

Adult Social Care Scrutiny Commission

ASC User Survey 2017/18

Date: 22nd January 2019

Lead Director: Steven Forbes



Leicester
City Council

Useful information

- Ward(s) affected: All
- Report author: Adam Archer
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- Report version: 1

1. Summary

- 1.1 This report brings together key findings from the national survey of ASC service users carried out in 2017/18. The survey provides a wealth of information on service user's life experience and their satisfaction with the care and support they receive. This national survey takes place every year and is conducted by Councils with Adult Social Services Responsibilities (CASSRs).
- 1.2 The survey seeks the opinions of service users aged 18 and over in receipt of long-term support services funded or managed by social services and is designed to help the adult social care sector understand more about how services are affecting lives to enable choice and for informing service development.
- 1.3 The survey is designed and managed by NHS Digital on behalf of the Department of Health and Social Care. The fieldwork period for the 2017/18 survey was mid-January to mid-March 2018. Results for Leicester are based on 407 completed responses from a sample of 1,599 service users.
- 1.4 The survey is used to provide a score for 8 of the ASCOF measures and allows us to compare our performance against that of other local authorities in England.
- 1.5 The national headlines from the survey were that:
 - 65.0 per cent of service users reported they were "Extremely" or "Very satisfied" with the care and support they received. 2.0 per cent reported they were "Extremely" or "Very dissatisfied".
 - The proportion of service users who do not buy additional care or support decreased significantly from 64.7 per cent in 2016-17 to 63.3 per cent in 2017-18. The proportion who buy more support with their own money increased from 27.4 per cent to 28.6 per cent.
 - 46.8 per cent of service users that had as much social contact as they wanted, also report their quality of life was so "Very good" or "So good it could not be better", compared to 6.8 per cent of service users who had little social contact and felt socially isolated reported having a quality of life that could not be better.
 - A higher proportion of service users in a residential care or nursing care setting report feeling as safe as they want (86.8 and 82.7 per cent respectively) compared to service users in a community setting (63.6 per cent).
 - Service users who find it very easy to find information and advice and support about services or benefits also reported higher levels of feeling they have as much control over their daily life as they want (59.4 per cent).
- 1.6 The outcomes of the User Survey were very positive for us in Leicester, with an improvement on our 2016/17 ASCOF scores for 7 out of the 8 measures, 6 of the 7 targets we set locally were met

and our national ranking improved for 7 of the 8 measures. This improvement is all the more impressive when we consider that the survey also revealed that service users in Leicester had exceptionally high levels of need, reported very poor health, and were amongst the least likely to receive practical support from family, friends and neighbours and pay for additional support.

2. Recommendation

- 2.1 The Scrutiny Commission is requested to note the areas of positive achievement and areas for improvement as highlighted in this report.

3. Report

3.1 ASCOF

- 3.1.1 Overall the results for the 2017/18 survey show an improvement from 2016/17. Of the eight Adult Social Care Outcomes Framework (ASCOF) measures drawn directly from the Survey, seven have shown an improvement in performance compared to last year. Local targets were set for seven of these measures, with performance against six measures meeting the target. Our national ranking improved for seven out of the eight measures. **See Appendix 1.**
- 3.1.2 Overall the improvement in our performance has been significant and, with the odd exception, has been sustained over the last four years. It should be noted however that we have come from a very poor historic position. In 2014/15 our scores for five of the ASCOF measures placed us amongst the five worst performing councils in England, including the worst score in England for ASC related quality of life. **See Appendix 2.**
- 3.1.3 The highest rate of improvement has been for the second safeguarding measure, '4B: The proportion of people who use services who say that those services have made them feel safe and secure', which performed poorly in 2016/17 at 77.6%, well below the national average of 86.4%. In 2017/18 86.7% of respondents said that services have made them feel safe, now ahead of the national average of 86.3%.
- 3.1.4 The overall satisfaction measure, '3A: Overall satisfaction of people who use services with their care and support', is the only measure from ASCOF which has worsened this year, down from 65.4% to 63.9%. However, this position is still an improvement on our score of 56.9% in 2014/15 when we had the 11th worst score in England (we have since climbed 69 places in the rankings).
- 3.1.5 Whilst this level of improvement is encouraging, we cannot afford to be complacent. We are still amongst the 50 worst performing councils for half of the eight ASCOF measures.

3.2 Effectiveness of care and support in helping respondents have a good quality of life

- 3.2.1 The overall proportion of people who feel that the care and support they receive helps them to have a better quality of life has increased for the third year running. 92.9% of respondents now say this.
- 3.2.2 Respondents are also asked whether care and support services help them to undertake various activities for daily living and how well services support other aspects of good quality of life, for example social contact.
- 3.2.3 On these measures, the picture in 2017/18 is mixed. Leicester has seen increases in the proportion

of respondents saying that care and support helps with control, keeping clean and presentable and feeling safe. We appear to be doing well in supporting the fundamentals of care and safety.

3.2.4 However, when looking at other aspects that make up quality of life, such as maintaining a clean and comfortable home, spending time doing things you enjoy and maintaining social contact, our performance in 2017/18 is poorer than in 2016/17.

3.2.5 For comparison, our performance for “clean and comfortable home” is 62.4%, the national average is 66.7% and among our comparator authorities the average was 67.2%. For adequate or better social contact, our result was 70.6%, nationally the average was 78.2% and among our comparators 79.2%. For spending time doing things the person enjoys, our performance was 62.4%, the national average was 68.8% and among our comparators the average was also 68.8%.

3.3 Levels of need

3.3.1 Each year the User Survey also asks questions about how easily they can complete basic tasks by themselves. This is shown by responses given to questions 15 (a-d) and Q. 16 (a-d), which ask service users to describe their abilities in respect of performing several basic daily tasks.

3.3.2 The 2017/18 survey cohort appears to have higher levels of need across the whole range of basic tasks asked about in the survey. They report greater difficulty in performing all these tasks than was the case last year.

3.3.3 Indeed, for every single task the percentage of respondents who found it easy to undertake has decreased since 2013/14, with the percentage who could not undertake the task at all increasing for every task. **See Appendix 3.**

3.4 State of Health

3.4.1 A further section of the User Survey questionnaire asks about the respondent’s state of health, firstly overall and specifically about pain and anxiety. The survey cohort in Leicester in 2017/18 reported low levels of ‘very good’ or ‘good health’, 35.4% combined. This compares to a national average of 42.3%, and an average among our comparator authorities of 41.7%. The percentage in Leicester reporting ‘very bad general health’ was the 4th highest in England.

3.4.2 For the question on pain, a higher proportion of respondents in Leicester report “extreme” pain or discomfort, 21% compared to a national average of 13.2% and an average among our comparator authorities of 13.7%. This is the 7th highest level in England.

3.4.3 For the question on anxiety, 10.7% of respondents in Leicester report that they are “extremely anxious or depressed”. This compares to a national average of 8.6% and among our comparators the average was 9.3%. This is the 25th highest level in England. **See Appendix 4.**

3.5 Practical help from someone else

3.5.1 The survey asks respondents about whether they regularly receive practical help. In Leicester in 2017/18, 50.6% said that they did receive such help from someone living in their household. 30% of respondents in Leicester said they receive help from someone who does not live with them. For comparison, the average for England for help from someone living with the person was 41%, and from someone living elsewhere was 44.6%. The average figures for our comparator authorities are 41.4% receiving help from someone living with them and 46.2% receiving help from someone living elsewhere. Leicester has the highest rate in England for respondents not receiving any practical help from someone outside their household.

3.6 Buying additional care and support

- 3.6.1 For several years it has been notable that a lower proportion of survey respondents in Leicester receive additional care and support which is paid for privately. This remains the case in 20/1718 and this relative lack of access to additional care and support services owing to lack of resources to pay for them may well be impacting negatively on the quality of life of service users. The survey asks about 2 ways of procuring additional support, either paid for by the person themselves, or by a member of their family.
- 3.6.2 In Leicester, 23.4% of respondents report that they receive additional care and support paid for by themselves. This compares to a national average of 28.6% and an average among our comparators of 27.5%. For care and support paid for by members of the person's family, 11.3% of respondents in Leicester say that they receive this kind of financial help to get extra support for themselves. In comparison, the national average for respondents saying they receive this financial support is, 10.6%, among our comparator authorities it is 10.9%
- 3.6.3 Overall, the level of financial support available to service users is notably lower in Leicester. The slightly higher levels of respondents accessing additional support paid for by their family cannot wholly offset the substantially lower proportion of our service users who are able to buy additional support themselves.

4. Financial, legal and other implications

4.1 Financial implications

There are no direct financial implications associated with this report.

Martin Judson, Head of Finance, Ext 37 4101

4.2 Legal implications

There are no direct legal implications arising from the contents of this report at this stage.

Pretty Patel, Head of Law, Social Care & Safeguarding, Tel 0116 454 1457.

4.3 Climate Change and Carbon Reduction implications

There are no direct climate change implications associated with this report.

Aidan Davis, Sustainability Officer, Ext: 37 2284

4.4 Equalities Implications

From an equalities perspective, the eight Adult Social Care Outcomes Framework (ASCOF) measures are in keeping with our Public Sector Equality Duty and the three aims of the duty, which are

elimination of discrimination, promote equality of opportunity and foster good relations. The key findings from the national survey of ASC service users carried out in 2017/18 show an overall improvement from the 2016/17 results, with seven of the eight Adult Social Care Outcomes Framework (ASCOF) measures showing an improvement in performance compared to last year.

In terms of the PSED's first aim, elimination of discrimination, it would be useful for outcomes to be considered by protected characteristics as well, given the diversity of the city and how this translates into equalities (as set out in the adults JSNA). Also highlighted in the report are areas where we need to improve, as these need to be addressed by the relevant service areas.

Sukhi Biring, Equalities Officer (Ext. 374175)

4.5 Other Implications

















None

5. Background information and other papers: None

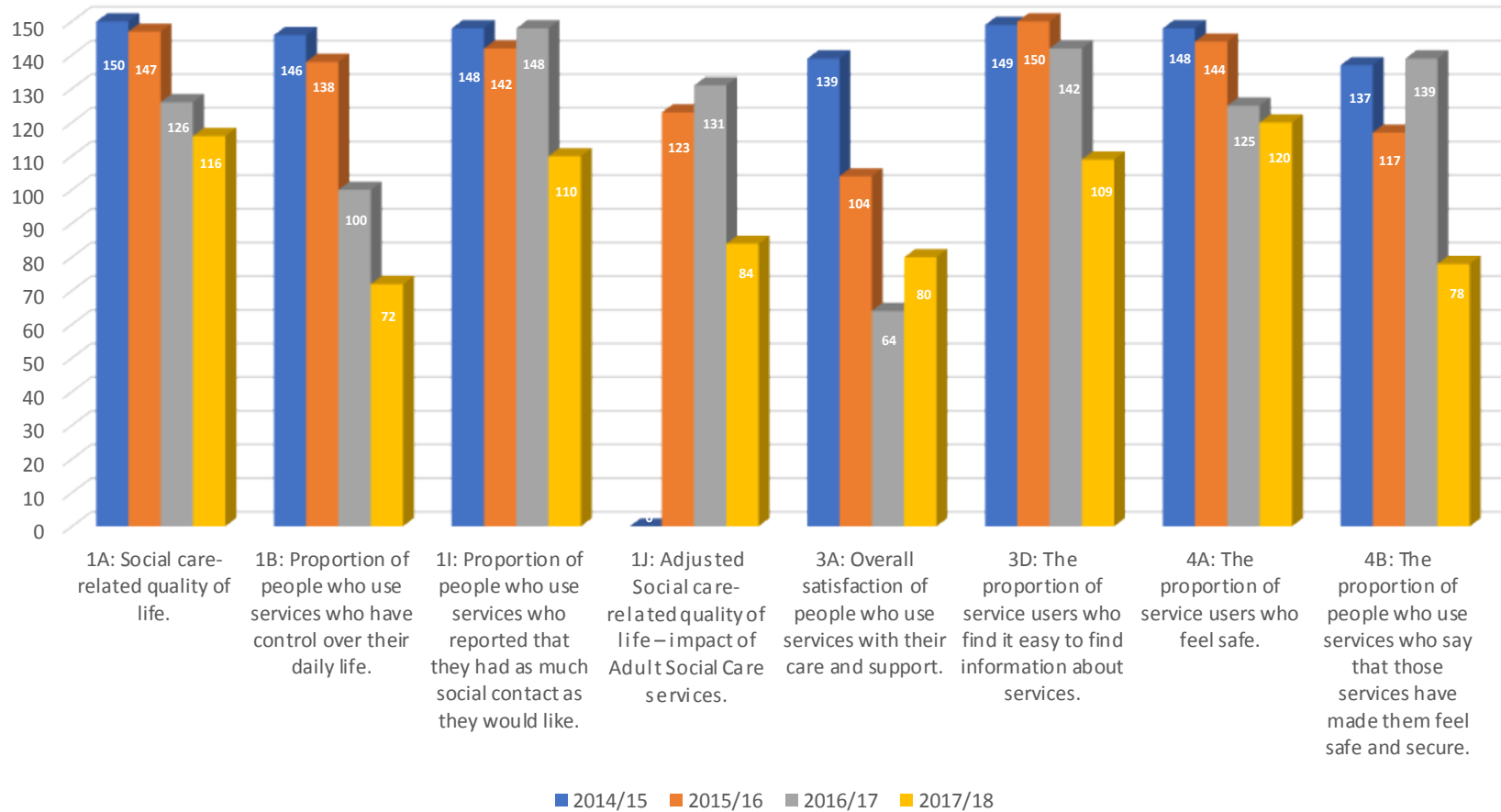
6. Summary of appendices:

- Appendix 1: ASCOF scores from adult social care survey – 2017/18 benchmarking
- Appendix 2: ASCOF scores from adult social care survey – national rankings
- Appendix 3: Level of Need: Service Users able to complete basic tasks by themselves
- Appendix 4: State of Health: Service Users self-reported state of health

ASCOF SCORES FROM ADULT SOCIAL CARE SURVEY – 2017/18 BENCHMARKING

Indicator	Leicester 2016/17	2016/17 Benchmarking			Leicester 2017/18	2017/18 Benchmarking			2017/18 Target
		England Average	England Ranking	England Rank DoT		England Average	England Ranking	England Rank DoT	
1A: Social care-related quality of life.	18.5	19.1	=126/150	 From 147/150	18.7	19.1	=116/150		18.8
1B: Proportion of people who use services who have control over their daily life.	76.2%	77.7%	100/150	 From 138/150	78.1%	77.7%	=72/150		75.0%
1I: Proportion of people who use services who reported that they had as much social contact as they would like.	35.9%	45.4%	148/150	 From 142/150	43.0%	46.0%	110/150		42.6%
1J: Adjusted Social care-related quality of life – impact of Adult Social Care services.	0.372	0.403	131/150	 From 123/150	0.404	0.405	84/150		N/A
3A: Overall satisfaction of people who use services with their care and support.	65.4%	64.7%	64/150	 From 104/150	63.9%	65.0%	80/150		63.7%
3D: The proportion of service users who find it easy to find information about services.	67.4%	73.5%	142/150	 From 150/150	70.5%	73.2%	=109/150		69.0%
4A: The proportion of service users who feel safe.	65.4%	70.1%	125/150	 From 144/155	66.1%	69.9%	120/155		66.0%
4B: The proportion of people who use services who say that those services have made them feel safe and secure.	77.6%	86.4%	139/150	 From 117/150	86.7%	86.3%	=78/150		85.0%

ASCOF - Leicester position in the England rankings for measures from the Adult Social Care Survey (2014/15 - 2017/18)



WORST (150/150)

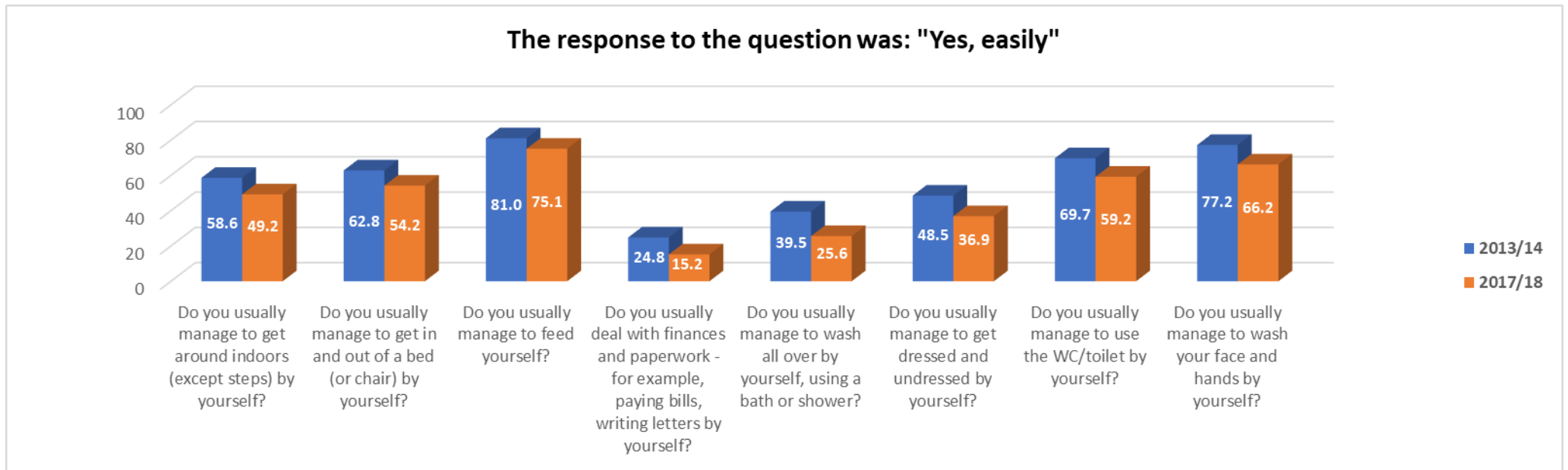
BEST (1/150)

Level of Need: Service Users ability to complete basic tasks by themselves

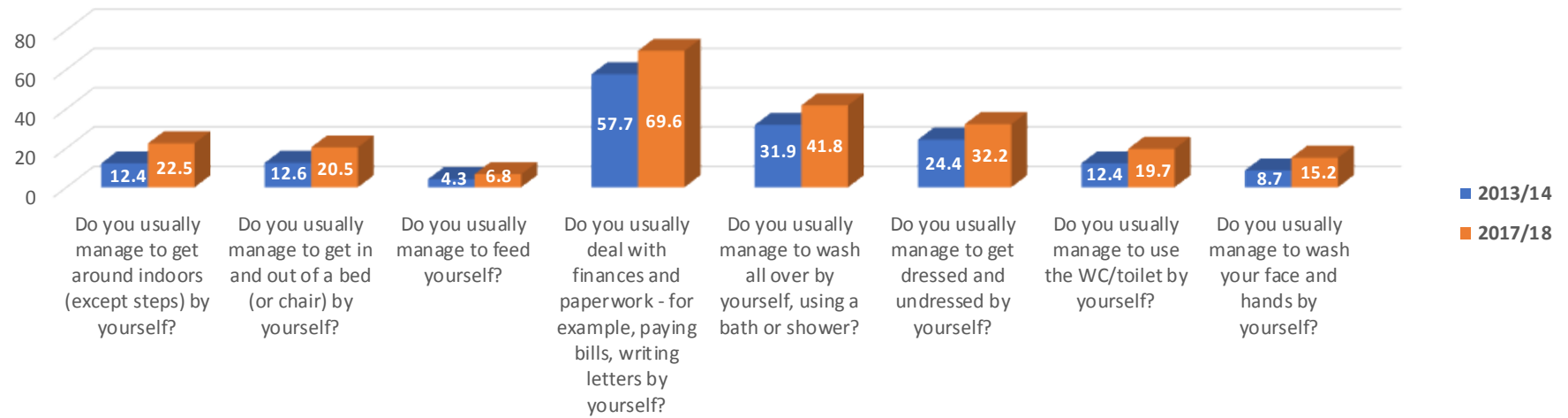
Each year the User Survey also asks questions about how easily they can complete basic tasks by themselves. This is shown by responses given to questions 15 (a-d) and Q. 16 (a-d), which ask service users to describe their abilities in respect of performing several basic daily tasks.

The 2017/18 survey cohort appears to have higher levels of need across the whole range of basic tasks asked about in the survey. They report greater difficulty in performing all these tasks than was the case last year.

Indeed, for every single task the percentage of respondents who found it easy to undertake has decreased since 2013/14, with the percentage who could not undertake the task at all increasing for every task.



The response to the question was: "No, I can't"



State of Health: Service Users self-reported state of health

The User Survey questionnaire asks about the respondent’s state of health, firstly overall and specifically about pain and anxiety. The survey cohort in Leicester in 2017/18 reported low levels of ‘very good’ or ‘good health’, 35.4% combined. This compares to a national average of 42.3%, and an average among our comparator authorities of 41.7%. The percentage in Leicester reporting ‘very bad general health’ was the 4th highest in England.

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