

Adult User Survey 2019/20

The Sample

4,114 adults receiving care and support services from NCC between 01/09/19 – 31/12/19.

1,607 service users in the sample.

523 returned questionnaires (407 in 2018/19).

32.5% response rate (31.5% in 2018/19).



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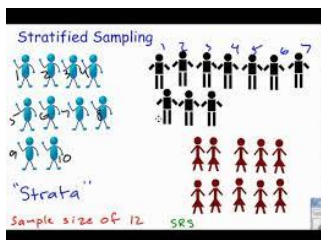
Strata

Learning disability support (all ages) – 21.5%

18-64, excluding learning disability support – 27.4%

65+ in residential care, excluding learning disability support – 27.6%

65+ in the community, excluding learning disability support – 23.5%



Respondents

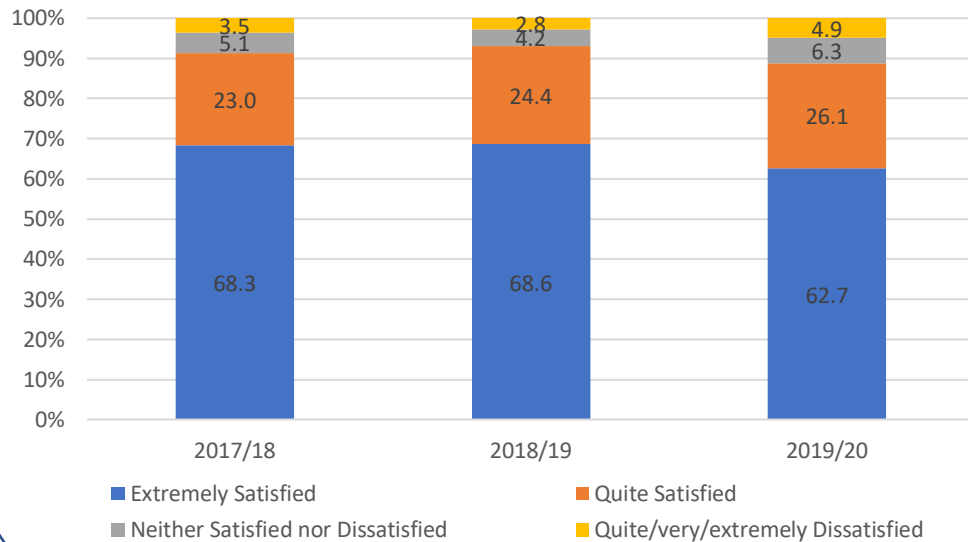


- 92.3% White ethnic background (95% last year).
- 74.3% Christian (79% last year).
- 68.2% were getting care in a community setting (61% last year). 21.3% were getting residential care and 10.5% nursing care.
- 55.9% Female (57% last year).
- 41.9% receiving services due to need for physical support, 21.5% for learning disability support, 13.5% for mental health support.
- 48% of surveys were for service users in the community (41.1% last year).
- 30.% were for those in care homes (37% last year).



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Overall Satisfaction



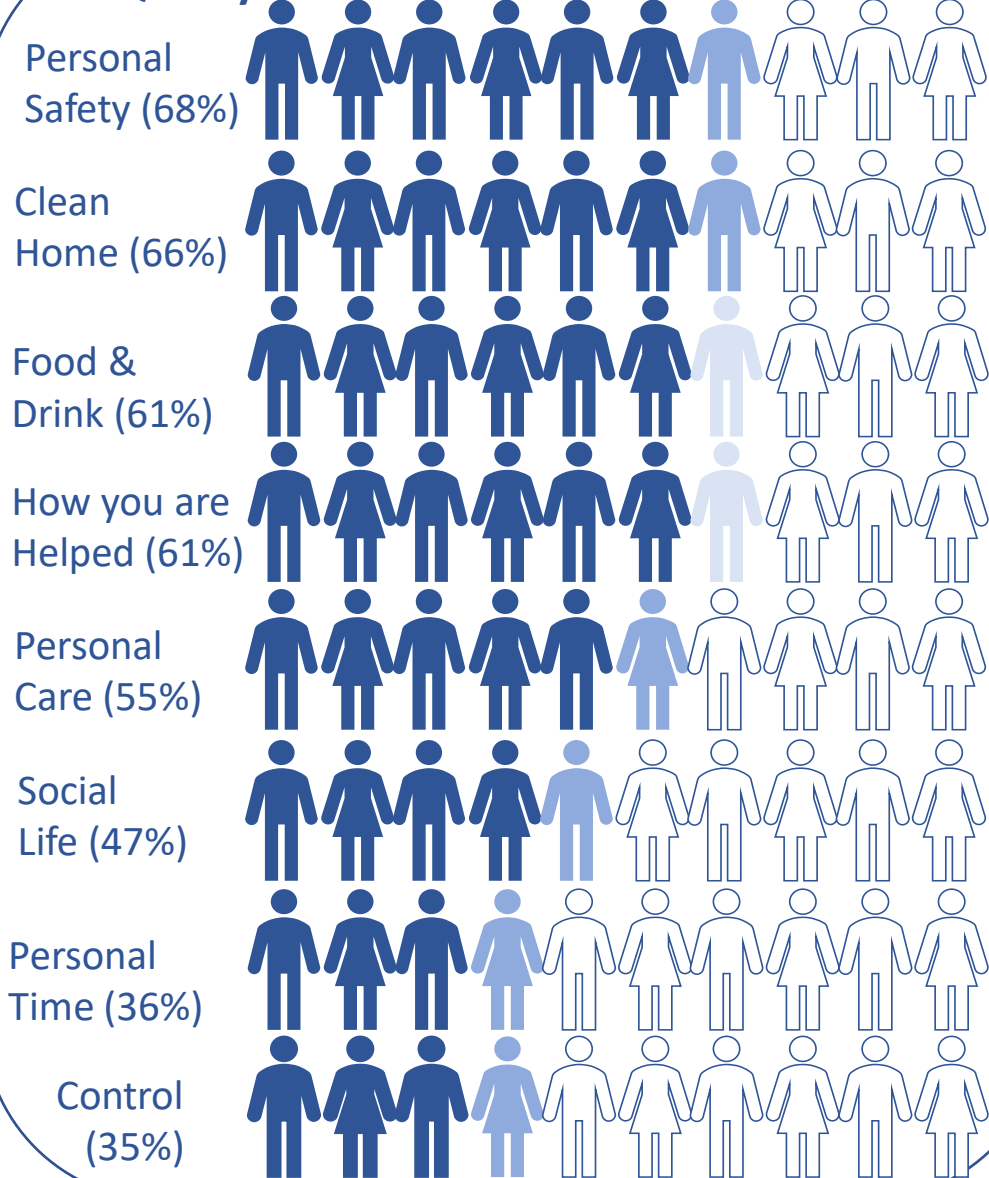
Overall satisfaction has decreased, however, the percentage of people who are 'quite satisfied' which has increased. The decrease in satisfaction is a contrast to the 79.2% QoL indicator which suggested that quality of life for service users is quite high. The survey does not allow for qualitative comments to be made therefore we cannot be sure why the overall levels of satisfaction have decreased. There could be several reasons for dissatisfaction of services:

- Re-commissioning of Day Centres.
- Changes in benefits from DLA (Disability Living Allowance) to PIP (Personal Independence Payment). Although not a NCC responsibility, comments regarding benefits in the survey suggest that users may have expressed their dissatisfaction.
- Carer Continuity – comments made in the 2018/19 survey regarding Domiciliary Care services may have continued into 2019/20.
- We have less complaints, however, the complaints procedure isn't as accessible as it could be and the complaints team is working on this, including more up to date processes charts and more use of IT technology

	Core Cities	N'cle	CIPFA	England	NE	CIPFA Rank (16)	North East Rank (12)	England Rank (152)
ASCOF 3A - Proportion of people who were overall satisfied with the care and support services received	61.9%	62.7%	63.5%	64.2%	67.5%	10th	12th	95th

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Quality of Life – Most Positive Answer

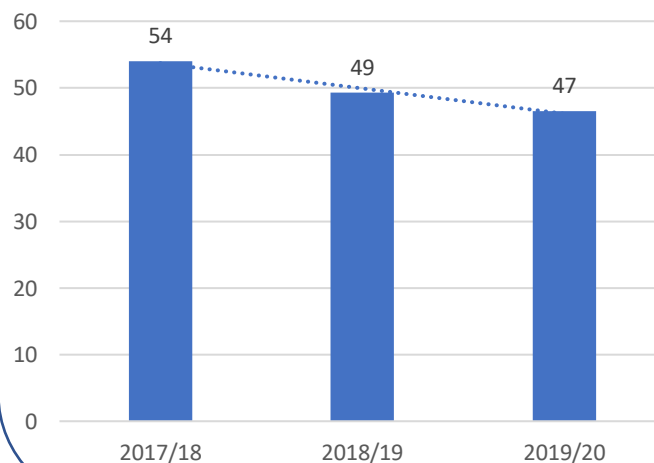


1A: Quality of Life Indicator

19.0 / 24 = 79.2%

Indicator calculated on 8 different Questions covering personal safety, having a clean home, food & drink choices, being helped, personal care, social life, personal time and control over daily life.

1I: Service Users that have as much Social Contact as they like

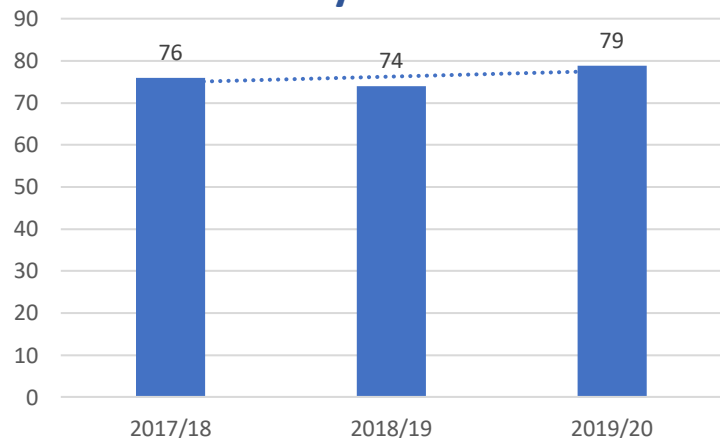


We believe that the people we support have increasingly complex needs. We are meeting the needs of services users, but their level of complexity may result in them finding it difficult to attend support services outside their home therefore limiting their social contact. The re-commissioning of Day Centres may have contributed to this as service users may have thought their Day Centres were changing.

Core Cities	CIPFA	England	N'cle	NE	CIPFA Rank (16)	North East Rank (12)	England Rank (152)
44.8%	45.2%	45.9%	46.5%	49.9%	7th	12th	72nd

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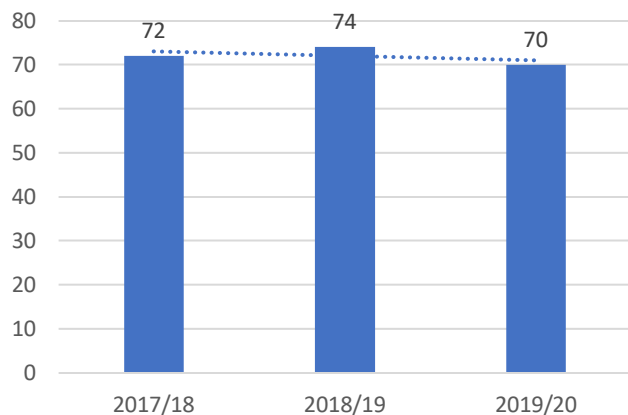
Service Users that have Control Over their Daily Life



	Core Cities	CIPFA	England	N'cle	NE	CIPFA Rank (16)	North East Rank (12)	England Rank (152)
ASCOF 1B - Proportion of people using services who have control over their daily life	75.5%	77.2%	77.3%	78.8%	81.3%	7th	9th	58th

	CIPFA	Core Cities	England	N'cle	NE	CIPFA Rank (16)	North East Rank (12)	England Rank (152)
ASCOF 3D1 - Proportion of people who have found it very easy to find information and advice about support, services or benefits	67.3%	67.5%	68.4%	70.0%	74.5%	4th	5th	60th

Ease of Finding Advice & Information

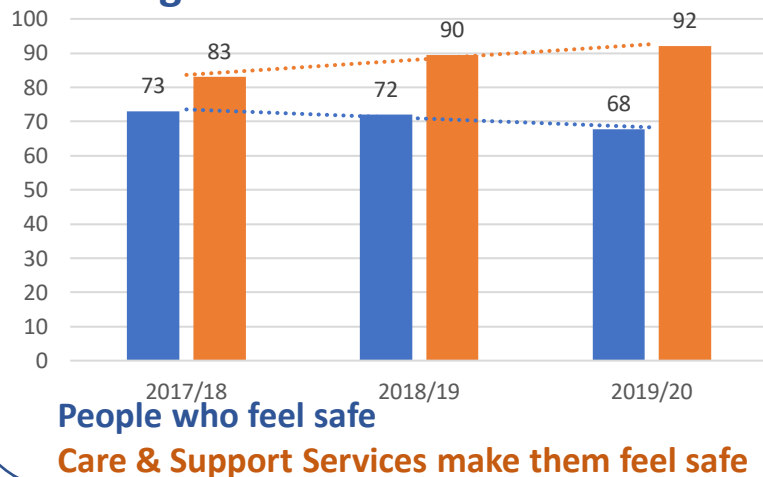


Qualitative information on this question suggests that users of social care services still get confused over the services provided by Adult Social Care. Comments made in the 2018/19 survey suggested that Newcastle City Council should provide more literature on care and support services and publicise these more widely in readily available sources. We responded to this ... Information regarding care and support services is now more accessible via InformationNOW. The 2019/20 survey highlights service user concerns regarding accessing benefits and DWP. The Council will therefore work closely with Active Inclusion and InformationNOW teams to improve signposting to other services, so that users are aware of care and support services for Adult Social Care.



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Feeling Safe



The increase in the percentage of people who reported that care services make them feel safe and secure is an indication of the quality and safety of service provision and an awareness of the importance of safeguarding adults. The 4% decrease from 2018/19 to 2019/20 in the proportion of people who use services who feel safe is a more complex indicator. It is important to highlight that the 'feeling of safety' is not related to people's experience of the service they receive. There are several factors that can impact on a feeling of being safe including personal experiences as well as local, national and international events. Therefore, the decrease cannot be linked directly to any local events or changes in policy.



	Core Cities	N'cle	CIPFA	England	NE	CIPFA Rank (16)	North East Rank (12)	England Rank (152)
ASCOF 4A - Proportion of people who feel as safe as they want to	67.7%	67.8%	69.3%	70.2%	74.7%	9th	12th	104th
	CIPFA	Core Cities	England	NE	N'cle	CIPFA Rank (16)	North East Rank (12)	England Rank (152)
ASCOF 4B - Proportion of people who answered "Yes" to care and support services making them feel safe	87.3%	87.5%	86.8%	91.9%	92.0%	2nd	3rd	17th

Health

81% of the respondents said that their health was very good, good or fair, however 66.4% said that they had moderate or extreme pain or discomfort. 54.2% of respondents said that they were either moderately or extremely anxious or depressed.



Additional Support

28% of respondents buy extra support with their own money. 9% has family that pays for some more care and support.

