

Adult Social Care Survey 2012/2013 – Summary

Introduction

The Adult Social Care Survey (ASCS) is a survey where service users have been surveyed on a national basis using the same methodology and questionnaires. The ASCS was first introduced in 2010/11 and is undertaken every year. The 2011/12 and 2012/13 surveys aim to build on this to provide another set of survey data which can be benchmarked both across councils and within councils. The 2010/11 survey was updated for 2011/12 and this has remained unchanged for the 2012/13 survey, therefore like for like comparisons can be made between the data for the last two years.

The Adult Social Care Survey is the most significant pool of personal outcome information for those receiving adult social care. It is an important resource for accounting for what has been achieved for local people, supporting local services and enabling people to make better choices about their care.

The main purpose of the survey will be to provide assured, benchmarked local data on outcomes to support local services to think about ways of improving outcomes in a very challenging financial climate. The survey will provide an overall quality of life index and will provide intelligence on whether specific groups experience better outcomes, whether services are meeting all outcome needs, and, in time, the value-added by Lancashire Adult and Community Services.

The Adult Social Care Survey includes those Service Users in residential and nursing care as well as those Service Users who receive services in the community. A stratified sample of the eligible service users was used. Also, specific instructions were given to exclude service users who lack the capacity to consent to take part.

The Adult Social Care survey will be used to populate the following outcome measures in the Adult Social Care Outcomes Framework (ASCOF):

- 1A Social care related quality of life.
- 1B The proportion of people who use services who have control over their daily life.
- 3A Overall satisfaction of people who use service with their care and support.
- 3D The proportion of people who use services and carers who find it easy to find information about services.
- 4A The proportion of people who use services who feel safe.
- 4B The proportion of people who use services who say that those services have made them feel safe and secure.

Methodology

A sample of 1064 eligible users was selected from people who were in receipt of a service from Lancashire Adult and Community Services as at 31st December 2012.

The sample was selected using stratified random sampling which involves breaking the eligible population into groups called strata and drawing an independent random sample within each group.

The advantage of using a stratified sampling process is that when the strata vary considerably as it can reduce the sampling error of any population statistics which are estimated from the survey data. This is likely with the ASCS as there is a wide range of different service users, e.g. those with LD and those without, those in residential and nursing care and those receiving services in the community, older and younger service users, etc. Using a stratified sampling process leads to the introduction of a weighting process which adjusts the survey data to represent the population from which the sample was drawn. Weighting will be applied to the 2012/2013 data tables as was in the 2011/12 survey data tables. The stratified sample consisted of 4 strata which are as follows:

1. Learning disabilities – all ages
2. Non learning disabilities aged 18-64
3. Non learning disabilities aged 65+ in residential and nursing care
4. Non learning disabilities aged 65+ receiving community based services

These four groups of services users were sent a self completion questionnaire in the post (Appendix 1). These groups were sent questionnaires in formats appropriate to their needs e. g those who were identified as having learning disabilities were sent questionnaires in an easy read format. The different questionnaires asked the same questions, however the responses for questions 1 and 2 in the learning disabilities versions consisted of five responses as opposed to seven responses. Checks were undertaken to exclude those service users who lack the capacity to consent to take part. Self completion questionnaires, followed by reminders, were sent out during the months of February to April 2013.

Results

Of the 1064 questionnaires sent to service users, 484 service users returned a completed questionnaire a 46% response rate. Of the four strata groups, the lowest response rate (33.9%) was that of non learning disabilities service users aged 18 to 64 (Appendix 2 – Response rate table).

A summary of the results is as follows – numbers of respondents are taken from appendix 2 (tables non weighted) and percentages are taken from appendix 3 (tables weighted):

- Of those who responded, 58% were female and 49% were aged 65 and over (Appendix 2 Gender and age group tables).
- 57% of respondents (602) had a primary client category of physical disabilities, frailty and sensory impairment (Appendix 2 Primary client group table).
- 67% of respondents were extremely satisfied or very satisfied with the care and support services they receive, this is a decrease of 6% from 2011/2012. (Appendix 3 Table Q1 including LD question)
- 56% of respondents stated that their quality of life as a whole was good, very good and so good, it could not be better, a decrease of 5% from the previous year. (Appendix 3 Question 2 including LD question)

Outcome related questions

Social Care related quality of life 1A is based on answers to a combination of questions in the Adult Social Care Survey which cover 8 different domains which are related to quality of life. Each of the questions has four answers which are equated with having either no needs in a specific life area or domain, having no needs with help, having low level needs or high level needs. The questions and the domain they cover are shown in the following table with the proportion of respondents who selected the most positive response: (Appendix 3 tables Q3 to Q9 and table Q11)

Question		Domain	11/12 %	12/13 %
3	Which of the following statements best describes how much control you have over your daily life? Those who answered: I have as much control over my daily life as I want	Control	35%	36%
4	Thinking about your personal care, by which we mean being clean and presentable in appearance, which of the following statements best describes your situation? Those who answered: I feel clean and am able to present myself the way I like	Personal Care	58%	59%
5	Thinking about the food and drink you get, which of the following statements best describes your situation? Those who answered: I get all the food and drink I like when I want	Food	66%	63%

6	Which of the following statements best describes how clean and comfortable your home is? Those who answered: My home is as clean and comfortable as I want	Accommodation	68%	63%
7	Which of the following statements best describes how safe you feel? Those who answered: I feel as safe as I want	Personal Safety	70%	67%
8	Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation? Those who answered: I have as much social contact as I want with people I like	Social Life	45%	46%
9	Which of the following statements best describes how you spend your time? Those who answered: I'm able to spend my time as I want, doing things I value or enjoy	Occupation	37%	36%
11	Thinking about the way you are helped and treated and how that makes you think and feel about yourself, which of these statements best describes your situation? Those who answered: The way I'm helped and treated makes me think and feel better about myself	Dignity	61%	57%

For ASCOF (Adult Social Care Outcome Framework) measure 1A Lancashire County Council had a score of 19 out of a possible 24 which would indicate that the services provided have a positive impact on the quality of life of service users, this is a decrease in score of 0.2 when compared to the previous year for Lancashire.

- 59% of respondents felt that having help makes them think and feel better about themselves. 31% said that having help made no difference to the way they thought or felt about themselves, a decrease of 2% from the previous year. (Appendix 3 Q10)
- 54% of respondents said that they had found it easy to find information and advice about support, services or benefits in the past year, a decrease of 4% from the previous year. 26% of respondents had not tried to find information or advice in the past year, an increase of 3% from the previous year. (Appendix 3 Q12)

- 78% of respondents stated that their general health was fair to very good. Respondents were asked to rate the level of pain or discomfort they felt, the majority of respondents (51%) said that they had moderate pain or discomfort, a decrease of 4% from the previous year. 31% said that they had no pain or discomfort, a decrease of 1% from the previous year. Respondents were also asked to rate how anxious or depressed they were feeling, less than half the respondents (49%) stated that they did not feel anxious or depressed, however, 44% did state that they felt moderate anxiety or depression, an increase of 1% from the previous year (Appendix 3 Q13 and Q14).
- Respondents were asked to rate their abilities to particular everyday tasks. The majority of respondents (82%) said that they could easily manage to feed themselves, an increase of 2% from the previous year. 55% said that they manage getting in and out of bed or a chair by themselves, a decrease of 5% from the previous year. 54% said that they could manage getting around indoors by themselves. However, 73% of respondents found it difficult or were unable to manage dealing with finances or paperwork by themselves, an increase of 2% from the previous year. (Appendix 3 Q 15)
- Respondents were asked to rate their abilities to dressing and personal hygiene tasks. 63% of respondents said that they had difficulty or were unable to manage to wash all over by themselves either using a bath or shower, an increase of 4% from the previous year. However, 76% of respondents did say that they were easily able to wash their hands and face by themselves, an increase of 1% from the previous year. 53% of respondents were unable to or had difficulty getting dressed or undressed by themselves, the same as the previous year. 67% of respondents were able to manage using the WC/toilet unassisted. (Appendix 3 Q16)
- 85% of respondents stated that the design of their home met most of their needs or met their needs very well, a decrease of 6% from the previous year. (Appendix 3 Q17)
- Outside of the home, 31% of respondents said they were able to get to all the places in the local area that they wanted to go to, a decrease of 5% from the previous year. However, 49% of respondents had difficulty or were unable to get to all the places in their local area that they wanted to go to. 20% of respondents stated that they did not leave their home. (Appendix 3 Q18)
- 44% of respondents said that they received practical help, on a regular basis, from someone living in their household, a decrease of 3% from the previous year. 44% of respondents said that they received practical help for someone living in another household, a decrease of 3% from the previous year and 22% said that they had no practical help from friends, family or neighbours, an increase of 6% from the previous year. (Appendix 3 Q19)

- 71% of respondents stated that they do not buy any additional care or support privately or pay more to "top up" their care and support, a decrease of 2% from the previous year. 25% of respondents said that they buy more care and support with their own money, a decrease of 2% from the previous year. Respondents were able to tick more than one answer for this question. (Appendix 3 Q20)

ASCOF measures from the Adult Social Care Survey – year on year comparison

	2012/2013 Weighted			2011/2012 Weighted			% point change weighted
	Numerator	Denominator	Figure	Numerator	Denominator	Figure	
(1A) Social Care - related quality of life	414600.8	21863.1	19.0	436804.7	22731.2	19.2	-0.2
(1B) The proportion of people who use services who have control over their daily Life	18857.3	24275.5	77.7%	20205.1	25561.0	79.0%	-1.3%
(3A) Overall satisfaction of people who use service with their care and support	16082.9	24079.6	66.8%	18586.2	25395.1	73.2%	-6.4%
(3D) The proportion of people who use services and carers who find it easy to find information about services (solely from Adult Social Care survey)*	12965.4	17744.6	73.1%	14037.0	18793.8	74.7%	-1.6%
(3D) The proportion of people who use services and carers who find it easy to find information about services (Adult Social Care survey and Carers survey combined that make up full measure for this year)	73.1%	72.0%	72.6%	14037.0	18793.8	74.7%	-2.1%
(4A) The proportion of people who use services who feel safe	16336.7	24478.7	66.7%	17642.9	25306.5	69.7%	-3.0%
(4B) The proportion of people who use services who say that those services have made them feel safe and secure	17350.4	24156.7	71.8%	17482.6	24822.5	70.4%	1.4%

* Please note that for indicator 3D – the greyed out cells show the measure using data from the 12/13 ASC survey. The complete measure for 3D incorporates data from the Carers survey as well as the ASC survey and the non – greyed out cells for measure 3D are the reported measure.

ASCOF measures definitions

Measure	1A. Social care-related quality of life
Domain / Outcome statement	1. Enhancing quality of life for people with care and support needs (<i>Overarching Measure</i>)
Rationale	This indicator gives an overarching view of the quality of life of users based on outcomes identified through research that are relevant to adult social care.
Definition	This is a composite measure using responses to questions from the Adult Social Care Survey covering eight domains (control, how people are treated, personal care, food and nutrition, safety, occupation, social participation and accommodation). Questions indicate whether the individual has unmet needs in any of the eight areas. It is proposed that the domains are given equal weight, with the measure calculated using a simple cumulative score based on responses to each question. <i>Source: Adult Social Care Survey</i>

Measure	1B. The proportion of people who use services who have control over their daily life
Domain / Outcome statement	1. Enhancing quality of life for people with care and support needs <i>People manage their own support as much as they wish, so that are in control of what, how and when support is delivered to match their needs.</i>
Definition	Numerator: In response to Question 3a, those individuals who selected the response 'I have as much control over my daily life as I want and "I have adequate control over my daily life" Denominator: All those that respond to question 3a <i>Source: Adult Social Care Survey</i>

Measure	3A. Overall satisfaction of people who use service with their care and support
Outcome statement	3. Ensuring people have a positive experience of care and support. <i>People who use social care and their carers are satisfied with their experience of care and support services.</i> (<i>Overarching measure</i>)
Definition	Numerator: In response to Question 1, those individuals who selected the response "I am extremely satisfied" or "I am very satisfied" and for the easy read version for those with learning disabilities, those individuals who selected "I am very happy with the way staff help me, it's really good". Denominator: All those that answered question 1. <i>Source: Adult Social Care Survey</i>

Measure	3D. The proportion of people who use services and carers who find it easy to find information about services
Domain / Outcome statement	3. Ensuring people have a positive experience of care and support. <i>People know what choices are available to them locally, what they are entitled to, and who to contact when they need help.</i>
Definition	<p>Numerator: In response to Question 12, "In the past year, have you found it easy or difficult to find information and advice about support, services or benefits" those individuals who selected the response "Very easy to find" and "fairly easy to find".</p> <p>Denominator: All those that respond to question 12 minus those who responded "I've never tried to find information or advice"</p> <p><i>Sources: Adult Social Care Survey and Carers Survey</i></p>

Measure	4A. The proportion of people who use services who feel safe
Domain / Outcome statement	4. Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm <i>(Overarching measure)</i>
Definition	<p>Numerator: In response to the question 7a "Which of the following statements best describes how safe you feel?" the number of people who respond, "I feel as safe as I want".</p> <p>Denominator: All those that respond to question 7a.</p> <p><i>Source: Adult Social Care Survey</i></p>

Measure	4B. The proportion of people who use services who say that those services have made them feel safe and secure
Domain / Outcome statement	<p>4. Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm</p> <p><i>Everyone enjoys physical safety and feels secure.</i></p> <p><i>People are free from physical and emotional abuse, harassment, neglect and self-harm.</i></p> <p><i>People are protected as far as possible from avoidable harm, disease and injury.</i></p> <p><i>People are supported to plan ahead and have the freedom to manage risks the way that they wish.</i></p>
Definition	<p>Numerator: In response to the "Do care and support services help you in feeling safe?"</p> <p>Denominator: Those individuals who selected the response "yes" to question 7b.</p> <p><i>Source: Adult Social Care Survey</i></p>