

Adult Social Care Survey 2014-15 Summary

The User Experience Survey Programme operates on an annual basis and is used to target areas of particular interest within Adult Social Services. Opinions are sought over a range of service areas to gain an understanding of service users' views rather than measuring quantities of care delivered.

This survey is the fifth year to include all service users aged 18 and over receiving services funded wholly or in part by Social Services, and aims to learn more about whether or not the services are helping them to live safely and independently in their own home and the impact on their quality of life.

The survey will also be used to populate six outcome measures in the 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.

This note outlines Solihull's results for 2014/15 compared to the England average as well as the borough's CIPFA nearest neighbour comparator authorities (Bath & North East Somerset, Bedford, Bury, Central Bedfordshire, Cheshire East, Cheshire West & Chester, North Somerset, Poole, South Gloucestershire, Stockport, Swindon, Trafford, Warrington, Wiltshire, York), based on the results published by NASCIS.

Sample

There were 383 individuals who responded to at least one question in the survey, equating to a response rate of 41%. This is above the England average of 36% and in the 2nd best quartile nationally.

The sample profile is shown in the tables below.

	Age & Gender		
	Female	Male	Total
18-64	75	79	154
65+	160	69	229
Total	235	148	383

Ethnicity	
White	359
Black & Asian Minority Ethnic	22
Unknown	2
Total	383

Support Reason	
Physical Support: Personal care support	208
Learning Disability Support	85
Mental Health Support	35
Support with Memory and Cognition	20
Physical Support: Access and mobility only	15
Sensory Support: Support for visual impairment	9
Social Support: Support to carer	7
Social Support: Substance misuse support	2
Sensory Support: Support for dual impairment	1
Sensory Support: Support for hearing impairment	1
Total	383

Strata	
Learning Disability All Ages	85
18-64 Other (excluding LD)	78
65+ Receiving a residential care package (excluding LD)	56
65+ Receiving a community services package	164
Total	383

Key Points

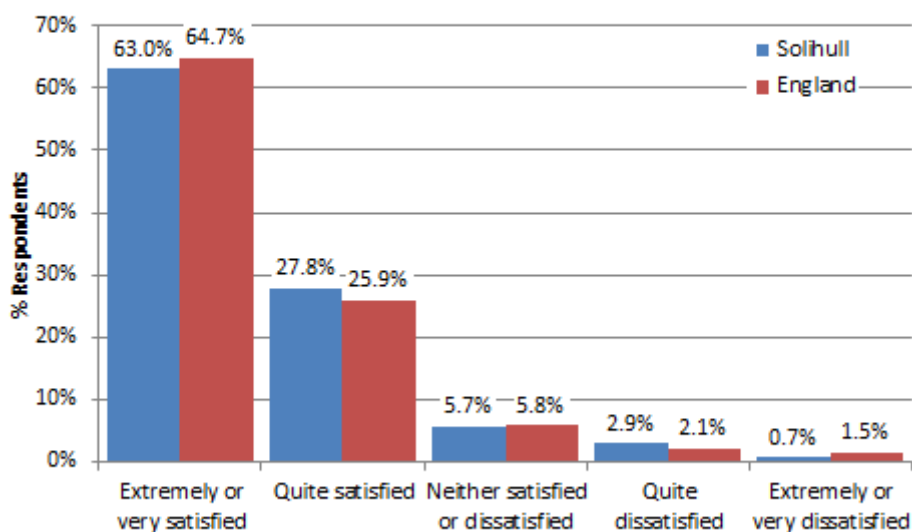
- The results of the relating to satisfaction with services have shown no significant change over the last four surveys (2010/11 to 2014/15). There was an improvement this year in how respondents feel about their life in general, although this is not reflected in the more specific questions relating to quality of life.
- 91% of Solihull respondents are satisfied with the care and support they receive (63% extremely or very satisfied). This is in-line with the England and CIPFA average. There are few variations across client groups (strata) on this measure.
- Overall levels of satisfaction with services are generally higher among those respondents who are positive about the quality of their life, specifically in relation to control over daily life, social contact and time spent doing things of value. This link between quality of life and satisfaction is also evident in how easily respondents have found information and the extent to which they way they have been helped makes them feel better.
- 59% of respondents say that the way they are helped and treated makes them feel better about themselves (Q11), compared to 63% last year and slightly below the England average.
- Among Solihull respondents non-Learning Disabilities adults aged 18-64 and older people receiving a community service are most likely to say that they feel undermined by the way they are helped and treated.
- Of those respondents who had tried in the last 12 months, 71% said that it was easy to find information and advice (Q12). This is in-line with the 2012/13 result, but below the England average (74%) and the lowest among comparator authorities.

- The way that respondents feel about their life in general (Q2) improved in 2014/15, with performance now in-line the England average (64% good compared to England average of 63%).
- Respondents with Learning Difficulties are most positive about the quality of their life, with other adults aged 18-64 and older people receiving a community service considerably less so.
- As with England as a whole, a relatively high proportion of Solihull respondents have unmet needs relating to three of the detailed quality of life measures (Q3-Q9); control over daily life, social contact and time spent doing things enjoy and value. This is consistent with findings from previous years. Solihull is at the lower end of the spectrum for each of these measures when compared with our comparator authorities.
- For each of these measures Learning Disability clients are the most positive, with other adults and older people receiving a community service considerably more likely to have unmet needs.
- Other quality of life measures around feeling safe, personal appearance, provision of food & drink and accommodation continue to be far more positive, with relatively few unmet needs across all client groups.

Q1: Overall, how satisfied or dissatisfied are you with the care and support services you receive?

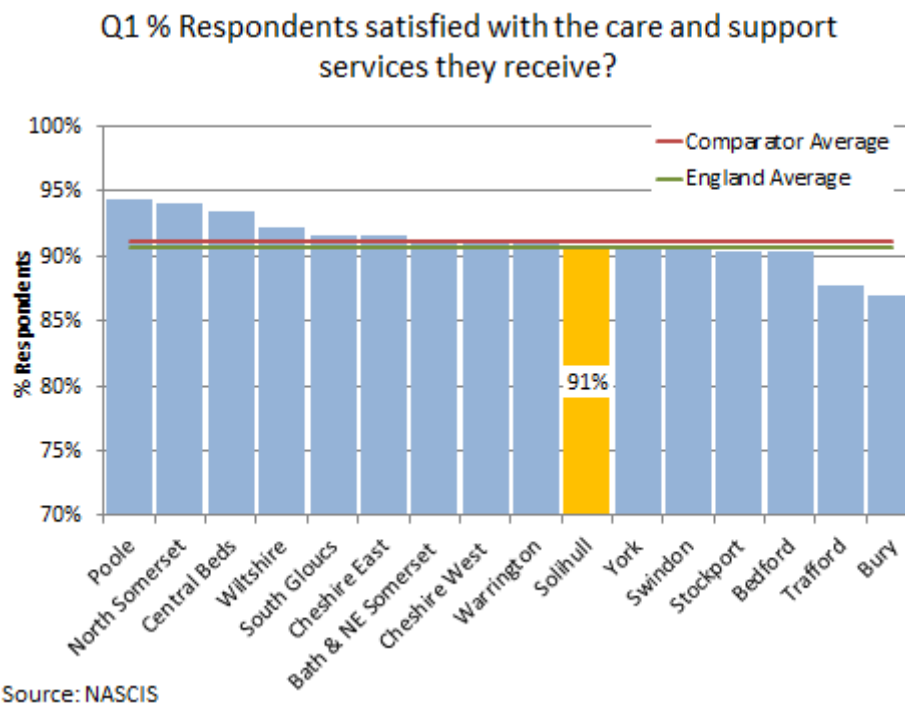
91% of all respondents in Solihull indicated that they are satisfied with the care and support services they receive (63% extremely or very satisfied), with 3.6% indicating that they are dissatisfied. The proportion of Solihull residents saying they are satisfied is in-line with the England average (91%), with the borough ranked in the 3rd quartile of all Local Authorities in England (80th out of 151).

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



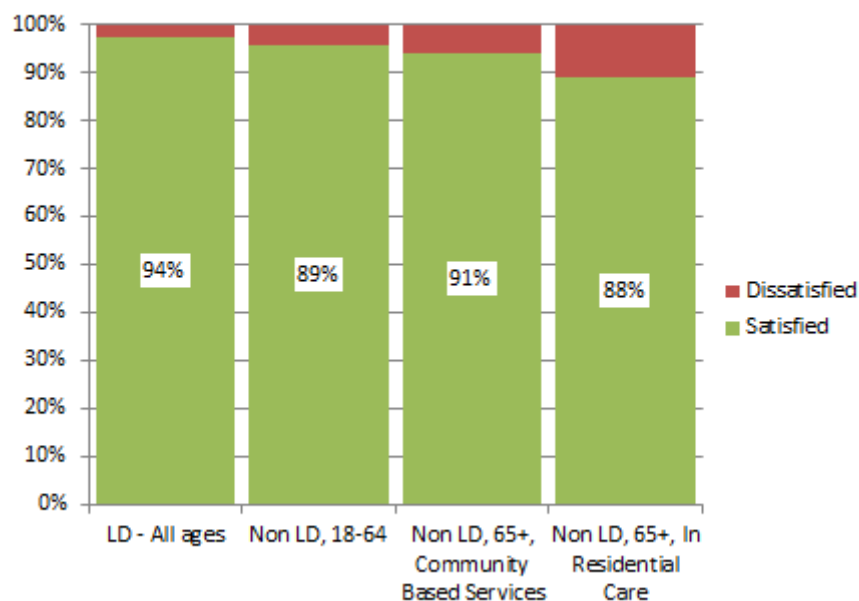
Source: NASCIS

The chart below shows that proportion of respondents satisfied with the care and support services they receive is in-line with the average for the comparator group of authorities, where the range of response is relatively small (from 94% in Poole, to 87% in Bury).



Within Solihull there are only small variations in the response from different client groups, with the proportion who say they are satisfied with care and support services ranging from 94% among Learning Disabilities clients to 88% among those aged 65+ in residential care.

Q1. Satisfaction with Care and Support Services



Levels of satisfaction with services are generally higher among those respondents who are positive about the quality of their life. As the table below shows those who feel they have control over their daily life, have adequate social contact and are able to spend time doing things they value and enjoy are more satisfied than those with unmet needs in these areas.

	Control Over Daily Life		Social Contact		How Spend Time	
	Satisfied with services	Dissatisfied with services	Satisfied with services	Dissatisfied with services	Satisfied with services	Dissatisfied with services
Needs Met	95%	1%	93%	1%	95%	1%
Unmet Needs	78%	11%	83%	11%	84%	8%

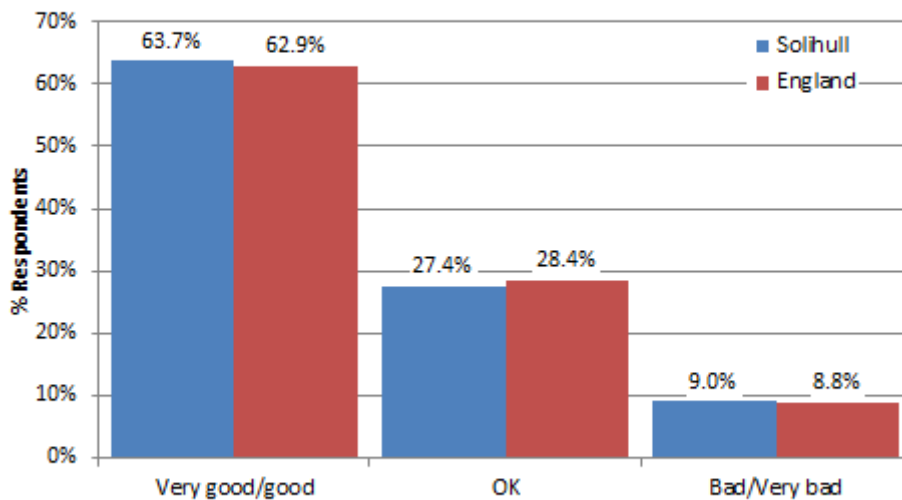
Solihull's performance on this measure improved slightly compared with 2013/14 (up from 89% satisfied). However, results have changed little over the last four surveys.

	Overall, how satisfied or dissatisfied are you with the care and support services you receive?		
	Satisfied	Neither	Dissatisfied
2014-15	91%	6%	4%
2013-14	89%	7%	3%
2012-13	91%	6%	3%
2011-12	92%	6%	2%

Q2: Thinking about all the different things in your life, good and bad, how would you say you feel about your life in general?

64% of all respondents in Solihull indicated that their overall quality of life is good (30% very good), with 9% saying their life is bad or very bad. The proportion of Solihull residents saying their overall quality of life is good\very good is slightly above the England average (63%), ranking the borough in the 2nd quartile nationally (60th out of 151).

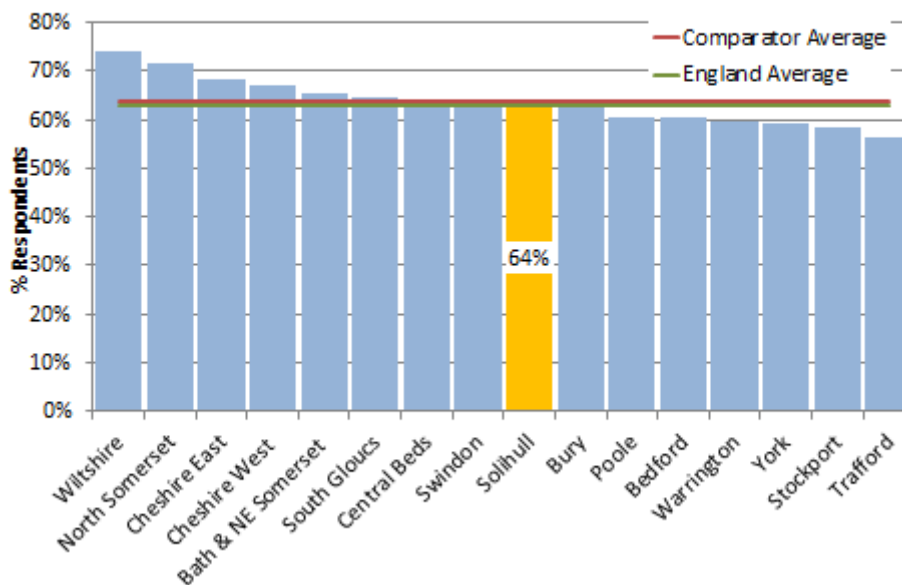
How would you say you feel about your life in general?



Source: NASCIS

The chart below shows that proportion of respondents who say that their quality of life is good/very good is in-line with the average for the comparator group of authorities (range 74% Wiltshire, 56% Trafford).

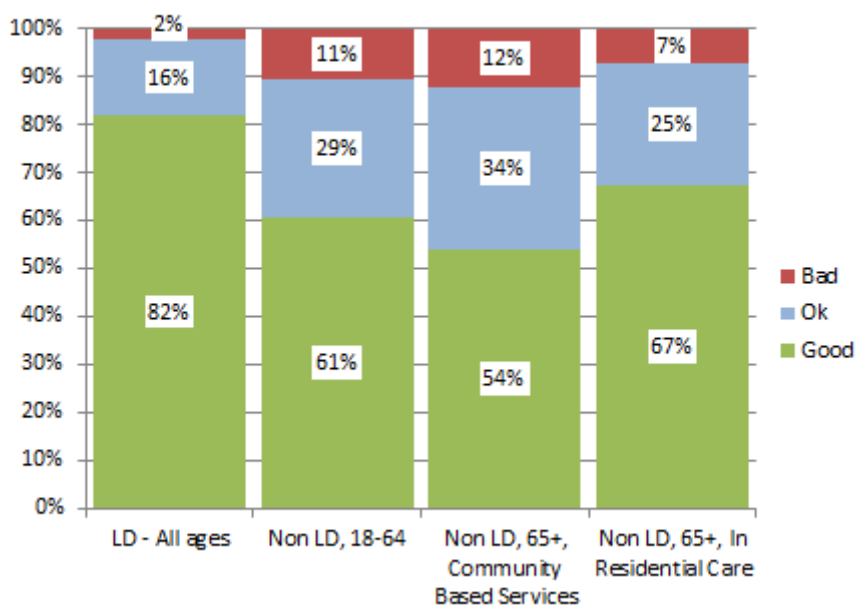
Q2 % Respondents Saying Their Overall Quality of Life is Good/Very Good



Source: NASCIS

Within Solihull all Learning Disability respondents are most likely to say that their overall quality of life is good (82%). Those aged 65+ receiving a community based service have the most negative response on this measure (54% good, 34% ok, 12% bad), followed by non-LD clients aged 18-64 (61% good, 29% ok, 11% bad).

Q2. How do you feel about your life in general



Solihull's performance on this measure has improved compared with the previous three surveys.

	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?		
	Good	Alright	Bad
2014-15	64%	27%	9%
2013-14	57%	34%	9%
2012-13	59%	30%	11%
2011-12	57%	34%	10%

Quality of Life Measures (Questions 3 to 9)

The seven questions ask respondents about different aspects of their life and the extent to which care and support services help them in these areas. These are:

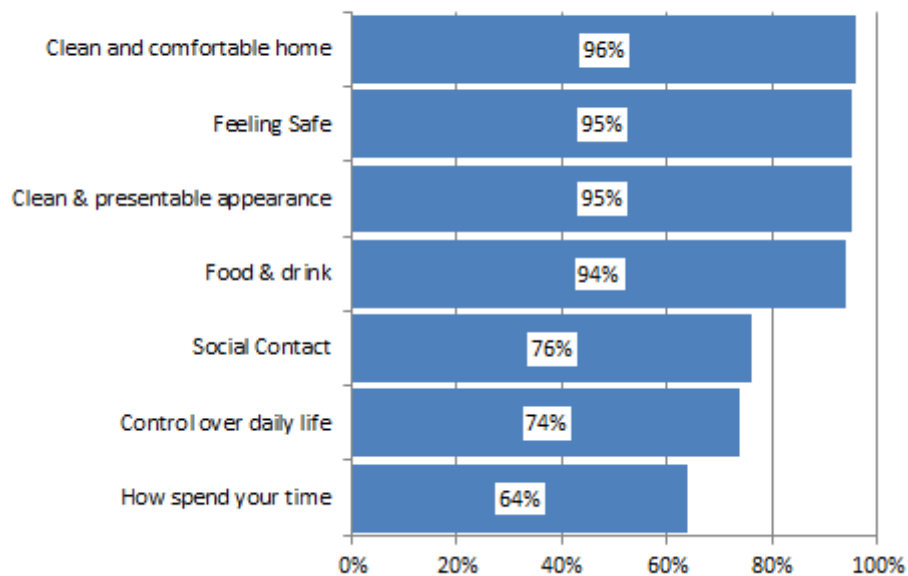
- Control over daily life;
- Keeping clean and presentable in appearance;
- Getting food and drink;
- Cleanliness and comfort of home;
- Feeling safe;
- Social contact;
- Spending time doing things value and enjoy.

Positive responses to these questions indicate that the needs of an individually are either fully or partially met in this aspect of their life, whereas negative responses equate to fully or partially unmet needs. A large majority of Solihull respondents feel that their needs in relation to keeping clean and presentable, getting food and drink, the cleanliness and

comfort of their home and feeling safe are met. However, respondents are far more likely to say that they have unmet needs relating to the extent to which they have control over their daily lives, the amount of social contact they have and how much time they spend doing things they value and enjoy. This is consistent with previous year's results.

	Needs Met/Partially Met		Needs Unmet/Partially Unmet	
	Solihull %	England %	Solihull %	England %
Control over daily life	74%	77%	26%	23%
Clean & presentable appearance	95%	95%	6%	5%
Food & drink	94%	95%	6%	6%
Clean and comfortable home	96%	96%	4%	4%
Feeling Safe	95%	94%	5%	6%
Social Contact	76%	78%	24%	22%
How spend your time	64%	68%	36%	32%

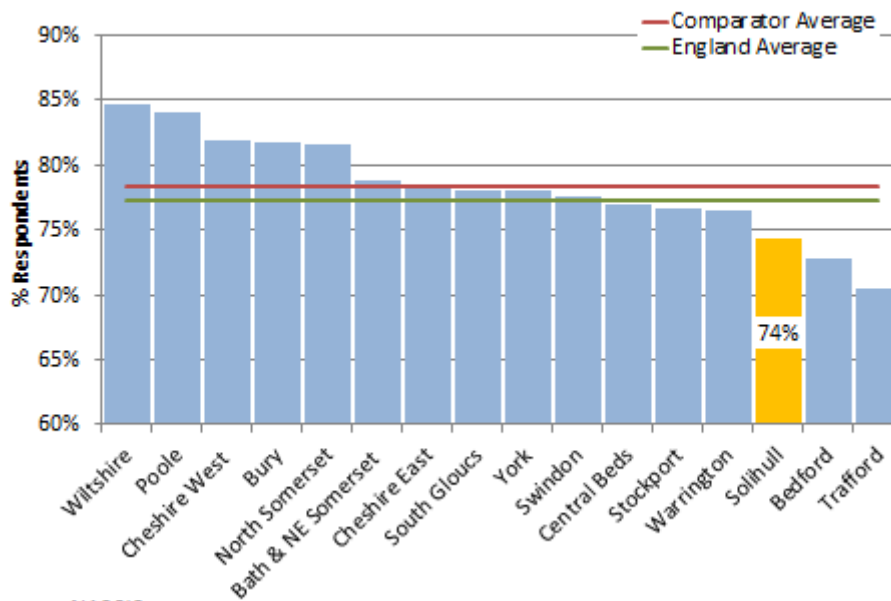
Quality of Life Measures – Needs Fully or Partially Met



Source: NASCIS

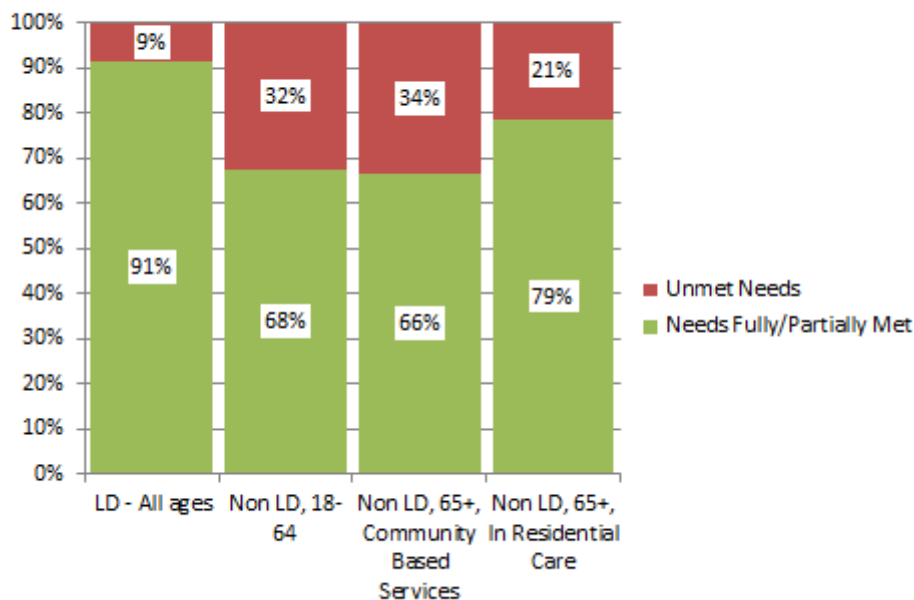
Just over 74% of Solihull respondents say that they have either as much control over their daily life as they want (28%) or adequate control (47%). This is slightly below the England average of 77% and ranks the borough in the 3rd quartile nationally and towards the lower end of the spectrum among comparator authorities.

Q3 Control over daily life – Needs Fully or Partially Met



Within Solihull Learning Disability clients are the least likely to have unmet needs in relation to control over their daily lives (9%). Those aged 65+ receiving a community based service are the most likely to have unmet needs (34%), followed by non Learning Disability adults aged 18-64 (32%).

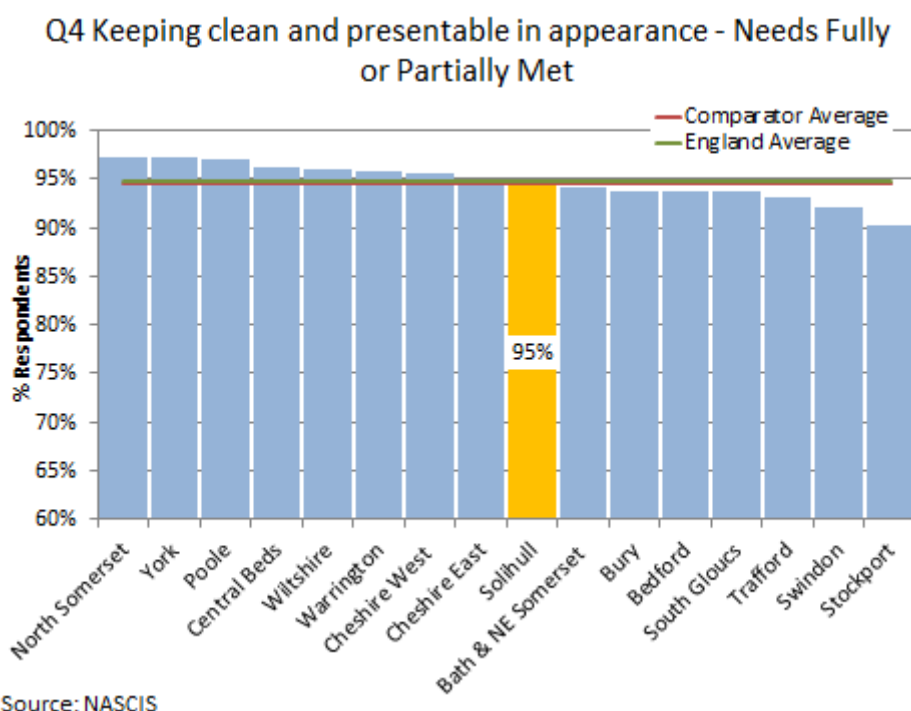
Q3. Control Over Daily Life



Solihull's results on this measure have changed little over the last four surveys.

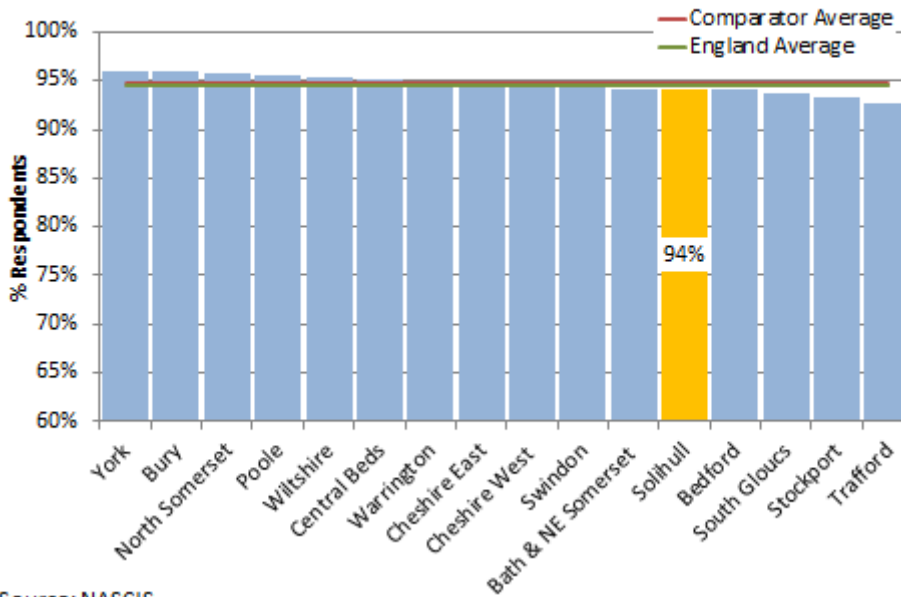
	Control over Daily Life		
	Needs Met	Unmet Needs	Of which: No Control
2014-15	74%	26%	6%
2013-14	75%	25%	6%
2012-13	76%	24%	7%
2011-12	75%	25%	6%

Nearly 95% of Solihull respondents say either that they feel clean and are able to present themselves the way they like (55%) or that they feel adequately clean and presentable (40%). This is in-line with the England average.



94% of Solihull respondents say either that they get all the food and drink they like when they like (62%) or that they get adequate food and drink at OK times (32%). This is in-line with the England average.

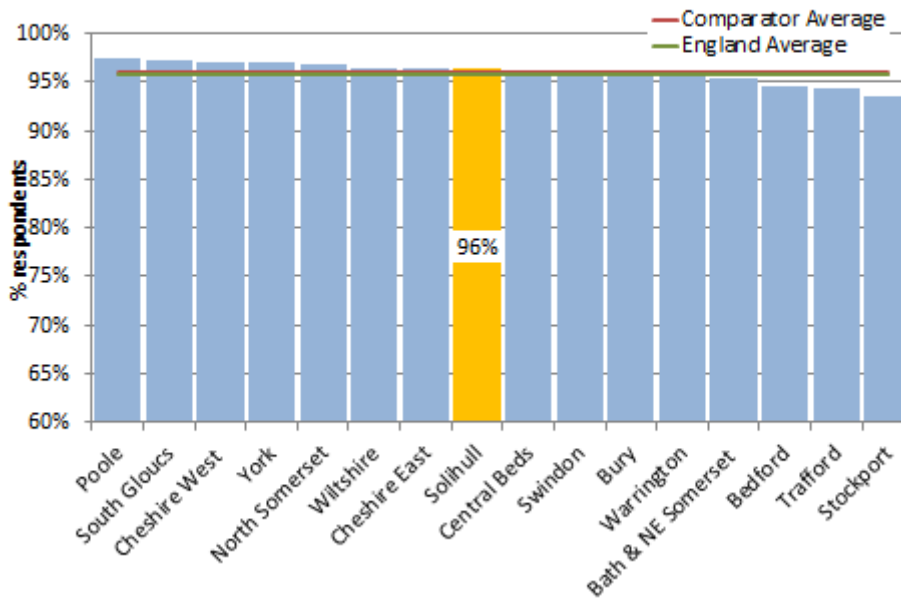
Q5 Provision of Food and Drink - Needs Fully or Partially Met



Source: NASCIS

96% of Solihull respondents say either that their home is as clean and comfortable as they want (68%) or that their home is adequately clean and comfortable (28%). This is in-line with the England average.

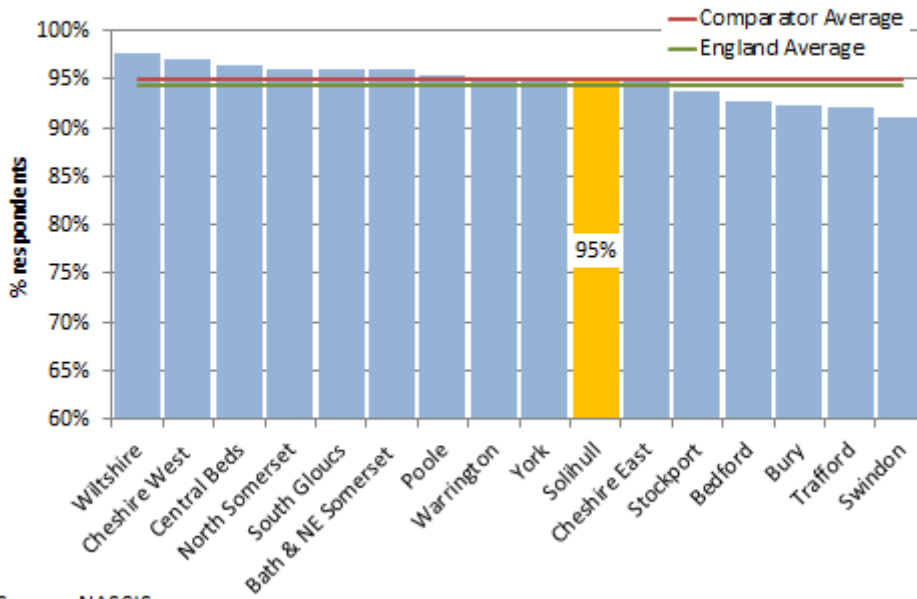
Q6 How clean and comfortable is your home -Needs Fully or Partially Met



Source: NASCIS

95% of Solihull respondents say either that they feel as safe as they want (68%) or that they feel adequately safe (28%). This is slightly higher than the England average of 94%.

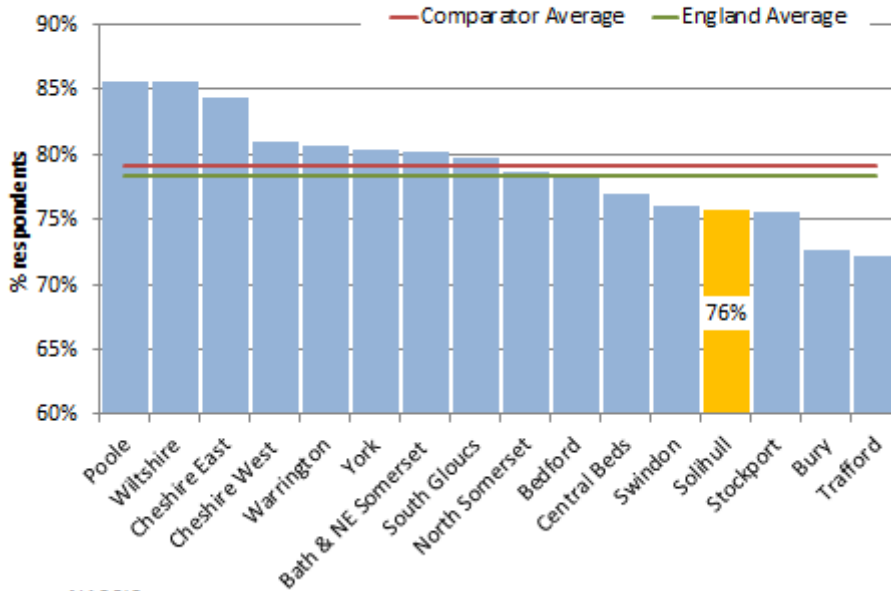
Q7 Feeling Safe -Needs Fully or Partially Met



Source: NASCIS

76% of Solihull respondents say either that they have as much social contact as they want with people they like (42%) or that they adequate social contact with people (34%). This is slightly below the England average of 78% and towards the lower end of the spectrum among the comparator authorities.

Q8 How much social contact to you have -Needs Fully or Partially Met

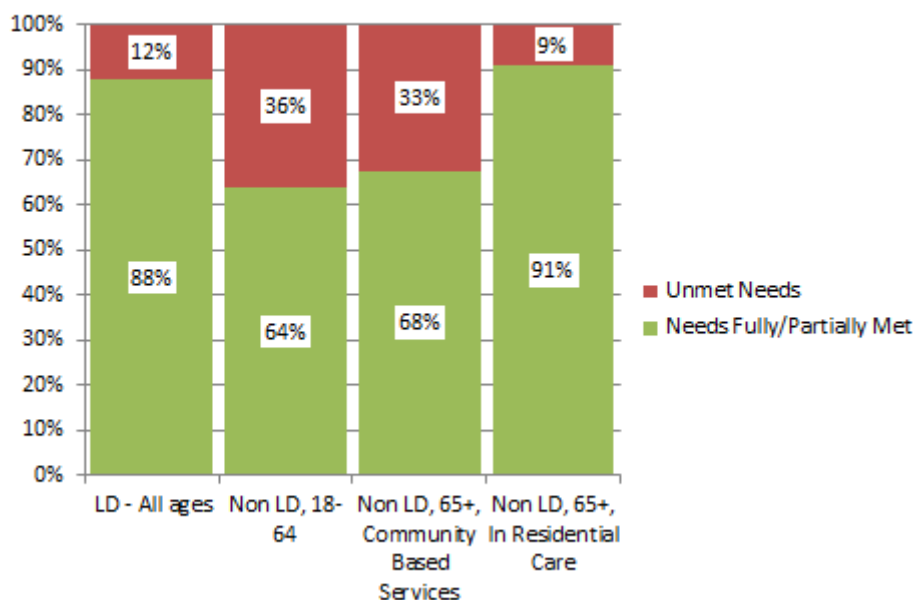


Source: NASCIS

Within Solihull adults aged 18-64 without a Learning Disability are most likely to have unmet needs in relation to the level of their social contact (36%), with 13% of this group saying that they feel isolated. Unmet needs are also relatively likely among older people in receipt of a

community service (23%), but less so among older people in residential care (9%) or all clients with a Learning Disability (12%).

Q8. Social Contact

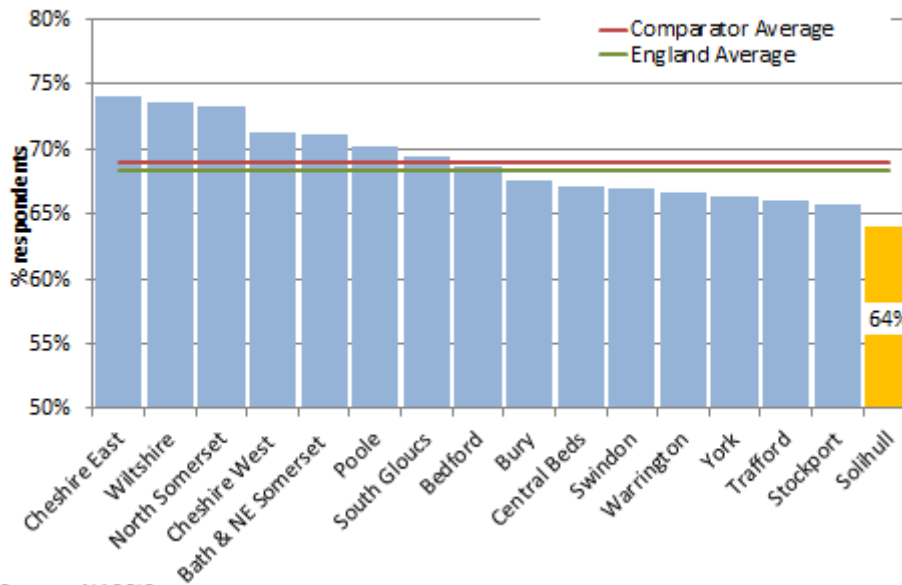


Solihull's results for 2013/14 are slightly more positive than last year on this measure and at a similar level to the responses from 2012/13 and 2011/12.

	Social Contact		
	Needs Met	Unmet Needs	Of which: Feel Isolated
2014-15	76%	24%	5%
2013-14	74%	26%	6%
2012-13	77%	23%	6%
2011-12	77%	23%	6%

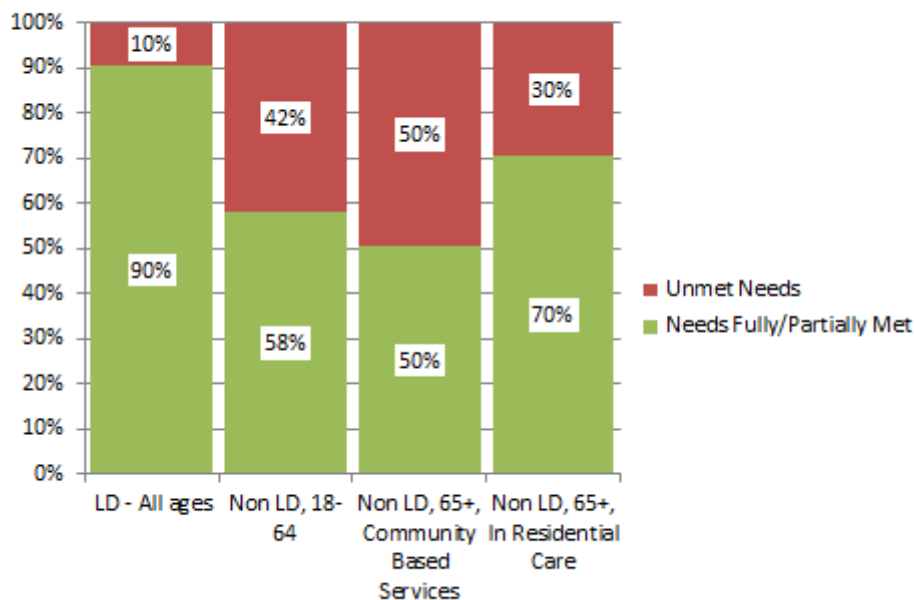
64% of Solihull respondents say either they are able to spend their time as they want, doing things they value or enjoy (34%) or that they are able to do enough of the things they value or enjoy with their time (30%). This is below the England average of 68% and ranks the borough bottom out of the comparator authorities. Of those Solihull respondents with unmet needs 9% give the most negative response on this measure (that they don't do anything they value or enjoy with their time).

Q9 Spend time doing things value and enjoy -Needs Fully or Partially Met



Within Solihull older people in receipt of a community service are most likely to have unmet needs in relation to how they are able to spend their time (50%). Unmet needs are also relatively common among adults aged 18-64 without a Learning Disability (42%), and those in residential care (30%).

Q9. Spend time doing things value and enjoy



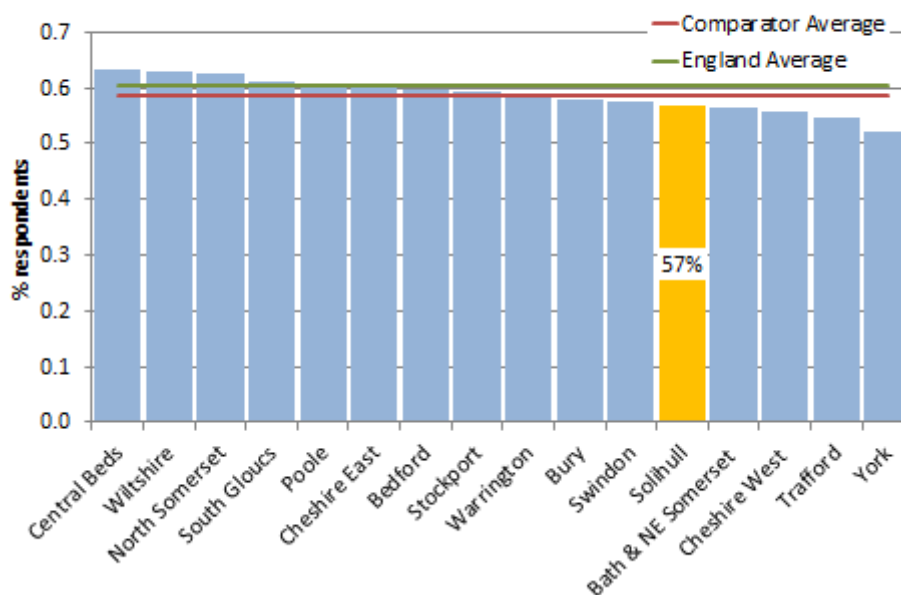
Solihull's performance on this measure improved slightly compared with 2013/14.

	How Spend Time		
	Needs Met	Unmet Needs	Of which: Don't do anything value or enjoy
2014-15	64%	36%	9%
2013-14	62%	38%	9%
2012-13	65%	35%	10%
2011-12	61%	39%	8%

Q10. Which of the following statements best describes how having help to do things makes you think and feel about yourself?

57% of Solihull respondents say that having help makes them think and feel better about themselves, marginally below the England average (60%) and the 5th most positive response out of the comparator authorities. Overall just 13% of Solihull respondents feel in some way undermined (3% completely undermined), by having help and support.

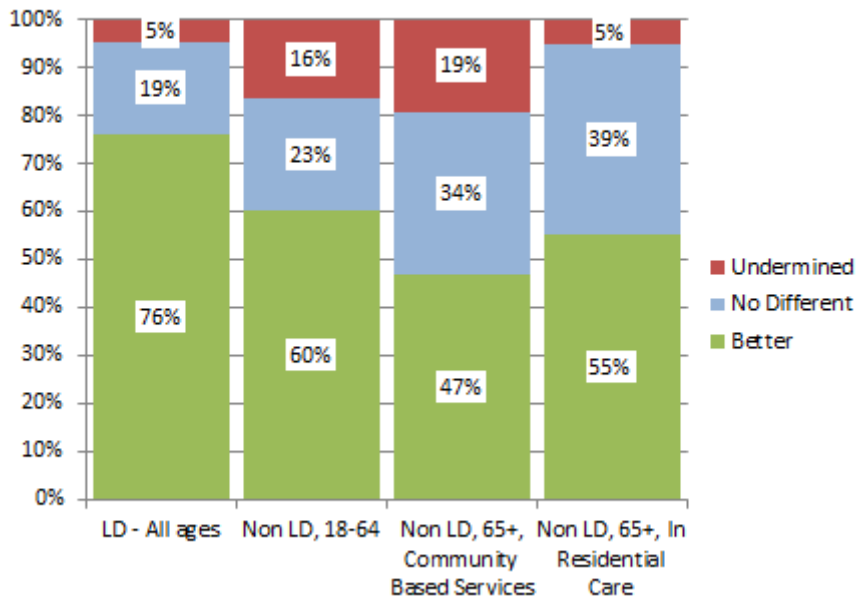
Q10 Having help to do things makes me think and feel better about myself



Source: NASCIS

Within Solihull those aged 65+ in receipt of a community service are most likely to say that they feel undermined by having help and support (19%), followed by adults aged 18-64 without a Learning Disability (16%).

Q10. How does having help to do things make you think and feel about yourself?



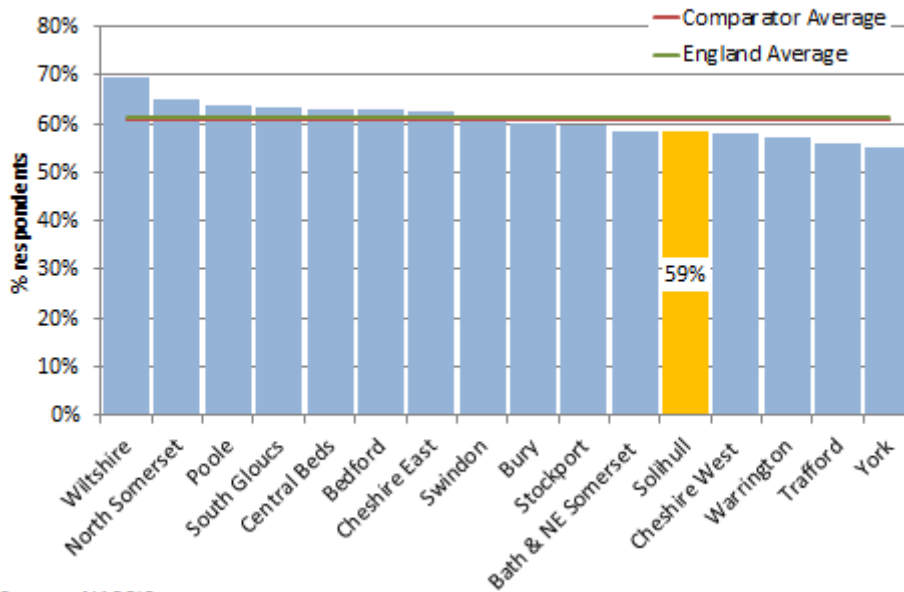
Solihull's performance on this measure has barely changed over the last four surveys.

	How having help to do things makes you think and feel about yourself?		
	Better	No Difference	Undermined
2014-15	57%	30%	13%
2013-14	60%	26%	14%
2012-13	56%	33%	12%
2011-12	56%	32%	11%

Q11. Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?

Nearly 59% of Solihull respondents say that the way they are helped makes them think and feel better about themselves, below the England average (61%) and towards the lower end of the spectrum of responses from comparator authorities. Overall just 10% of Solihull respondents feel in some way undermined (2% completely undermined), by having the way they are helped.

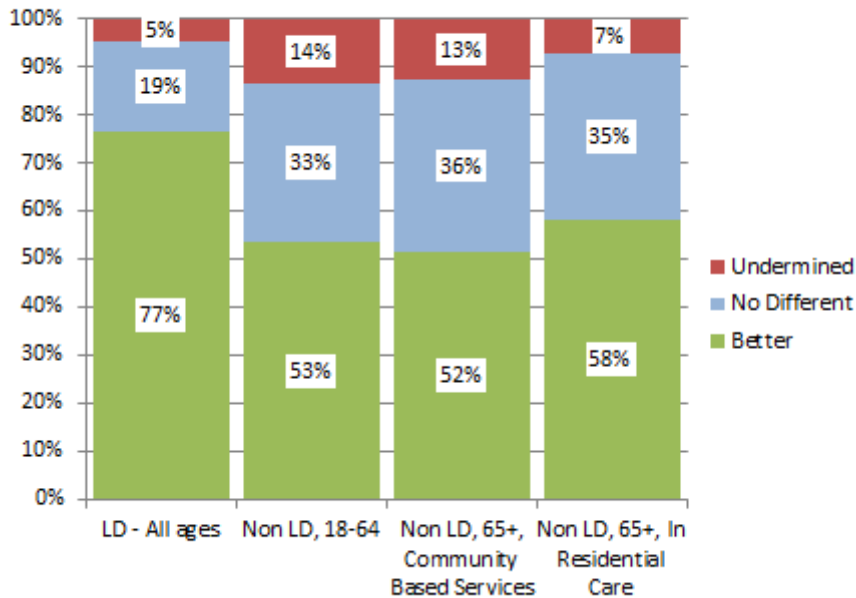
Q11 The way I am helped and treated makes me think and feel better myself



Source: NASCIS

Within Solihull respondents aged adults aged 18-64 without a Learning Disability are most likely to say that the way they are helped and treated makes them feel undermined (14%), followed by older people in receipt of a community service (13%). The most positive responses on this measure is from the Learning Disability group (77% feel better because of the way they are helped).

Q11. How does the way you are helped make you think and feel about yourself?



Like Q1 on overall satisfaction of services, there is a link between quality of life and response to this question. As the table below shows those who feel they have control over their daily life, have adequate social contact and are able to spend time doing things they

value and enjoy are more likely to say that the way that they are helped makes them feel better than those with unmet needs in these areas.

	Control Over Daily Life		Social Contact		How Spend Time	
	Feel better	Undermined	Feel better	Undermined	Feel better	Undermined
Needs Met	67%	6%	64%	8%	71%	3%
Unmet Needs	33%	25%	38%	19%	35%	23%

The proportion that say that the way they are helped makes them feel better fell when compared with last year's survey, although the proportion saying that they feel undermined is relatively unchanged.

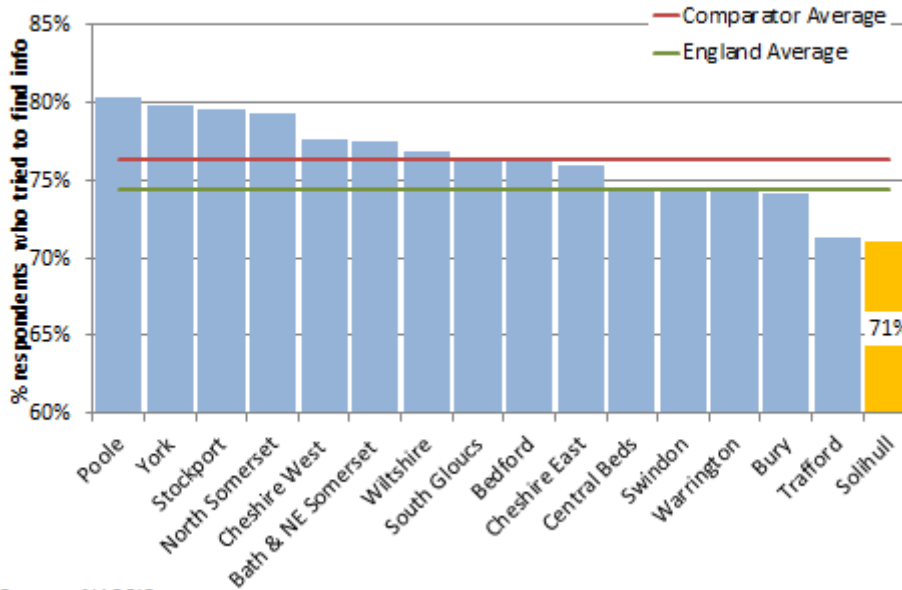
	How the way you are helped and treated makes you think and feel about yourself?		
	Better	No Difference	Undermined
2014-15	59%	31%	10%
2013-14	63%	27%	10%
2012-13	61%	31%	8%
2011-12	58%	33%	9%

Q12. In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?

Of those respondents who said that they had tried to find information and advice over the last year 71% said that they found it easy to do so. This is below the England average (74%) and the lowest among the comparator authorities (range 80% Poole, 71% Solihull). The proportion who found information very difficult to find was also less positive than the England average (10% compared to 8%).

Solihull's performance on this measure has remained relatively unchanged over the last three surveys (2012/13, 2013/14, 2014/15).

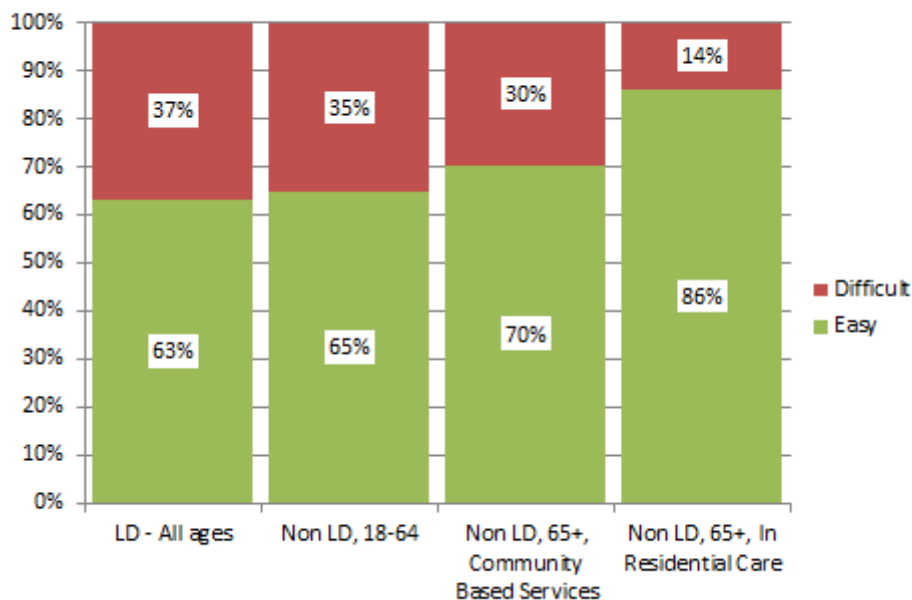
Q12 Found it very easy/easy to find information or advice about support, services or benefits



Source: NASCIS

Respondents with a learning disability are most likely to say that they had some difficulty in finding information or advice (37%), followed by adults aged 18-64 without a learning disability (35%). Relatively few older people in a residential home had difficulty in finding information (14%).

Q12. How easy was it to find information and advice



As the table below shows those who feel they have control over their daily life, have adequate social contact and are able to spend time doing things they value and enjoy are more likely to say that they found information and advice easily than those with unmet needs in these areas.

	Control Over Daily Life		Social Contact		How Spend Time	
	Easy to Find	Difficult to Find	Easy to Find	Difficult to Find	Easy to Find	Difficult to Find
Needs Met	76%	25%	77%	23%	79%	21%
Unmet Needs	51%	49%	42%	58%	52%	48%

Solihull's results on this measure have changed little over the last four surveys.

	Have you generally found it easy or difficult to find information and advice about support, services or benefits?		
	Easy	Difficult	Of Which: Very Difficult
2014-15	71%	29%	10%
2013-14	72%	28%	8%
2012-13	72%	28%	10%
2011-12	72%	28%	9%