

Adult Social Care Scrutiny Commission

Adult Social Care User Experience Survey: Analysis of Responses - Quarter 4 - 2015/16

Date: 3rd May 2016

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 presents summary information on responses during the first two months of running the adult social care user experience survey. The report also identifies issues associated with the administration of the survey during this initial period.
- 1.2 The survey is designed to aid our understanding of the user experience of ASC, specifically the interaction with staff undertaking the core functions of assessment and review. This is seen as particularly important given the relatively low satisfaction levels reported by service users through the statutory ASC User Survey.
- 1.3 The survey can provide valuable intelligence to support our drive for continual improvement.
- 1.4 The survey is based on a model developed and piloted by the London Borough of Sutton last year, with two subtly different versions, one for Contact and Response and one for other teams. The survey went live on 25th January 2016. The analysis contained in this report relates to 267 responses (i.e. those received up to 31st March 2016).
- 1.5 The overall picture from these initial responses is very encouraging, with the vast majority of respondents strongly agreeing with the (positive) statements in the survey and a large number of positive comments being made. Very few negative ratings or comments have been received. Headline analysis of responses is attached as Appendix A.

2. Recommendations

- 2.1 Note the encouraging number of responses received during the two months of the survey and the positive nature of the vast majority of those responses.

3. Report

3.1 Background

- 3.1.1 Since 2010/11 we have been required to take part in a national survey of adult social care service users. The overall survey is managed by the Health and Social Care Information Centre (HSCIC) who explain the rationale for the survey as follows: *“As a sector, we need to understand more about how services are affecting people's lives, rather than simply what outputs services are providing. If users are to be at the heart of care planning and provision, then user experience information will be critical for understanding the impact and outcomes achieved - enabling choice and informing service development.”*
- 3.1.2 When compared with the results from other Councils, Leicester has historically performed poorly, with our service users reporting low levels of satisfaction with the impact that ASC services are having on the quality of their life.
- 3.1.3 We are keen to try and understand the reasons behind these low satisfaction levels. In particular, we want to understand if the experience our service users have of dealing with ASC workers contributes to their wider satisfaction levels.
- 3.1.4 To this end we have developed a short survey to collect the views of service users about the quality of service they received when going through the assessment and re-assessment (review) processes.
- 3.1.5 The survey is based on a model developed and piloted by the London Borough of Sutton last year, with two subtly different versions, one for Contact and Response and one for other social work teams. The survey went live on 25th January 2016. The analysis contained in this report relates to 267 responses (i.e. those received up to 31st March 2016).

3.2 Methodology

- 3.2.1 Questionnaires are distributed by staff carrying out:
- All contact assessments where direct communication has been made with the service user;
 - All carers' assessments, whether done jointly with the service user or separately;
 - All full Assessments (SAQ) and re-assessments / reviews;
 - All Occupational Therapy assessments
- 3.2.2 Mental Health Act assessments are *excluded* from the survey.
- 3.2.3 The survey is done using two questionnaires: one for customers (including carers) having their contact assessment with us; and one for existing customers or carers who are being assessed or reviewed.
- 3.2.4 Each team receives a master copy of the appropriate questionnaire and prints the required number of copies. Each practitioner visiting a customer takes a questionnaire and SAE to pass to that customer, asking them to complete the questionnaire (with help from a carer if required) and return using the SAE.
- 3.2.5 Team Leaders are responsible for ensuring that their team leave the questionnaires and SAEs with customers and record the numbers being left. Should any be missed, the team leader will phone the customer and complete the questionnaire with them over the phone.

3.2.6 Customers are assured that their answers will be treated as confidential and will not be passed to any member of ASC staff or anyone providing them with services. Customers will not be personally identified and their answers will not affect the services they receive. The code found on the top left of the questionnaire will only be used to identify them if they indicate that their health and safety is at risk in response to any of the questions or through free text comments, or if they indicate that they are experiencing a serious issue with any aspect of their care.

3.2.7 The SAEs are returned to the Business Improvement and Performance Team, who analyse the responses and produce reports for the ASC Leadership Team and others as required.

3.3 Analysis

3.3.1 This initial analysis of responses to the new user experience survey, while showing some very promising early signs, only provides headline information.

3.3.2 The analysis shows:

- The overall number of responses over the first two months of the survey, and a breakdown of the two versions of the survey;
- The 'rating' of experience given by the respondents (measured by the extent to which they agree or disagree with statements in the survey), again with a breakdown of the two versions (although, most statements are common to both versions);
- The split between responses directly from the service user and those provided by a carer / relative / friend on their behalf;
- The number of additional comments (positive and negative) made for each statement. A selection of comments is included in the analysis for illustrative purposes.

3.3.3 The results of the first month's returns have been analysed and the results are extremely encouraging. Of the 267 survey responses: 64% strongly agreed with the statements and 30% agreed. Only 1% of responses disagreed with the statements with no-one strongly disagreeing. 5% of respondents failed to answer one or more of the questions.

3.3.4 If the results from the survey continue to follow this early pattern, we can be quite confident that those poor results from the national survey cannot be put down to people's views of the quality of service provided by our staff. The feedback in the first two months of the survey provides evidence that our staff are committed, caring and professional.

3.4 Further work

3.4.1. Having assessed the use of the survey over its first two months it has been concluded that it has proved very valuable in terms of the information it provides and it has been welcomed by staff. As such it has been agreed that:

- We continue to undertake the survey, building into normal business practice.
- We report quarterly, in the same format as this initial analysis, but including 'response rate'.
- We set up a process for regular feedback to staff utilising Interface, the Just ASC electronic newsletter and the *ASC-Leadership@* e-mail.
- We monitor responses to the survey to pick up any recurring themes or areas of concern and act

on these accordingly.

- We identify a mechanism to collate responses by individual teams and workers to support business planning and the annual appraisal system.
- We analyse the survey results in comparison to the results of the 2015/16 statutory Adult Social Care User Survey.
- We produce an 'annual report' at the end of 2016/17, and review future delivery of the survey.

4. Financial, legal and other implications

4.1 Financial implications

There is no direct financial implication arising from this report.

Rohit Rughani, Principal Accountant, Ext 37 4003

4.2 Legal implications

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

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

4.3 Climate Change and Carbon Reduction implications

There are no climate change implications resulting from this report.

Louise Buckley, Senior Environmental Consultant, 37 2293

4.4 Equalities Implications

ASC service users are a diverse lot. Council survey findings over the years indicate that there are differences in views/perceptions of services between people with different protected characteristics. How this service manages service user diversity, as well as potential related equality considerations, is completely absent from the user experience findings. It would be useful, over time, for each report presenting analysis of responses to feature the findings for one protected characteristic, enabling the service to track and evaluate differential experiences between different groups and sub-groups. These are a core consideration in regard to all aims of our Public Sector Equality Duty: eliminating discrimination, promoting equality of opportunity, and fostering good relations between different groups.

Irene Kszyk, Corporate Equalities Lead, ext 374147.

4.5 Other Implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

5. **Background information and other papers:**

6. **Summary of appendices:**

Appendix 1: Analysis of User Experience Survey (25.1.16 – 31.3.16)

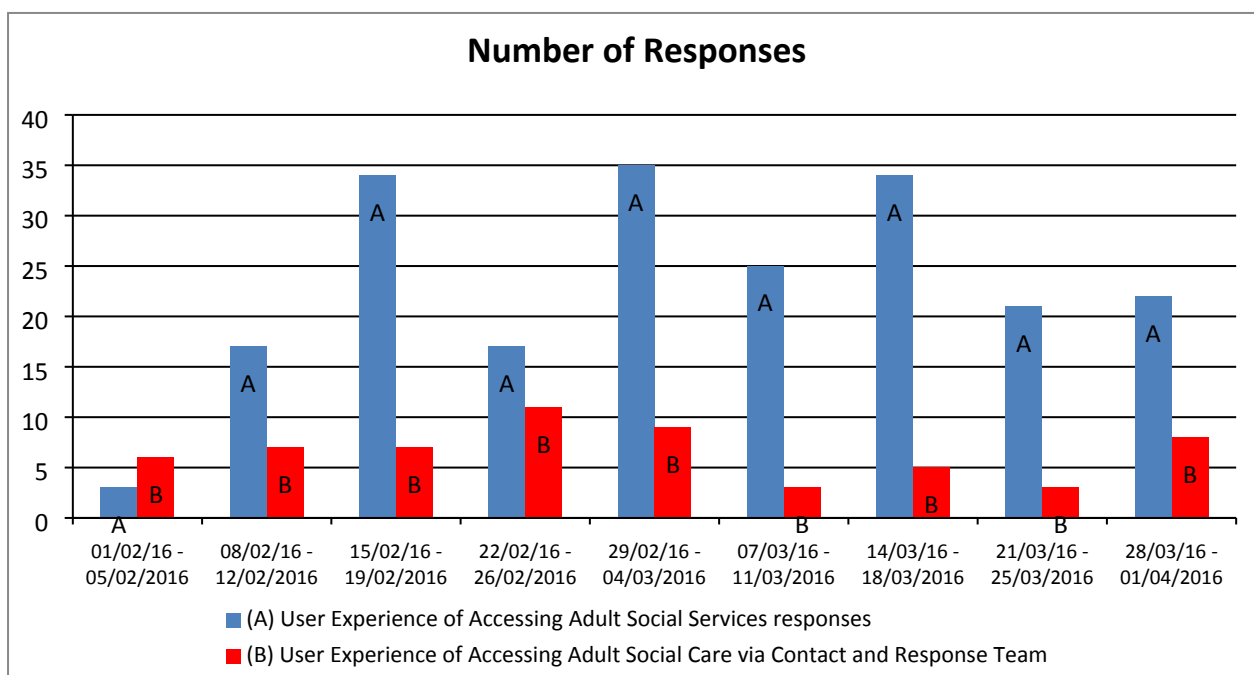
User Experience Survey:
Report on the findings for 25/1/16 – 31/3/16

Introduction

The User Experience survey has been rolled out across all relevant social care teams from 25th January 2016. This report on the findings of the survey is based on responses received up to 31st March 2016 (the end of quarter four).

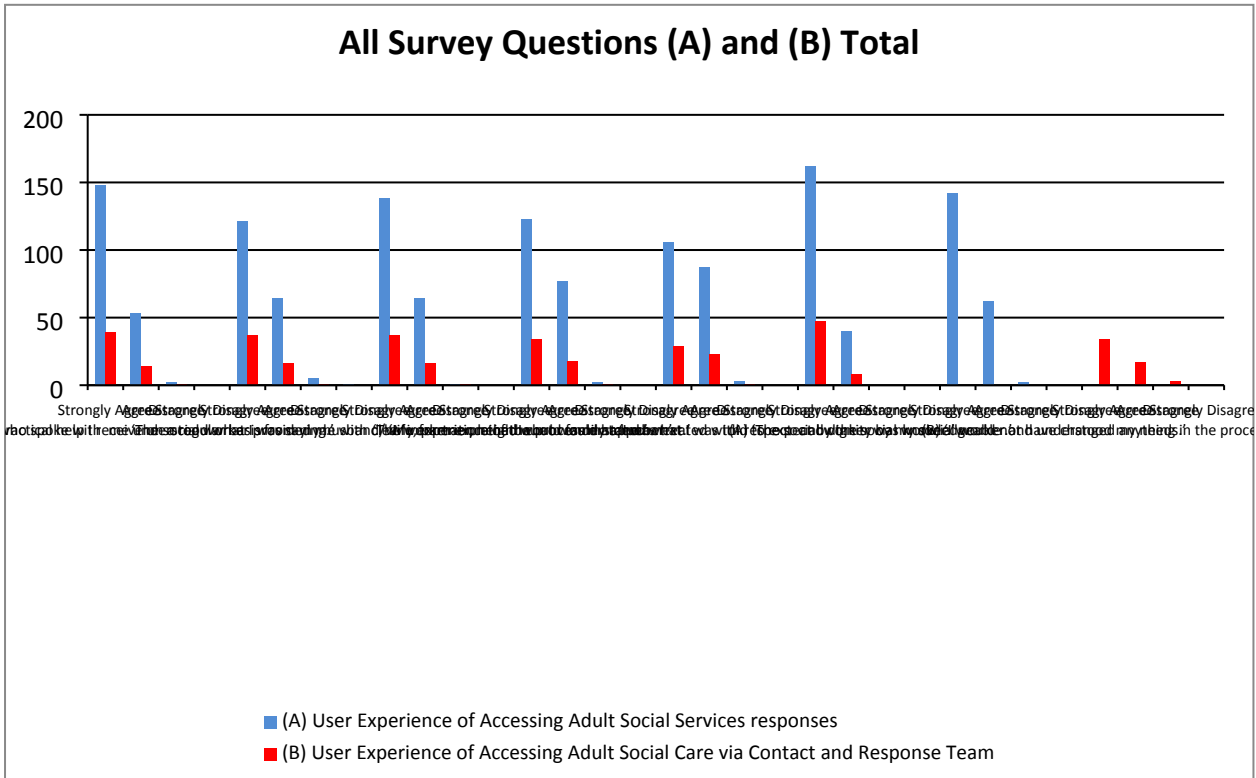
Survey Responses

The number of completed surveys received by the end of March was 267. These are broken down as follows:



Survey Results - All Questionnaires (A and B)

The statements within the survey aim to gauge how well the client felt we performed. The analysis of response during this period indicates a very positive perception on the part of the service user with their social worker / Occupational Therapist. The overall responses to the survey are presented below.



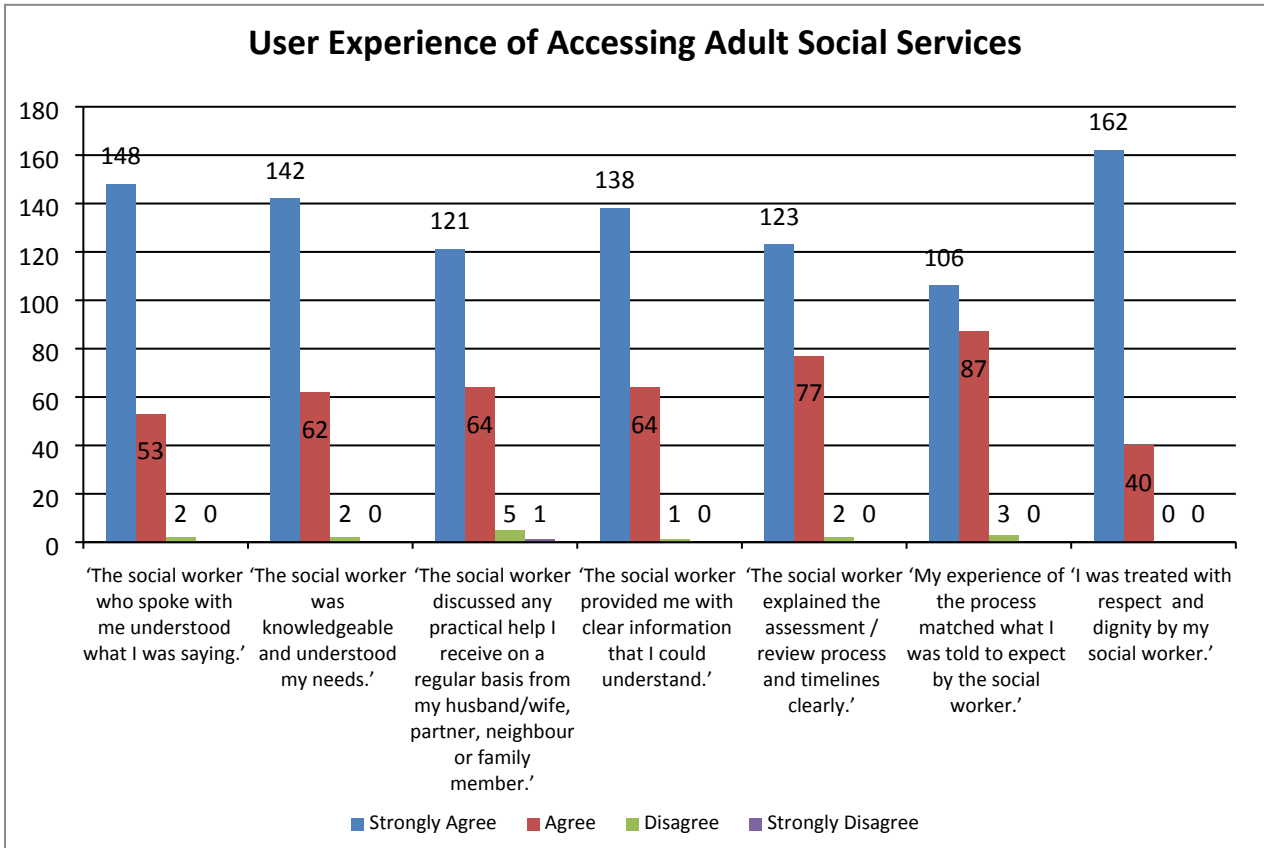
Survey Results – Questionnaire A

Overall the results demonstrate a positive picture with:-

- 65%** of clients in strong agreement with the statements
- 31%** in agreement with the statements
- 1%** of clients disagree
- 0%** strongly disagree
- 4%** of clients did not respond to selected questions

In particular, service users felt strongly that:

- *“The social worker who spoke with me understood what I was saying.”*
- *“The social worker was knowledgeable and understood my needs”*
- *“I was treated with respect and dignity by my social worker”*



Survey Results – Questionnaire B

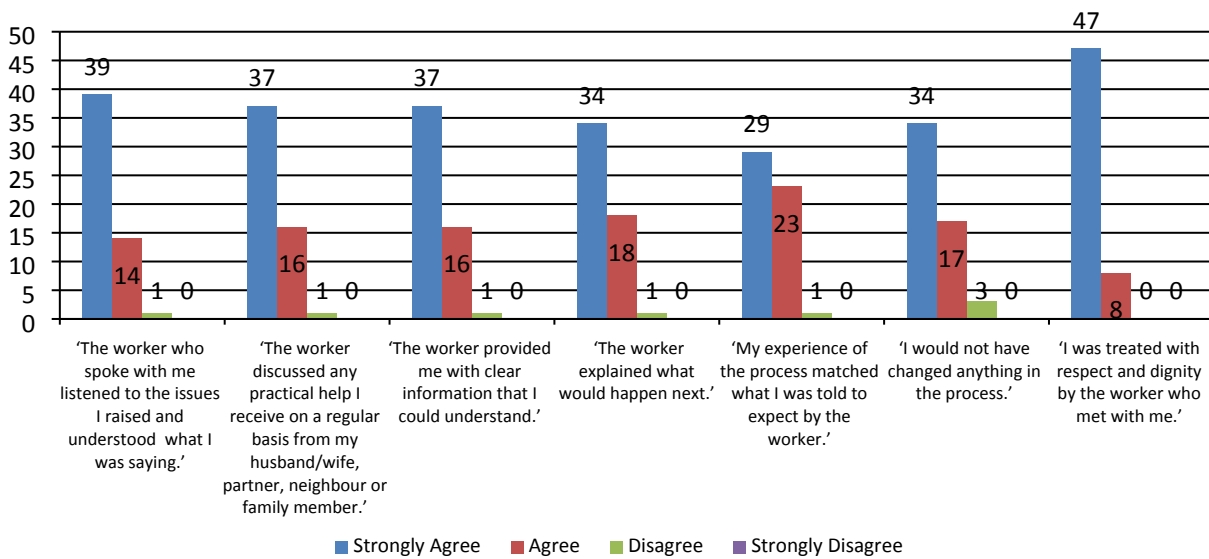
Overall the results demonstrate a positive picture again with:-

- 62%** of clients in strong agreement with the statements
- 27%** in agreement with the statements
- 2%** of clients disagree
- 0%** strongly disagree
- 9%** of clients did not respond to selected questions

In particular, clients felt strongly that:

- *“The worker who spoke with me listened to the issues I raised and understood what I was saying.”*
- *“The worker discussed any practical help I receive on a regular basis from my husband/wife, partner, neighbour or family member”*
- *“The worker provided me with clear information that I could understand”*
- *“I was treated with respect and dignity by the worker who met with me”*

User Experience of Accessing Adult Social Care via Contact and Response Team

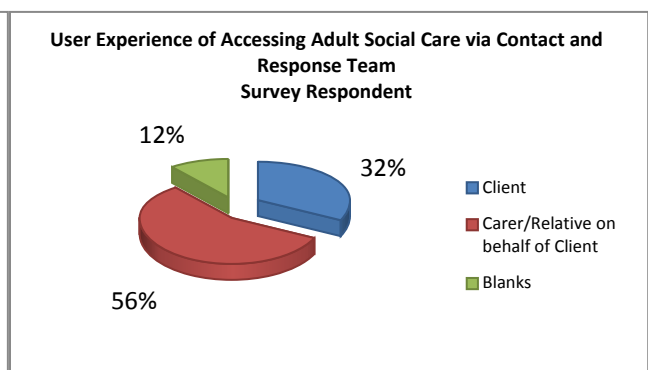
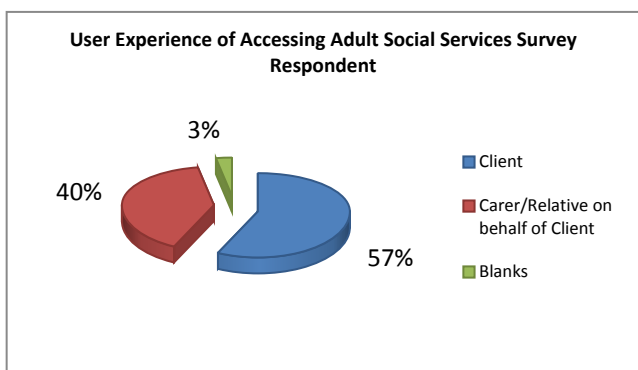


Survey Respondents

- (A) In 57% of responses received, feedback to the survey statements was provided directly by the client.
- (B) In 56% of responses received, feedback to the survey statements was provided directly by the carer or relative on behalf of client

A

B



Additional Comments to individual questions

| Statement | A Comments | B Comments |
|--|---|---|
| 'The social worker who spoke with me (listened and) understood what I was saying.' | <p>Overall 31 positive and 2 negative comments were received:</p> <p><i>"Had good communicating skills"</i></p> <p><i>" This young lady was very caring"</i></p> <p><i>"Took her time and reassured my father about everything she was saying"</i></p> <p><i>"Don't think she wanted to listen to what was said"</i></p> | <p>Overall 9 positive comments were received:</p> <p><i>"Was so caring and patient"</i></p> <p><i>"D was superb at listening to my mother while gently steering her to a safe and sensible outcome"</i></p> <p><i>"J has listened all our problems. Helpful"</i></p> |
| 'The social worker was knowledgeable and understood my needs.' | <p>Overall 30 positive and 3 negative comments were received:</p> <p><i>"Found to be very helpful"</i></p> <p><i>"She took the time to listen to my concerns"</i></p> <p><i>"She understands my mother needs"</i></p> <p><i>"Would have liked her to have some knowledge of patients' needs before coming"</i></p> <p><i>"my needs don't seem to matter"</i></p> | |
| 'The social worker discussed any practical help I receive on a regular basis from my husband/wife, partner, neighbour or family member.' | <p>Overall 9 positive and 1 negative comments were received:</p> <p><i>"Yes she told us about what help I needed"</i></p> <p><i>"No one was with me"</i></p> | <p>Overall 7 positive and 1 negative comments were received:</p> <p><i>"Listened to everything I had to say"</i></p> <p><i>"I was able to communicate how I felt and I made her aware of the help I get from my daughters"</i></p> <p><i>"Need a shower chair but it taking a long time"</i></p> |
| 'The social worker provided me with clear information that I could understand.' | <p>Overall 11 positive and 1 negative comments were received:</p> <p><i>"Explained everything in great detail"</i></p> <p><i>"The OT was brill. The information the OT gave what I should do, I was amazed"</i></p> <p><i>"I didn't understand all the information – English is not my first language"</i></p> | <p>Overall 4 positive comments were received:</p> <p><i>"She had patience and spoke very clearly"</i></p> <p><i>"A caring, considerate attitude was shown which gave both of us a lot of confidence with the decision we had mutually agreed that additional help/care was now needed"</i></p> |
| 'The social worker explained the assessment / review process and timelines clearly.' | <p>Overall 6 positive and 2 negative comments were received:</p> <p><i>"Happy with the assessment"</i></p> <p><i>"S could not give clear timelines as a result of social services department policy. No one in social services that I have spoken to can"</i></p> | |
| 'My experience of the process matched what I was told to expect by the social worker.' | <p>Overall 10 positive and 4 negative comments were received:</p> <p><i>"she is wow. She knew what she was talking about"</i></p> <p><i>"Above and beyond"</i></p> <p><i>"I wasn't given very much information on what to expect from the visit. The visit was very much how I imagined it would be"</i></p> | |

| | | |
|--|---|---|
| <p>I was treated with respect and dignity by my social worker / the worker who met me.'</p> | <p>Overall 24 positive and 2 negative comments were received: <i>"S was a helpful & pleasant gentleman"</i> <i>"Keep up the good work. Very satisfied client"</i> <i>"Very caring & professional manner"</i> <i>"I shall miss the conversations I had with some of the carers, particularly those who like me owned a dog, as I enjoyed their company"</i> <i>"sometimes I feel she does not want to listen or take into account my feelings"</i></p> | <p>Overall 19 positive comments were received: <i>"Excellent listening skills and was so kind the way he spoke to me and I was tired at times he said don't worry take your time made me feel at ease"</i> <i>"Careers treated me like a friend and were respectful of me in my own home"</i> <i>"She was lovely"</i></p> |
| <p>'The worker explained what would happen next.'</p> | | <p>Overall 4 positive comments were received: <i>"L gave us lots of options and choices."</i> <i>"Very clear timeline explained"</i></p> |
| <p>'I would not have changed anything in the process.'</p> | | <p>Overall 1 positive and 3 negative comments were received: <i>"Felt he couldn't answer all questions being asked"</i> <i>"Would have preferred more help with my pain rather than smoking and glasses"</i></p> |

Summary

The survey responses received during the first two months of the survey have been overall very positive and complimentary to staff involved. There are a few negative comments where improvements could be made. This is very encouraging feedback illustrating the current perception of clients with whom who we have had recent contact with.