

Adult User Survey 2020/21

The Sample

3,907 adults receiving care and support services from NCC between 10/11/20 – 09/11/21.

1,712 service users in the sample.

502 returned questionnaires (523 in 2019/20).

29.3% response rate (32.5% in 2019/20).



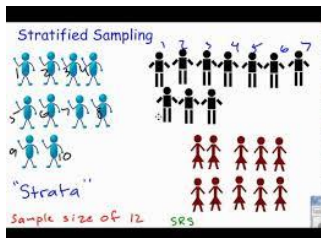
Strata

Learning disability support (all ages) – 25.5%

18-64, excluding learning disability support – 19.1%

65+ in residential care, excluding learning disability support – 22.9%

65+ in the community, excluding learning disability support – 33.5%



Respondents

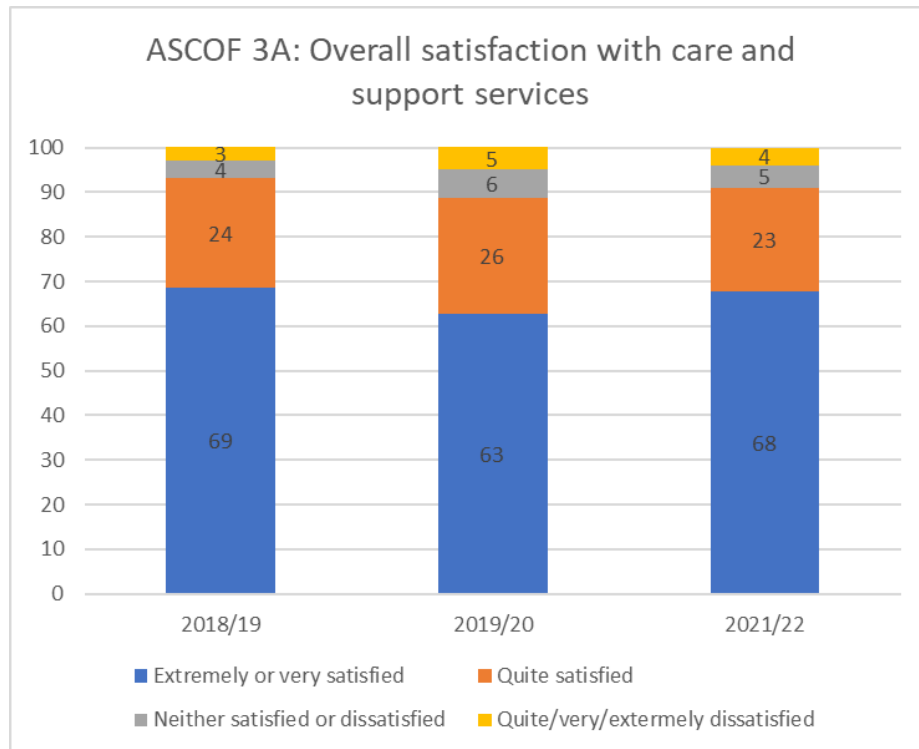


- 90.1% White ethnic background (92.3% last year).
- 89.8% Christian (74.3% last year).
- 71.4% were getting care in a community setting (68.2% last year). 20.5% were getting residential care and 8.1% nursing care.
- 55.4% Female (55.9% last year).
- 43.9% receiving services due to need for physical support, 33.1% for learning disability support, 8.5% for mental health support.
- 30.% were for those in care homes (37% last year).



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Overall Satisfaction



Overall satisfaction has increased in Newcastle since the previous survey, with the percentage of people who are 'extremely or very satisfied' increasing by 5%. The survey does not allow for comments to be made on this question therefore we do not have any detail on the reasons for why someone is feeling dissatisfied with their care and support services.

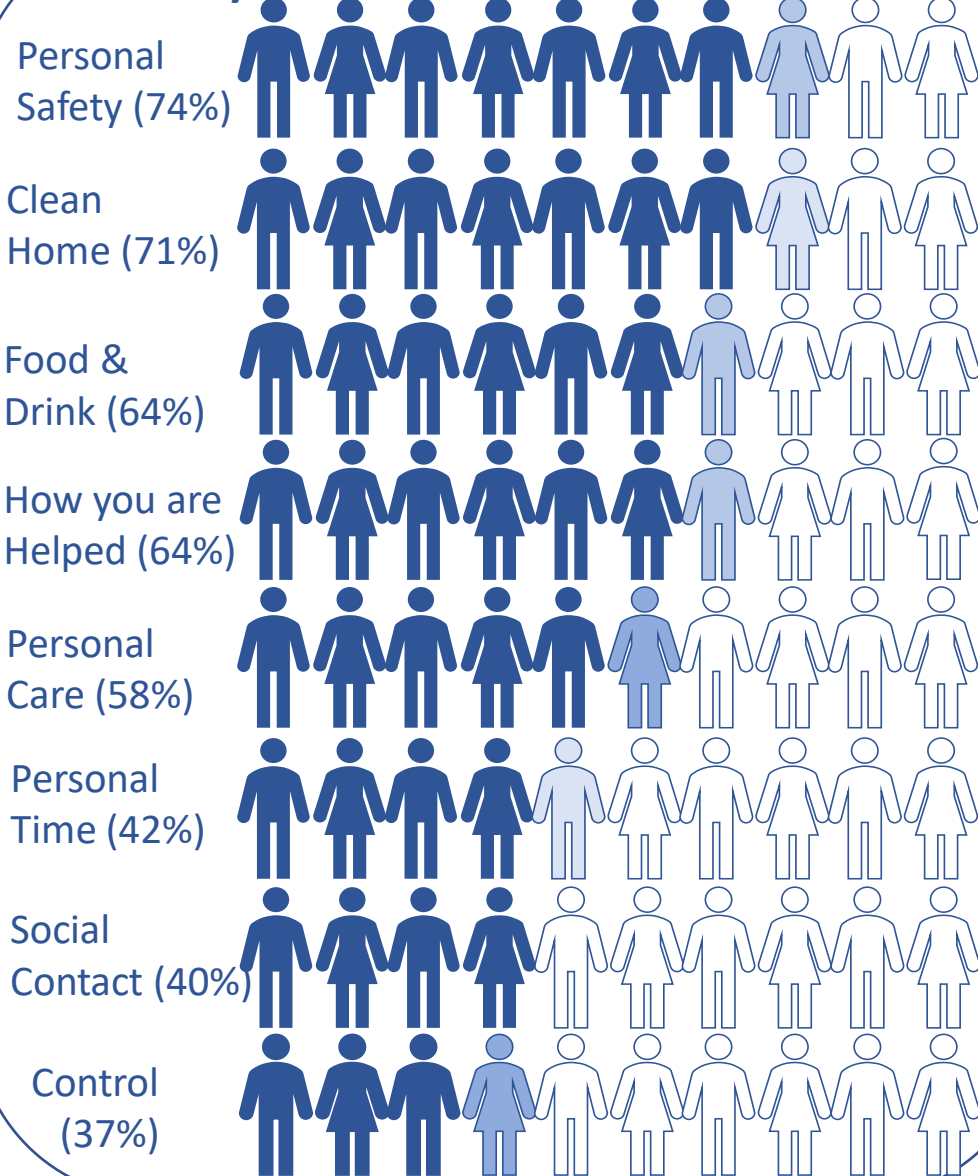
There could be several potential reasons for dissatisfaction of services:

- Market failure meaning that some people have not been able to access the services that they need in a timely manner
- Living with covid and the periods of lockdown have affected how some services have been delivered in the past two years
- Increased financial charged for service which took effect, for example disability related expenditure (DRE) changes

	Newcastle	Newcastle change from previous survey	Newcastle NE Rank	NE average	NE range
3A. Overall satisfaction of people who use services with their care and support	67.60%	4.9% improvement	5th	65.70%	58.0% - 71.4%

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Quality of Life – Most Positive Answer

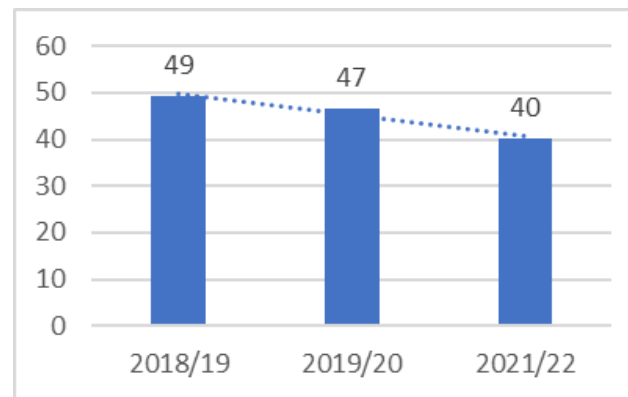


1A: Quality of Life Indicator

19.2 / 24 = 80%

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

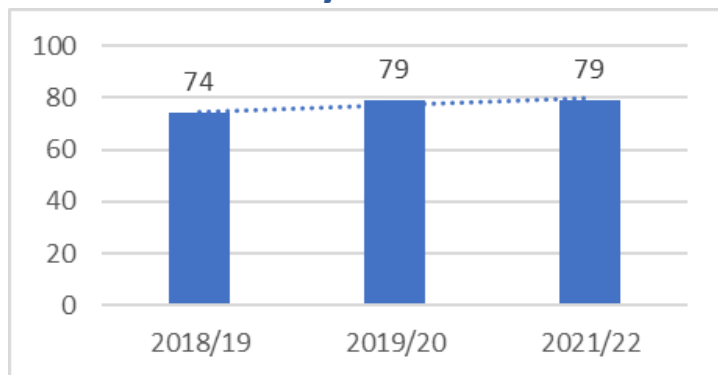


We believe that the people we support have increasingly complex needs. We are meeting the needs of services users, but their level of complexity may result in them finding it difficult to attend support services outside their home therefore limiting their social contact. Living with covid has resulted in some people being more cautious about their social contact.

	Newcastle	Newcastle change from previous survey	Newcastle NE Rank	NE average	NE range
1A. Social care-related quality of life.	19.2	0.2 improvement	7th	19.2	18.6 - 19.8

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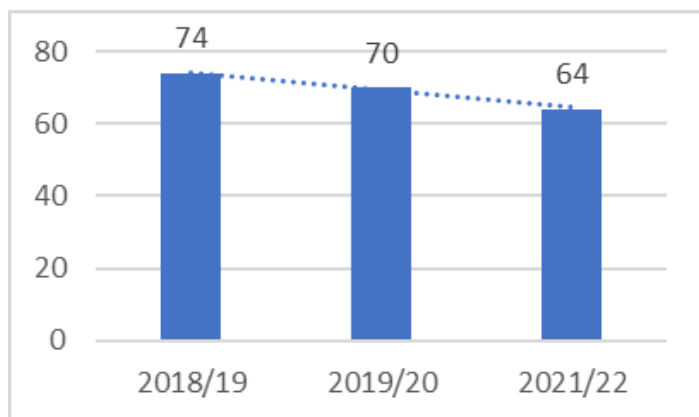
Service Users that have Control Over their Daily Life



	Newcastle	Newcastle change from previous survey	Newcastle NE Rank	NE average	NE range
1B. The proportion of people who use services who have control over their daily life	78.80%	no change	7th	78.80%	74.5% - 84.7%

	Newcastle	Newcastle change from previous survey	Newcastle NE Rank	NE average	NE range
3D Pt1. The proportion of people who use services who find it easy to find information about services	64.10%	5.9% decline	9th	68.20%	59.9% - 79.2%

Ease of Finding Advice & Information

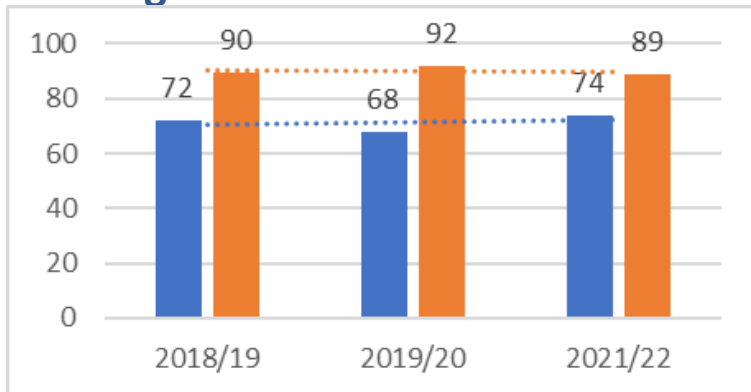


The question in the survey first asks whether people have tried to find information and advice, 40% of people responded to say they have never tried. Of those who have tried we have seen a 5.9% decline in those who found it easy to find what they were looking for. In 2021/22 we wrote to all people who use our services and their carers sharing with them a leaflet about how to access the InformationNOW website and what information was available to them. Some responses in the survey suggest that people like to receive information verbally face to face or via the telephone.



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Feeling Safe



People who feel safe

Care & Support Services make them feel safe

There has been a 6% increase in the percentage of people who reported that they feel safe, but a 3.2% decrease in the proportion who report that their services made them feel safe and secure.

It is important to highlight that the 'feeling of safety' is not just 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. Living with covid has made many people think more about their safety and how they feel about it.



	Newcastle	Newcastle change from previous survey	Newcastle NE Rank	NE average	NE range
4A. The proportion of people who use services who feel safe	73.80%	6% improvement	5th	73.00%	68.3% - 77.2%

	Newcastle	Newcastle change from previous survey	Newcastle NE Rank	NE average	NE range
4B. The proportion of people who use services who say that those services have made them feel safe and secure	88.80%	3.2% decline	8th	88.50%	79.3% - 93.3%

Health

81.8% of the respondents said that their health was very good, good or fair, however 61.5% said that they had moderate or extreme pain or discomfort. 54.8% of respondents said that they were either moderately or extremely anxious or depressed. These are all similar to the previous survey



Additional Support

26.5% of respondents buy extra support with their own money.
7.9% have family that pays for some more care and support.

