meets my needs very well (80%)
- My home meets most of my needs (60%)
- My home meets some of my needs (40%)
- My home is totally inappropriate for my needs (20%)

**Question 18 - Thinking about getting around outside of your home, which of the following statements best describes your present situation?**

- I can get to all the places in my local area that I want (70%)
- At times I find it difficult to get to all the places in my local area that I want (30%)
- I am unable to get to all the places in my local area that I want (10%)
- I do not leave my home (5%)

Overall
Residents in their own home
Residents in care homes
Adults with LD in the community
Adults with LD in residential
Question 19 - Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?

Question 20 - Do you buy any additional care or support privately or pay more to 'top up' your care and support?
Question 21 - Did you write the answers to this questionnaire by yourself or did you have help from someone else?

Question 22 - What type of help did you have?