

# Understanding the views and experiences of adult social care service users 2016/17

## About the survey

A random selection of service users were contacted who had received help or support from adult social care in the last 12 months

# 452

services users gave us their feedback  
January to March 2017



Ages varied between

18 ↔ 105



Average age was  
**72**



62% lived in the community, 26% in residential homes, 12% in nursing homes

63% had physical support, 24% had learning disability support, the rest had mental health, sensory, memory or social support



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



Service users scored their quality of life



19.6 out of 24

But only 49% said they have as much social contact as they want with people they like



Almost 8 in 10 users said they have enough control over their daily life

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



7 out of 10 users said they were satisfied with the social care and support they received

71% said it was very or fairly easy to find information and advice about support, services or benefits



But only 67% said they have enough choice over care and support services

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



74% said they feel safe (this includes feeling safe from fear of abuse, falling or other physical harm both inside and outside the home)



9 out of 10 said the services they receive help them to feel safe and secure

