

# **Adult Social Care Survey 2017/18**

## Report



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# Adult Social Care Survey 2017-18

## Background

This report provides the findings of the Adult Social Care Survey (ASCS) of Central Bedfordshire residents on the support they received from adult social care in 2017-18. The aim of the survey is to measure the extent to which the lives of people accessing adult social care services have improved because of the support they have received.

The ASCS for England is an annual survey that all Local Authorities are required to carry out to ensure that these services are helping adults to live safely and independently and whose needs and outcomes are being met. Local authorities use this information to focus areas of service development and commissioning to improve the experience of residents.

## Methodology

In December 2017, Central Bedfordshire Council had 2,714 eligible people using services, from which a sample of 966 was drawn.

The sample was confirmed with social work teams and care homes as per national guidelines to check the mental capacity of those people to take part. Where people did not have capacity to take part, a substitute person was identified. During January 2018, 966 surveys were dispatched, with 450 (46.6%) returned. Of this return 390 were completed and 60 were blank. This gave a total of 40.4% complete response rate.

Results have been compared to both regional and national data where applicable.

It is important to note when comparing data that a different sample group is selected each year, results are subjective and therefore dependent on individual perception of services.

## ASCOF Measures

Results from the service are also used to provide the following measures in the national Adult Social Care Outcomes Framework (ASCOF).

Measure	Measure Description
1A	Social care-related quality of life score
1B	The proportion of people who use services who have control over their daily life
111	The 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
3D1	The proportion of people who use services who find it easy to find information about support
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

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

## Overview of ASCS ASCOF Performance

Adult Social Care Outcomes Framework measures	CBC 2014-15	CBC 2015-16	CBC 2016-17	CBC 2017-18	England Average 2017-18
(1A) Social Care – related quality of life (rate)	19.1	19.4	19.2	18.7	19.1
(1B) The proportion of people who use services who have control over their daily life	76.9%	79.6%	80.1%	80.1%	77.7%
(1I) Proportion of people who use services and their carers, who reported that they have as much social contact as they would like	43.8%	44.9%	43.6%	42.6%	46.0%
(1J) Adjusted Social care-related quality of life – impact of Adult Social Care services	New measure 2016-17		0.390	0.423	0.405
(3A) Overall satisfaction of people who use services with their care and support	63.0%	64.8%	65.4%	66.3%	65.0%
(3D1) The proportion of people who use services and carers who find it easy to find information about services	74.3%	74.4%	76.0%	75.5%	73.3%
(4A) Proportion of people who use services to feel safe	70.8%	71.5%	68.0%	64.8%	69.9%
(4B) The proportion of people who use services who say that those services have made them feel safe and secure	79.2%	88.2%	86.3%	84.9%	86.3%

Full definitions and calculations can be seen at Gov.UK website:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/664582/20171129\\_ASCOF\\_Handbook\\_of\\_Definitions\\_17-18.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/664582/20171129_ASCOF_Handbook_of_Definitions_17-18.pdf)

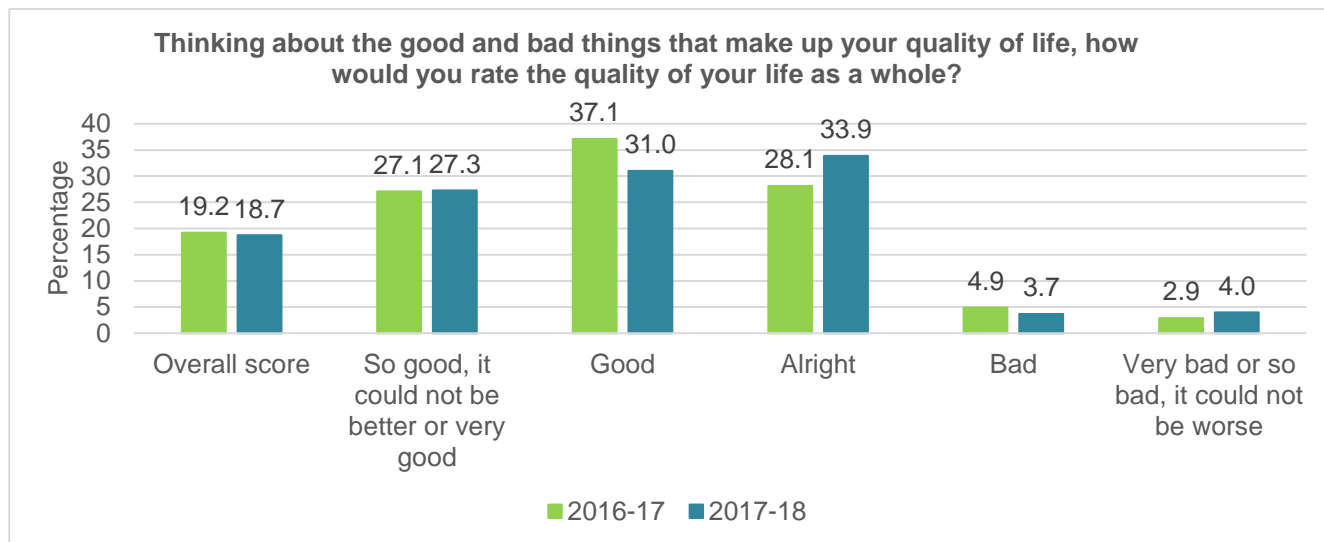
Each of these measures are explored in more detail on the following pages, in the following format:

- A bar graph showing 2016-17 and 2017-18 performance
- A table showing:
  - CBC overall performance in relation to the previous year, regional and England performance is identified by the following:
    - ▲ = improved or higher than    ▼ = decreased or lower than    ↔ = same as
    - Breakdown of responses to the survey
      - 2016-17 performance
      - 2017-18 performance
- Summary of performance

## ASCOF Results

### ASCOF 1A - Social Care-related quality of life (rate)

This measure is an average quality of life score based on responses to the Adult Social Care Survey. It uses responses to survey questions covering control, dignity, personal care, food and nutrition, safety, occupation, social participation and accommodation.



	CBC 2016-17	CBC 2017-18	Change between 2016-17 and 2017-18	Regional average 2017-18	CBC performance compared to regional average	England average 2017-18	CBC performance compared to England average
Overall score	19.2	18.7	↓	19.2	↓	19.1	↓

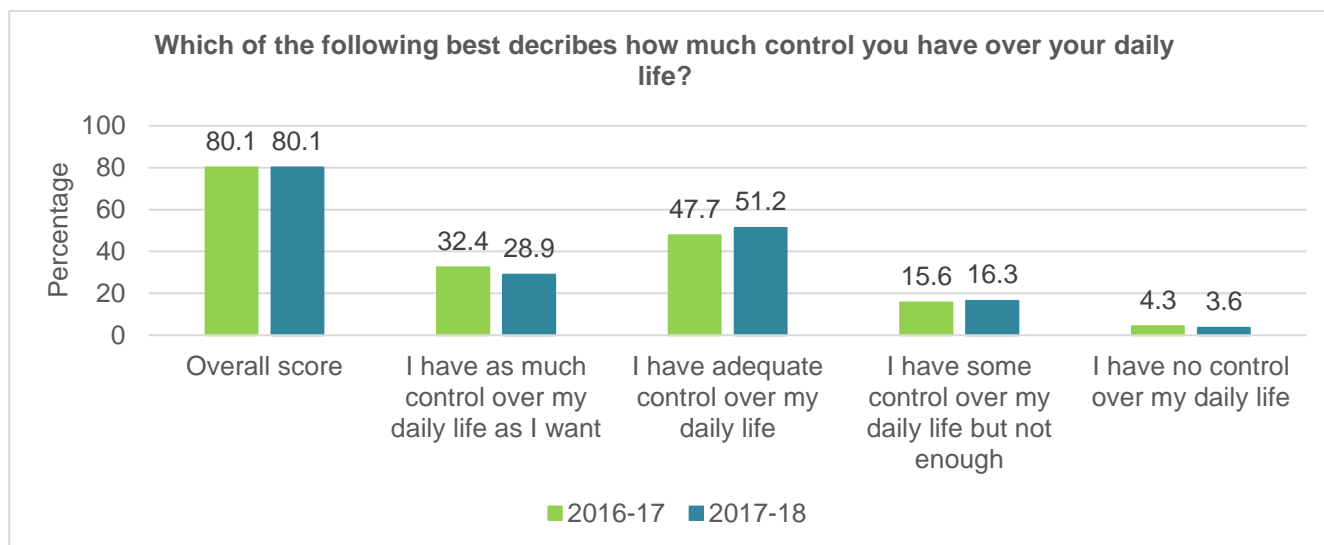
CBC detail of survey responses	2016-17	2017-18
Overall score	19.2	18.7
So good, it could not be better or very good	27.1	27.3
Good	37.1	31.0
Alright	28.1	33.9
Bad	4.9	3.7
Very bad or so bad, it could not be worse	2.9	4.0

#### Summary:

In 2017-18, the quality of life reported by survey participants reduced slightly from 19.2 to 18.7. The biggest change has been the reduction in those reporting “good” quality of life, with an increase in “alright” and “very bad”. These changes along with the slight downward trend since 2015-16 suggests CBC needs to investigate this further to understand the detail of why our residents are not experiencing the rate of quality of life CBC wants them to achieve, as well as not meeting the regional or England average. This will enable CBC to better understand the challenges our residents face and enable improvement where possible.

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

This measures the sense of control people feel they have over their daily life, and the level of control can evidence how a person's care and support is personalised to their needs and choice.



	CBC 2016-17	CBC 2017-18	Change between 2016-17 and 2017-18	Regional average 2017-18	CBC performance compared to regional average	England average 2017-18	CBC performance compared to England average
Overall score	80.1%	80.1%	↔	78.4%	↑	77.7%	↑

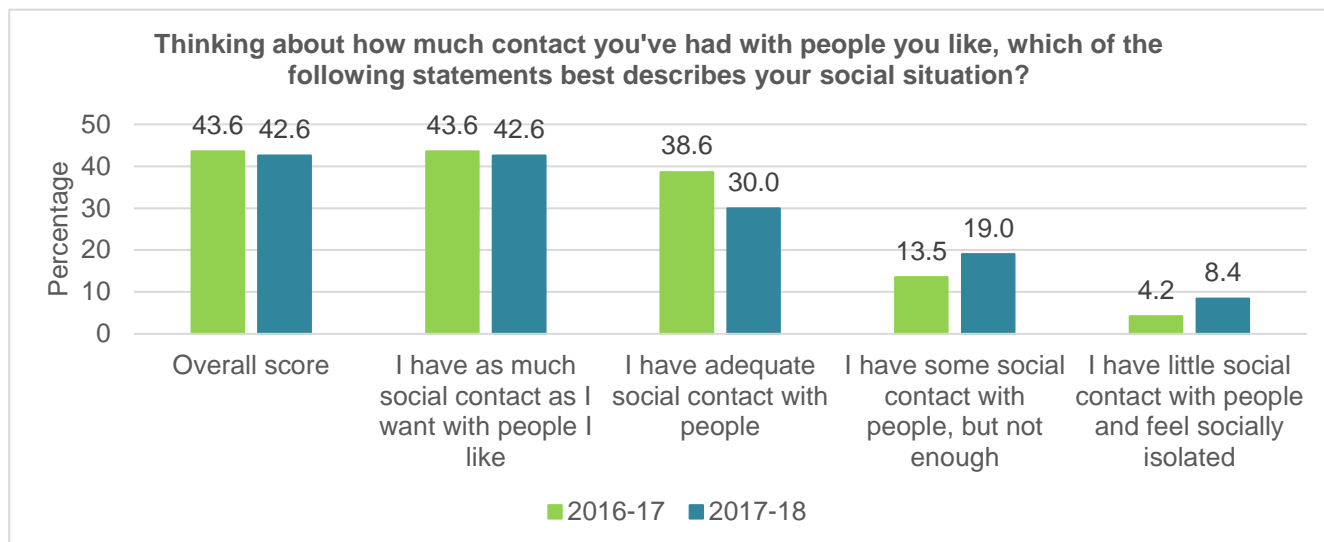
CBC detail of survey responses	2016-17	2017-18
Overall score	80.1%	80.1%
I have as much control over my daily life as I want	32.4%	28.9%
I have adequate control over my daily life	47.7%	51.2%
I have some control over my daily life but not enough	15.6%	16.3%
I have no control over my daily life	3.6%	3.6%

### Summary:

Overall performance has remained the same since 2016-17, and in 2017-18 performance is higher than the regional and England average. There is a lower trend in those having as much control over their daily life as they want, as well as those having some control but not enough. The majority of survey respondents (80.1%) reported having at least adequate control, and those reporting no control remained the same on the previous year. If this trend continues, further analysis to understand reasons why people report no/reduced control and if CBC can improve the opportunity for people to have control over their daily life.

## ASCOF 11 - Proportion of people who use services and their carers, who reported that they have as much social contact as they would like.

There has been a clear link between loneliness and poor mental health and physical health, so it is necessary to identify levels of social isolation. This measure will help identify areas of focus in addressing loneliness and social isolation, supporting people to remain connected to their communities and to develop and maintain connections to their friends and family.



	CBC 2016-17	CBC 2017-18	Change between 2016-17 and 2017-18	Regional average 2017-18	CBC performance compared to regional average	England average 2017-18	CBC performance compared to England average
Overall score	43.6%	42.6%	↓	45.9%	↓	46.0%	↓

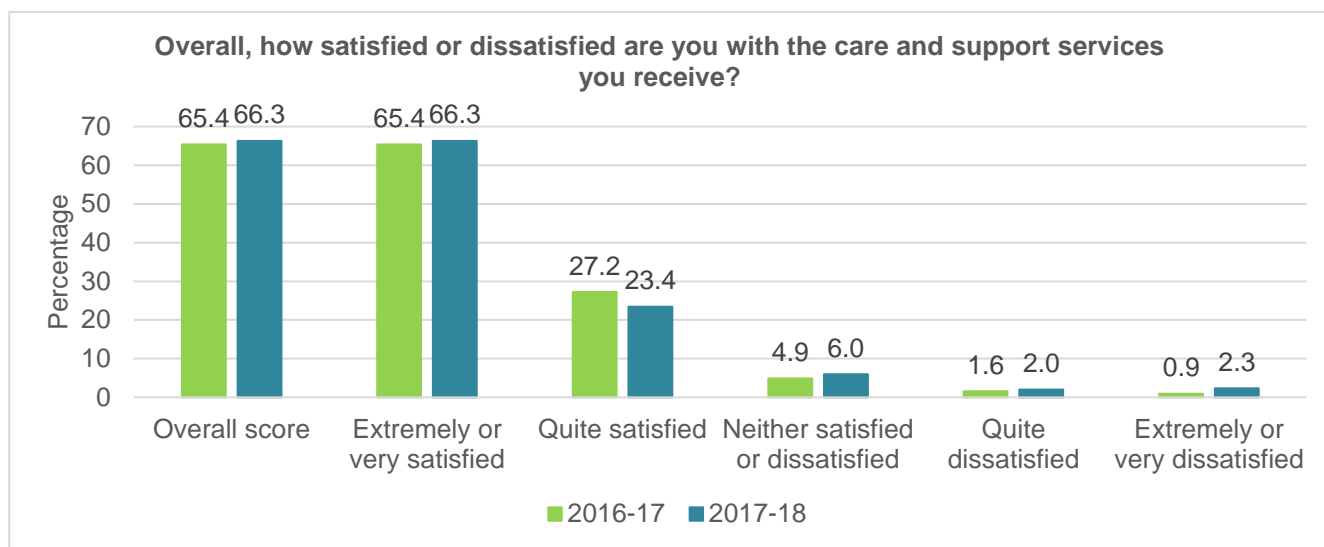
CBC detail of survey responses	2016-17	2017-18
Overall score	43.6%	42.6%
I have as much social contact as I want with people I like	43.6%	42.6%
I have adequate social contact with people	38.6%	30.0%
I have some social contact with people, but not enough	13.5%	19.0%
I have little social contact with people and feel socially isolated	4.2%	8.4%

### Summary:

CBC is performing lower than the regional and England average. Overall it has reduced 1% on the previous year performance, with this being in those reporting they had as much social interaction as they would like. The regional average has also reduced on the previous year, whilst the England overall average increased slightly. The biggest change is in those who feel socially isolated with double the percentage reporting this than the previous year in CBC. With the implementation of Community Catalysts and the development of neighbourhood based services, improvement should be seen in this. For more information on Community Catalysts, go to <https://www.communitycatalysts.co.uk/>.

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

This measure identifies satisfaction with CBC services and areas of improvement required.



	CBC 2016-17	CBC 2017-18	Change between 2016-17 and 2017-18	Regional average 2017-18	CBC performance compared to regional average	England average 2017-18	CBC performance compared to England average
Overall score	65.4%	66.3%	↑	64.4%	↑	65.0%	↑

CBC detail of survey responses	2016-17	2017-18
Overall score	65.4%	66.3%
Extremely or very satisfied	65.4%	66.3%
Quite satisfied	27.2%	23.4%
Neither satisfied or dissatisfied	4.9%	6.0%
Quite dissatisfied	1.6%	2.0%
Extremely or very dissatisfied	0.9%	2.3%

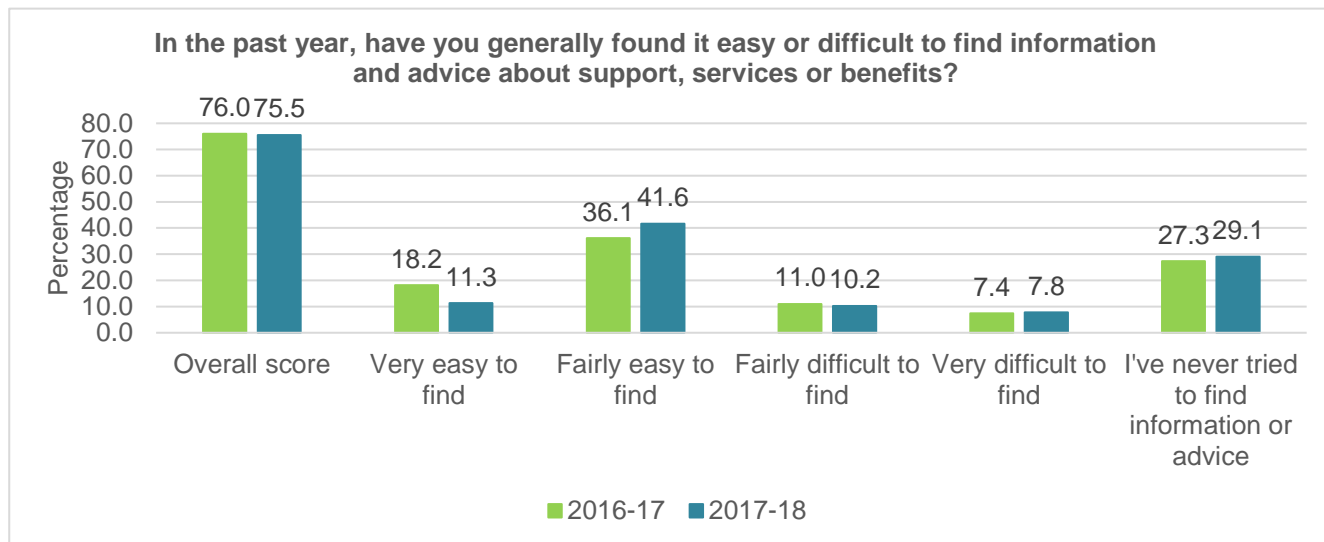
### Summary:

Satisfaction with care and support services improved in 2017-18 in the extremely or very satisfied responses, whilst the other ratings all showed a reduction in the performance. This trend is in line with the regional and England figures. Those who are quite dissatisfied in CBC is less than the regional and England average, whilst those who are extremely or very dissatisfied are just slightly above the regional and England average. The proportion of those who are quite satisfied or more is at 89.7%.



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

This measure identifies how easy it is to find information about CBC services and areas of improvement required. By having information easily available can enhance the feeling of control a person has over their daily life.



	CBC 2016-17	CBC 2017-18	Change between 2016-17 and 2017-18	Regional average 2017-18	CBC performance compared to regional average	England average 2017-18	CBC performance compared to England average
Overall score	76.0%	75.5%	↓	72.2%	↑	73.3%	↑

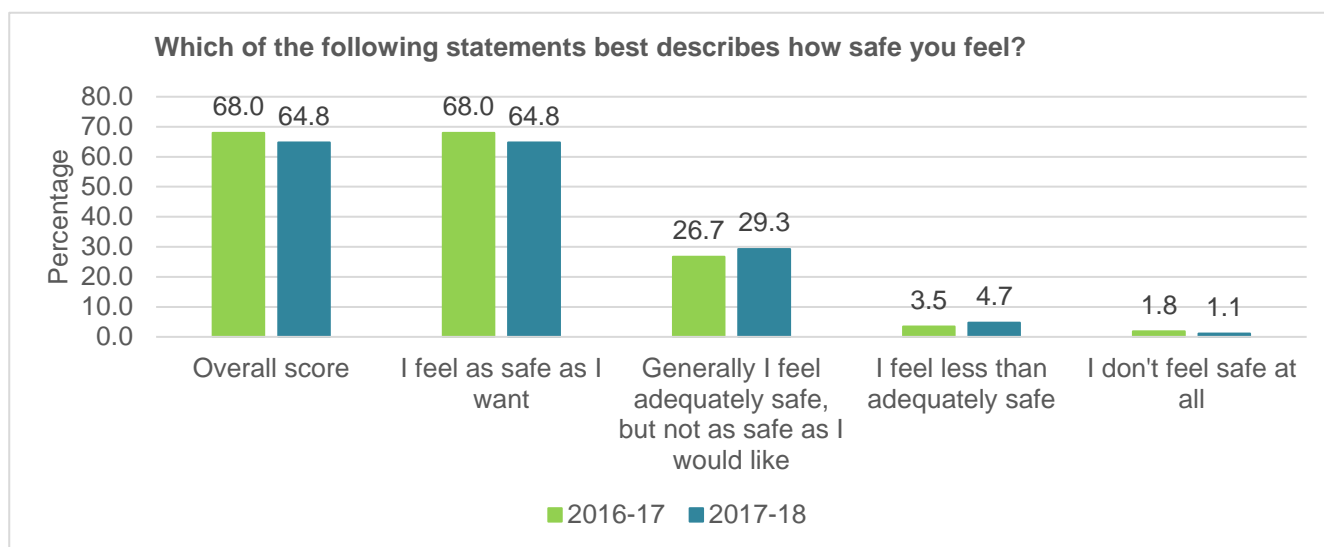
CBC detail of survey responses	2016-17	2017-18
Overall score	76.0%	75.5%
Very easy to find	18.2%	11.3%
Fairly easy to find	36.1%	41.6%
Fairly difficult to find	11.0%	10.2%
Very difficult to find	7.4%	7.8%
I've never tried to find information or advice	27.3%	29.1%

### Summary:

Performance reduced slightly by 0.5% overall but remains above the regional and England average. Those who found it very easy to find reduced by 6.9%, but those who found it fairly easy to find increased by 5.7%. People finding it fairly difficult to find improved (lowered) by 0.8% on the previous year, and those who found it very difficult increased by 0.4%. Performance remains fairly consistent in this measure, but does show there is still improvement that CBC can make on the availability of information and the ease of finding it.

## ASCOF 4A - Proportion of people who use services to feel safe.

This measure identifies how safe people feel, which can impact on a person's wellbeing and independence.



	CBC 2016-17	CBC 2017-18	Change between 2016-17 and 2017-18	Regional average 2017-18	CBC performance compared to regional average	England average 2017-18	CBC performance compared to England average
Overall score	68.0%	64.8%	↓	70.3%	↓	69.9%	↓

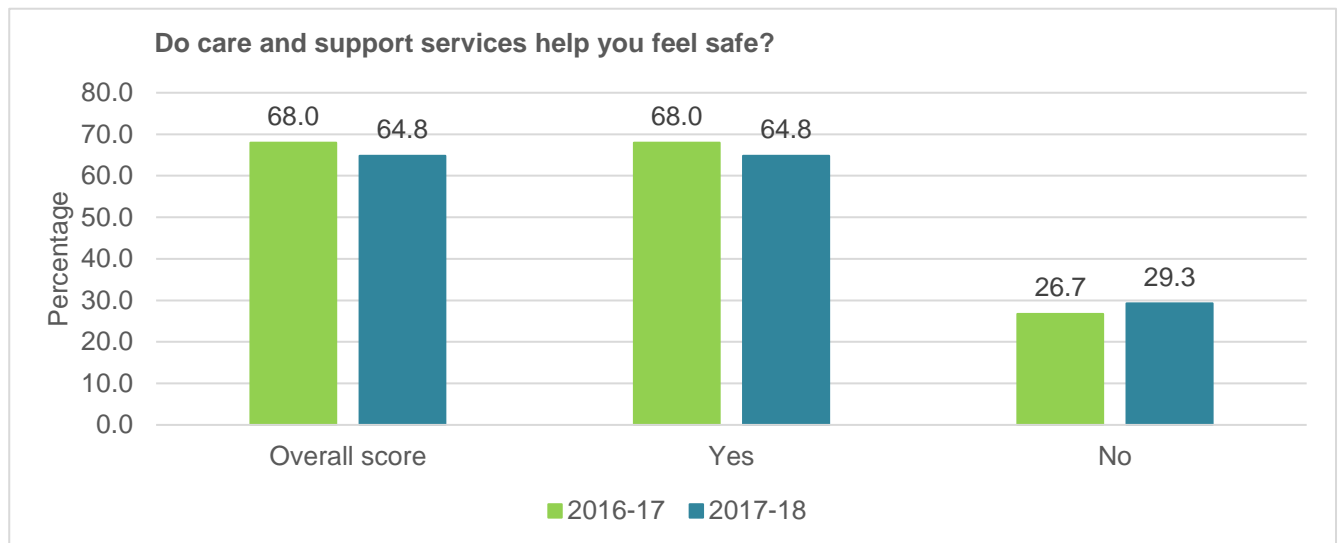
CBC detail of survey responses	2016-17	2017-18
Overall score	68.0%	64.8%
I feel as safe as I want	68.0%	64.8%
Generally I feel adequately safe, but not as safe as I would like	26.7%	29.3%
I feel less than adequately safe	3.5%	4.7%
I don't feel safe at all	1.8%	1.1%

### Summary:

Overall performance has reduced by 3.2% on the previous year and is lower than the regional and England average. Those who reported feeling adequately safe did increase. It is important to note the reasons people reported feeling unsafe included potholes, street lighting, or other matters unrelated to care and are passed on to relative services such as Highways.

**ASCOF 4B - The proportion of people who use services who say that those services have made them feel safe and secure.**

This measure identifies how services impact on feeling safe and secure, and can identify areas of improvement or success.



	CBC 2016-17	CBC 2017-18	Change between 2016-17 and 2017-18	Regional average 2017-18	CBC performance compared to regional average	England average 2017-18	CBC performance compared to England average
Overall score	86.3%	84.9%	↓	84.3%	↑	86.3%	↓

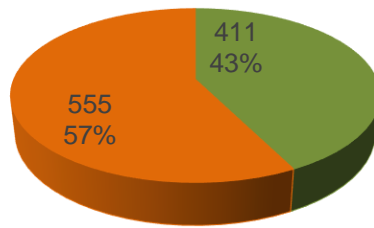
CBC detail of survey responses	2016-17	2017-18
Overall score	86.3%	84.9%
Yes	86.3%	84.9%
No	26.7%	15.1%

**Summary:**

Those reporting services helped make them feel safe and secure reduced on the previous year by 1.4%. Performance was slightly above the regional average but below the England average. There has been a slight downward trend over the last three years so warrants investigation into the causes of this.

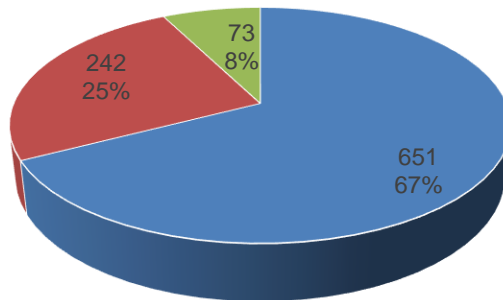
## Customer Profile

### Gender



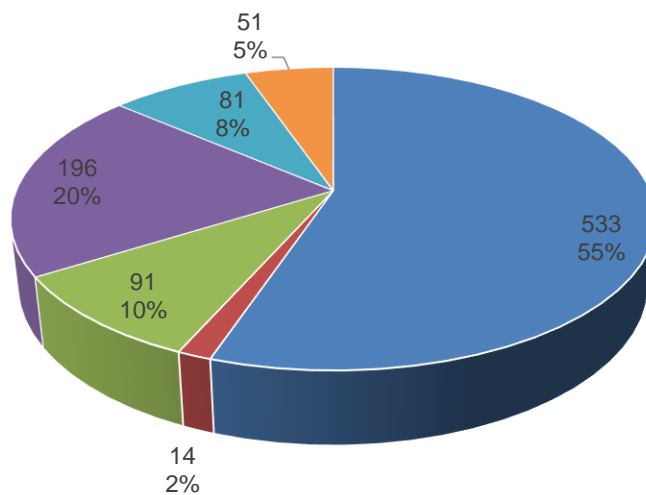
■ Male ■ Female

### Support Setting



■ Community ■ Residential ■ Nursing Care

### Primary Support Reason



■ Physical Support ■ Sensory Support  
■ Support with Memory and Cognition ■ Learning Disability Support  
■ Mental Health Support ■ Social Support

**Central  
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