

Summary

This information sheet provides an insight from adult social care service users about how effectively services are helping service users to live safely and independently in their own homes, and the impact that these services have on their quality of life. The following results were collected in the survey which took place between January and March 2017.

Background

The adult social care user survey is run by all councils on an annual basis. It forms part of a programme of national surveys and has been developed and tested by the Social Services User Survey Group to identify the extent to which services and support are affecting outcomes in people's lives.

The survey covers all service users aged 18 and over in receipt, at the point that data are extracted, of long-term support services funded or managed by the social services following a full assessment of need. The survey is conducted via a postal questionnaire.

The survey includes 23 questions which inform eight outcome measures within the Adult Social Care Outcomes Framework (ASCOF).

Key Findings

1. 1A: Reported quality of life score is **19.5 out of 24**.
2. 1B: **81.2%** of service users say they have as much control over their daily life as they would like
3. 1I1: **49.2%** of service users say they have as much social contact as they would like
4. 1j: Adjusted social care-related quality of life (impact of Adult Social Care services) score is **0.413**
5. 3A: **68.7%** of service users say they are satisfied with the services and support they receive
6. 3D1: **70.9%** of service users say they have found it easy to access information about services
7. 4A: **70.5%** of service users say they feel safe
8. 4B: **93.0%** of service users say services have made them feel safe

1A Social Care related quality of life.

A combination of answers for each respondent, which cover six different areas relating to quality of life, are used to calculate this measure. Those areas covers having control over their life, time spent doing they enjoy, feel clean and presentable, get the food and drink they need, live in a home which is clean and presentable, feel safe, being treated in a way that dignified way.

Shropshire's result for this indicator is 19.5 out of a maximum possible score of 24.0. (The overall England result is 19.1)

1B The proportion of people who use services who have control over their daily life

A key objective of the drive to make care and support more personalised is that support more closely matches the needs and wishes of the individual, putting users of services in control of their care and support. Therefore, asking users of care and support about the extent to which they feel in control of their daily lives is one means of measuring whether this outcome is being achieved.

Shropshire's result is 81.2%. (The overall England result is 77.7%)

1I1 Proportion of service users who reported that they had as much social contact as they would like

This measure draws on self reported levels of social contact as an indicator of social isolation. There is a clear link between loneliness and poor mental and physical health.

Shropshire's result is 49.2%. (The overall England result is 46.0%).

1J Adjusted social care-related quality of life – impact of Adult Social Care services

This measure gives a further insight into the quality of life of users of social care and is based on the domain areas identified in Outcome 1A. It identifies the impact of the authorities ASC services on an individuals social care related quality of life.

Shropshire's result is 0.413 from a range of -0.800 to 1.000 (The overall England result is 0.403).

3A Overall satisfaction of people who use services with their care and support

This measure is directly linked to a positive experience of care and support. Reported satisfaction with services is considered a good predictor of the overall experience of services and quality.

Shropshire's result is 68.7%. (The overall England result is 65.0%).

3D1 The proportion of people who use services who find it easy to access information about services.

Information and advice is a core universal service, and a key factor in early intervention and reducing dependency. Improved access to good quality information benefits carers and the people they care for by helping them to have greater choice and control over their lives.

Shropshire's result is 70.9%. (The overall England result is 73.3%).

4A The proportion of people who use services who feel safe

Safety is fundamental to the wellbeing and independence of people using social care, and the wider population. Feeling safe is a vital part of users' experience and their care and support. There are legal requirements about safety in the context of service quality, including CQC essential standards for registered services.

Shropshire's result is 70.5%. (The overall England result is 69.9%).

4B The proportion of people who use services who say those services have made them feel safe and secure

This measure supports measure 4A by reflecting the extent to which users of care services feel that their care and support has contributed to making them feel safe and secure. As such, it goes some way to separate the role of care and support in helping people to feel safe from the influence of other factors, such as crime levels and socio-economic factors.

Shropshire's result is 93.0%. (The overall England result is 86.3%).

How do I find out more?

To find out more about the social care surveys check out the national website at <http://content.digital.nhs.uk/socialcare/usersurveys>. For more information about Shropshire's results please use the contact details below.

Contact Us

For more information please contact Shropshire Council's Commissioning Support Unit.

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