

# Views and experiences of adult social care service users 2023/24

## About the survey

**1,626** people were invited to take part in the annual survey of adult social care in January 2023. Others participated throughout England.

**458** 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 **69**.

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 out of 24**



**64%** 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

**89%**

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

**69%** of the people surveyed need some help to bathe or shower and **82%** 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.

**68%** have enough **choice** over care and support services available in Shropshire.

**87%** feel that their home meets most, or all, of their needs. **94%** feel able to keep clean and presentable.



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



**73%** of the people we surveyed **feel safe** both within and outside of their homes. Only a small proportion (5.4%) 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.



**78%** feel they have adequate **social contact**.