



Newcastle City Council Social Care User Experience Survey 2016/17

Louise Reeve

Methodology

Background



- Statutory national survey for 2016/17
- Previous surveys: 2010/11, 2011/12, 2012/13, 2013/14 and 2015/16.
- Views of service users in England and Wales about local authority care and support services.
- Purpose of the survey is to provide **assured, benchmarked local data on outcomes** to support local services to think about:
 - Do specific groups of service users experience better outcomes?
 - Are services meeting all outcome needs?
 - Are social services adding value to people's lives?

Who is in the survey?

How many people?

- **4,077** adults receiving care and support services from Newcastle City Council between 1 September – 31 December 2016
- **1007** service users in the sample (stratified random sample method)
- **January to March 2017** – questionnaires posted
- **348** returned questionnaires
- **34.6%** response rate
- Results representative to within **5.0 percentage points** either way



About the people in the survey

- **95%** white ethnic background
- **82%** Christian
- **73%** getting care in a community setting
- **69%** having services delivered via an LA-managed personal budget
- **67%** aged 65 and over
- **57%** female
- **45%** receiving services due to need for physical support



Indicators and comparisons

ASCOF 1A: Social care related quality of life

Combination of scores from questions about different aspects of people's lives:

- nutrition
- personal care
- safety
- social contact
- how they are helped
- control over daily life
- can they spend their time doing what they want?

2016/17 score = 19.4

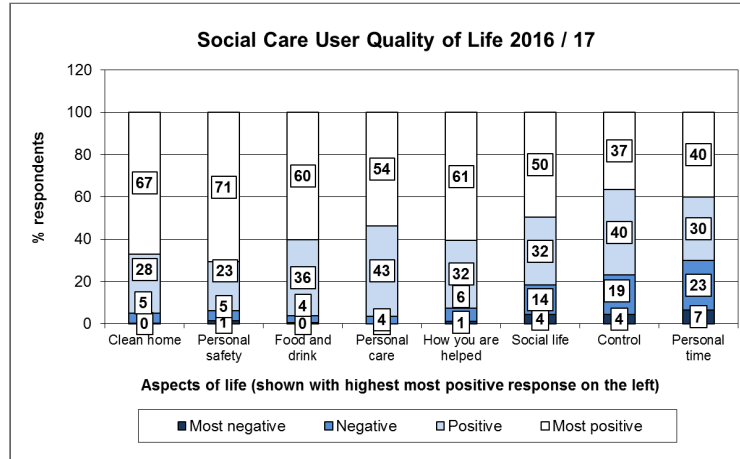
Maximum possible: **24.0**

So, we have achieved 80% of maximum possible

- 2015/16 = **19.7**
- 2014/15 = **19.2**
- 2013/14 = **19.3**
- 2012/13 = **19.2**
- 2011/12 = **19.4**
- 2010/11 = **18.9**

ASCOF 1A – Domains

Slight decrease in positive response for 'feeling clean', 'food & drink' and 'keeping the home clean' since 2015/16



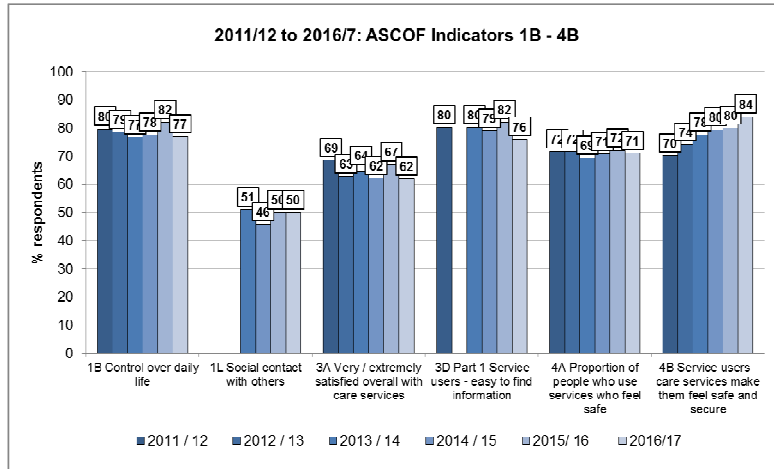
Other ASCOF Indicators



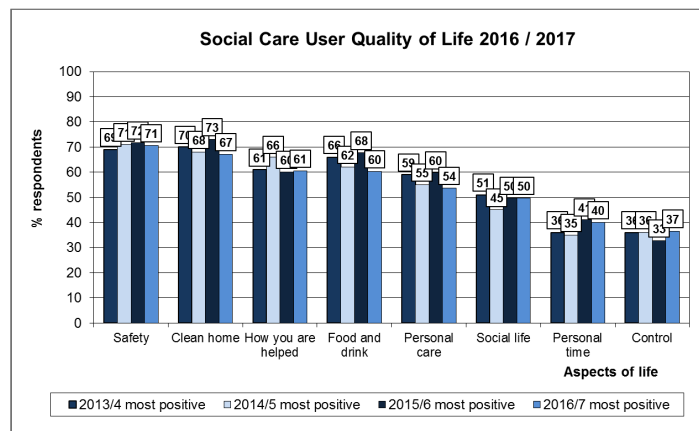
- **4B** Services help with feeling safe = **84%** (80%)
- **1B** Control over daily life = **77%** (82%)
- **3D Part 1** Easy to find information = **76%** (82%)
- **4A** Feel safe = **71%** (72%)
- **3A** Overall satisfaction = **62%** (67%)
- **1L** Social contact with others = **50%** (50%)

2015/16 results in red

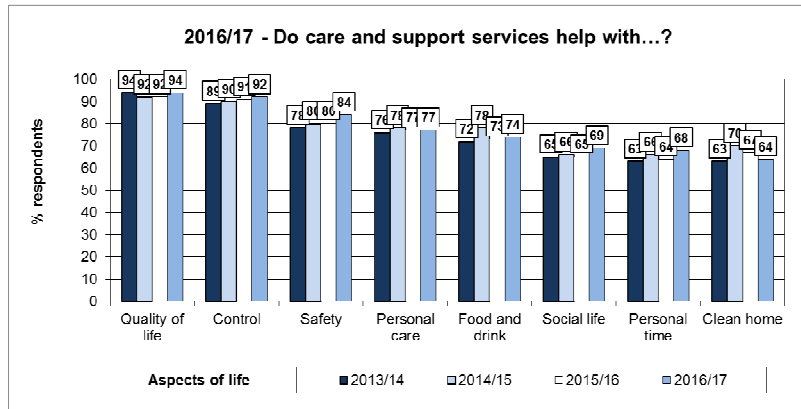
ASCOF 2011/12 to 2016/17



Changes between 2015/16 and 2016/17 – Quality of Life

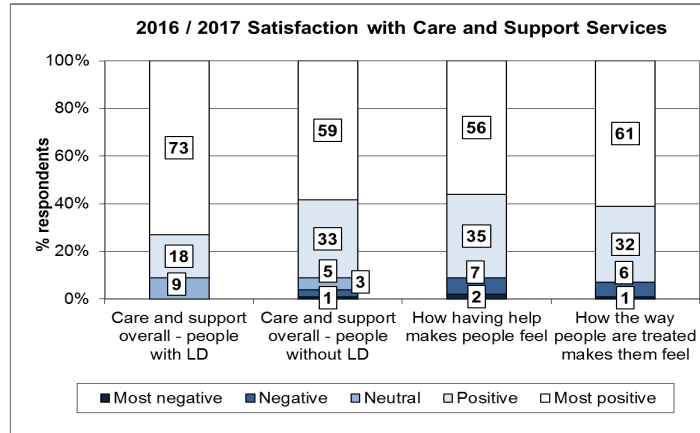


Changes between 2015/16 and 2016/17 – Do services help?

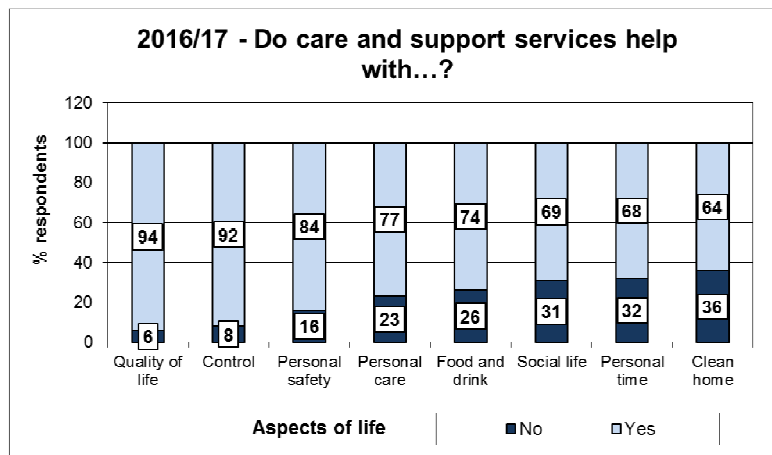


Satisfaction and information

Satisfaction, and how care and support makes people feel



Do care services help?



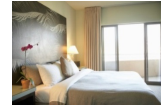
Information and advice



- Most people said they would prefer to **find out information** about care and support services either by letter (48%) or face to face (46%).
- **74%** would talk to a family member in the first instance if they felt unsafe or worried
- **62%** said they knew how to make a **complaint** and felt they could if they wanted to.
 - **16%** said they **did not know how** to make a complaint, but felt they **could find out** if they wanted to
- **44%** would complain by telephone.

About social care users' lives

What people can do



- People were asked whether they could:
 - feed themselves
 - get in and out of bed
 - get around indoors without help
 - wash their hands and face
 - use the toilet
- In each case, a majority said that they could do this
 - This does not mean that the majority of people in the survey can do **all** of these activities without help.
 - For example, some can wash their face and hands, but cannot get around indoors without help.
- 87% say their home either meets their needs very well, or meets most of their needs.

"My daughter deals with everything for me, such as banking, shopping, and making meals and sandwiches for my freezer."

What people find difficult



- **68%** either found it difficult to get to all the **places in their local area** that they wanted to, could not get to all the local places they wanted to, or did not leave their homes.
- **68%** either cannot **wash** all over by themselves or find it difficult.
- **64%** cannot manage their **finances** or paperwork without help.
- **11%** had someone else answer on their behalf without asking them the questions

Health



- **66%** of respondents reported moderate or extreme **pain** or discomfort.
- **54%** reported moderate or extreme **depression** or anxiety.
- Only **37%** of people in the survey described their **health** as good or very good.
 - **45%** said it was “fair”.

“I have fallen in the street three times. I am now too nervous to walk out alone. I can only travel by taxi, as I cannot manage to get on buses.”

Newcastle
City Council

Extra help



- **84%** had someone else help them to **complete the questionnaire**. The most common form of help was reading the questions out (**45%**).
- **67%** of respondents did not **pay**, or have their family pay, for any **extra help**.
- **51%** of people in the survey were getting **practical (unpaid) help** from someone living inside their household.

Newcastle
City Council

Our own questions

- 73% of people thought our **services had stayed the same** over the past year (20% thought they had got better).
- Most people said that whether their home suits their needs (70%), whether their friends and family live nearby (62%), and care and support services (55%) were important in helping them **feel safe in their homes**.



“Uneven paving stones near my home make me feel very uncomfortable in my wheelchairs, and this limits my outside trips.”

Newcastle
City Council

What people told us

We asked people if they had any other comments they would like to make. The main themes in their comments were:

- “I am happy with my care services” (six people)
- “I am happy with my care home” (six people)
- “I am happy with my care workers” (four people)

Others commented on things they would like to see improved.



“I would like my support workers to be on time and to give plenty of notice if they are ill.”

Newcastle
City Council

What Next?



- Similar findings to previous years, despite changes in sampling.
- Generally **positive** results, though some less positive (getting around outside the home, overall satisfaction).
- Very **rich data** from survey available, which is representative of all service users.
- **Consider** how findings can be explored further to help understand service users' needs and views.

Appendix: Equalities and safeguarding

Helping people take part

- Everyone was sent a 14 point font size questionnaire
- Large print provided
- Offer other formats:
 - British Sign Language
 - Telephone interview
 - Interview in person
 - Other languages



Safety and confidentiality

- The survey is confidential.
- Only researcher knows who has been sent a questionnaire and who replied
- Participants are not identified in the report
- Any comments / responses giving rise to concern for safety or wellbeing are referred to the Social Care Direct Team Manager



RGF – Reminder



- A quick reminder that all proposed research projects involving Wellbeing, Care and Learning service users or carers need to go through the Research Governance Framework (RGF).
- This ensures that:
 - Research is **ethically sound**, with minimal risk to the researcher or the participants
 - Research meets necessary **quality** standards
- The Newcastle RGF Lead Officer is Suzie Cooper:
suzie.cooper@newcastle.gov.uk
- If you know of anyone (student, member of staff, academic) proposing to conduct such research they should be referred to Suzie Cooper before the research begins.