

# **Adult Social Care Survey 2010/2011 – Summary**

## **Introduction**

The Adult Social Care Survey (ASCS) is the most significant pool of personal outcome information for those receiving adult social care. The main purpose of the ASCS is to provide assured, benchmarked local data on outcomes to support local services to think about ways of improving outcomes. The survey provides an overall quality of life index, the survey will provide intelligence on whether specific groups experience better outcomes, whether services are meeting all outcome needs, and, in time, the value-added by Lancashire Adult and Community Services.

The Adult Social Care Survey differs from previous surveys as it includes those Service Users in residential and nursing care as well as those Service Users who receive services in the community. Also, specific instructions were given to exclude service users who lack the capacity to consent to take part.

## **Methodology**

A random sample of 833 eligible users was selected from people who were in receipt of a service from Lancashire Adult and Community Services as at 30<sup>th</sup> September 2010. The random sample consisted of service users in receipt of community based services with learning disabilities and those without learning disabilities and service users in residential and nursing care with learning disabilities and those without learning disabilities. These four groups of services users were sent a self completion questionnaire in the post (Appendix 1). These groups were sent questionnaires in formats appropriate to their needs e. g those who were identified as having learning disabilities were sent questionnaires in an easy read format. The different questionnaires asked the same questions, however the responses for questions 1 and 2 in the learning disabilities versions consisted of five responses as opposed to seven responses. Checks were undertaken to exclude those service users who lack the capacity to consent to take part. Self completion questionnaires were sent out during February and March 2011.

## **Results**

Of the 833 questionnaires sent to service users, 435 service users returned a completed questionnaire a 52.2% response rate. A summary of the results is as follows:

- Of those who responded, 64% were female and 62% were aged 65 and over.
- 67% of respondents (293) had a primary client category of physical disabilities, frailty and sensory impairment.

- 91% of respondents were extremely satisfied, very satisfied or fairly satisfied with the care and support services they receive. (Appendix 2 Question 1)
- 56% of respondents stated that their quality of life as a whole was good, very good and so good, it could not be better. (Appendix 2 Question 2)

### Outcome related questions

Self Reported Experience of Social Care Users. NI 127 is based on answers to a combination of questions in the Adult Social Care Survey which cover 8 different domains which are related to quality of life. Each of the questions has four answers which are equated with having either no needs in a specific life area or domain, having no needs with help, having low level needs or high level needs. The questions and the domain they cover are shown in the following table with the proportion of respondents who selected the most positive response:

Question		Domain	%
3	Which of the following statements best describes how much control you have over your daily life?  Those who answered: I have as much control over my daily life as I want	Control	34%
4	Thinking about your personal care, by which we mean being clean and presentable in appearance, which of the following statements best describes your situation?  Those who answered: I feel clean and am able to present myself the way I like	Personal Care	58%
5	Thinking about the food and drink you get, which of the following statements best describes your situation?  Those who answered: I get all the food and drink I like when I want	Food	61%
6	Which of the following statements best describes how clean and comfortable your home is?  Those who answered: My home is as clean and comfortable as I want	Accommodation	67%
7	Which of the following statements best describes how safe you feel?  Those who answered: I feel as safe as I want	Personal Safety	70%

8	Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?  Those who answered: I have as much social contact as I want with people I like	Social Life	46%
9	Which of the following statements best describes how you spend your time?  Those who answered: I'm able to spend my time as I want, doing things I value or enjoy	Occupation	37%
11	Thinking about the way you are helped and treated and how that makes you think and feel about yourself, which of these statements best describes your situation?  Those who answered: The way I'm helped and treated makes me think and feel better about myself	Dignity	61%

For NI127 Lancashire County Council had a score of 19.2 out of a possible 24 which would indicate that the services provided have a positive impact on the quality of life of service users.

- 61% of respondents felt that having help makes them think and feel better about themselves. 29% said that having help made no difference to the way they thought or felt about themselves. (Appendix 2 Question 10)
  
- 73% of respondents (292) said that care and support services helped them with personal care, followed by 68% (271) who said that care and support services helped them feel safe and secure. (Appendix 2 Question 12)
  
- 53% of respondents (214) said that they had found it easy to find information and advice about support, services or benefits in the past year. 30% of respondents had not tried to find information or advice in the past year. (Appendix 2 Question 13)
  
- 70% of respondents (290) stated that they would talk to a member of their family if they felt safe or were worried about something that had happened to them. This was followed by 50% of respondents who stated that they would talk to their Key worker, personal assistant or care worker. (Appendix 2 Question 14)

- 80% of respondents (335) stated that their general health was fair to very good. Respondents were asked to rate the level of pain or discomfort they felt, the majority of respondents (45%) said that they had moderate pain or discomfort, 37% said that they had no pain or discomfort. Respondents were also asked to rate how anxious or depressed they were feeling, half the respondents stated that they did not feel anxious or depressed, however, 42% did state that they felt moderate anxiety or depression. (Appendix 2 Question 15 and 16)
- Respondents were asked to rate their abilities to particular everyday tasks. The majority of respondents (83%) said that they could easily manage to feed themselves, 62% said that they manage getting in and out of bed or a chair by themselves and 56% said that they could manage getting around indoors by themselves. However, 77% of respondents found it difficult or were unable to manage dealing with finances or paperwork by themselves. (Appendix 2 Question 17)
- Respondents were asked to rate their abilities to dressing and personal hygiene tasks. 67% of respondents said that they had difficulty or were unable to manage to wash all over by themselves either using a bath or shower, however, 79% of respondents did say that they were easily able to wash their hands and face by themselves . 51% of respondents were easily able to get dressed or undressed by themselves, 68% of respondents were able to manage using the WC/toilet unassisted. (Appendix 2 Question 18)
- 91% of respondents (382) stated that the design of their home met most of their needs or met their needs very well. (Appendix 2 Question 19)
- Outside of the home, 35% of respondents said they were able to get to all the places in the local area that they wanted to go to. However, 44% of respondents had difficulty or were unable to get to all the places in their local area that they wanted to go to. 20% of respondents stated that they did not leave their home. (Appendix 2 Question 20)
- 43% of respondents said that they received practical help, on a regular basis, from someone living in their household. 45% of respondents said that they received practical help for someone living in another household and 24% said that they had no practical help from friends, family or neighbours. (Appendix 2 Question 21)
- 91% of respondents stated that they do not buy any additional care or support privately or pay more to "top up" their care and support. 28% of respondents said that they buy more care and support with their own money. Respondents were able to tick more than one answer for this question. (Appendix 2 Question 22)

## Adult Social Care Outcomes Framework – Adult Social Care Survey PI's

The following Performance Indicators (PI's) are derived from the Adult Social Care Survey.

<b>Measure (PID ref 1364)</b>	<b>1A. Social care-related quality of life</b>
<b>Domain / Outcome statement</b>	1. Enhancing quality of life for people with care and support needs <i>(Overarching Measure)</i>
<b>Rationale</b>	This indicator gives an overarching view of the quality of life of users based on outcomes identified through research that are relevant to adult social care.
<b>Definition</b>	This is a composite measure using responses to questions from the Adult Social Care Survey covering eight domains (control, how people are treated, personal care, food and nutrition, safety, occupation, social participation and accommodation). Questions indicate whether the individual has unmet needs in any of the eight areas. It is proposed that the domains are given equal weight, with the measure calculated using a simple cumulative score based on responses to each question. <i>Source: Adult Social Care Survey</i>

**NI 127 = 7602 / 396 = 19.2**

<b>Measure (PID ref 1365)</b>	<b>1B. The proportion of people who use services who have control over their daily life</b>
<b>Domain / Outcome statement</b>	1. Enhancing quality of life for people with care and support needs <i>People manage their own support as much as they wish, so that are in control of what, how and when support is delivered to match their needs.</i>
<b>Rationale</b>	This indicator measures one component of the overarching measure 'social care related quality of life'. A preference study conducted by RAND <sup>1</sup> found that members of the public gave this domain of the 8 included the highest weight, i.e. of all the domains included in the overarching measure this is the one that is considered by the public to be the most important.
<b>Definition</b>	<b>Numerator:</b> In response to the question "Which of the following statements best describes how much control you have over your daily life?" who respond "I have as much control over my daily life as I want". <b>Denominator:</b> All those that respond to the question <i>Source: Adult Social Care Survey</i> Development work will consider whether to include those who respond "I have adequate control over my daily life" to the numerator.

**Q3 of ASC survey = 145 / 421 x 100 = 34.4%**

<b>Measure (PID ref 1374)</b>	<b>3A. Overall satisfaction of people who use service with their care and support</b>
<b>Outcome statement</b>	3. Ensuring people have a positive experience of care and support. <i>People who use social care and their carers are satisfied with their experience of care and support services.</i> <i>(Overarching measure)</i>
<b>Rationale</b>	This measures the satisfaction with services of people using adult social care, which is directly linked to a positive experience of care and support. Analysis of surveys suggests that this question is a good predictor of the overall experience of services and quality . 6
<b>Definition</b>	<b>Numerator:</b> Those that answer extremely or very satisfied in response to the question “How satisfied are you with the care and support services that you receive?” <b>Denominator:</b> All those that answered the question. <i>Source: Adult Social Care Survey</i>

**Q1 of ASC survey = (118+173) / 433 x 100 = 67.2%**

<b>Measure (PID ref 1375)</b>	<b>3D. The proportion of people who use services and carers who find it easy to find information about services</b>
<b>Domain / Outcome statement</b>	3. Ensuring people have a positive experience of care and support. <i>People know what choices are available to them locally, what they are entitled to, and who to contact when they need help.</i>
<b>Rationale</b>	This measure reflects social services users’ and carers’ experience of access to information and advice about social care in the past year. Information is a core universal service, and a key factor in early intervention and reducing dependency. Improved and/or more information benefits carers and the people they support by helping them to have greater choice and control over their lives. This may help to sustain caring relationships through for example, reduction in stress, improved welfare and physical health improvements. These benefits accrue only where information is accessed that would not otherwise have been accessed, or in those cases where the same information is obtained more easily.
<b>Definition</b>	This is a combination of relevant questions in the Adult Social Care Survey and Carers Survey. <b>Numerator:</b> Those that answer very (or fairly) easy in response to the question “In the past year have you found it easy or difficult to find information or advice about support services and benefits?” <b>Denominator:</b> All those that answered these questions. Note: this will be people using services only in 2011/12, with the full measure deferred to 2012/13 when the Carers Survey will run for the first time. <i>Sources: Adult Social Care Survey and Carers Survey</i>

**Q13 of ASC survey = (83+131) / 405 x 100 = 52.8%**

<b>Measure (PID ref 1376)</b>	<b>4A. The proportion of people who use services who feel safe</b>
<b>Domain / Outcome statement</b>	4. Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm <i>(Overarching measure)</i>
<b>Rationale</b>	This measures one component of the overarching 'social care related quality of life' measure. It provides an overarching measure for this domain. Safety is fundamental to the wellbeing and independence of people using social care (and others). There are legal requirements about safety in the context of service quality, including CQC's essential standards for registered services. There is also a vital role of being safe in the quality of the individual's experience.
<b>Definition</b>	<b>Numerator:</b> In response to the question "Which of the following statements best describes how safe you feel?" the number of people who respond, "I feel as safe as I want". <b>Denominator:</b> All those that respond to the question. <i>Source: Adult Social Care Survey</i> The description of 'feeling safe' used in the ASCS will be amended to remove the reference to 'fear of being attacked or robbed', since this was considered to have the potential to distract from social care-related outcomes. Development work will consider whether to include those who respond, "Generally I feel adequately safe, but not as safe as I would like" to the numerator.

**Q7 of ASC survey = 299 / 426 x 100 = 70.2%**

<b>Measure (PID ref 1377)</b>	<b>4B. The proportion of people who use services who say that those services have made them feel safe and secure</b>
<b>Domain / Outcome statement</b>	4. Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm <i>Everyone enjoys physical safety and feels secure.</i> <i>People are free from physical and emotional abuse, harassment, neglect and self-harm.</i> <i>People are protected as far as possible from avoidable harm, disease and injury.</i> <i>People are supported to plan ahead and have the freedom to manage risks the way that they wish.</i>
<b>Rationale</b>	Safety is fundamental to the wellbeing and independence of people using social care (and others). There are legal requirements about safety in the context of service quality, including CQC essential standards for registered services. Whilst the overarching measure indicates a higher-level individual perspective on feeling safe, this measure complements with a specific response on the impact of services on this outcome.
<b>Definition</b>	This measure will be based around question 12 in the Adult Social Care Survey, which asks the question "In what ways do care and support services help you?" with one of the potential responses being "feeling safe and secure". The precise definition will be developed and agreed shortly. <i>Source: Adult Social Care Survey</i>

**Q12 of ASC survey = 271 / 400 x 100 = 67.8%**