



Adult Social Care Survey

2016-17

Report

Background

This report provides the findings of the Adult Social Care Survey (ASCS) of Central Bedfordshire residents on the services and support they receive from adult social care in 2016-17.

In December 2016, Central Bedfordshire Council had 3,150 eligible service users from which the sample was drawn. The aim of the survey is to measure the extent to which the lives of these adults have improved as a result of receiving adult social care support.

The ASCS for England is an annual survey which took place for the sixth time in 2016-17. 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 the following 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.
- 1I (1) - Proportion of people who use services who reported that they had as much social contact as they would like.
- 3A - Overall satisfaction of people who use services with their care and support.
- 3D - The proportion of people who use services and find it easy to find information about services.
- 4A - The proportion of people who use services who feel safe.

Methodology

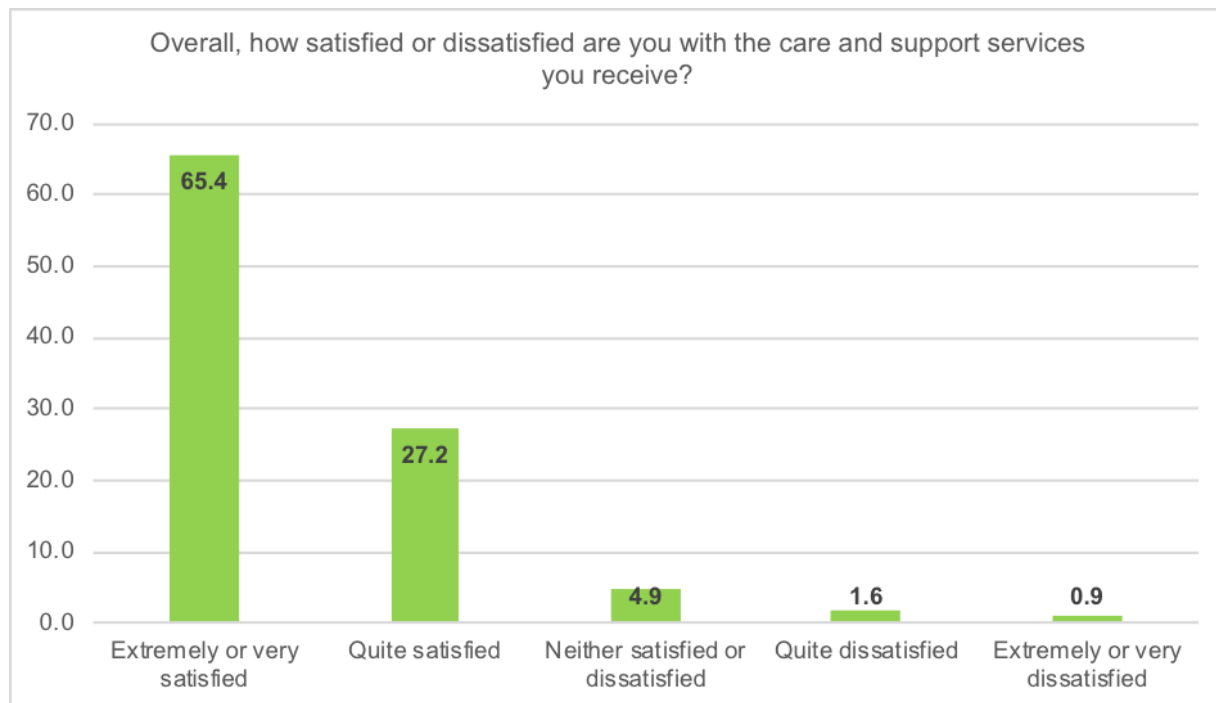
A random sample of residents in receipt of (community-based and residential or nursing care) services on 5th December 2016 was taken from SWIFT (the Council's adult social care database). The sample was confirmed with social work teams and care homes in line with national guidance, to check the capacity of those being invited to take part. Substitutes were selected where people did not have the capacity to take part. During January, February and March 2017 967 postal questionnaires were dispatched, with 441 completed surveys returned, giving a response rate of 45.6%. A further 61 (6.3%) of surveys returned blank.

Results have been compared to previous years 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's feelings over a comparable period of time.

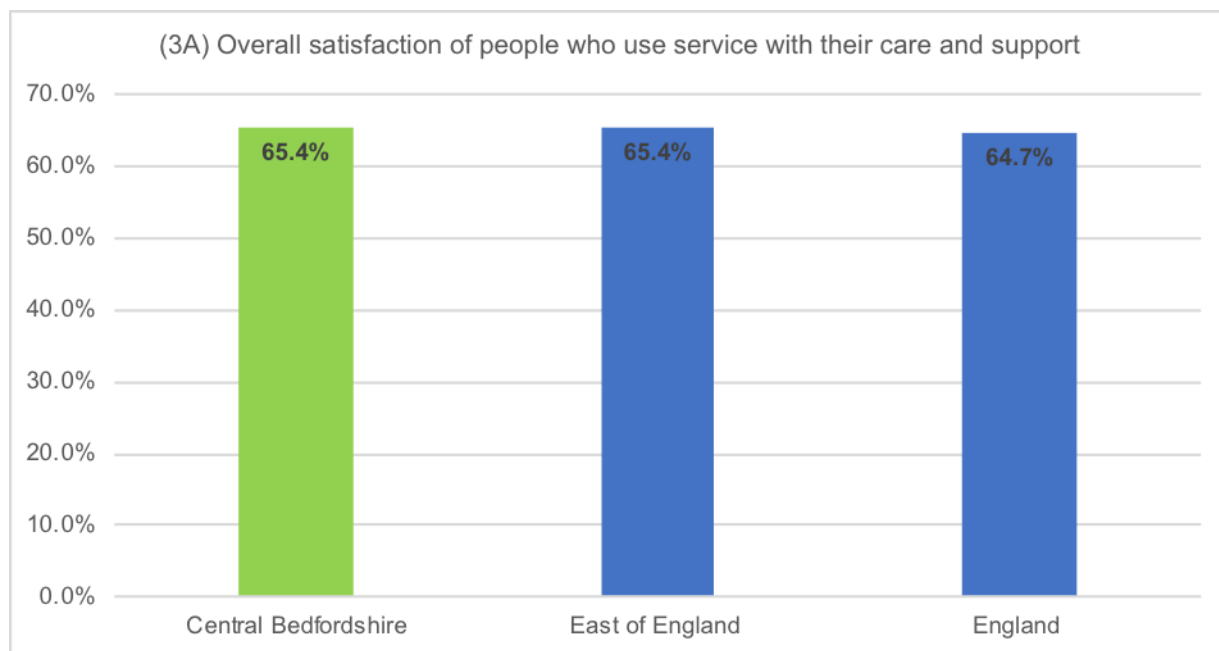
More information relating to the survey and published data can be viewed at [NHS Digital](#)

Overall satisfaction of people who use services with their care and support (ASCOF 3A).

Overall 65.4% of respondents stated that they were extremely or very satisfied with the care and support services they received, slightly higher than 64.8% in 2015/16. Less than 1% of respondents were extremely or very dissatisfied with the care and support services they received during 2016/17.

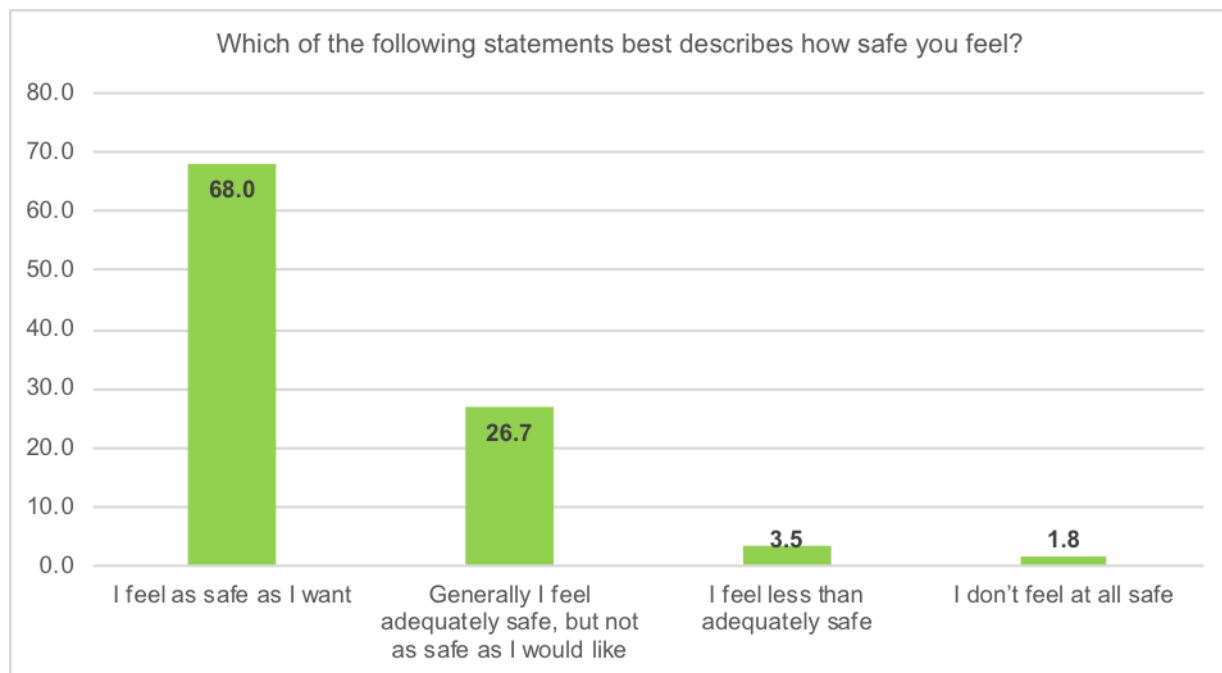


Central Bedfordshire performance is consistent with the East of England average of 65.4% and the England average of 64.7% for 2016/17.



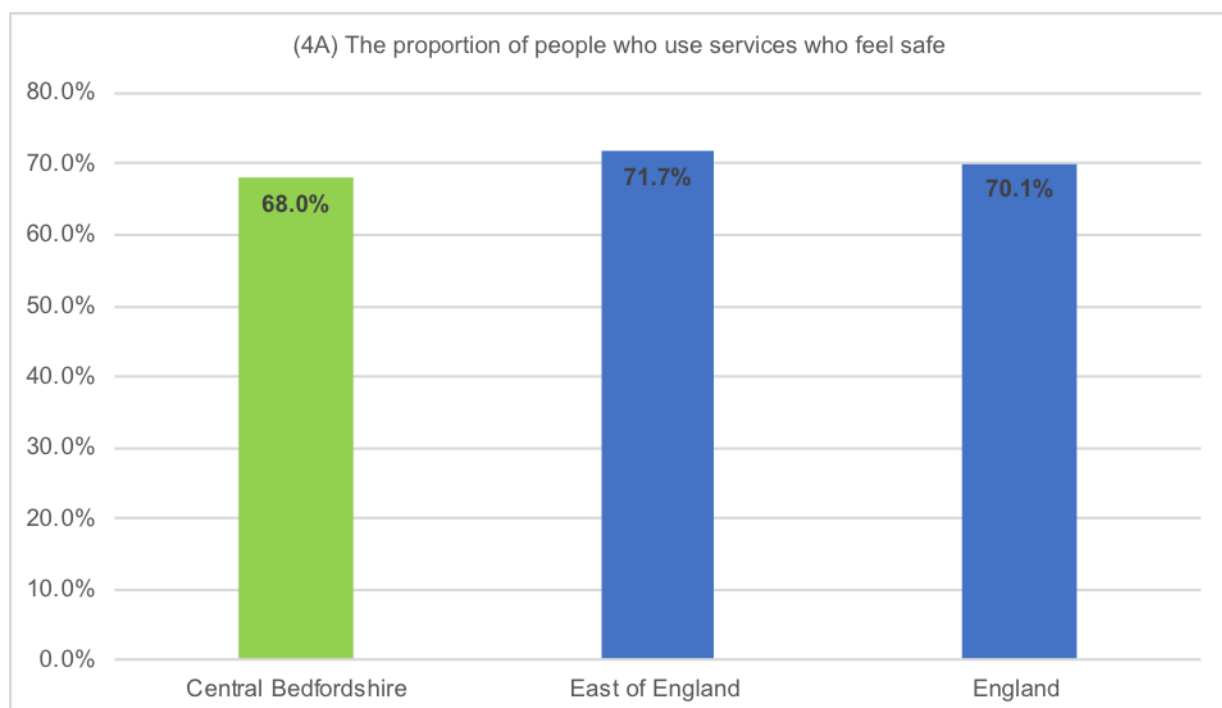
The proportion of people who use services who feel safe (ASCOF 4A).

Overall 68.0% of respondents reported feeling as safe as they want, down from 71.5% in 2015/16. A small number of respondents reported feeling less than adequately safe (3.5%) or didn't feel safe at all (1.8%).



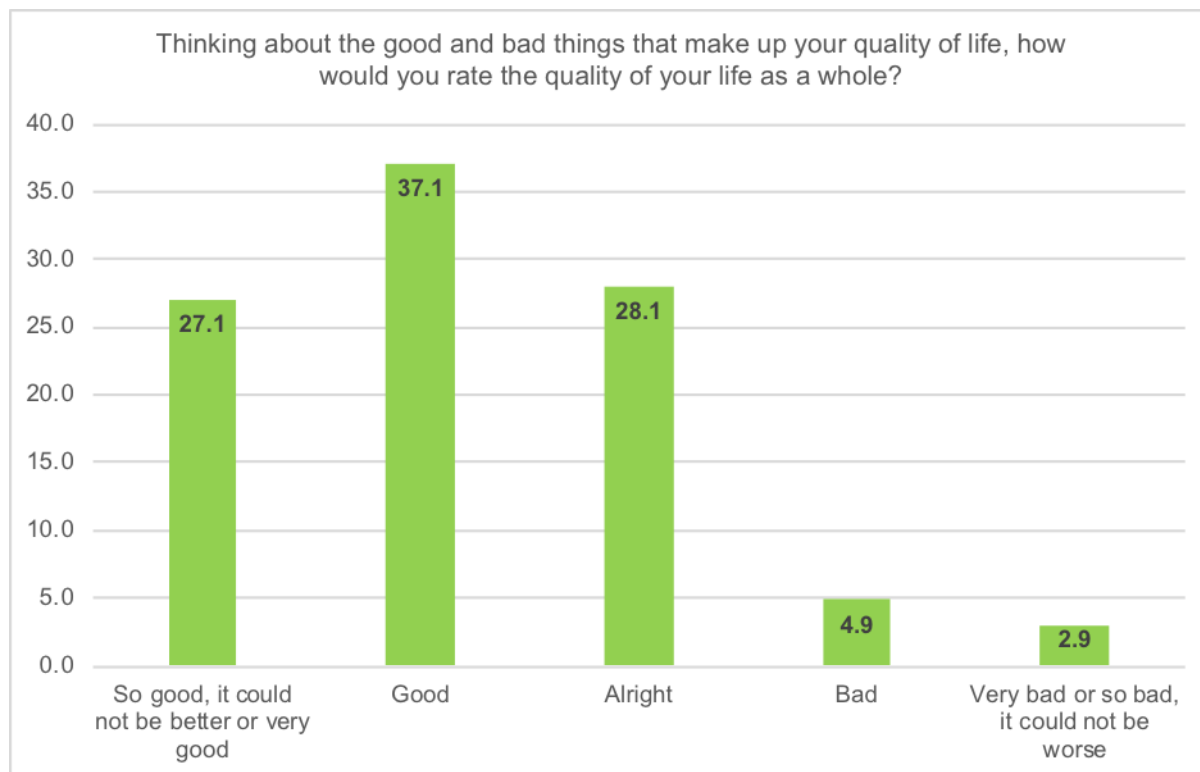
Central Bedfordshire performance is slightly lower than East of England average of 71.7% and the England average of 70.1% for 2016/17.

It should however, be noted that a statistically significant number of residents provided negative responses to this question for issues unrelated to care (e.g. street lighting, potholes etc).

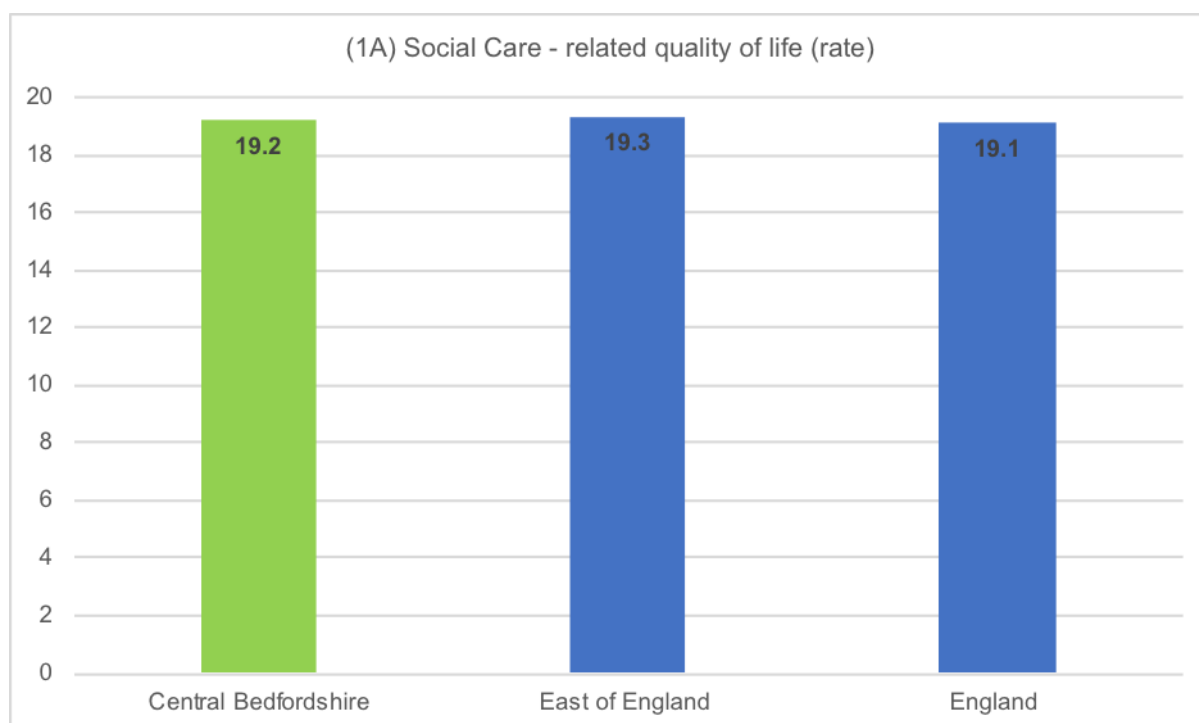


Social care related quality of life (ASCOF 1A).

Overall 64.2% of respondents reported their quality of life as either so good it could not be better, very good or good. 4.9% reported their quality of life as bad and 2.9% reported their quality of their life as very bad or so bad, it could not be worse.

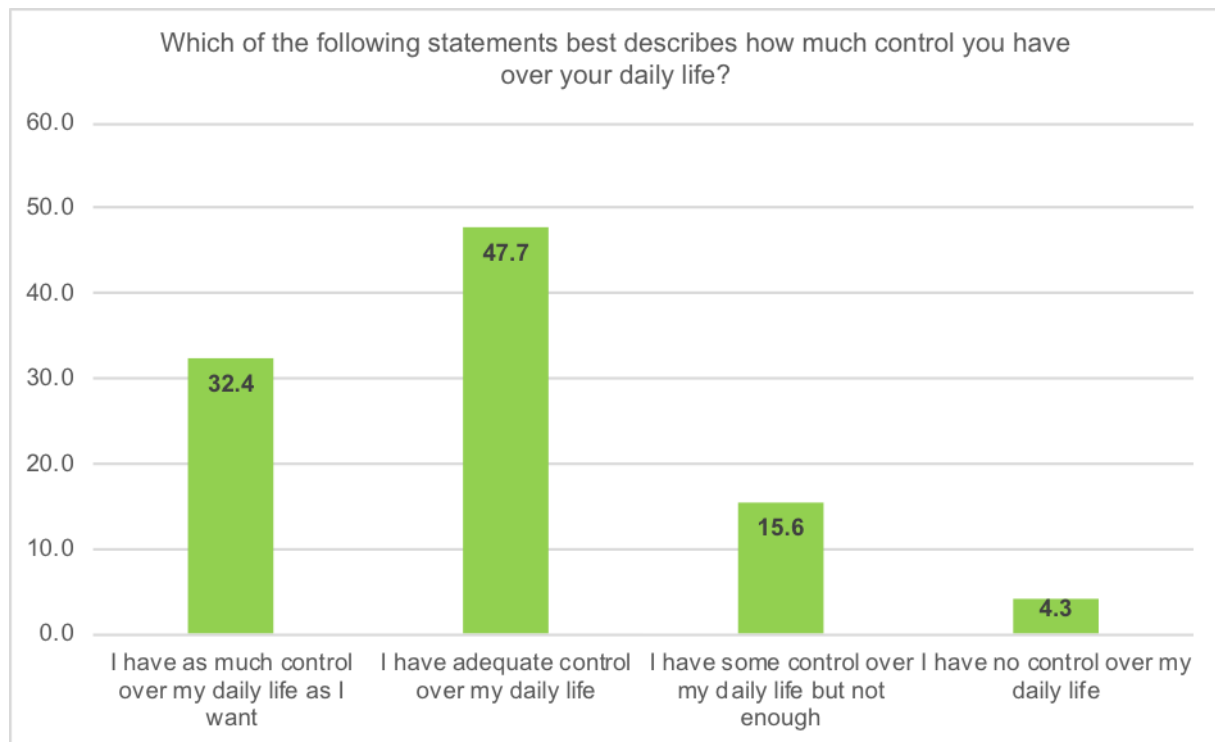


Central Bedfordshire performance is consistent with the East of England average of 19.3% and the England average of 19.1% for 2016/17. It should be noted that the ASCOF measure converts the survey data into a weighted rate.

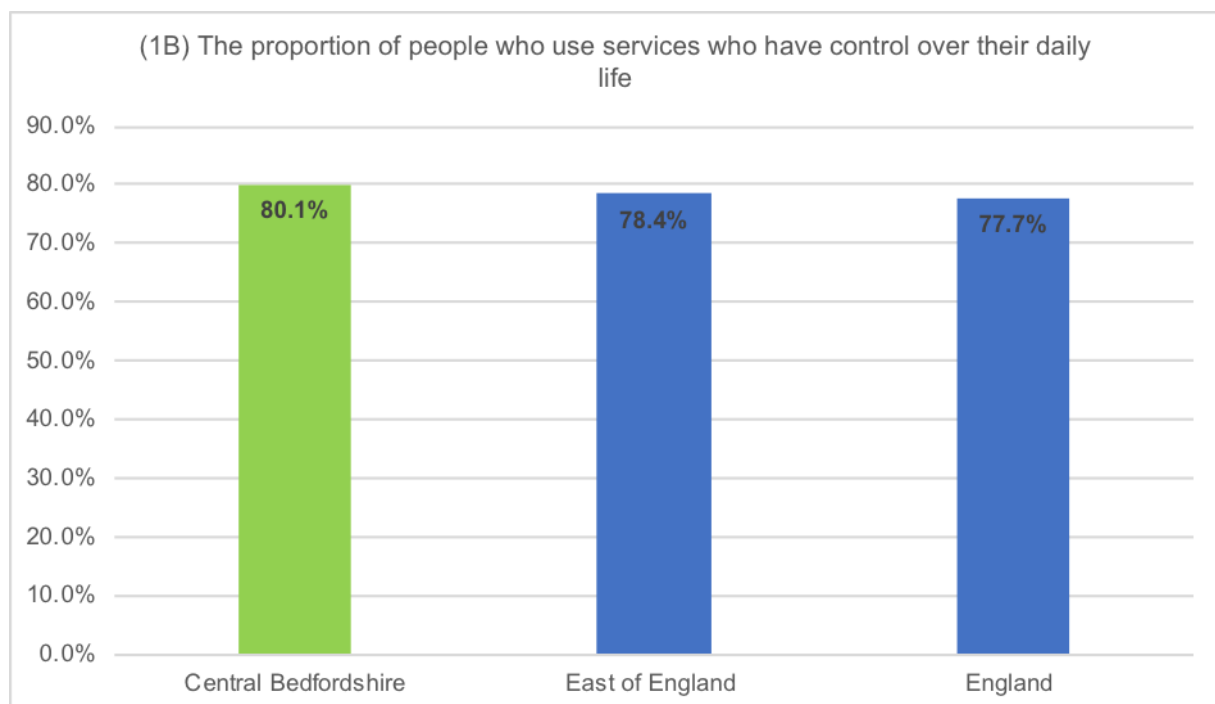


The proportion of people who use services who have control over their daily life (ASCOF 1B).

Overall 80.1% of respondents report they have as much control as they want over their daily life (32.4%) or have adequate control over their daily life (47.7%), up from 79.6% in 2015/16. Only 4.3% of respondents feel that they have no control over their daily life.

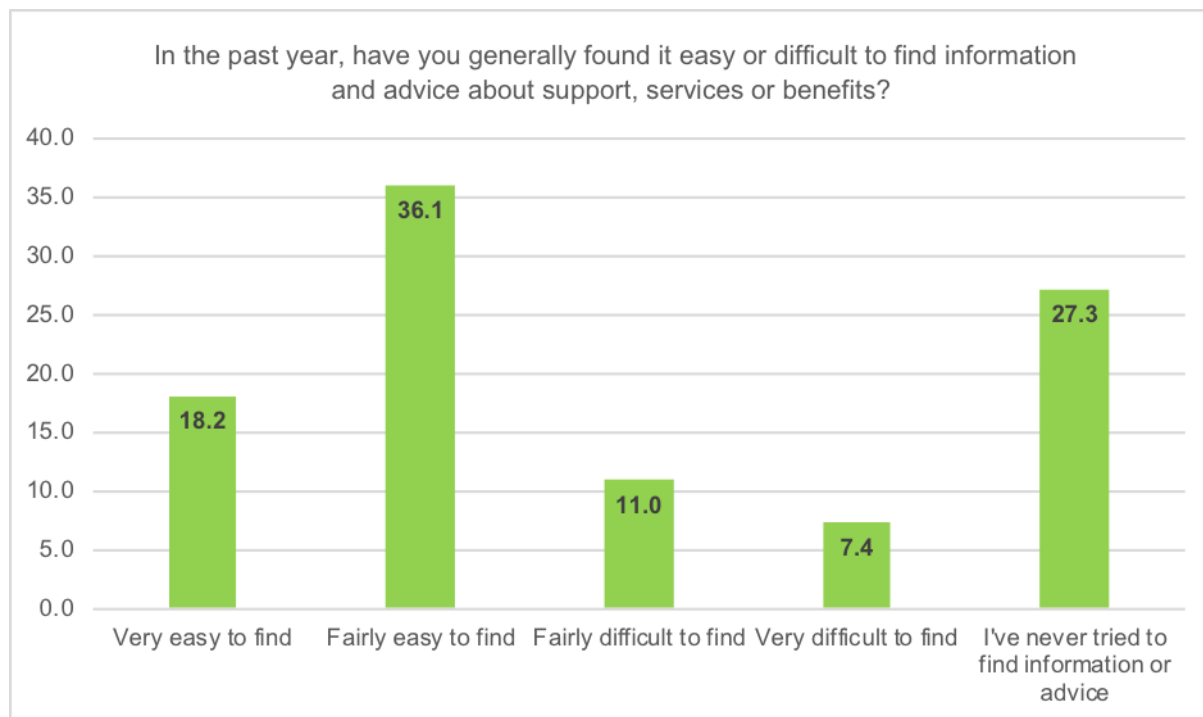


Central Bedfordshire performance of 80.1% is significantly better than both the East of England average of 78.4% and the England average of 77.7% for 2016/17.



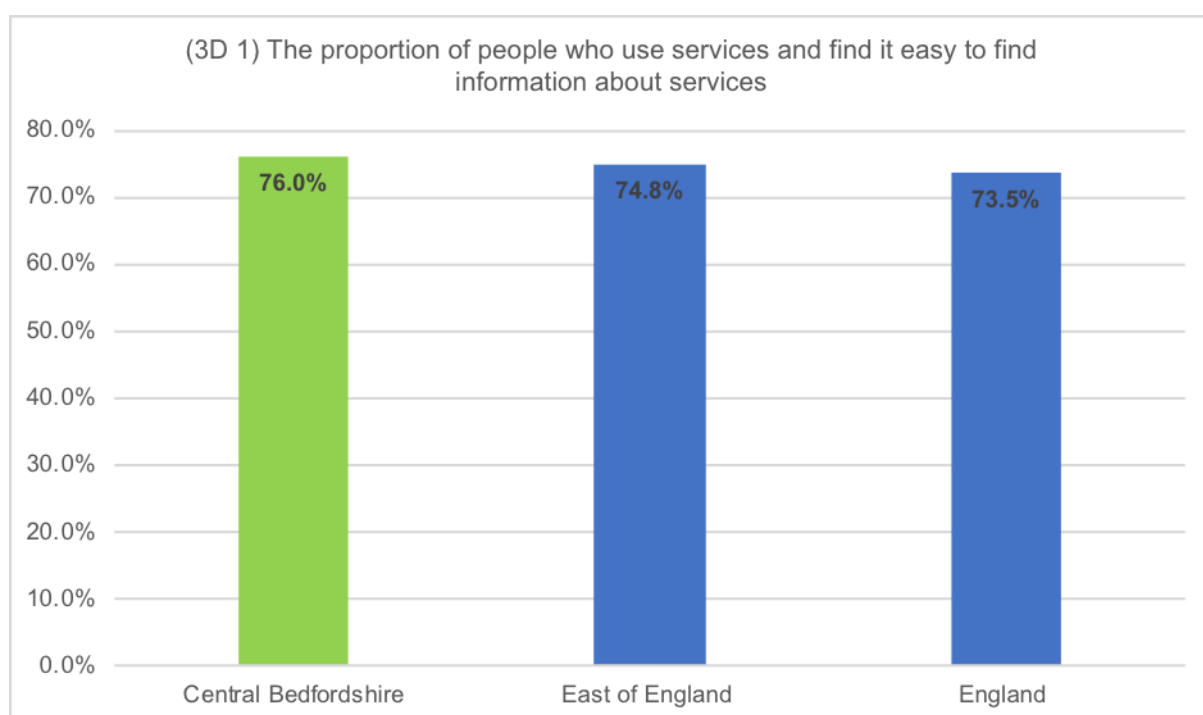
The proportion of people who use services and find it easy to find information about services - ASCOF 3D (1).

Overall 54.3% of respondents found it very easy or fairly easy to find information about support services or benefits. Less than 8% of respondents stated that they had found it very difficult to find information.



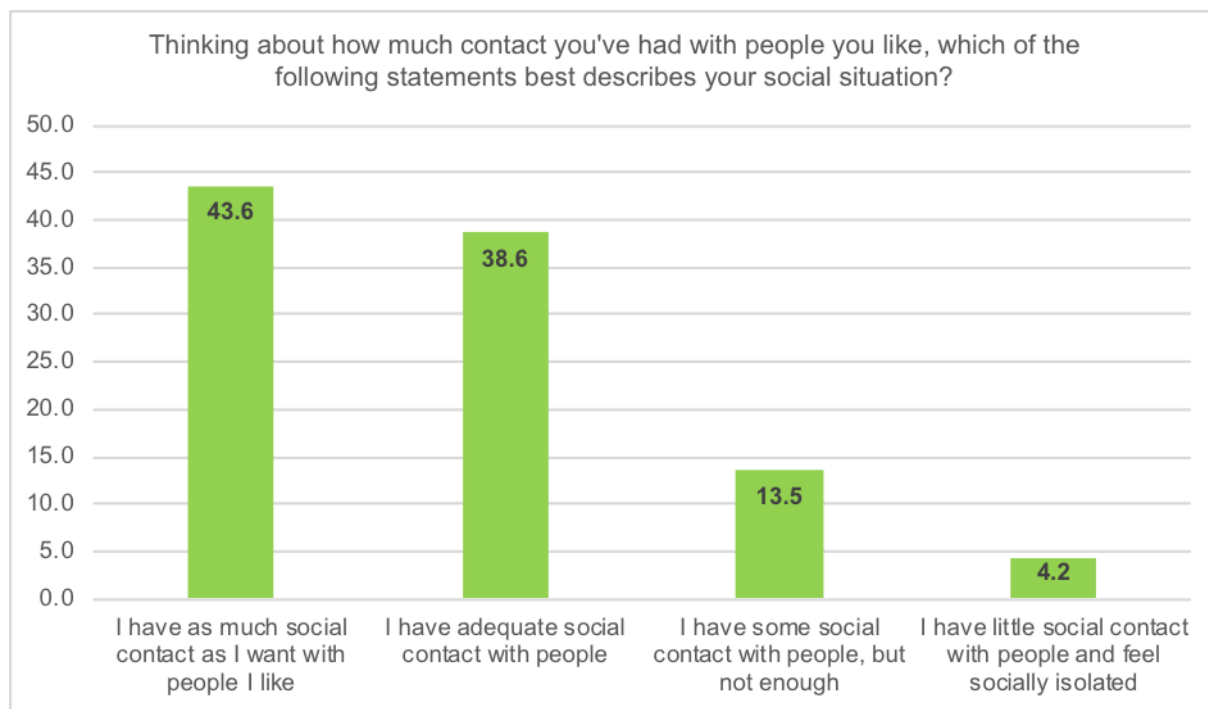
Central Bedfordshire performance of 76.0% is better than both the East of England average of 74.8% and the England average of 73.5% for 2016/17.

It should be noted that the ASCOF measure deducts non-responses (those who have never tried to find information and advice), hence the variation from the data in the previous table.

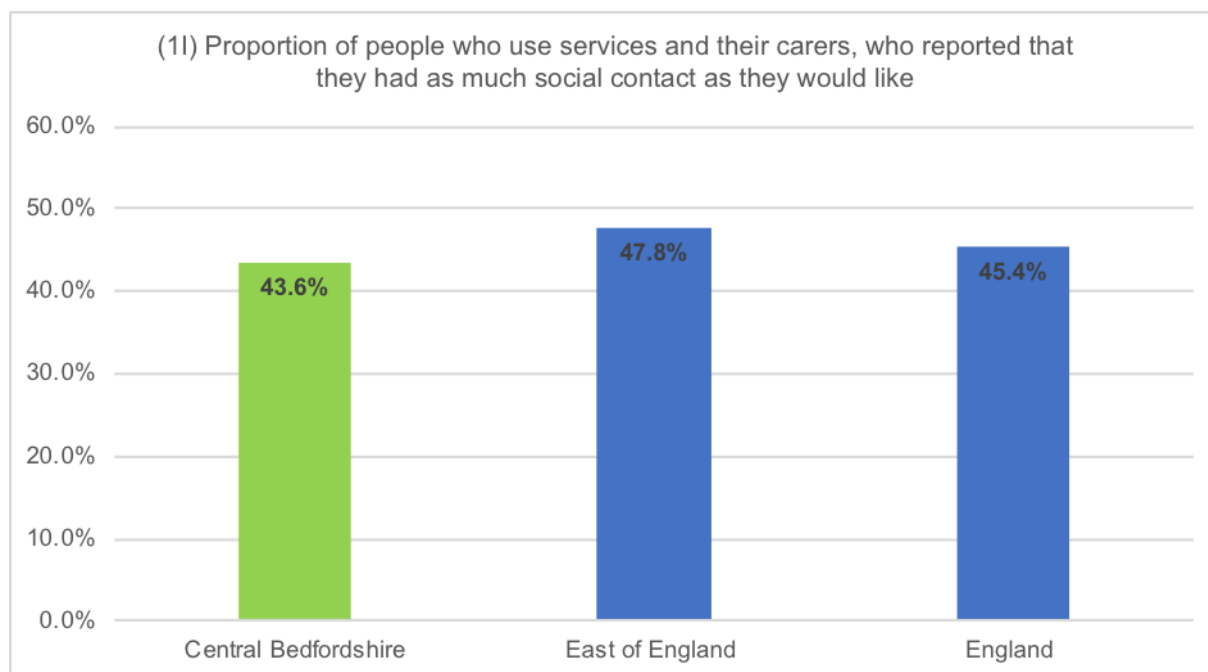


Proportion of people who use services who reported that they had as much social contact as they would like (ASCOF 11 (1)).

Overall 43.6% of respondents said they had as much social contact as they wanted, down on 44.9% in 2015/16. Less than 5% of respondents feel that they have little social contact and felt socially isolated.



Central Bedfordshire performance is slightly lower than both the East of England average of 47.8% and the England average of 45.4% for 2016/17.



Adult Social Care Outcomes Framework (ASCOF)

The table below shows those ASCOF measures which are derived from the results of the 2016-17 ASCS data compared to those previous 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.

Adult Social Care Outcomes Framework	2012-13	2013-14	2014-15	2015-16	2016-17
(1A) Social Care - related quality of life (rate)	19.1%	18.8%	19.1%	19.4%	19.2%
(1B) The proportion of people who use services who have control over their daily Life	81.0%	78.9%	76.9%	79.6%	80.1%
(1I) Proportion of people who use services and their carers, who reported that they had as much social contact as they would like	N/A	45.8%	43.8%	44.9%	43.6%
(3A) Overall satisfaction of people who use service with their care and support	66.1%	63.6%	63.0%	64.8%	65.4%
(3D) The proportion of people who use services and carers who find it easy to find information about services	75.0%	73.0%	74.3%	74.4%	76.1%
(4A) The proportion of people who use services who feel safe	66.0%	66.0%	70.8%	71.5%	68.0%
(4B) The proportion of people who use services who say that those services have made them feel safe and secure	76.8%	76.3%	79.2%	88.2%	86.3%

Other findings from the 2016/17 Adult Social Care Survey

Housing

58.3% of respondents stated that their current home was meeting their needs very well, an improvement from 52.8% in 2014/15. It is also encouraging to note that less than 1% of respondents feel that their home is totally inappropriate for their needs.

Getting around

31.7% of respondents can get to all the local places they want, compared to 25.3% in 2014/15. 25.8% of respondents reported that they do not leave their home, but this is an improvement on 30.6% in 2014/15.

Buying Additional Care

32.6% of respondents now buy more care and support with their own money compared to 24.5% in 2014/15, with a further 9.5% in receipt of purchase care paid for by their family.

Appendix 1 - Customer profile 2016/17 Adult Social Care Survey

