

Central Bedfordshire Council
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Adult Social Care Survey

2015-16

Report



Background

This report provides the findings of The Personal Social Services Adult Social Care Survey (ASCS) of Central Bedfordshire residents on the services and support they receive from adult social care in 2015-16

In 2015-16, Central Bedfordshire Council provided social services support to 4323 adults. The aim of the survey is to measure the extent to which the lives of these adults have improved as a result.

The ASCS for England is an annual survey and took place for the fifth time in 2015-16. 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

Methodology

A random sample of 858 people in receipt of (community based and residential or nursing care) services on 17th December 2015 were taken from SWIFT. The sample was confirmed with social work teams and care homes in line with national guidance, to check the capacity of those being invited to take part. Substitutes were selected where people did not have the capacity to take part and then the final sample was sent a postal questionnaire during January to March 2016. 375 people responded, giving a response rate of 43.7%.

3.0 Headline Findings

This section provides summary of the headline survey results for 2015-16.

Results have been compared to 2014-15 data and the national and regional data where it has been appropriate to do so. It is important to note that a different sample of people have been surveyed each year therefore changes in the perception of the services are general and not an individual feelings over a comparable period of time.

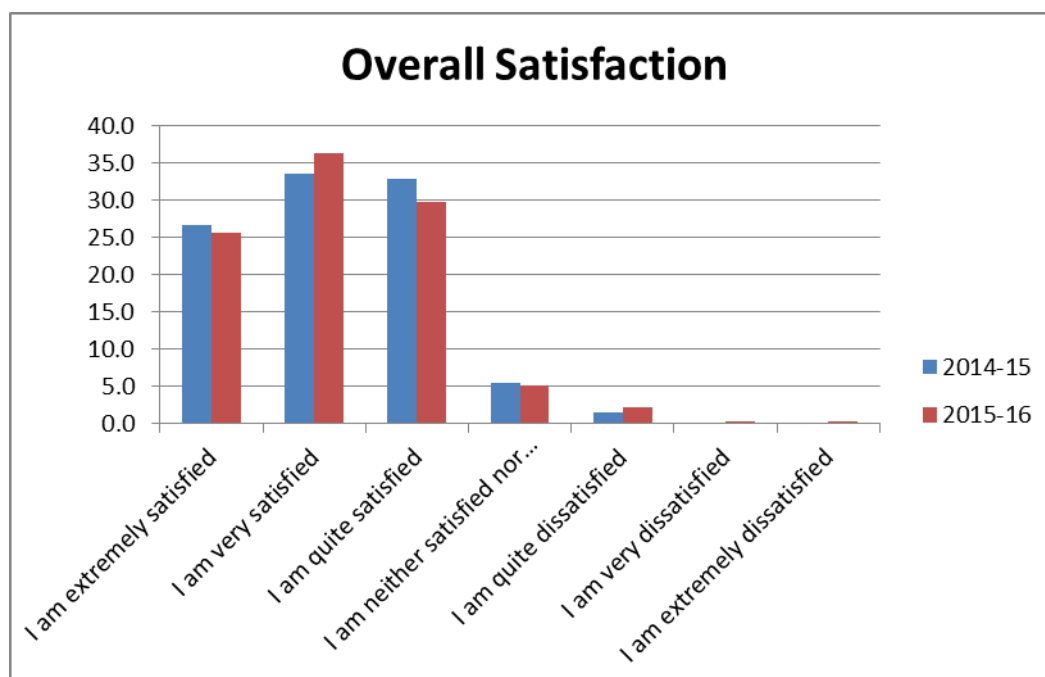
3.1 Care and Support in Central Bedfordshire

Overall satisfaction

Overall 62% of service users stated that they were very or extremely satisfied with the care and support services they received, this is slightly higher than last year's figure of 60%, the national levels are currently 64.4%, which is slightly below the regional average of 64.5%.

Figure 1 – Overall Satisfaction with care and support

Figure 1 illustrates the combined response proportions recorded by service users for question 1.



Quality of life

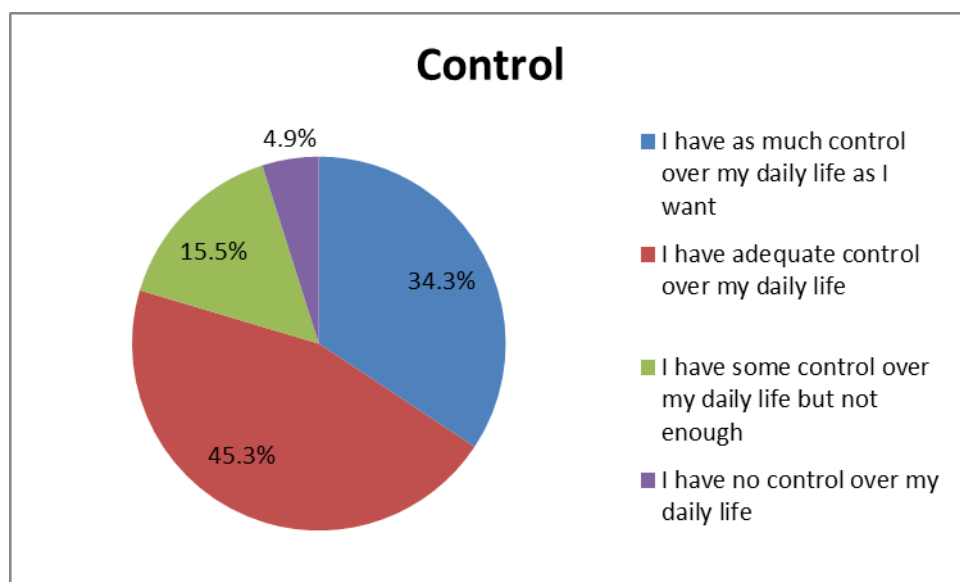
31.8 per cent of respondents reported their quality of life was so good; it could not be better, or very good (down from 33.3 per cent in 2014-15). This is compared to the national average score of 31.1 per cent.

4.8 per cent reported their quality of life was bad, and 2.3 per cent reported their quality of their life was very bad or so bad, it could not be worse.

Control

34.3 per cent reported they have as much control as they want over their daily life (up from 33 per cent from 2014-15) and 45.3 per cent reported they have adequate control (up 1.4). 15.5 per cent reported they have some control but not enough, and 4.9 per cent reported they have no control.

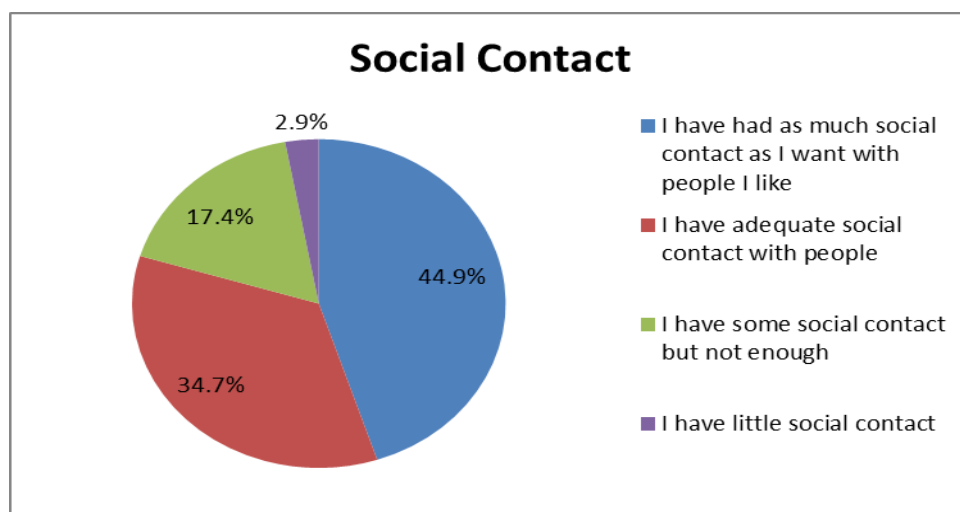
Figure 2 – Control over daily life



Social Contact

44.9 per cent of respondents said they had as much social contact as they wanted with people they liked (up 1.1 per cent from 2014-15). However, 17.4 had some social contact but did not feel it was enough (down from 18.3 in 2014-15) and 2.9 per cent had little social contact and felt socially isolated. These changes broadly reflect the national picture.

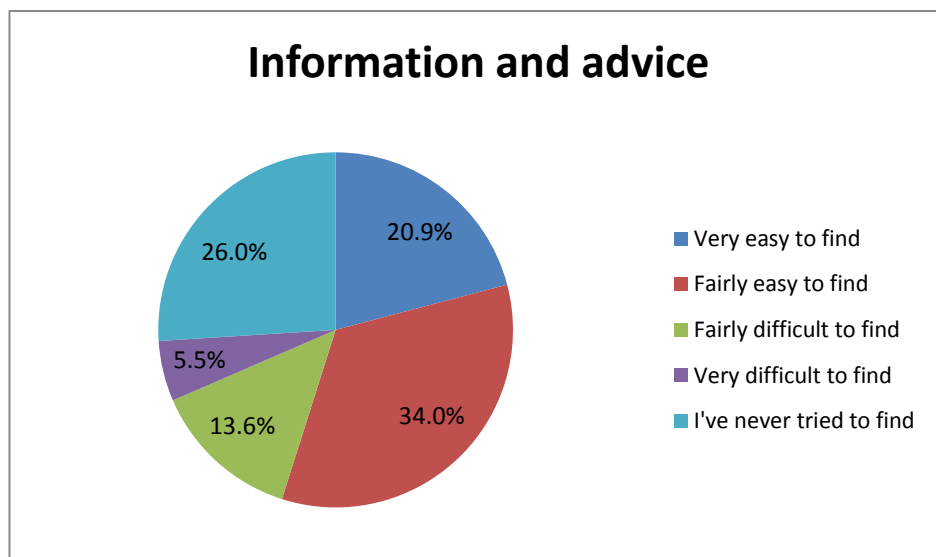
Figure 3 – Social Contact with people I like



Access to information and advice

54.9 per cent of respondents found it very easy or fairly easy to find information or about support services or benefits. This is a 2 per cent increase from 2014-15. 5.5 per cent found it fairly difficult to find information and 6 per cent found it very difficult to find information.

Figure 4 – Ease of finding information, advice and support and services



Getting around

28.8 per cent of respondents are able to get to all the local places they want. 20.7 per cent of respondents are unable to get to all the local places and 29.1 do not leave their homes,

Safety

64.4 per cent of respondents reported feeling as safe as they want, and 29.9 per cent said they generally feel adequately safe but not as safe as they want to.

Safety was a concern for 5.7 per cent of respondents who felt less than adequately safe or not safe at all.

Buying Additional Care

There has been a 6 per cent increase to 31.5 per cent of customers that now buy more care and support with their own money in 2015-16. This is 4.5 more than the national average.

Health

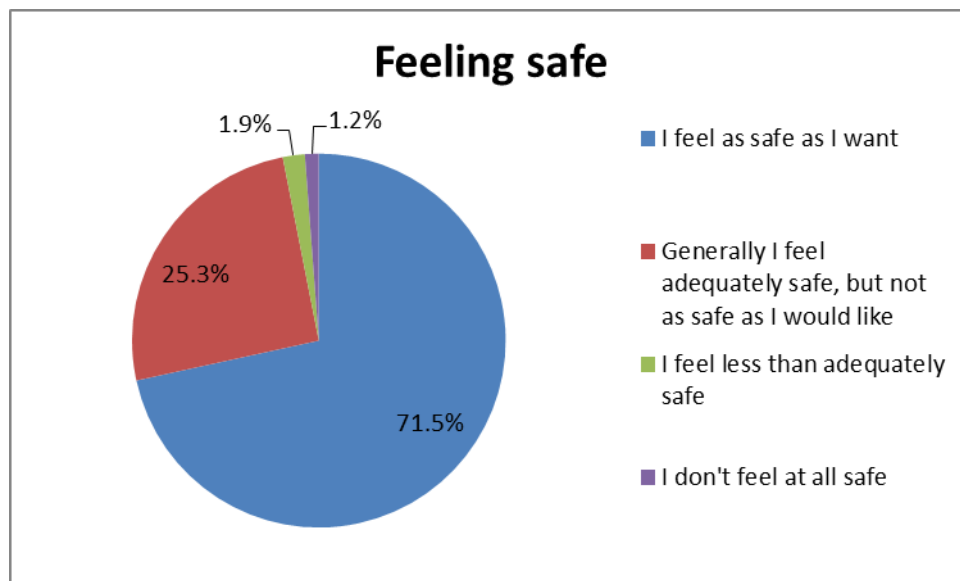
Customers have scored higher on most of the health related questions this year in comparison to 14-15.

36.5 per cent experiencing no pain or discomfort, a 4.2 per cent increase

55.7 per cent were not anxious or in pain, a 9.2 per cent increase

Figure 5- Feeling safe

71.5 of residents reported feeling as safe as they want. A very small amount of residents didn't feel safe at all (1.2%) or felt less than adequately safe (1.9%).



Adults with learning disability

Adults with a learning disability are more positive about the support they receive than any other service group with 95.3% reporting overall satisfaction with the services they receive.

3.3 ASC outcomes framework

Table 15 below shows those ASCOF measures which are derived from the results of the 2015-16 ASCS data compared to those previous years (where it is possible to calculate these in a way which is comparable across years).

The framework supports the comparison of the outcomes and experience of care and support for different groups of users and carers, and allows a focus on different themes.

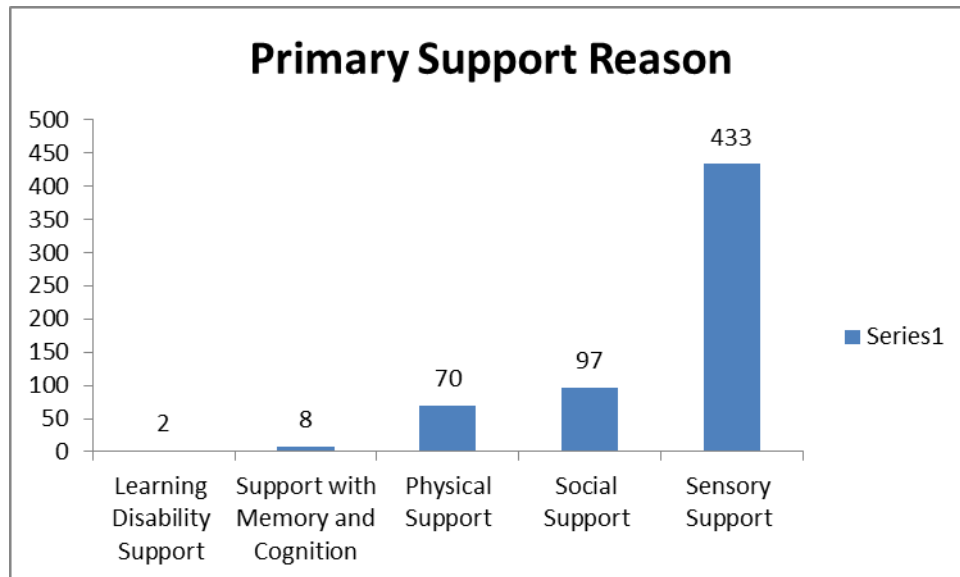
When interpreting comparisons we need to be mindful that a wide range of factors, including levels of care need and people's expectations of care and support, may have an impact on their outcomes and their satisfaction with their care.

Figure 6 – Outcomes framework

	2011-12	2012-13	2013-14	2014-15	2015-16
(1A) Social Care - related quality of life	19	19.1	18.8	19.1	19.4
(1B) The proportion of people who use services who have control over their daily Life	81.9%	81%	79%	77%	80%
(1I) Proportion of people who use services and their carers, who reported that they had as much social contact as they would like			46%	44%	45%
(3A) Overall satisfaction of people who use service with their care and support	64.3%		64%	63%	65%
(3D) The proportion of people who use services and carers who find it easy to find information about services	51.7%	79.7%	73%	73%	74%
(4A) The proportion of people who use services who feel safe	66.7%	66%	66%	71%	72%
(4B) The proportion of people who use services who say that those services have made them feel safe and secure	70.6%	76.8%	76%	79%	88%

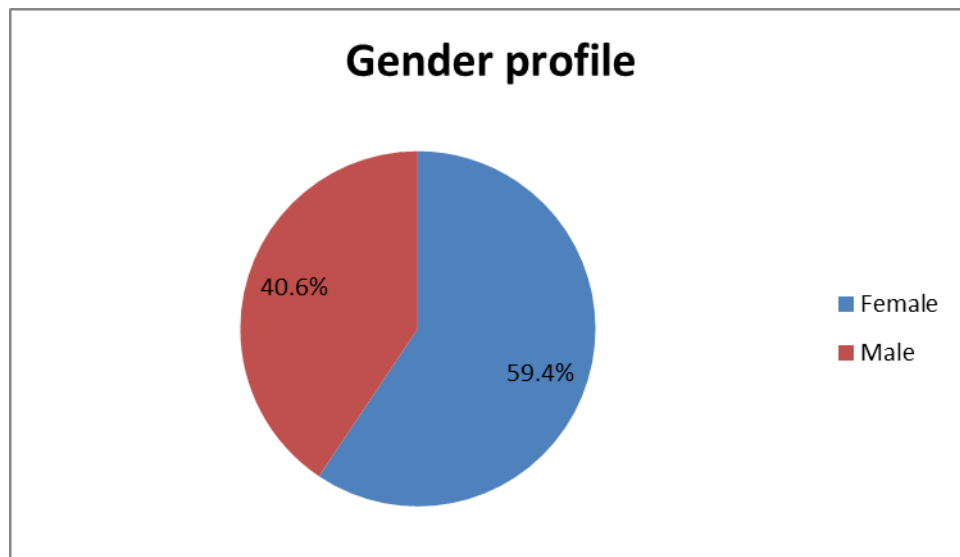
Appendix 1 Customer profile Results

Primary Support Reason



Primary Support Reason and Support Setting

Gender profile



Age Profile

