

Views and experiences of adult social care service users 2022/23

About the survey

1,735 people were invited to take part in the annual survey of adult social care in January 2023. Others participated throughout England.

500 responded to share their **views and experiences** of care and support received in the last 12 months.

Respondents **were aged between 18 and 103**. The average age was 66.

People receiving a range of different services provided their views including people supported at home or in the community, and people in residential care, and people receiving nursing care.

Enhancing the quality of life for people with care and support needs

Service users scored their quality of life **19.1 out of 24**



62% Feel their **quality of life** is good or very good/ couldn't be better. **10%** have concerns about daily life.

Care and support services help

90%

of the people surveyed to feel they have a better quality of life.

72% of the people surveyed need some help to bathe or shower and **84%** need help with finances and paperwork.

Ensuring that people have a positive experience of care services and support



8 out of 10 feel that the care and support services they receive help them to **control** their daily lives.

64% have enough **choice** over care and support services available in Shropshire.

86% feel that their home meets most, or all, of their needs. **93%** feel able to keep clean and presentable.



Ensuring that people who are vulnerable feel safe and protected from harm



72% of the people we surveyed **feel safe** both within and outside of their homes. Only a small proportion (5.9%) have some concerns such as falling or risk of physical harm in other ways.

9 out of 10 feel that the care and support services they receive help them to feel safe and secure.



79% feel they have adequate **social contact**.