

Adult Social Care Survey

Understanding the views and experiences of
adult social care service users **2021/22**

The sample

1677



People who had **received help or support from Adult Social Care in the last 12 months** were invited to participate in the survey.

We contacted people receiving different types of support:

- 67%** Supported at home or in the community
- 20%** Receiving residential care
- 13%** Receiving nursing care

63% had **physical** support needs **22%** had **learning disability** support needs, and the rest had mental health, sensory, memory or social support needs.



Survey responses

555



Surveys were completed and returned. 18 were returned blank and 1104 surveys were not returned. We sent reminders, and that generated 159 of the replies.

48% used the community survey, **30%** the care home survey and **22%** used the easy read survey. Some of the questions were worded a little differently within the easy read survey to help with completions.

59% of our surveys went to women and **41%** to men. **93%** of those who had a survey were White British. We managed to capture the views of people aged from **18 to 106**.



Overall satisfaction and quality of life

64.8%

Of people are extremely or very satisfied with the care and support they receive (compared to 63.9% nationally). 25% are quite satisfied and 4.9% are quite or very dissatisfied. 5.3% are neither satisfied or dissatisfied.

62.9% feel their quality of life is either good or very good/it couldn't be better. **27.6%** feel their quality of life is alright. Unfortunately **9.5%** of people feel their quality of life is bad or very bad (**3.6%** selected very bad/it couldn't be worse).

The survey results highlighted that **90.1%** of people believe the care and support services they receive help them to have a better quality of life. **9.9%** of people don't feel the care and support they receive helps improve quality of life.

Choice and Control

69.8%

Have enough choice over care and support services in Shropshire. **26.4%** would like more choice and **3.8%** don't want or need choice.

31.5% of people feel they have as much control as they want over their daily life. **47%** have adequate control. This compares to **34.1%** having as much control as they like nationally. Nationally **5.3%** feel they have no control (**5.8%** in Shropshire).

The survey results show that **57.6%** of people believe the care and support services they receive help them to control their daily lives compared to **19.3%** who don't feel this. **23.1%** do not need help to control their daily lives.



Comfort, meals and keeping clean

88.7% Feel able to keep clean and presentable.

Of those, **27.4%** are able to present themselves the way they like and **61.3%** to an adequate standard. **11.2%** don't feel adequately clean or presentable.

27.3% of people have all the food and drink they like, when they want. **60.3%** feel their food and drink is adequate and **12.4%** have concerns about food and drink (e.g. times and/or amounts).

69.2% of people believe their home is as clean and comfortable as they like compared to **65.5%** nationally. **28.1%** report adequate satisfaction and **2.6%** have concerns.



Safety and social contact

69.8% Feel as safe as they want. **26.3%** generally feel adequately safe. **4%** have some concerns about safety and of those, **1.5%** don't feel safe at all (people were contacted in a follow up if they didn't feel safe).

67.6% of people feel that the care and support services they receive help them to feel safe **32.4%** don't feel the support helps them to feel any safer. The national results show **69.2%** of people feel as safe as they like and **2%** do not feel safe at all).

73.5% of survey respondents feel they have adequate social contact (of those **39.9%** have as much social contact as they like). A concern is that **6.9%** feel socially isolated.



Health and abilities

44.6% Describe their health as good or very good compared to **43.5%** nationally. **18.7%** said that their health was bad or very bad nationally compared to **15.6%** in Shropshire.

62.6% of respondents experience some pain and **52.9%** experience some anxiety and depression.

This is in line with the national findings.

50.2% can easily get around indoors by themselves, **72.4%** can easily feed themselves, **56.8%** can use the toilet by themselves and **41.3%** can easily dress/undress. The tasks more people find difficult are bathing/showering (**69.2%** need help) and managing finances/paperwork (**81.1%** need help).

Access and support

87.7% Feel their home meets most, or all of their needs, however **34.4%** have some difficulty getting outside of the home. Only **27.3%** can get to all the places in their local area they want to.

17.1% find information and advice difficult to access but many more have not tried to access information and advice. **77.3%** of people have some practical help from a family member or someone else within their home or living elsewhere. **77.9%** had some help completing the survey.

Nationally, the percentage of service users who answered that their family pays for some more care reduced from **11.6%** in 2019/20 to **10.1%** in 2021/22. In Shropshire **7.6%** of survey respondents' families pay for additional support and **29%** use their own money to pay for additional support.



The Personal Social Services Adult Social Care Survey is an annual survey led by NHS Digital. You can find out more here: <https://digital.nhs.uk/data-and-information/publications/statistical/personal-social-services-adult-social-care-survey/>

Contact : Feedback & Insight Team, Communications and Engagement, Resources, Shropshire Council
Email: TellUs@shropshire.gov.uk