



Adult Social Care Survey

2022/23

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Sample

3,126 adults receiving care and support services from NCC between 31 October 2021 and 30 October 2022

1,585 service users in the sample



426 returned questionnaires (502 in 2021/22)

26.9% response rate (35.5% in 2021/22)



Strata

26% - Learning disability support (all ages)

22.5% - 18-64, excluding Learning Disability

25.29% - 65+ in residential care, excluding Learning Disability support

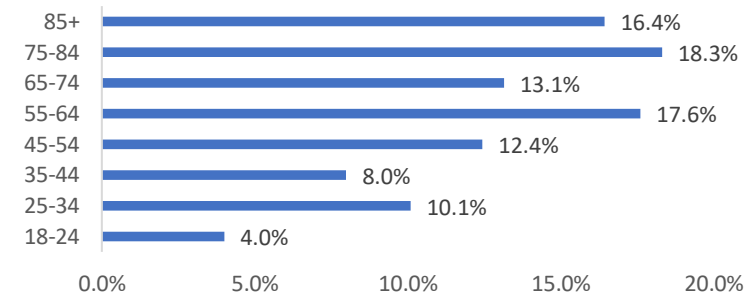
25.86% - 65+ in the community, excluding Learning Disability support

Respondents

- 54% were female, gender split mirrored the overall proportion of people surveyed.



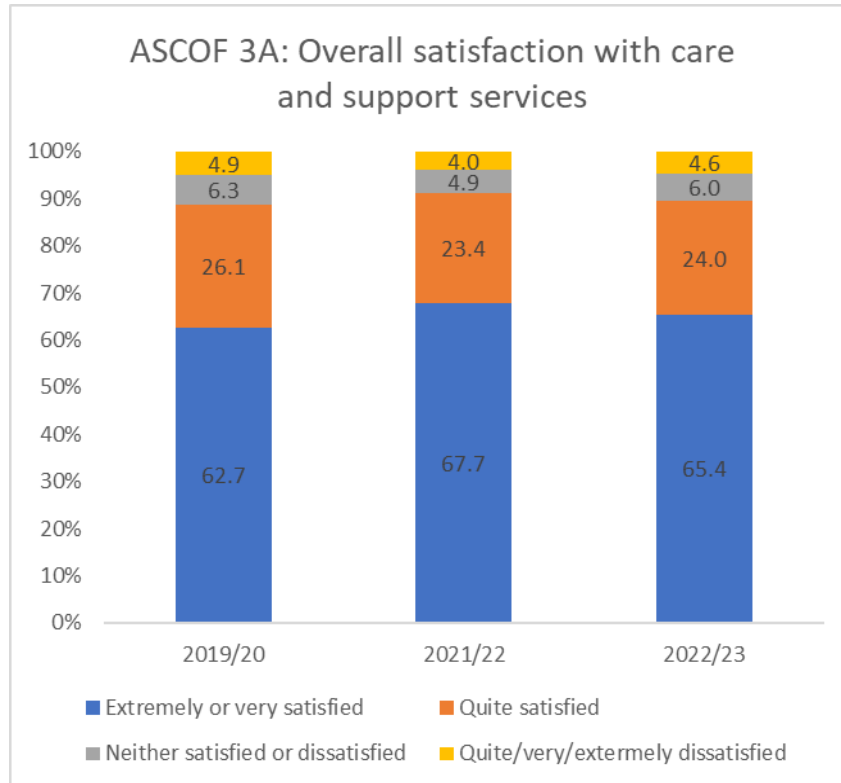
- 48% were aged over 65



- 51.2% declared no religious belief, with Christian being the highest (35.9%)
- People in a community setting accounted for 83.6% of responses
- 87.1% (v2.9% on last year) of respondents identified as white, while people who did not wish to declare their ethnicity rose to 6.8% (^3.8% since 2021/22)



Overall Satisfaction



Question Asked

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

The official ASCOF measure for overall satisfaction has decreased in Newcastle since the previous survey, with the percentage of people who are '**extremely or very satisfied**' falling by 2.3%.

This measure does not include those who responded as "**quite satisfied**" within its definition and if all satisfaction levels were included this would provide an overall satisfaction rate of 91.1% and only 1.7% down on the previous survey.

The survey does not allow for comments to be made on this specific question therefore we do not have any qualitative feedback as to why people are dissatisfied with their care and support services based on this question.

However, the "any other comments" opportunity did offer some insight and other comments and other responses to other qualitative questions suggest that some people would like more or a more consistent level of support and interaction in the services they receive.

	Newcastle	Newcastle change from previous survey
3A. Overall satisfaction of people who use services with their care and support	65.4%	2.3% reduction



Quality of Life – Most Positive Answer

Personal Safety (72%)



Clean Home (67%)



Food & Drink (62%)



How you are helped (60%)



Personal Care (53%)



Social Contact (50%)



Personal Time (45%)



Control (38%)

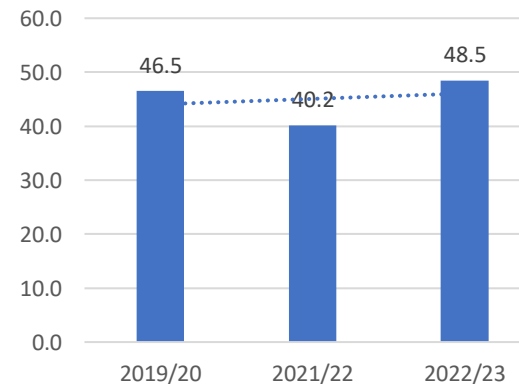


1A: Quality of Life Indicator

$$19.2 / 24 = 80\%$$

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



This is the highest increase in ASCOF measures for this years survey. Responses to state that people were having as much social contact fell in the first survey since the pandemic but appears that 2 years on, people are happy with their social contact. We are now above pre-pandemic levels reported.

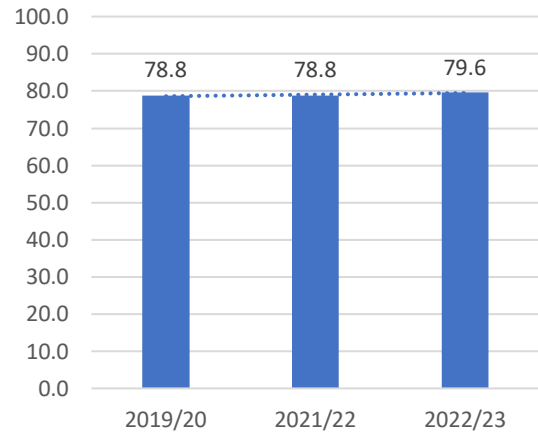


	Newcastle	Change from previous survey
1A. Social care-related quality of life	19.2	Maintained

	Newcastle	Change from previous survey
1I. Proportion of people who have as much social contact as they like	48.5%	8.3% improvement



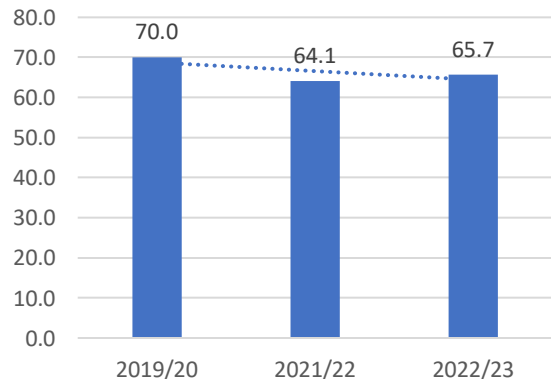
1B: Control over daily life



	Newcastle	Change from previous survey
1B. Proportion of people using services who have control over their daily life	79.6%	0.8% improvement

	Newcastle	Change from previous survey
3D. Proportion of people use services who find it very easy to find information and advice about support, services or benefits	65.7%	1.6% improvement

3D: Advice and Information



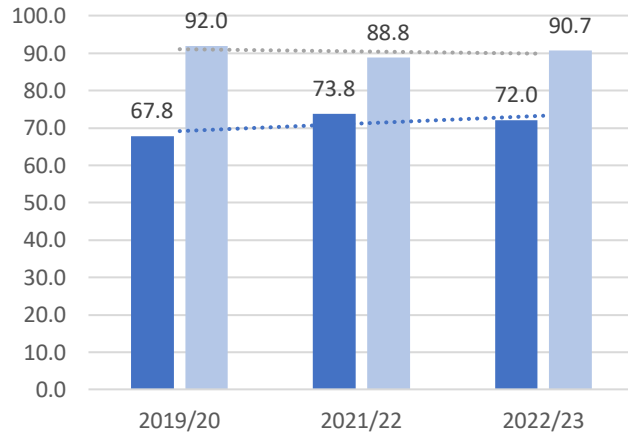
The question in the survey first asks whether people have tried to find information and advice, 47% of people responded to say they have never tried to find information ([^]7%).

Of those who have tried we have seen a **1.6%** increase in those who found it easy to find what they were looking for.

Targeted publicity of people and their carers using services took place in 2021/22 with details about how to access the InformationNOW website and the information available to them. Some responses in this years survey suggest that some people would like less reliance on “online” information.



4A/4B: Feeling Safe



Question(s) Asked

7a) Which of the following statements best describes how safe you feel?

By feeling safe we mean how safe you feel both inside and outside the home. This includes fear of abuse, falling or other physical harm.

7c) Do care and support services help you in feeling safe?

There has been a 1.8% decrease in the percentage of people who reported that they feel safe, but an equivalent 1.9% increase 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. The question covers how safe they feel in general "inside and outside" the home and covers several factors that can impact on a feeling of being safe including personal experiences not specifically related to Social Care services.

	Newcastle	Change from previous survey		Newcastle	Change from previous survey
4A. The proportion of people who use services who feel safe	72%	1.8% decline	4B. The proportion of people who use services who say that those services have made them feel safe and secure	90.7%	1.9% improvement

Health

83% (**^1.2%**) of the respondents said that their health was very good, good or fair, however 61.5% (**^0.5%**) said that they had moderate or extreme pain or discomfort.

46.5% (**^8.3%**) of respondents said that they were either moderately or extremely anxious or depressed.



Additional Support

21.9% (**^4.6%**) of respondents buy extra support with their own money.

8.2% (**^0.3%**) have family that pays for some more care and support.

