



# Adult Social Care Survey 2018-19

Lancashire County Council summary report

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# 1. Executive summary

The Adult Social Care Survey (ASCS) is a national survey that has been used to collect the views of adult social care service users every year since 2010/11. The main purpose of the survey is to provide assured, benchmarked local data to support local decision making in a challenging financial climate. The survey provides an overall quality of life index and intelligence to identify if different types of service user experience different outcomes and whether services are meeting service users' needs.

The ASCS includes service users in residential and nursing care as well as those who receive services in the community. However, service users who lack the capacity to consent to take part aren't included.

For the 2018-19 ASCS 1,265 self-completion postal questionnaires were sent to a stratified random sample of adult social care service users during January 2019. Reminder letters were sent during February 2019. In total, 442 questionnaires were returned, giving an overall response rate of 35%.

## 1.1 Key findings

### 1.1.1 Overall satisfaction

- Overall, about nine-tenths of respondents (89%) were satisfied with the care and support services they receive. However, about one in twenty respondents (4%) were dissatisfied.
- About three-fifths of respondents (62%) rated their quality of life as good. Less than one in ten respondents (8%) rated their quality of life as bad.

### 1.1.2 Having choice over care and support

- Seven-tenths of respondents (70%) said that they have enough choice about the care and support services they receive. However, about a quarter of respondents (23%) said that they don't have enough choice.

### 1.1.3 Social care related quality of life

- About a third of respondents (34%) said that they have as much control over their daily life as they want. One in fourteen respondents (7%) said that they have no control over their lives.
- Nine-tenths of respondents (90%) agree that care and support services help them in having control over their daily lives.
- About three-fifths (58%) of respondents said that they feel clean and they are able to present themselves the way they like. One in a hundred respondents (1%) said that they don't feel clean or presentable.

- Over four-fifths of respondents (83%) agree that care and support services help them in keeping clean and presentable in appearance.
- About three-fifths of respondents (61%) said that they get all the food and drink they like when they want. One in a hundred respondents (1%) said that they don't always get adequate or timely food and drink, and they think there is a risk to their health.
- About four-fifths of respondents (81%) agree that care and support services help them get food and drink.
- About two-thirds of respondents (64%) said that their home is as clean and comfortable as they want. Less than one in a hundred respondents (<1%) said that their home is not at all clean or comfortable.
- Over three-quarters of respondents (77%) agree that care and support services help them in keeping their home clean and comfortable.
- Seven-tenths of respondents (70%) said that they feel as safe as they want. About one in fifty respondents (2%) said that they don't feel at all safe.
- About nine-tenths of respondents (88%) agree that care and support services help them in feeling safe.
- More than two-fifths of respondents (44%) said that they have as much social contact as they want. However, about one in twenty respondents (6%) said that they have little social contact with people and feel socially isolated.
- About seven-tenths of respondents (71%) agree that care and support services help them in having social contact with people.
- About two-fifths of respondents (37%) said that they are able to spend their time as they want, doing things they value or enjoy. However, less than one in ten respondents (8%) said that they don't do anything they value with their time.
- About seven-tenths of respondents (69%) agree that care and support services help them in the way they spend their time.
- About three-fifths of respondents (59%) said the way that they are helped and treated makes them think and feel better about themselves. One in a hundred respondents (1%) said the way that they are helped and treated completely undermines the way they think and feel about themselves.

#### **1.1.4 Information**

- Of those respondents who have tried to find information or advice about support, services or benefits in the past year, about two-thirds (66%) said it was easy to find and about one-third (34%) said it was difficult to find.

### **1.1.5 Health**

- About two-fifths of respondents (41%) said that in general their health is good, about two-fifths (42%) said that their health in general is fair and less than one-fifth of respondents (17%) said it is bad.
- About a third of respondents (31%) said that they had no pain or discomfort on the day they responded to the questionnaire, more than half of respondents (54%) said that they had moderate pain or discomfort, and about a sixth of respondents (15%) said that they had extreme pain or discomfort.
- Almost half of respondents (47%) said that they were not anxious or depressed on the day they responded to the questionnaire, almost half of respondents (46%) said that they were moderately anxious or depressed and about one in fourteen respondents (7%) said that they were extremely anxious or depressed.

### **1.1.6 Doing things for myself**

- About three-quarters (73%) said that they can't deal with finances and paperwork – for example, paying bills, writing letters – by themselves.
- About two-fifths of respondents (41%) said that they can't manage to wash all over by themselves, using either a bath or a shower.
- About a third of respondents (32%) said that they can't manage to get dressed and undressed by themselves.

### **1.1.7 Getting around in my local area**

- About three-tenths of respondents (28%) said that they can get to all the places in their local area that they want. More than a quarter (27%) said that they find it difficult to get to all the places in their local area that they want. Less than half of respondents (46%) said that they are unable to get to all the places in their local area that they want or that they do not leave their home.

### **1.1.8 Type of help and support received**

- Seven-tenths of respondents (71%) were in a community support setting, about one-quarter respondents (24%) were in residential care and one in twenty (5%) were in nursing care.
- About two-fifths of respondents (39%) had a local authority (LA) managed personal budget, about one-quarter (24%) had LA commissioned support only, one-third had direct payment only (33%) and about one in twenty (5%) had part direct payment.
- About one in five respondents (21%) don't receive any practical help on a regular basis from their husband/wife, partner, friends, neighbours or family members. About two-fifths of respondents (38%) receive help from someone living in their household and about half (52%) receive help from someone living in another household.

- About three-fifths of respondents (59%) don't buy any additional care or support privately or pay more to 'top up' their care and support. About one-third of respondents (34%) buy some more care and support with their own money, and about one in ten (9%) have family that pays for some more care and support for them.

### **1.1.9 Suitability of home**

- More than half of respondents (55%) said that their home meets their needs very well. About two-fifths of respondents (42%) said that their home meets most or some of their needs. However, less than one in twenty respondents (3%) said that their home is totally inappropriate for their needs.

### **1.1.10 Demographics**

- About three-fifths of respondents (57%) were female and about two-fifths of respondents (43%) were male.
- More than nineteen out of twenty respondents (98%) were white and one in fifty respondents (2%) were black and minority ethnic.
- Three-fifths of respondents (60%) were aged 65 and over and two-fifths of respondents (40%) were aged 18-64.