

# Adult Social Care Annual User Experience Survey 2012/13

Every year, the Department of Health asks councils across England to carry out a survey with a sample of people who receive social care support, to find out what they think of the services they receive and the impact that these services have on their daily lives.

The User Experience Survey was carried out in February 2013, and was sent to 1,580 people who receive social care in Barnet. This is about 20% of those who receive support from the council.

## Who took part?

The survey was sent to a wide range of different people who receive social care support, including people with physical disabilities, people with a sensory impairment, people with a mental health problem and people with a learning disability. Some of these people lived in their own homes, whilst others lived in a residential or nursing home. People who received this survey were also receiving very different services. For example, some people may have been getting a traditional home care service, or meals at home, but others may have received a Direct Payment from the council so that they could arrange their own support.

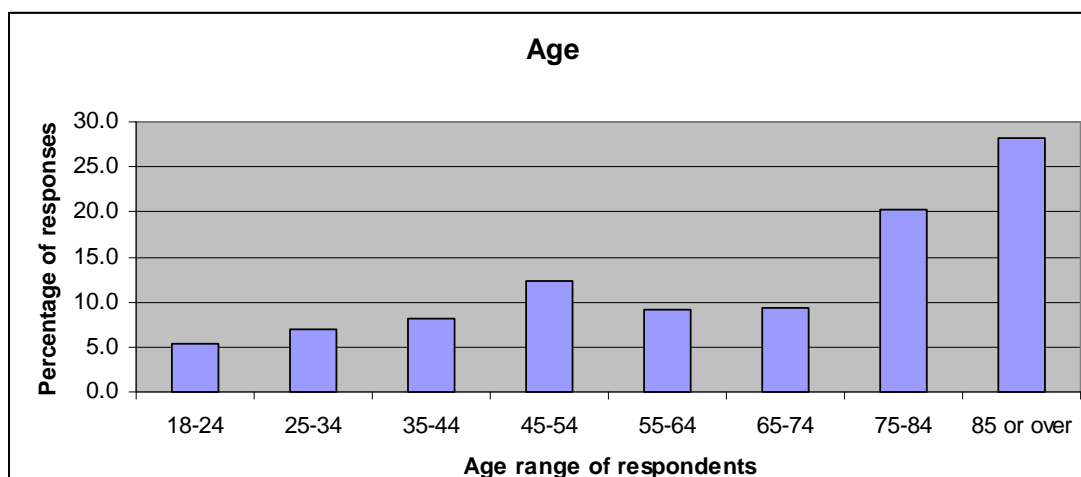
## The results

444 responses were received for this year's survey 2012/13. In this fact sheet, we present the weighted results for each question which was asked in the survey. Where possible, we have also compared these results with those from the two previous year's survey results to see if there have been any significant changes.

## Information about the respondents

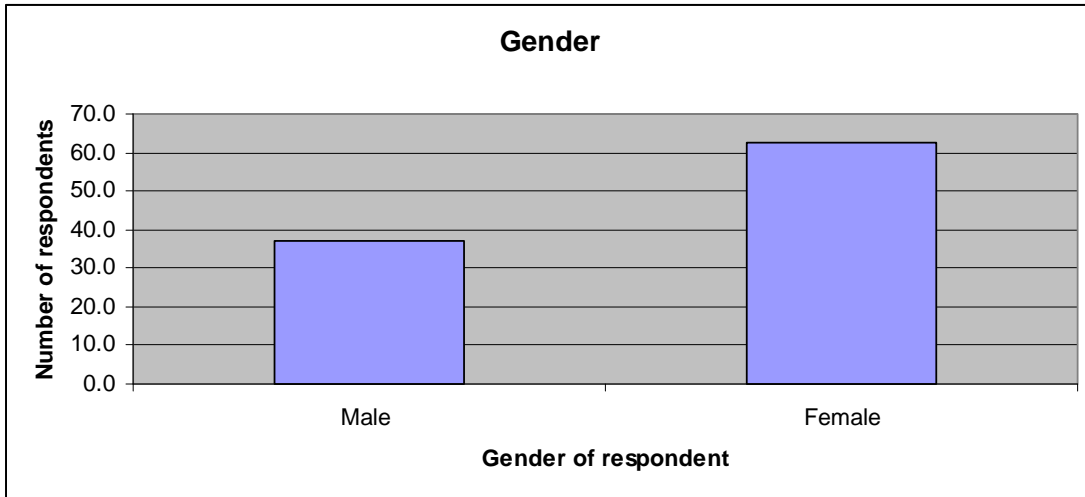
The questions below were asked to ensure that the council is acting according to its equalities duties and no groups are excluded from social care and health services.

## Age



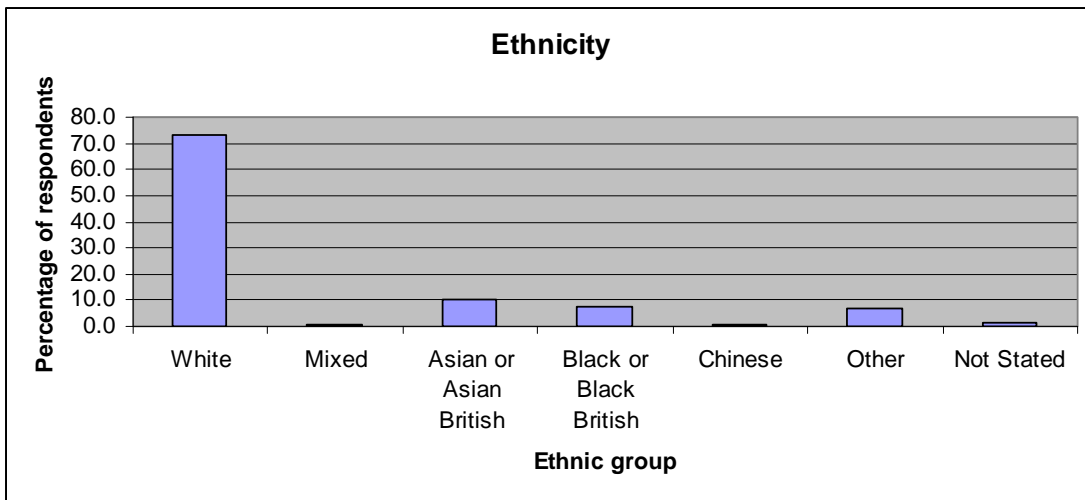
28% of this year's sample was aged 85 or over, 20% were in the age range 75-84 and 12% were in the age range 45-64. The smallest group was the youngest age bracket, those aged 18-24 at 5%. Barnet social care and health services are catering for an expanding older population.

## Gender



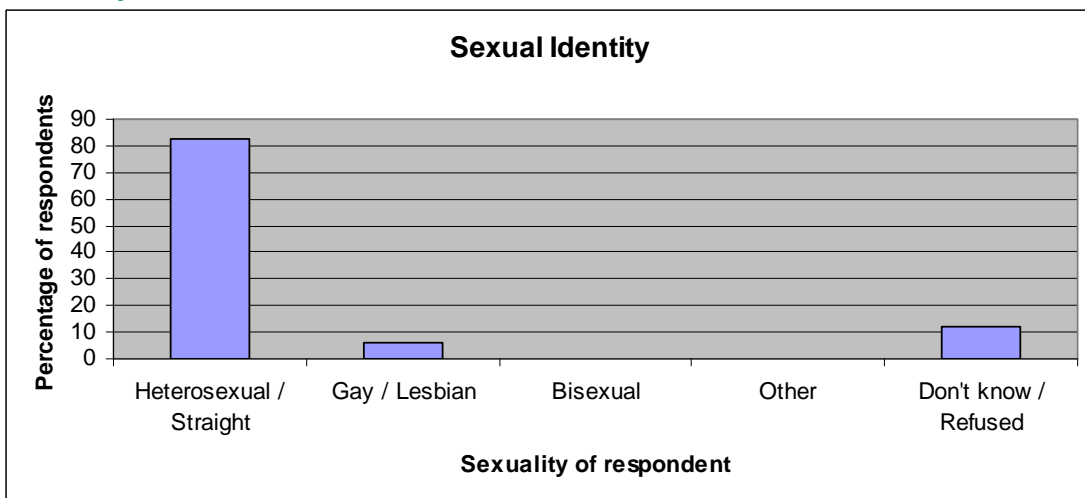
63% of this year's sample was female and 37% were male.

## Ethnicity



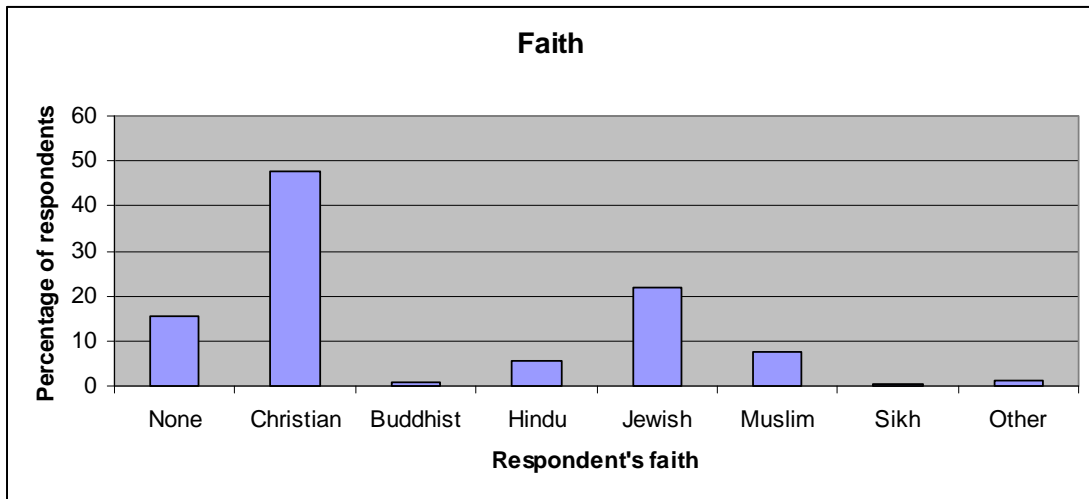
73% of this year's sample described themselves as White, 10% Asian or Asian British, then 8% Black or Black British.

## Sexual identity



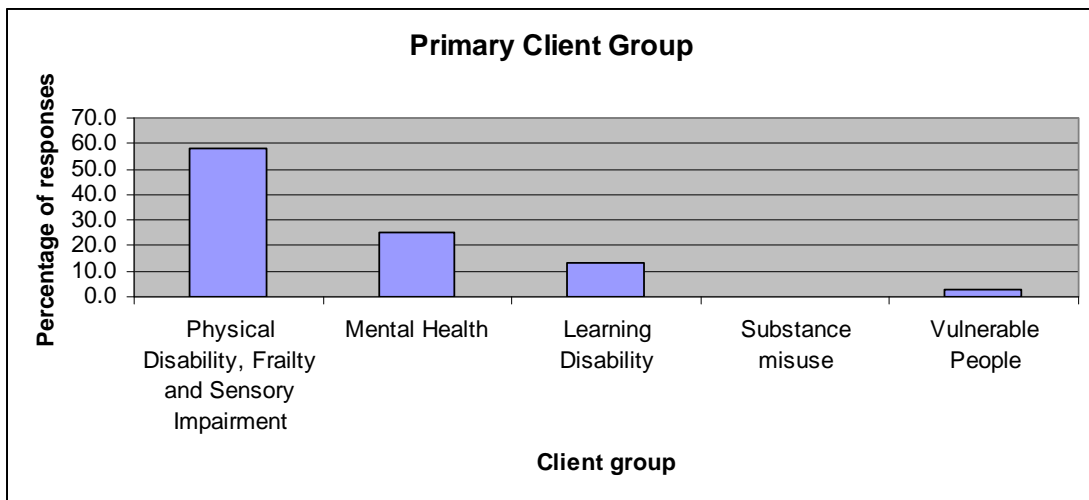
82% described themselves as heterosexual and 6% as gay or lesbian. A significant percentage of the sample refused to answer this question.

## Faith



A high percentage of respondents who answered this question described themselves as Christian.

## Primary Client Group

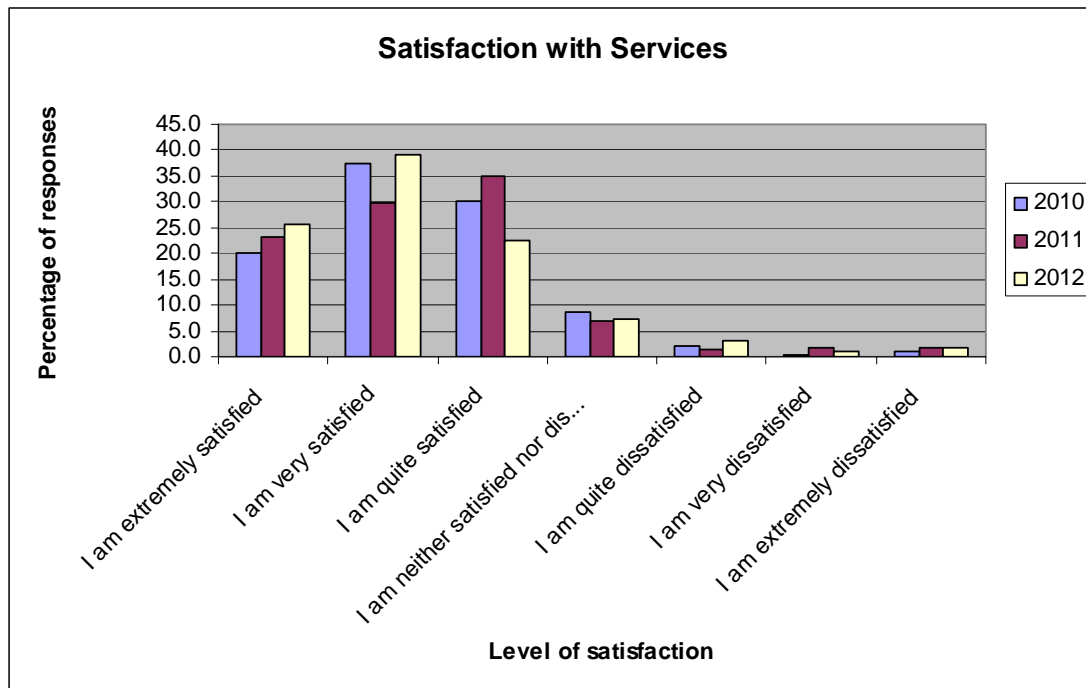


58% of this year's sample said that they had a physical disability, sensory impairment or described themselves as "frail". 25% said that they had mental health problems and 13% that they had a learning disability.

## Key findings from the survey questions

### Overall Satisfaction

#### Q1 - Overall, how satisfied are you with the care and support services you receive?



This year 87% were satisfied, to some extent, with the care and support that they received.

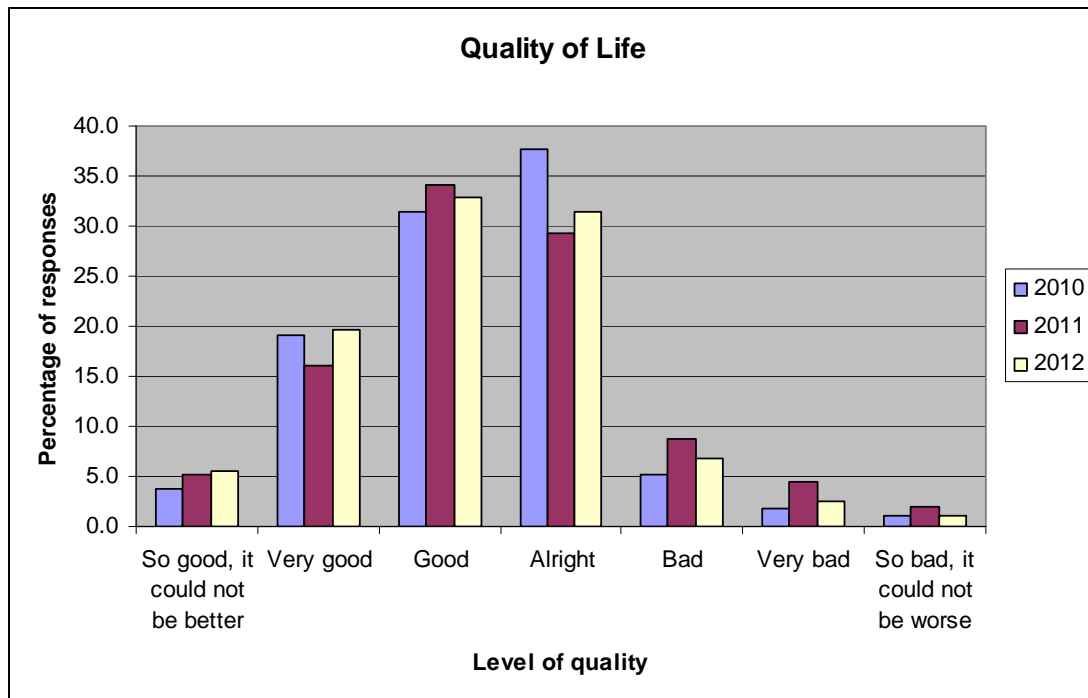
Over the last two years, service users have begun to feel more satisfied with the care and support services they receive and with their quality of life. A greater proportion of service users responding to this question (an increase from 53.1% to 64.5%) are “extremely satisfied” or “very satisfied with the care they’ve received, placing Barnet above average within its comparator group of other local authorities (58.6%).

The Local Account of Social Care Services<sup>1</sup> for 2012 provides information about what we have been doing to improve services over the previous year, which could help to explain the high satisfaction levels.

<sup>1</sup> The Local Account is an annual publication which can be found at [www.barnet.gov.uk/careandhealth](http://www.barnet.gov.uk/careandhealth)

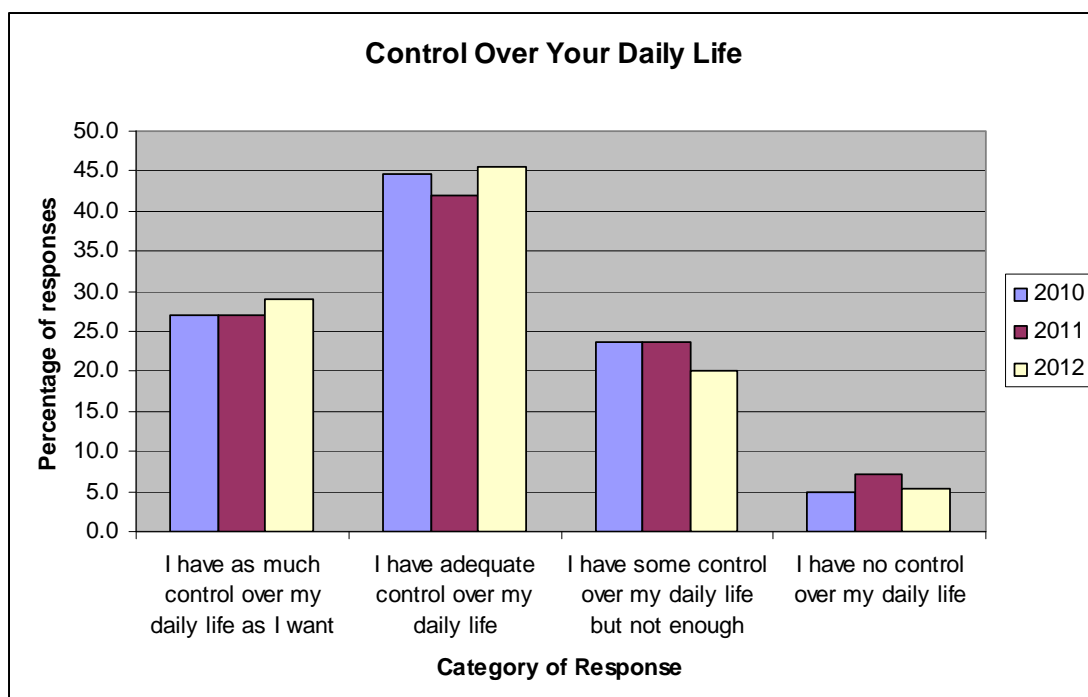
## Quality of Life

**Q2 - Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?**



58% of this year's sample rated their quality of life as 'good' to some extent and only 10% felt that it was bad, very bad or so bad that it could not be worse. These percentages are very similar across other comparable local authorities. People are encouraged to take the lead in thinking about things that could improve their quality of life when creating their support plan.

**Q3 - Which of the following statements best describes how much control you have over your daily life?**

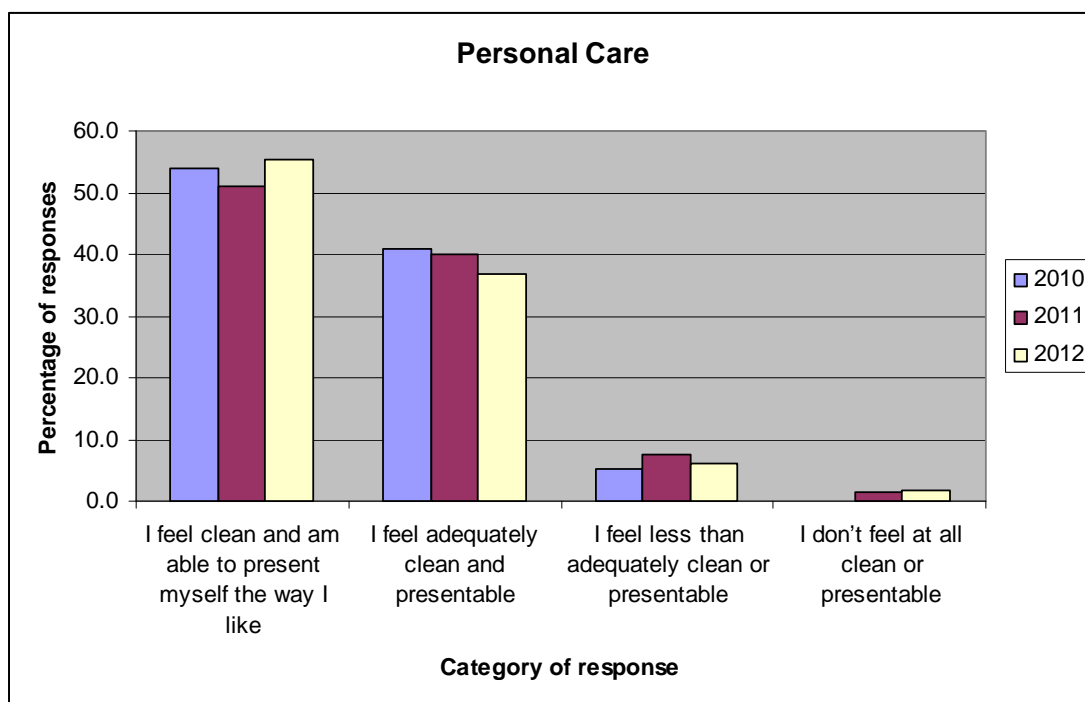


75% of those in this year's sample felt that they had as much as they wanted, or adequate control over their daily life. This is slightly higher than the 71% of respondents who felt they had this level of control across comparable local councils.

In 2012-13 there was an increase in those saying that they had “as much control as they wanted” or “adequate control over their daily life” and a decrease in those who said that they had “some” or “no control over their daily life”. This could be due to the increased emphasis in Barnet on giving people choice and personalising social care services to the individual.

However, an improved level of control does not on its own influence quality of life; 16% of respondents with an adequate or higher level of control reported only having an ‘alright’ quality of life. This group of service users were found to suffer from moderate pain or discomfort, were not always able to spend their time as they wanted and were likely to require assistance with daily tasks such as washing, dressing and paperwork. Please see the charts below:

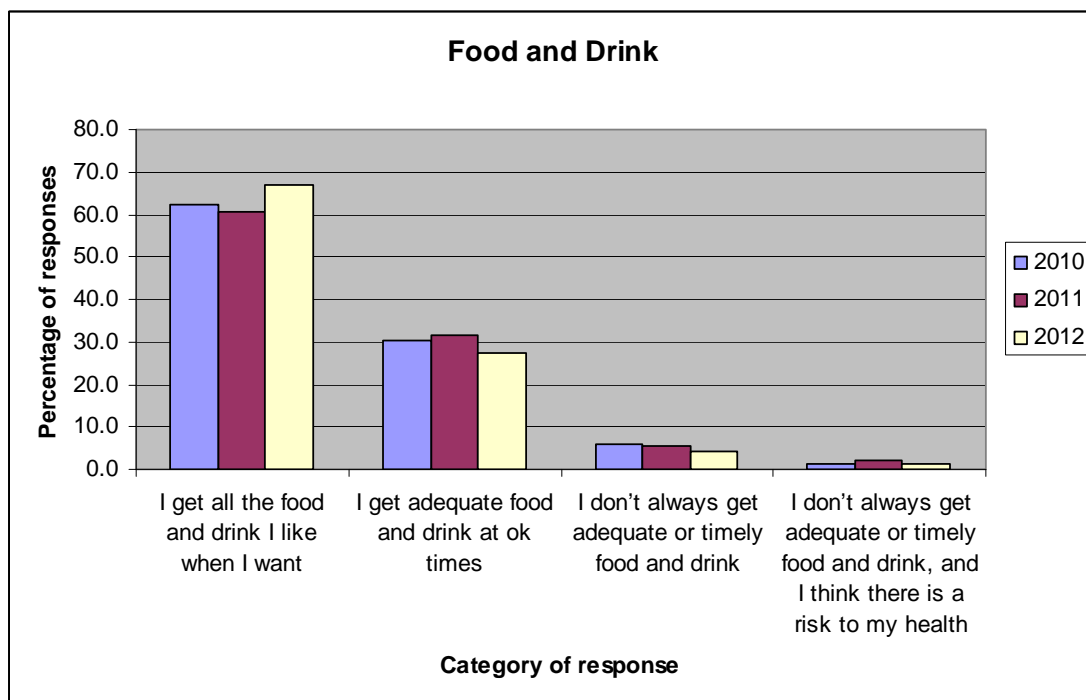
**Q4 - Thinking about your personal care, by which we mean being clean and presentable in appearance, which of the following statements best describes your situation?**



92% of this year's sample felt that they were satisfied or pleased with their personal care.

The chart shows that the percentage of people who feel clean and well-presented has increased.

**Q5 - Thinking about the food and drink you get, which of the following Statements best describes your situation?**



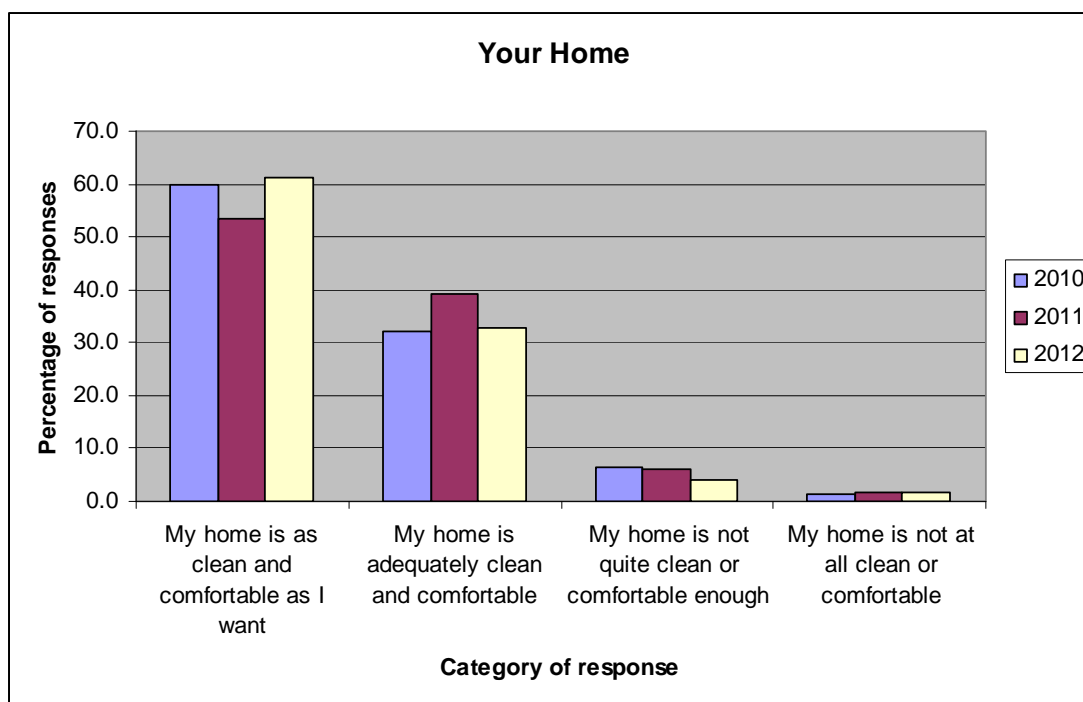
94% felt satisfied with the food and drink that was available to them.

The chart shows that the proportion of people who feel that they have all the food and drink that they want has increased by 7% over the past two years. This appears to have had a positive influence on service user perceptions of the amount of control they have in their lives, with 84% of such respondents also reporting adequate control over their daily life (Question 3).

There are new initiatives starting up in Barnet such as the Casserole Club which is a scheme joining up people who like to cook with neighbours who would benefit from a plate of delicious home cooked food. The idea is that Casserole helps people share extra portions of home cooked food with others in their area who might not always be able to cook for themselves.

## Lifestyle

### Q6 - Which of the following statements best describes how clean and comfortable your home is?



A large majority (90-93%) of service users feel their home is adequately clean and comfortable, with an 8% increase since last year of those that feel their home is as clean and comfortable as they want it; this being the highest level recorded over the past three years.

The Council are working with voluntary organisations to ensure that there are services out in the community to help them with cleaning and gardening, for example. Now people are able to search for these services via the council's online directory - Social Care Connect – which lists services available to all residents as well as those who are able to access statutory social care and support services after having an assessment (visit [www.barnet.gov.uk/socialcareconnect](http://www.barnet.gov.uk/socialcareconnect)).



**Q7 - Which of the following statements best describes how safe you feel?**

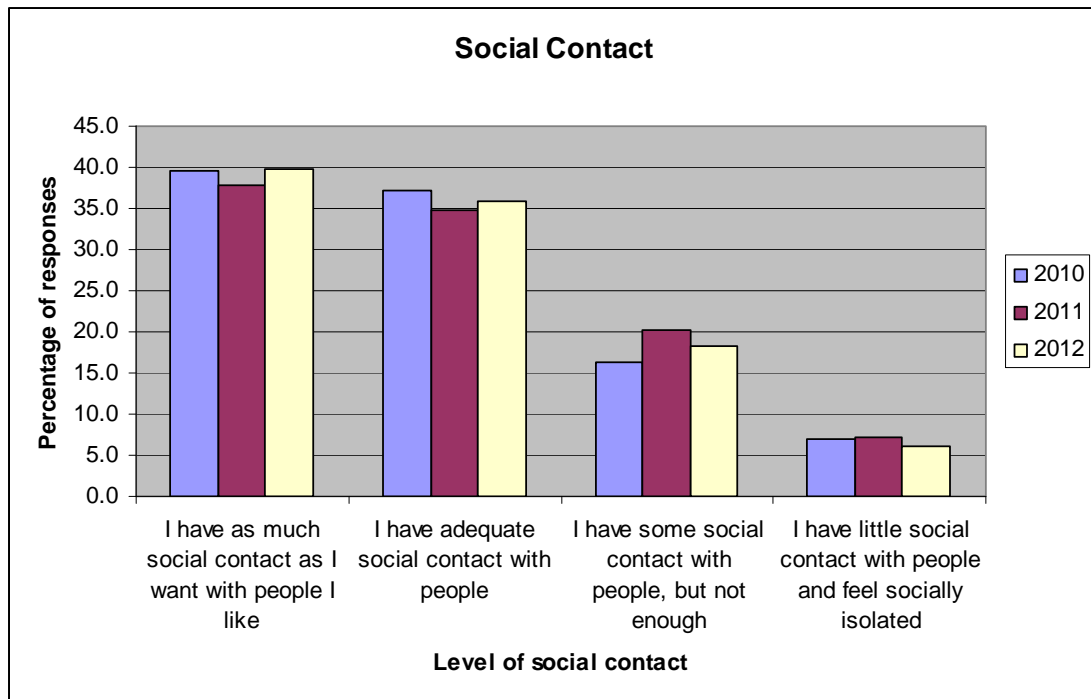


64% felt as safe as they wanted to this year. There is currently a small, upward trend in how safe service users feel and just over a third believe that care and support services have assisted them in feeling safer. More service users than in 2010/11, felt as safe as they wanted to, bringing Barnet in line with its comparator group average of 62% for this year.

In the past year there have been several initiatives undertaken by Barnet Adults and Communities to support people with social care needs to manage any risks to their safety. For example, there have been changes in the way the Council monitors how provider organisations comply with safety standards, and safeguarding plans have been developed for people at risk of abuse or neglect.

## Social Life

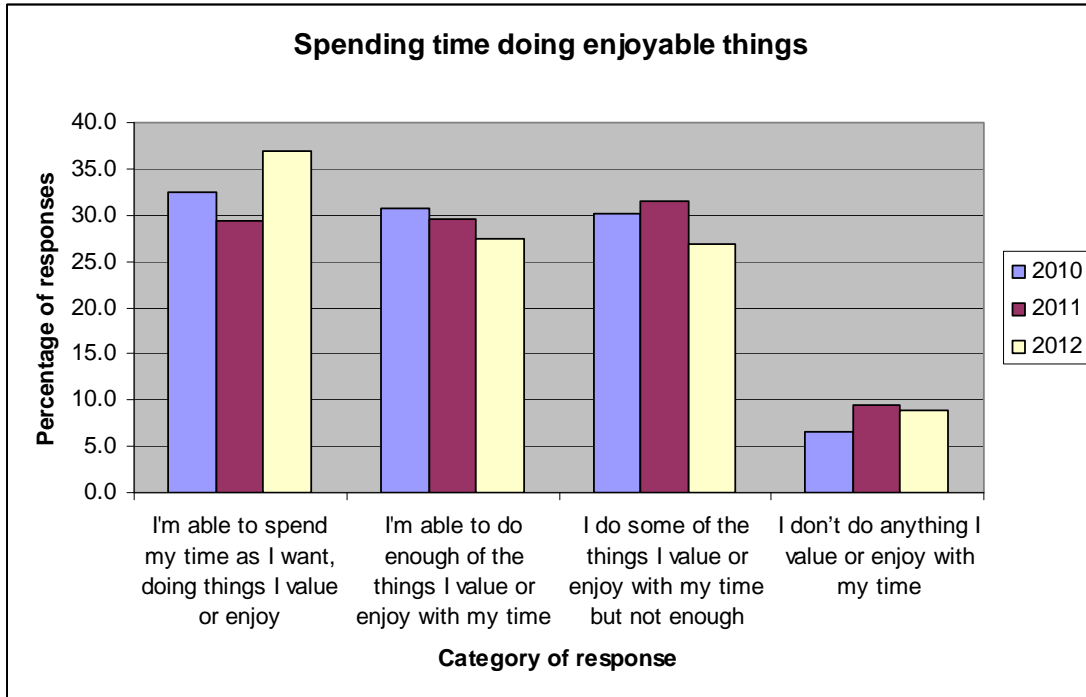
**Q8 - Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?**



This year, 76% of respondents said that they had adequate or as much social contact with people as they wanted.

Day opportunities for older people are being modernised to give more people the chance to get out and meet people in their community. Instead of having one provider for day opportunities in Barnet, provision will be led by a group of existing local voluntary sector providers who have come together, with the support of Barnet Council, to work with older people to develop the kind of opportunities and support they want. This includes activities being run for residents in a range of existing buildings in their local area.

**Q9 - Which of the following statements best describes how you spend your time?**

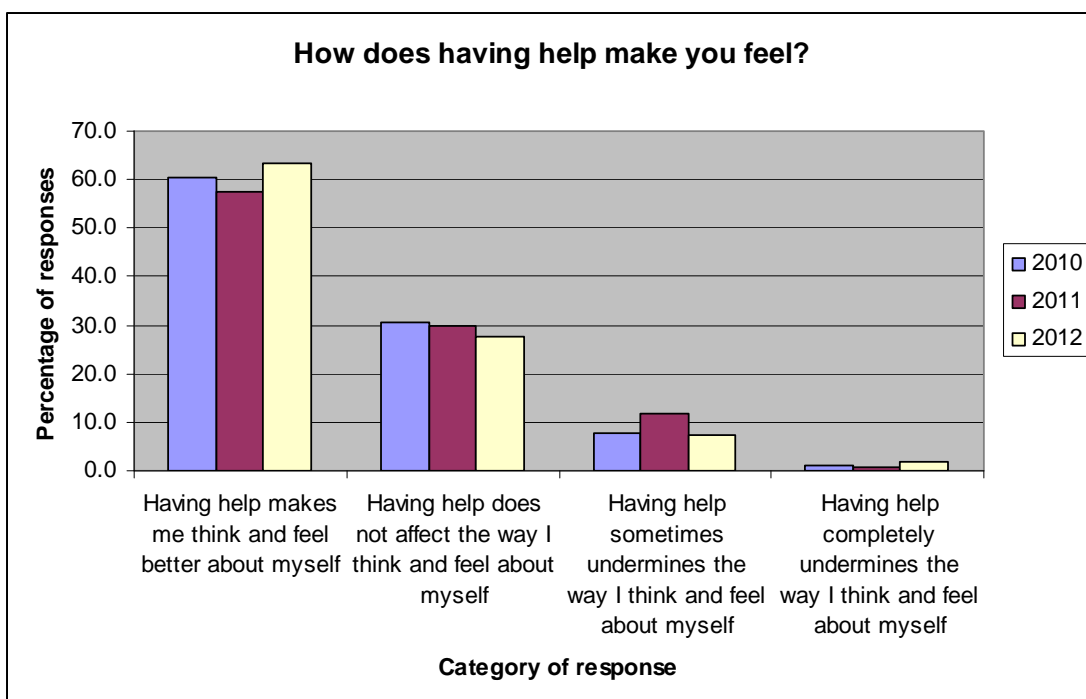


63% said that they were able to do enough or all of the things they valued or enjoyed with their time. There were a small proportion of people (9%) who said that they didn't do anything they valued or enjoyed.

**Dignity and Respect**

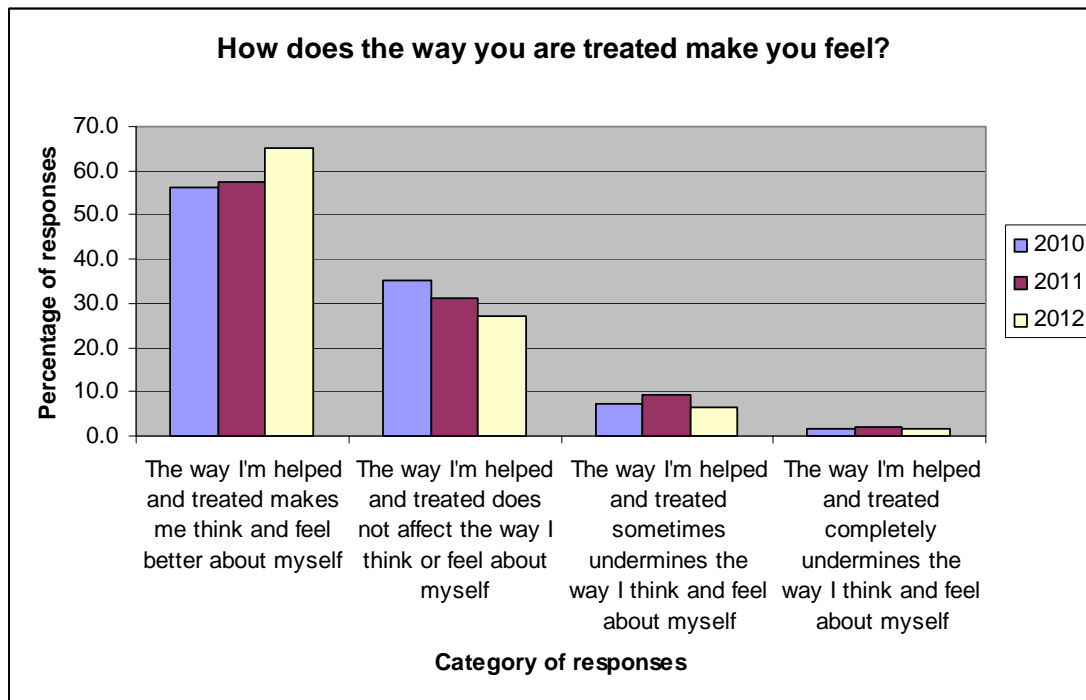
Questions 10 and 11 reveal an apparent improvement in the way service users have been treated, which has had an impact on their self-esteem. This could be a result of more emphasis being put on dignity and respect in care.

**Q10 - Which of these statements best describes how having help to do things makes you think and feel about yourself?**



90% of the sample this year felt that having help made them feel better or did not affect the way they felt about themselves, whereas 10% felt undermined by this help.

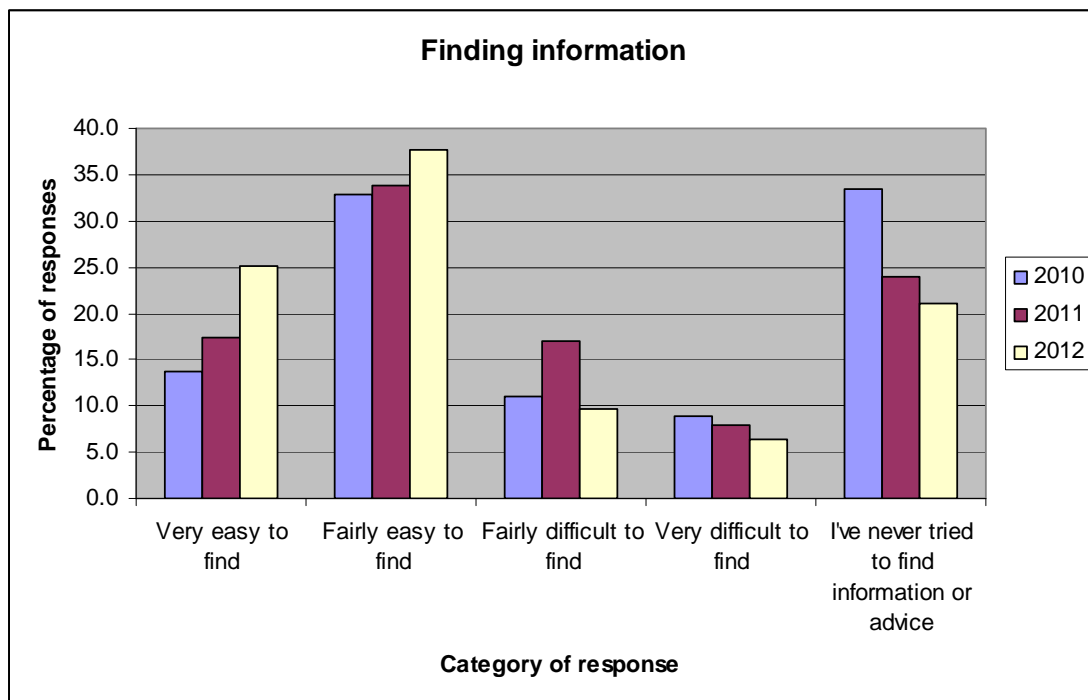
**Q11 - Thinking about the way you are helped and treated, and how that makes you think and feel about yourself, which of the following statements best describes your situation?**



92% of this year's sample felt that the way they are helped and treated made them feel better or did not affect their self-esteem.

Adults and Communities have launched the Integrated Social Care Workforce Strategy for 2012-15. This plans to support social care workers across the borough, in both private and voluntary organisations. One of the aims of this strategy is to ensure that members of staff are effectively supported to learn the skills that they need to care for their client group.

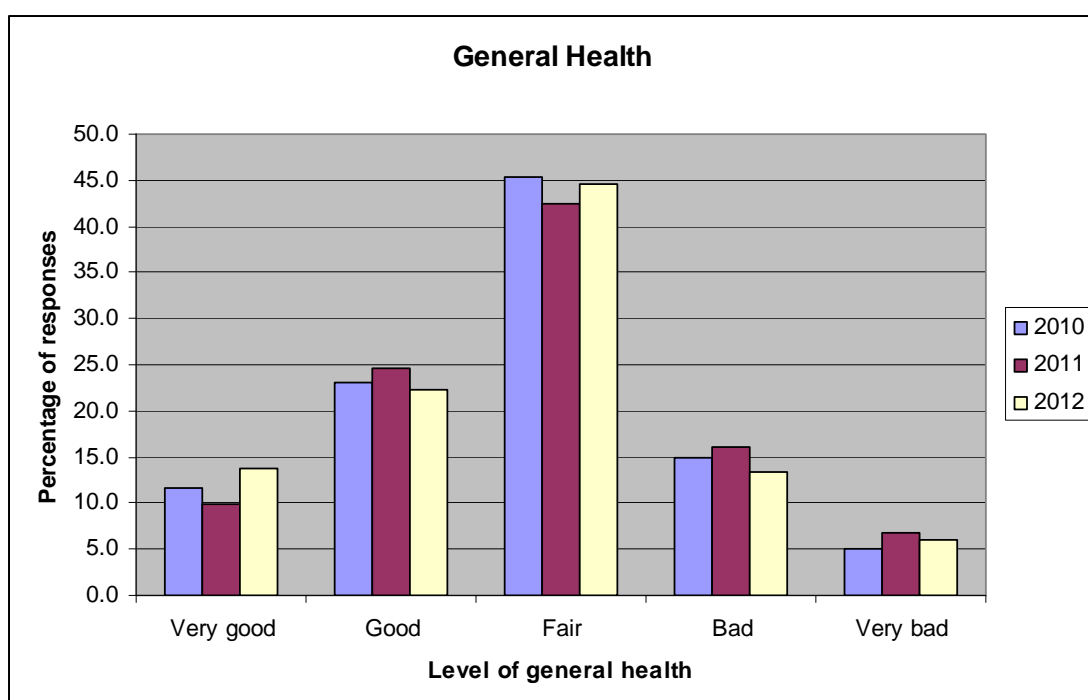
**Q12 - In the past year, have you found it easy or difficult to find information and advice about support, services or benefits?**



62% felt that it was very easy or fairly easy to find the information that they needed, compared to 56% of respondents across comparable local authorities.

Work has been carried out to improve information and advice services in Barnet. For example, there is a new information service from Eclipse, who specialise in information and advice for people with mental health problems. Later in the year, we will introduce Later Life Planners across Barnet to support people over 55 to think about the future and offer a range of advice and signposting from benefits to home adaptations.

**Q13 - How is your health in general?**

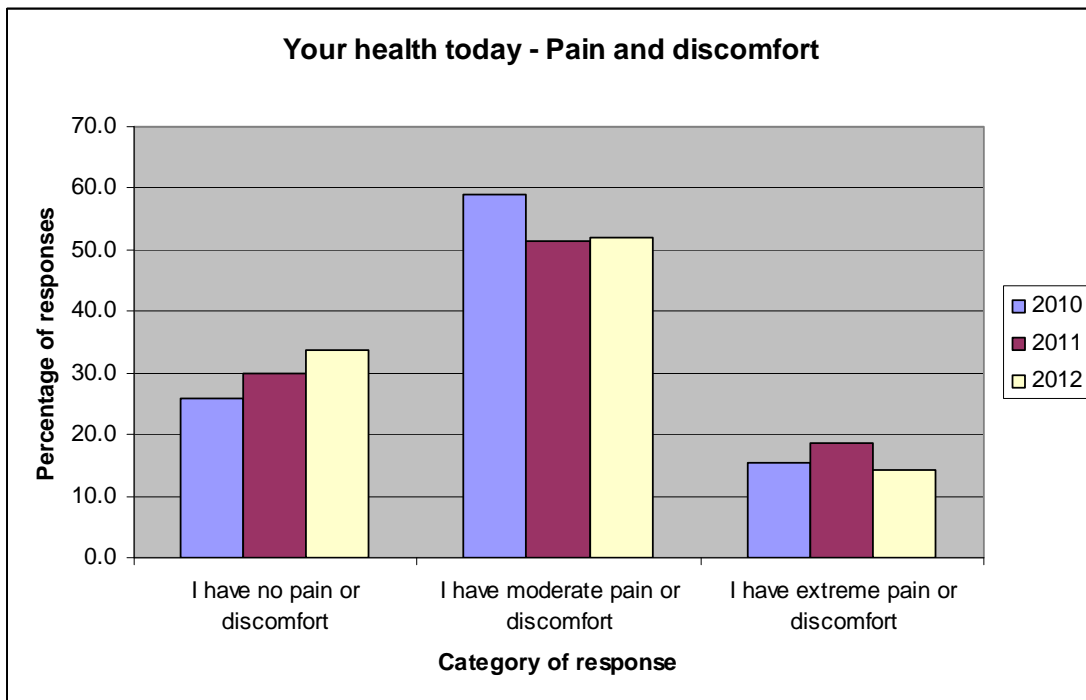


36% felt that their general health was good or very good and 19% that it was bad or very bad this year. This is an improvement on previous years.

There is currently work being done by Adults and Communities alongside the health service to join up health and social care services to ensure that people have a smoother experience of the system and don't have to repeat their case history during their recovery from illness.

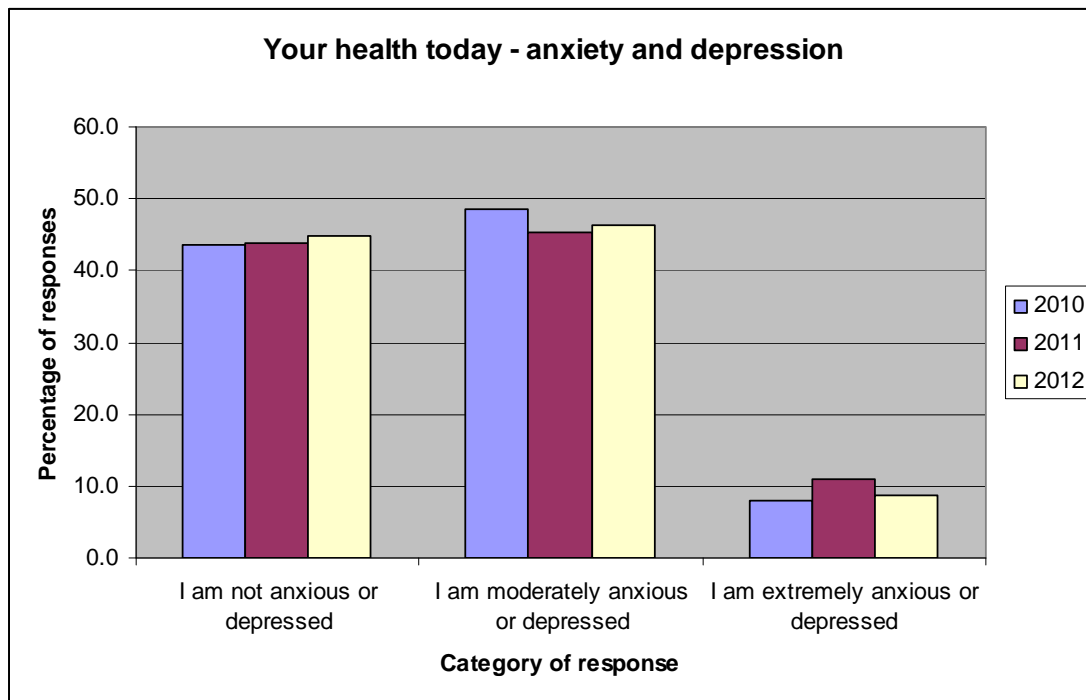
**Q14 - By placing a tick in one box in each group below, please indicate which statements best describe your own health state today.**

**a) Pain and discomfort**



33% of this year's sample said that they did not experience any pain or discomfort, whereas 67% had moderate to extreme pain or discomfort. There were a larger percentage of people with no pain or discomfort in 2012 than the other years and fewer with extreme pain or discomfort.

**b) Anxiety or depression**

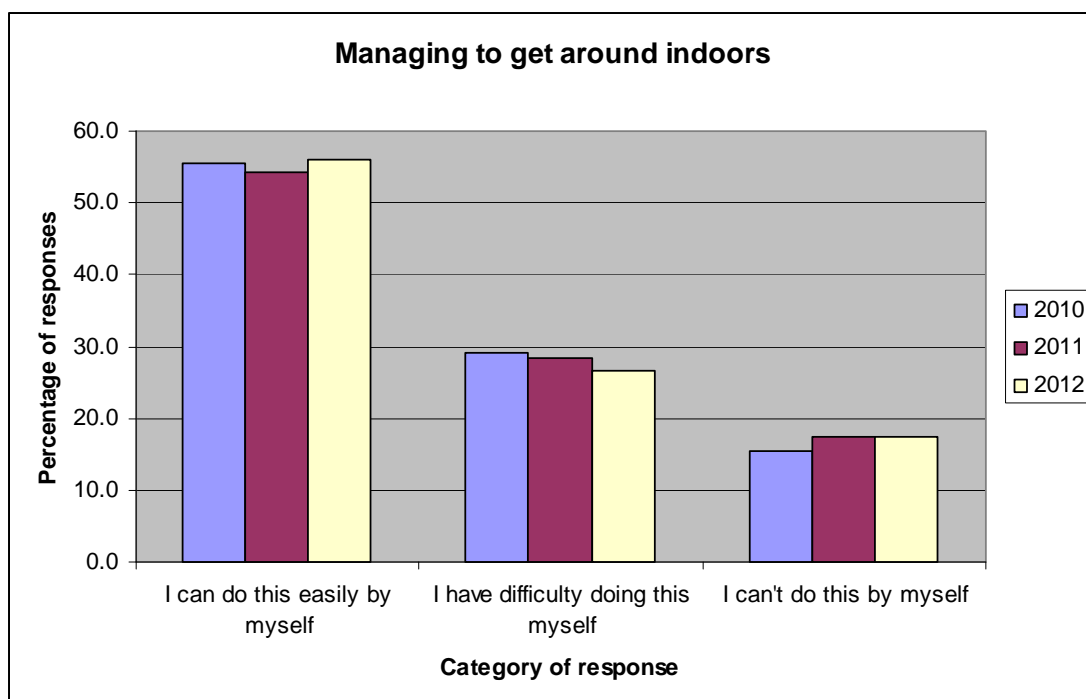


44% said that they did not feel anxious or depressed and 56% felt moderately to extremely anxious or depressed. On the whole, here has been a slight drop in people feeling anxious or depressed since 2010.

**Capability**

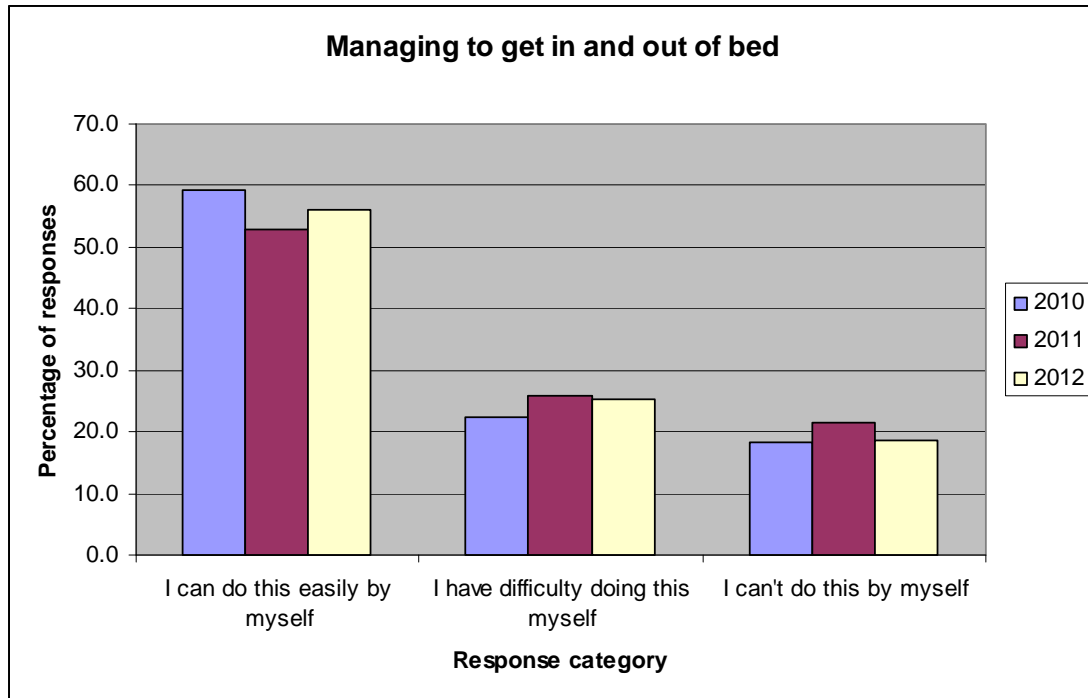
**Q15 - Please tick in the box that best describes your abilities for each of the following questions labelled from a to d.**

**a) Do you usually manage to get around indoors (except steps) by yourself?**



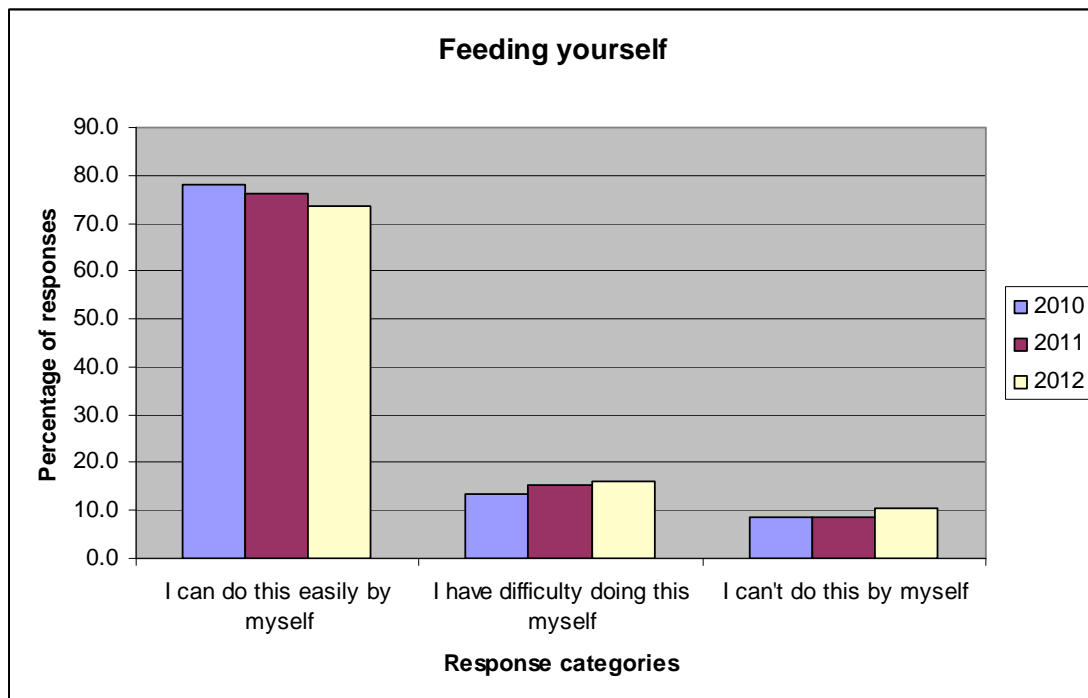
55% felt that they could easily manage to get around indoors by themselves, 27% had difficulty doing this and 18% said that they could not do this by themselves.

**b) Do you usually manage to get in and out of a bed (or chair) by yourself?**



55% had difficulty getting in and out of bed, 26% had difficulty doing this and 19% said that they could not do this by themselves.

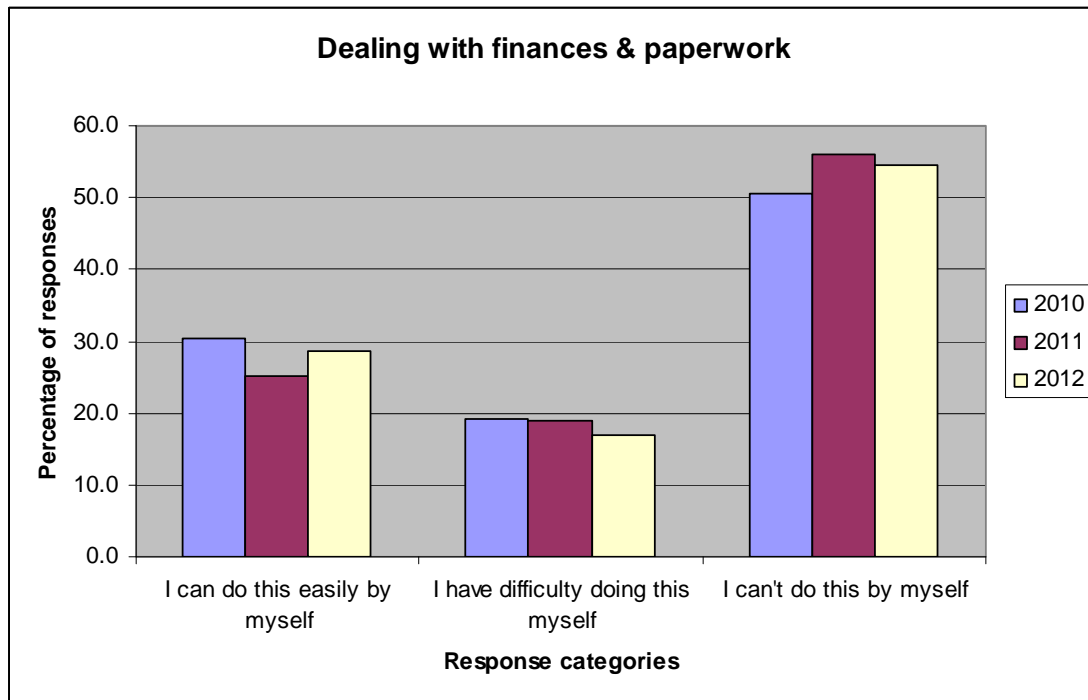
**c) Do you usually manage to feed yourself?**





73% said that they could feed themselves easily, 16% had difficulty doing this and 10% said that they were unable to do this by themselves.

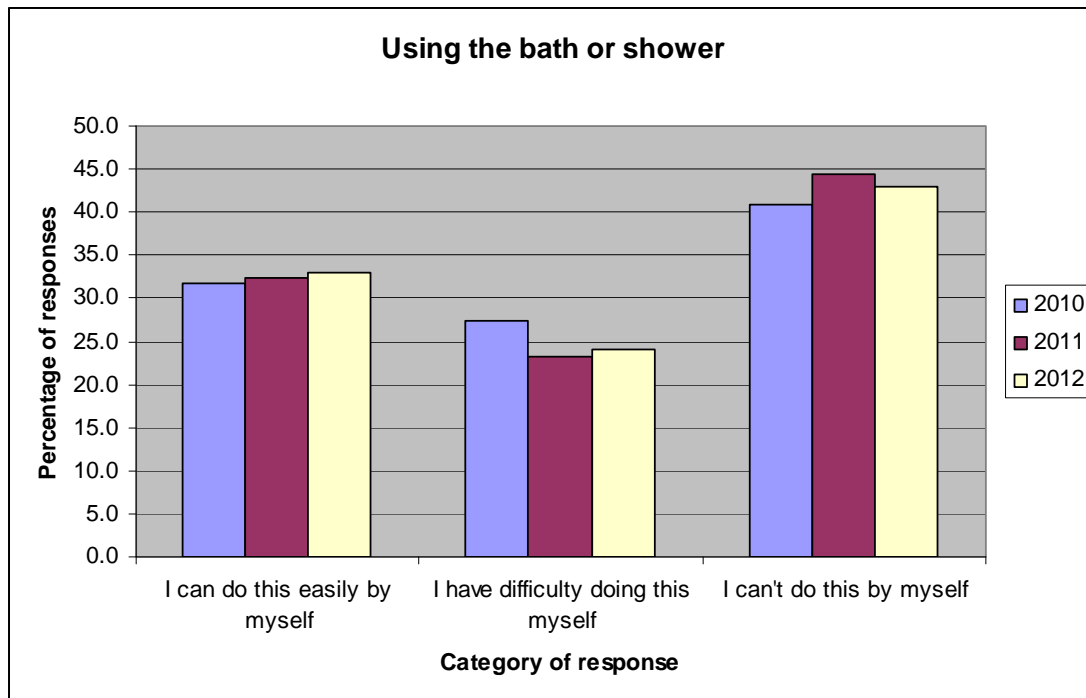
**d) Do you usually deal with finances and paperwork - for example, paying bills, writing letters - by yourself?**



29% of this year's respondents said that they could easily deal with finances and paperwork by themselves, 18% said that they had difficulty doing this and 53% said that they were unable to do this.

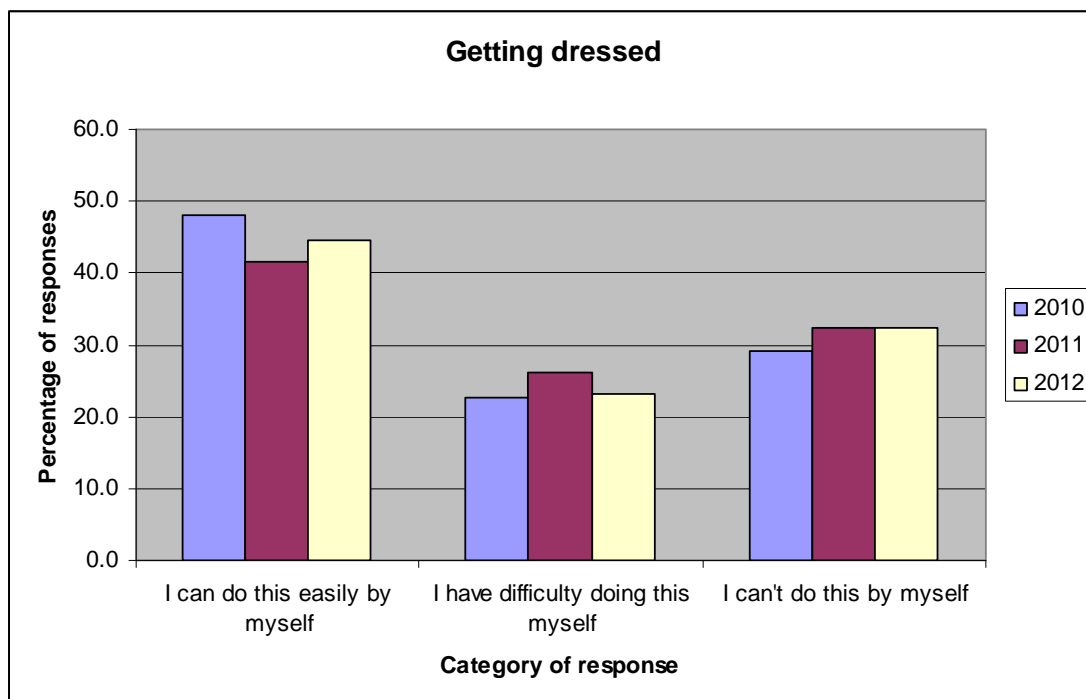
**Q16 - Please tick in the box that best describes your abilities for each of the following questions labelled from a to d.**

**a) Do you usually manage to wash all over by yourself, using either a bath or shower?**



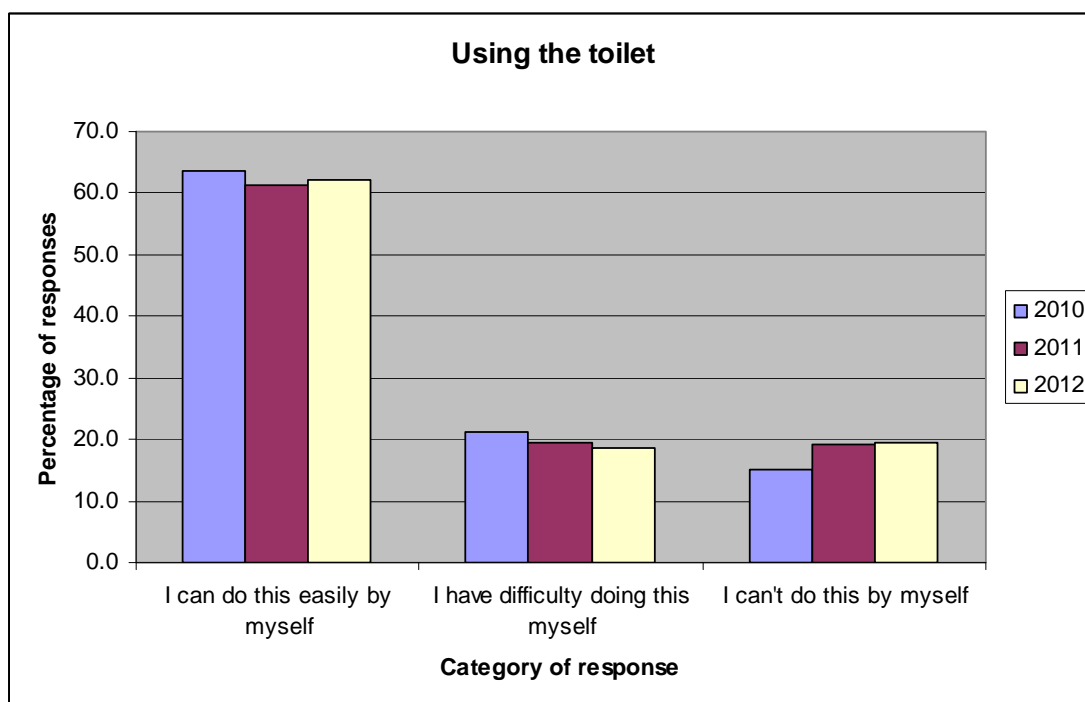
33% could use the bath or shower easily, 23% found it difficult to do this themselves and 44% could not do this by themselves.

**b) Do you usually manage to get dressed and undressed by yourself?**



44% said that they could get dressed easily with no assistance, 23% said that they had difficulty doing this alone and 33% could not do this alone.

**c) Do you usually manage to use the WC/toilet by yourself?**



62% said that they could easily use the toilet, 19% said that they had difficulty doing this and 20% said that they were unable to do this without assistance.

**d) Do you usually manage to wash your face and hands by yourself?**

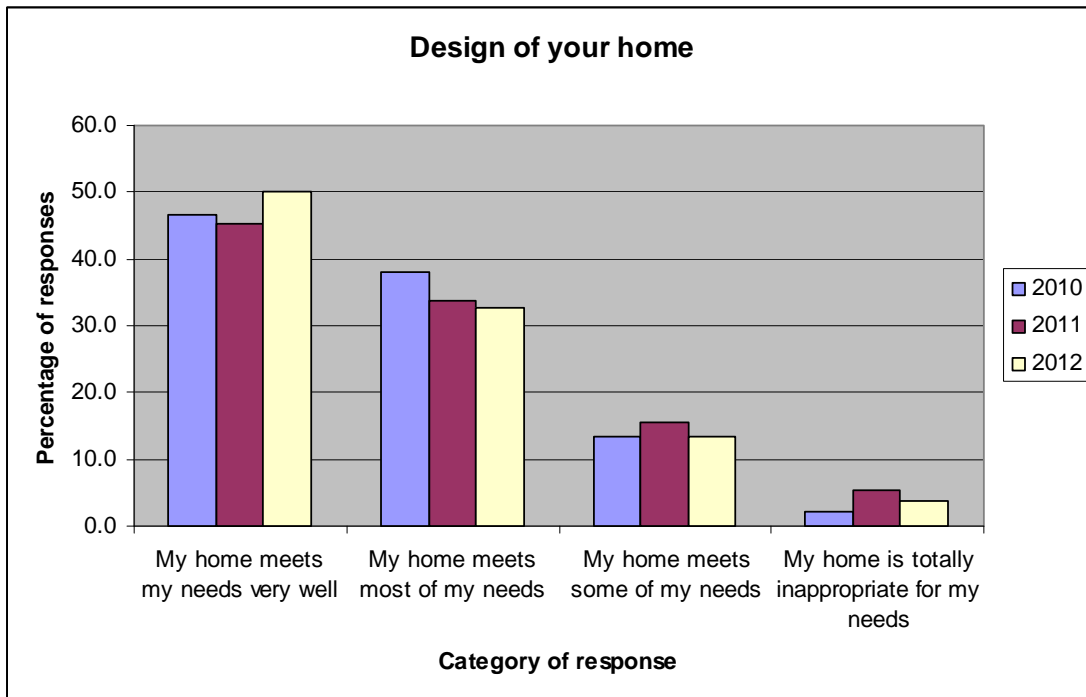


70% of this year's sample said that they were able to wash themselves easily, 16% could do this with difficulty and 14% said that they could not do this alone.

Service users are finding it easier to complete activities themselves; however, finance and paperwork remains the most common challenge, with over half of service users unable to complete this by themselves. This was also evident from the number of responses received by those unable to complete the survey without assistance; only a quarter of responses were from those that could complete the survey without help. There is now better provision of support services to help people with paperwork, such as the service provided by Outreach Barnet.

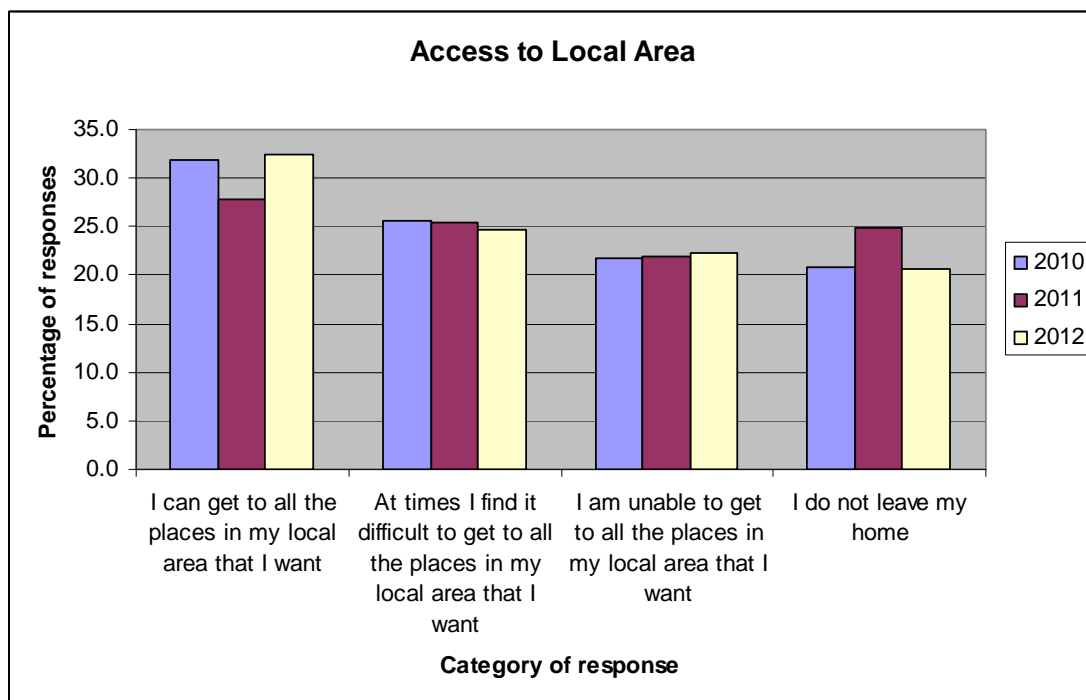
**Q17 - How well do you think your home is designed to meet your needs?**

50% of this year’s respondents felt that their home was designed to meet their needs, 33% felt that their home met most of their needs, 13% felt it met some of their needs, but 4% said that their home was inappropriate for their needs.



Adults and Communities are working closely with Housing to develop more specialised housing for older and disabled people, known as “extra care “housing. Several schemes are being planned which will provide approximately 80 new extra care flats during 2015-16. In 2013 we will be involving older people to look at the design and facilities to be provided in these schemes.

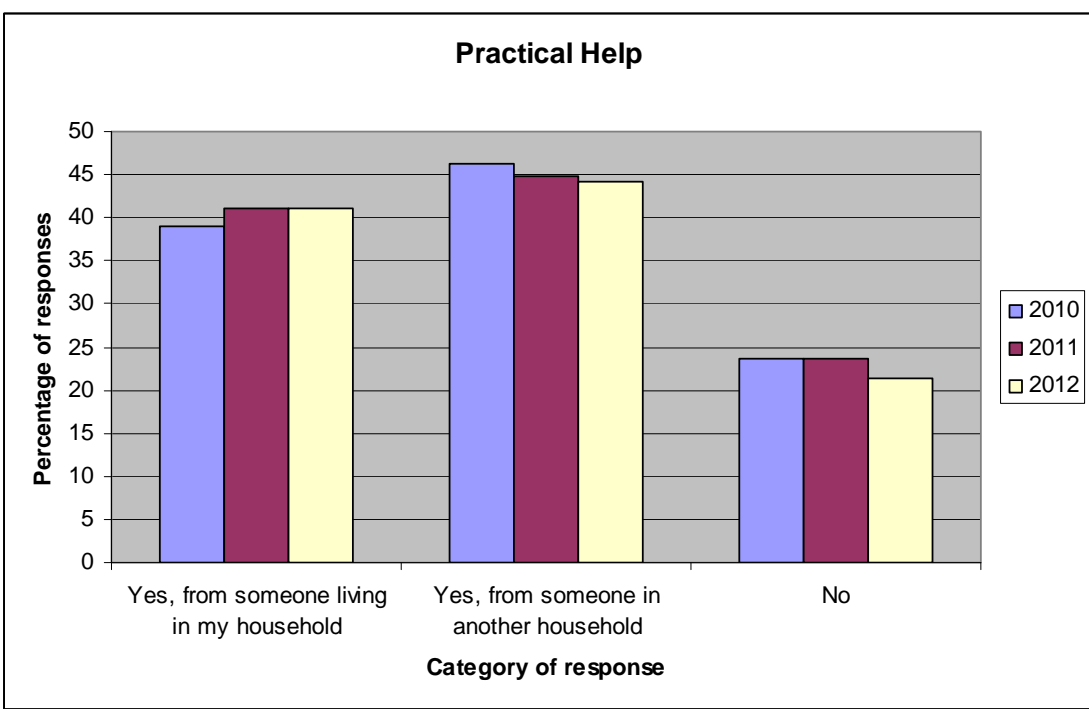
**Q18 - Thinking about getting around outside of your home, which of the following statements best describes your present situation?**



33% said that they had good access to the local area, 25% said that they sometimes found it difficult to get to all the places they wanted, 22% said that they were unable to get to all the places in their area that they wanted and 21% were unable to leave their home.

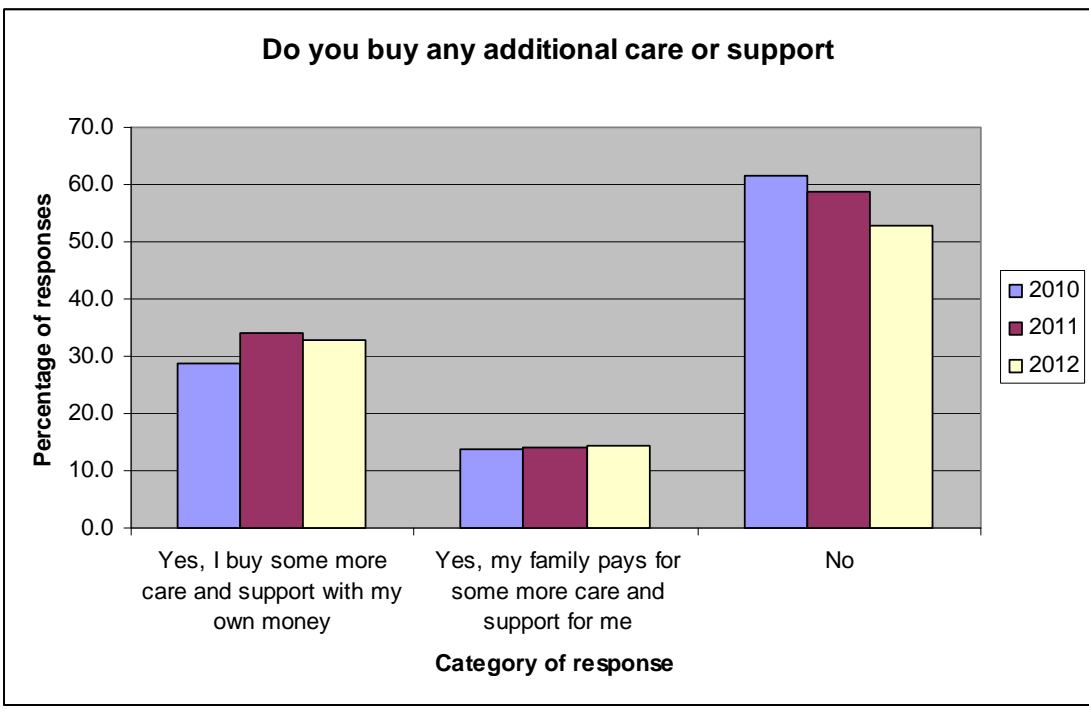
There is support available to people who need help to get out and about, such as the London taxi card scheme. Visit [www.barnet.gov.uk/transport-options](http://www.barnet.gov.uk/transport-options).

**Q19 - Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?**



89% were able to access practical help either from someone from within their household or from someone from another household. 22% said that they did not receive any practical help. These results are similar across all comparable councils.

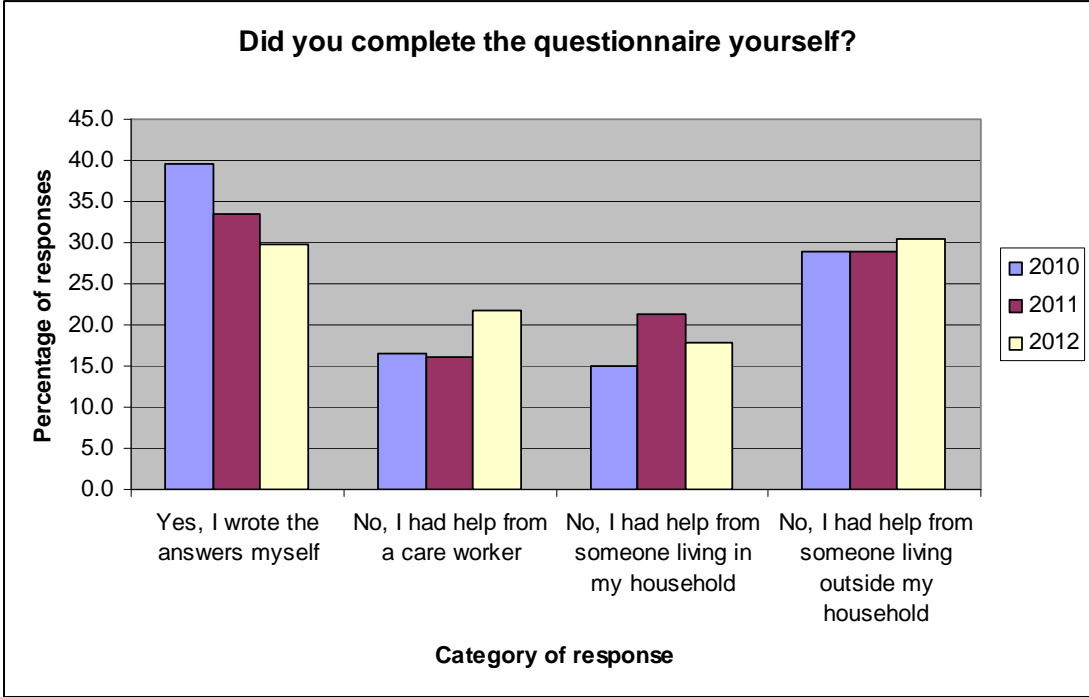
**Q20 - Do you buy any additional care or support privately or pay more to 'top up' your care and support?**



51% said that they either buy more care and support with their own money or that their family pays for this. 55% do not buy any additional care and support.

On average, 10% more service users in Barnet buy additional care or support privately or pay more to 'top up' their care and support than within similar local authorities. Social Care Connect is a resource to help people who are buying their own care to find something suitable for them (visit [www.barnet.gov.uk/socialcareconnect](http://www.barnet.gov.uk/socialcareconnect)). The council also have an agreement with "My Care my Home", who can give advice to self-funders, including financial advice if they need it.

**Q21 - Did you write the answers to this questionnaire by yourself or did you have help from someone else?**



Only 31% of this year's respondents completed the questionnaire themselves without help.

## Conclusion

In general, the 2012-13 survey shows far more positive results compared with those of the previous two years, particularly those of 2011. However, there was a lower response rate to this survey than that received in 2011/12.

The upward trend in customer satisfaction in 2012 could be attributed to some of the initiatives and policies which have been put in place or gathering momentum over the previous year, especially around personalising social care services to give people more control over their support and help them to maintain their independence. The Local Account of Adult Social Care sets out the changes which have been made to services during 2012. This is available on the council's website at [www.barnet.gov.uk/careandhealth](http://www.barnet.gov.uk/careandhealth) and from local libraries.

**For more information about the results of this survey, or to receive this fact sheet in another format, please contact the Communications Officer for Adults and Communities**

**Tel: 020 8359 7150**

**Email: [adultsocialcare@barnet.gov.uk](mailto:adultsocialcare@barnet.gov.uk)**