

## Adult Social Care Survey 2022/23 Summary Report

### Introduction

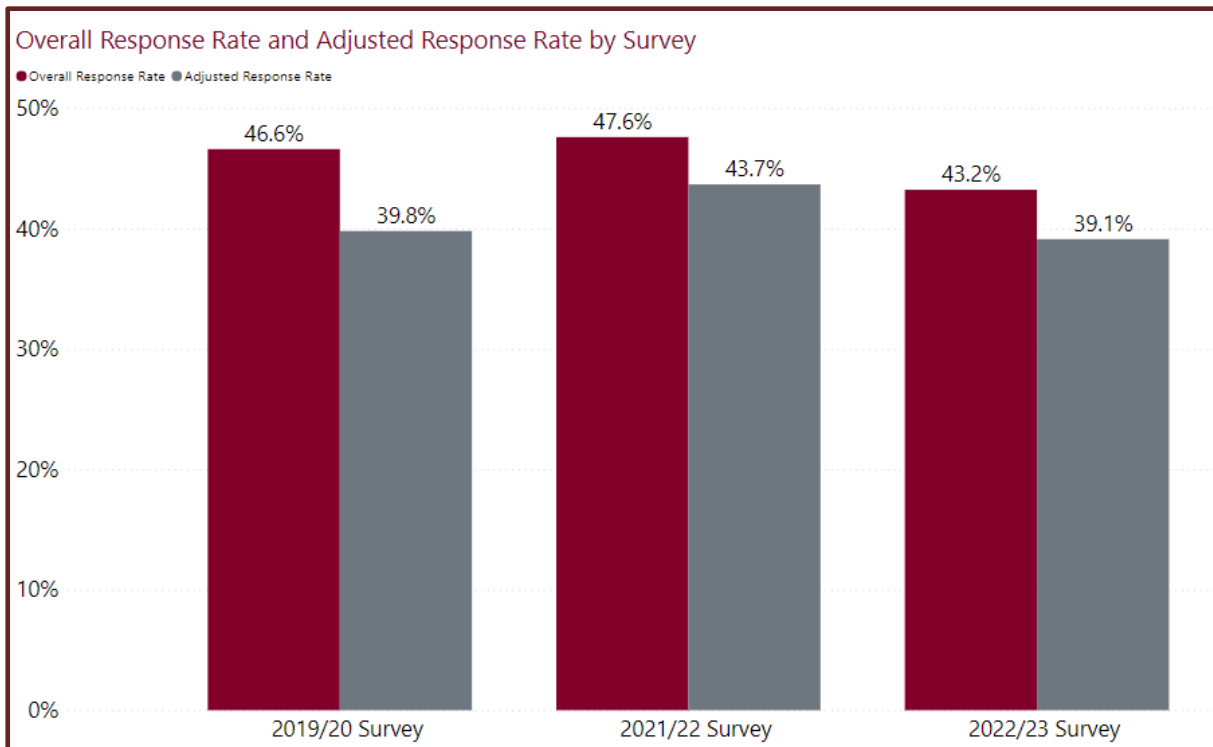
In January 2023, the Adult Social Care Survey (ASCS) was coordinated for Worcestershire County Council (WCC) by the Business Intelligence Team - Adult Social Care. This is a national survey carried out annually on behalf of NHS England.

The survey asks participants to answer a set of questions relating to services and support that they receive as well as their opinions on their quality of life.

### Sample and Response Rate

A random sample, of 1025 people in receipt of services, was taken from Liquidlogic Adults Social Care System on 31st October 2022. These are selected to provide a representative sample across 4 groups:

- Learning Disability Support for all ages and all settings
- Non-Learning Disability Support for 18-64 and all settings
- Non-Learning Disability Support for 65+ in a care home setting
- Non-Learning Disability Support for 65+ receiving community based services.



All selected participants were sent a paper copy of the questionnaire in either a standard, easy read or translated format as appropriate. 443 people responded to the survey giving a response rate of 43.2%. There were 42 responses which were returned with no questions answered. When these are excluded, the response rate is 39.8%. This is a decrease on the response rates for the 2021/22 survey, which were 47.6% and 43.7% respectively.

### **NHS England Key Findings**

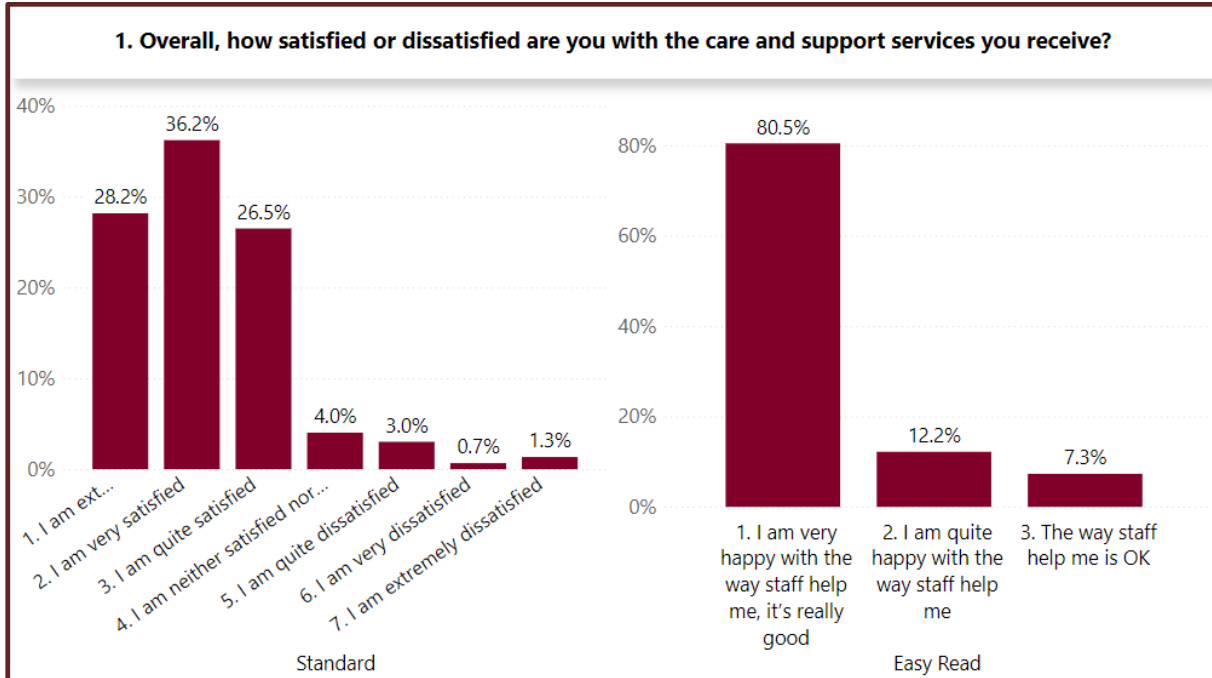
The NHS England report will be published in October 2023 and will include the collated results for all local authorities. The website address is:

<https://digital.nhs.uk/data-and-information/publications/statistical/personal-social-services-adult-social-care-survey>

The results published in this report may differ to those on the NHS England website, as NHS England round respondent numbers to the nearest 5 before calculating percentages and WCC use the actual respondent numbers.

**You Said We Did**

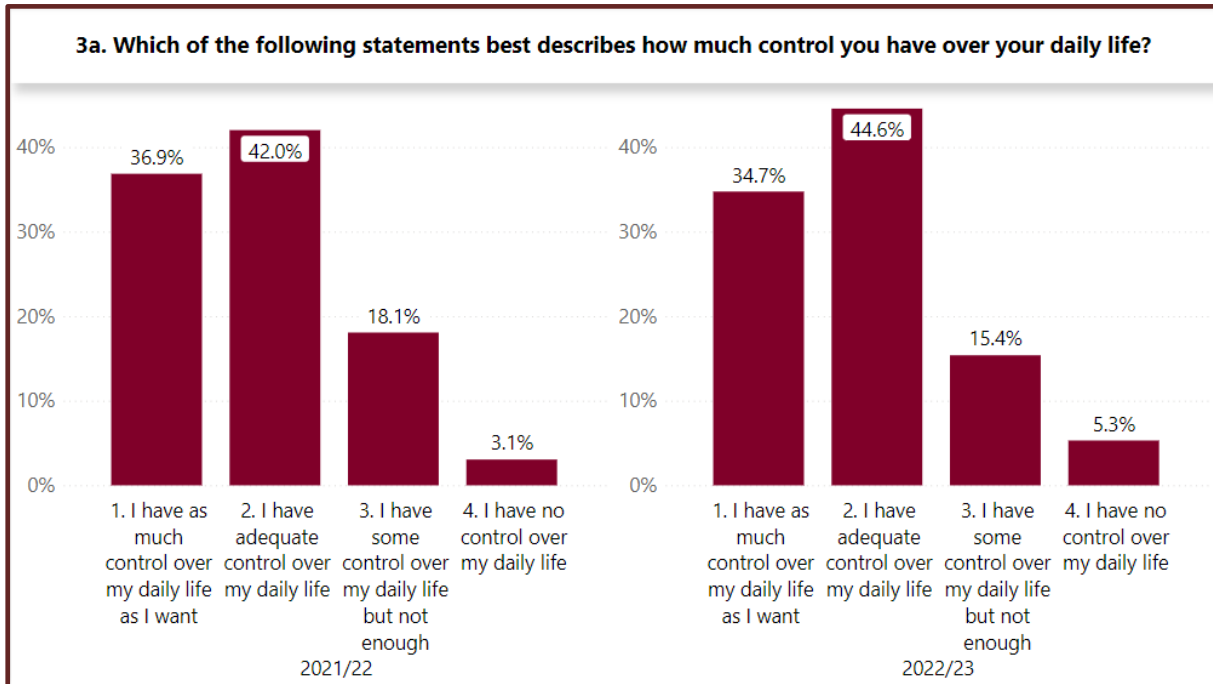
1. Overall, how satisfied or dissatisfied are you with the care and support services you receive?



You said: The majority of respondents for both the standard (90.9%) and easy read (92.7%) surveys said they are satisfied with the care and support services the received from WCC. These are similar to 2021/22 where the results were 90.1% and 93.8% respectively.

We Did: WCC Adult Social Care will continue to provide information in a range of accessible formats and ensure we have high quality services available to people who require care and support.

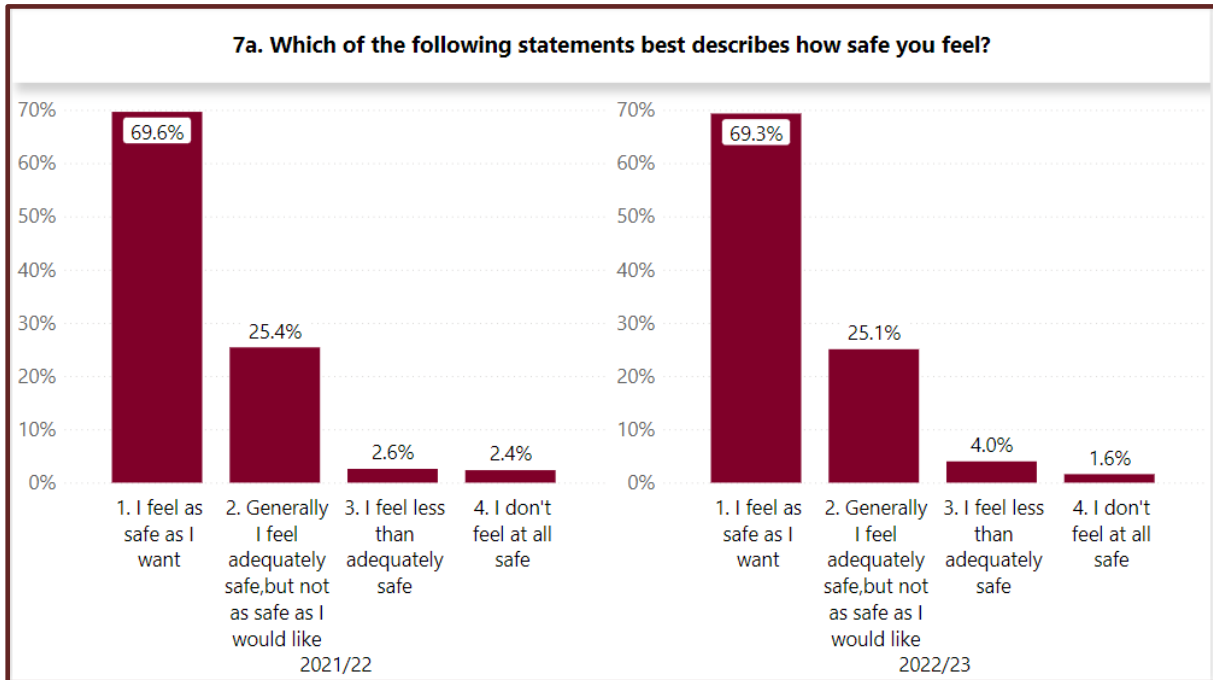
**3a. Which of the following statements best describes how much control you have over your daily life?**



**You Said:** The majority of respondents (65.3%) said they did not have as much control over their daily lives as they would like. This has deteriorated since 2021/22 where the result was 63.2%. The majority of respondents (84.1%) said that care and support services help them to have control over their lives.

**We Did:** WCC Adult Social Care will continue to use a strength-based approach to Social Work. We will work with people to understand what limits control over their lives and within those limits what outcomes they want to achieve, maximising choice and control through a variety of services. We remain fully committed to offering a reablement service to support people to regain independence wherever possible and we aim to increase capacity within this service over the next 12 months. We will also offer Assistive Technology and a short term Targeted Support Service, where appropriate, and use our new co-production forum, Building Together, to shape services using the experience of people who use services.

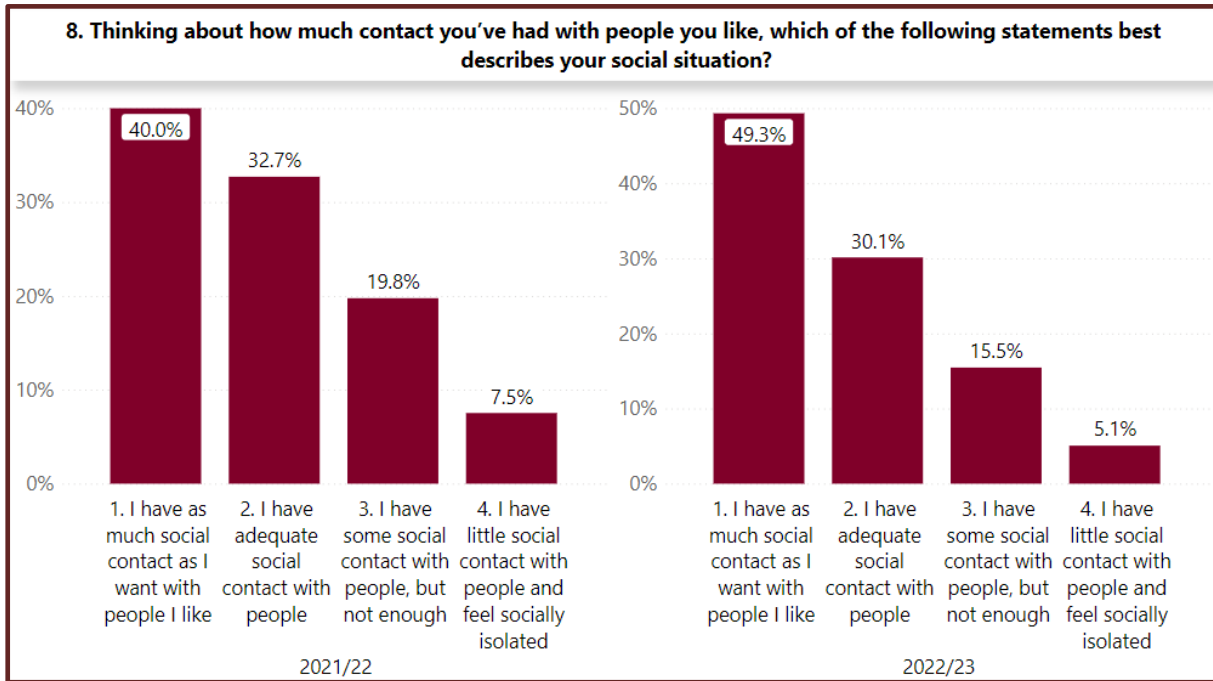
7a. Which of the following statements best describes how safe you feel?



You said: The majority of respondents (69.3%) said they feel as safe as they want. This has deteriorated slightly since 2021/22 where the result was 69.8%. Where respondents provided further information, most concerns about safety were related to falls.

We Did: WCC Adult Social Care offered support to people who responded to say that they felt less than adequately safe or not at all safe. The allocated social work team investigated each instance as part of the survey process and followed up as appropriate. WCC will continue to offer support to people who do not feel safe and follow up as appropriate. We are also working with partners on matters relating to Falls Prevention, which is a priority in our new Prevention Strategy which will be available later in the year.

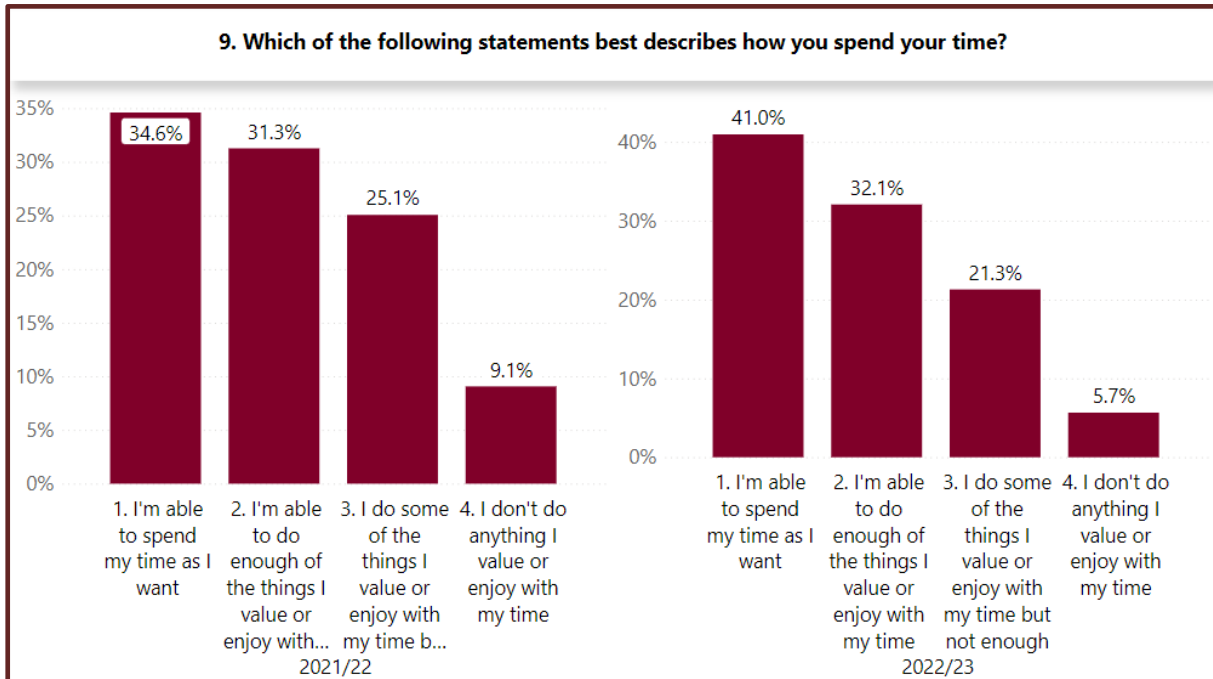
**8 Thinking about how much contact you’ve had with people you like, which of the following statements best describes your social situation?**



**You Said:** Just over half of respondents (50.7%) said they did not have as much social contact with the people they want as they would like. This has improved since 2021/22 where the result was 60.0%. This is likely to be because of a return to usual social patterns following the end of the Covid-19 pandemic.

**We Did:** WCC Adult Social Care and Communities will work together with residents to signpost and support them to engage in social contact in a variety of setting such as libraries, education settings, social groups and befriending services, working closely with health partners and District Councils. We have strengthened our Adult Front Door offer and recognise the impact of isolation on people’s health and social care. Loneliness and isolation are also key priorities within our new Prevention Strategy which will be available later in the year.

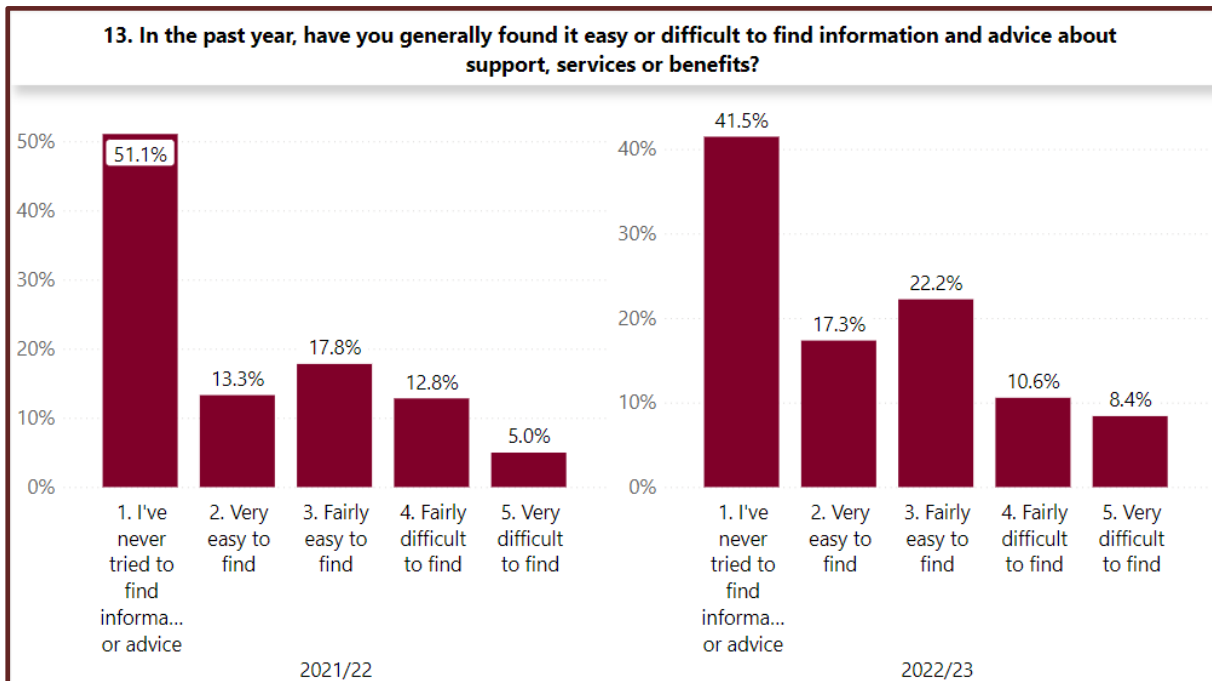
9. Which of the following statements best describes how you spend your time?



You Said: The majority of respondents (73.1%) said they are able to spend their time as they want or do enough of the things they value with their time. This has improved since 2021/22 where the result was 65.9%. This is likely to be because of a return to usual social patterns following the end of the Covid-19 pandemic.

We Did: WCC Adult Social Care and Communities will work together to focus on our prevention strategy and offer advice, information and support to our residents to connect them to meaningful activities within their communities, utilising libraries, volunteering and employment opportunities.

**13. In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?**

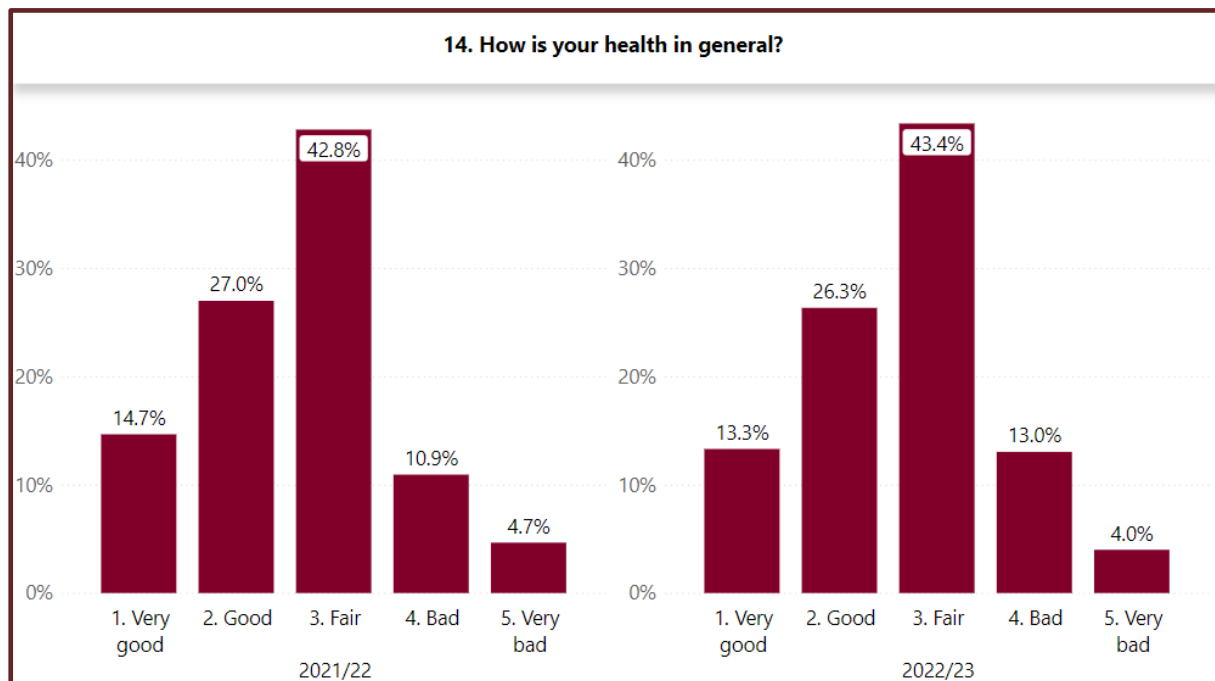


**You said:** Just under half of respondents (41.5%) said they never tried to find information and advice and 19.0% said that it was difficult to find information and advice. This has improved since 2021/22 where the results were 51.5% and 17.8% respectively. Where respondents provided further information, the common themes included a reliance on family and friends to support them with finding information and advice, communication with social care and other agencies was not very good and people were unsure where to look for information. Technology and accessing the internet were sometimes a barrier and people would like information to be available in print.

**We Did:** We have updated our website to ensure it is more accessible and easier to find information. We have also considered simple and consistent use of language. We have worked alongside Healthwatch, to understand the views of our residents and used this feedback to make changes. We continue to support paper copies of our care directory and our Adult Front Door can provide advice and information via several methods.



14 How is your health in general?

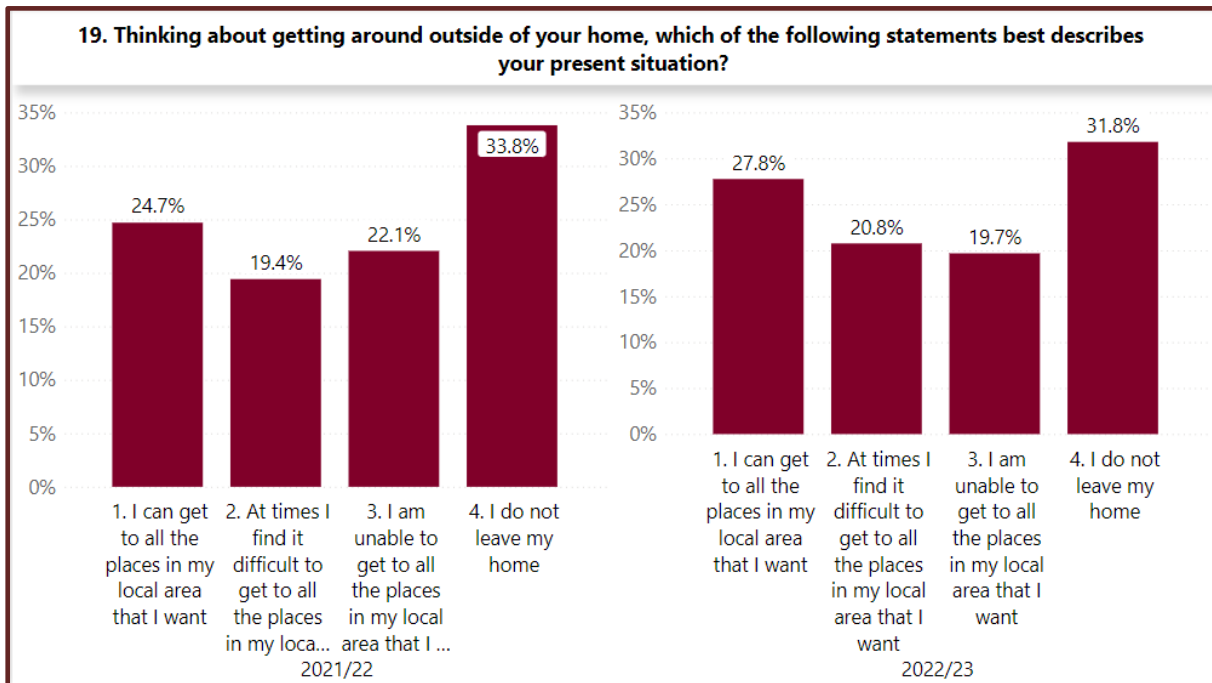


You said: More than half of the respondents (60.4%) said their health was fair or worse. This has deteriorated since 2021/22 where the result was 58.4%.

We Did: WCC Adult Social Care is a key partner in the Integrated Care System and we work with health colleagues to support people to access the support they need to keep them as well as possible and recover, with timely support, following a period of ill health or a hospital admission. We continue to work closely with Public Health on a range of initiatives for residents to support them to stay fit and healthy. WCC’s Health and Wellbeing Strategy is available on our website:

<https://www.worcestershire.gov.uk/health-and-wellbeing-board/health-and-wellbeing-strategy-2022-2032>

19. Thinking about getting around outside of your home, which of the following statements best describes your present situation?

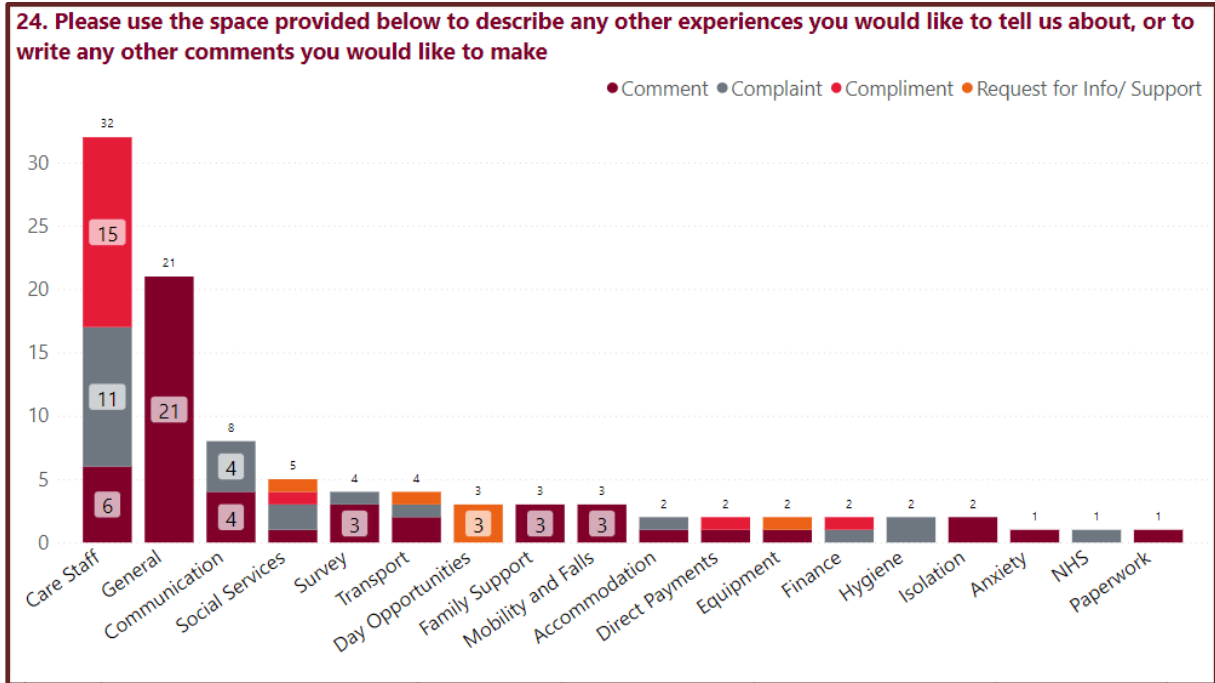


You Said: A third of people (31.8%) said they do not leave their home and 40.5% of people have difficulty or are unable to get to all the places in their local area that they want. This has improved slightly since 2021/22 where the results were 33.8% and 41.5% respectively.

We Did: WCC Adult Social Care will support residents with advice and information on accessing their local area. We consider the use of Assistive Technology that can support people to keep safe whilst out of the home. A new service is commencing that offers short term practical support with options such as travel training/ buddy schemes. As part of the wider Council, we work with other Directorates to ensure that transport is accessible, and paths are safe for people to access their communities across Worcestershire, including rural areas.

**Additional Comments**

23. Do you have any other comments about the care and support services you receive from Worcestershire County Council?



98 people responded to this question.

There were 18 compliments, of which the majority (15) were related to care staff. Respondents felt they were well supported, and that staff were helpful, hardworking, kind, and professional.

There were 23 complaints, of which the majority (11) were related to care staff. Respondents said that carers were often late, care was inconsistent, and carers did not complete the tasks on the care plan.

There were 50 general comments and 6 requests for information and support.

In 2021/22 there were 79 compliments, 50 complaints and 23 general comments.

We Did: WCC Adult Social Care Commissioning Team will continue to work with providers of care to improve the quality and timeliness of services. Requests for information/ support were highlighted to the Adult Front Door Service to follow up with the 6 people, as appropriate.