

InformGloucestershire

Adult Social Care Survey 2017/18 Findings

Councils with Adult Social Services responsibilities in England are required to carry out an annual postal survey of those who have received Adult Social Care and Support Services.

Eligible population, sample size and response rates

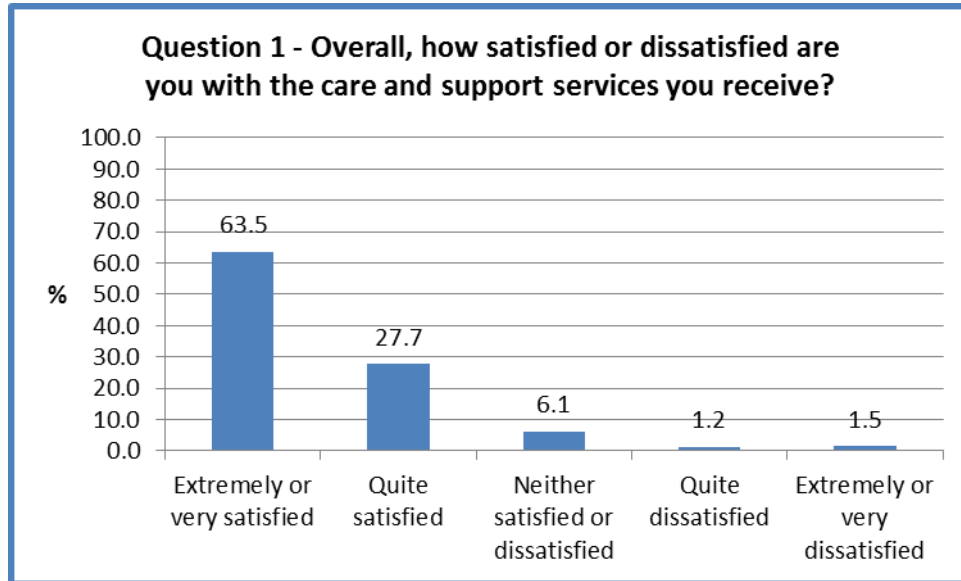
- ❖ In Gloucestershire, just over **5,600** residents were eligible for the 2017/18 survey.
- ❖ A random sample of **1,308** people were selected for the survey. The questionnaires were sent out in January 2018 and again in February as a reminder.
- ❖ Gloucestershire received one of the highest response rates in the country. A total of **557** questionnaires were completed and returned, giving a response rate of **42%**.

Key findings

- ❖ **94%** of respondents said the care and support services they received had helped them to achieve a better quality of life.
- ❖ Overall, **64%** of respondents were extremely or very satisfied with the care and support services they received, with a further 28% who were quite satisfied.
- ❖ **59%** reported that they had enough choice over care and support services and **53%** found it very or fairly easy to find information and advice about support, services or benefits.
- ❖ While **46%** of respondents felt as though they only have 'adequate control' over their lives, **90%** of respondents felt care and support services had helped them in having control over their daily life.
- ❖ **92%** of respondents felt the services had helped them in feeling safe.

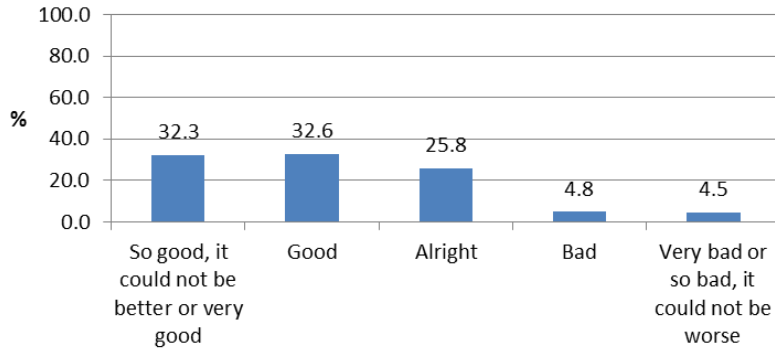
The following pages provide the survey results for each question in the questionnaire as published by NHS Digital. For details please go to <http://digital.nhs.uk/pubs/adusoccaresurv1718>

Overall satisfaction with your social care and support

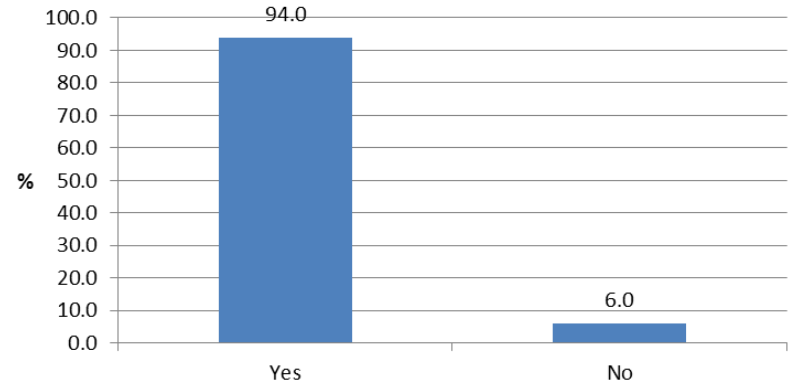


Your quality of life

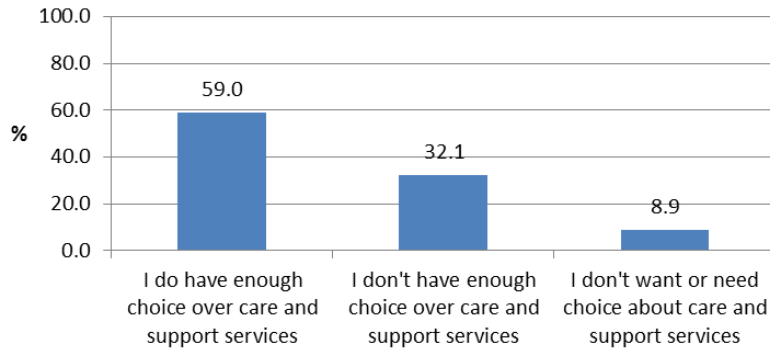
Question 2 - Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?



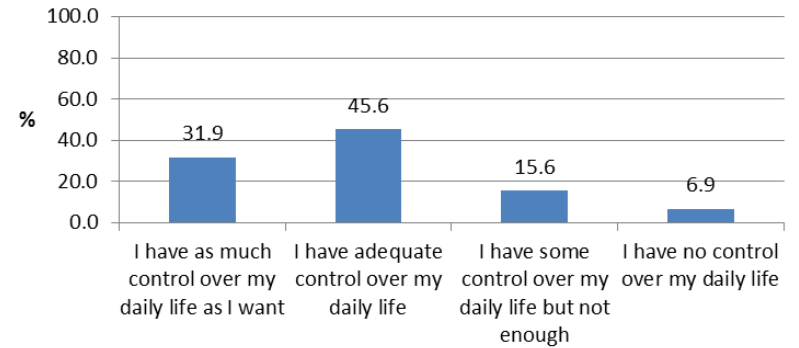
Question 2b - Do care and support services help you to have a better quality of life?



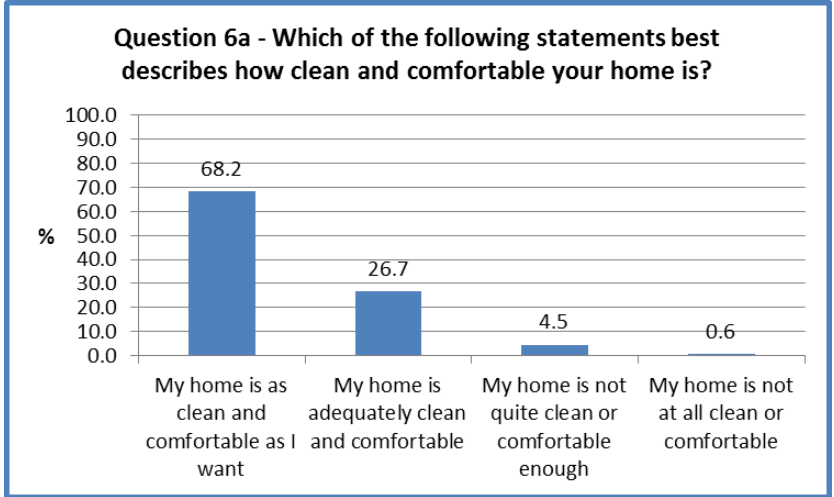
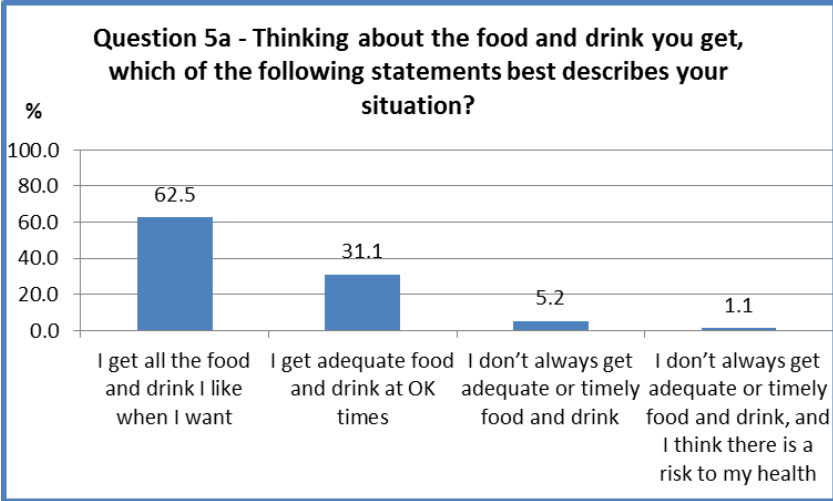
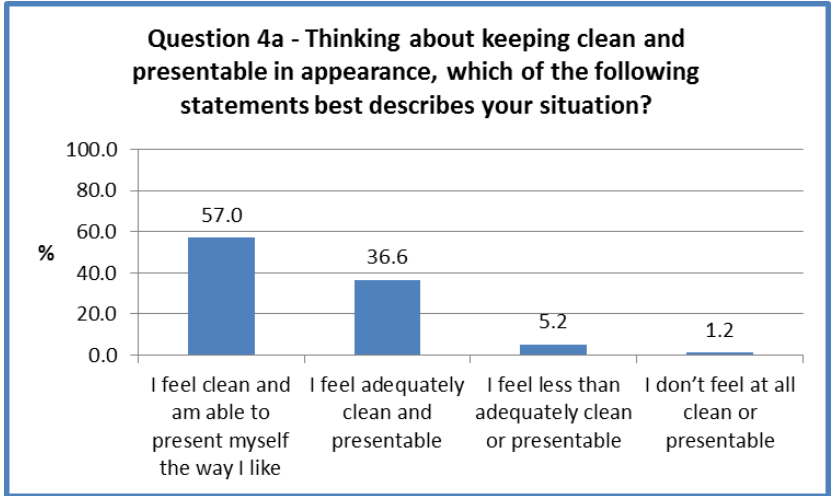
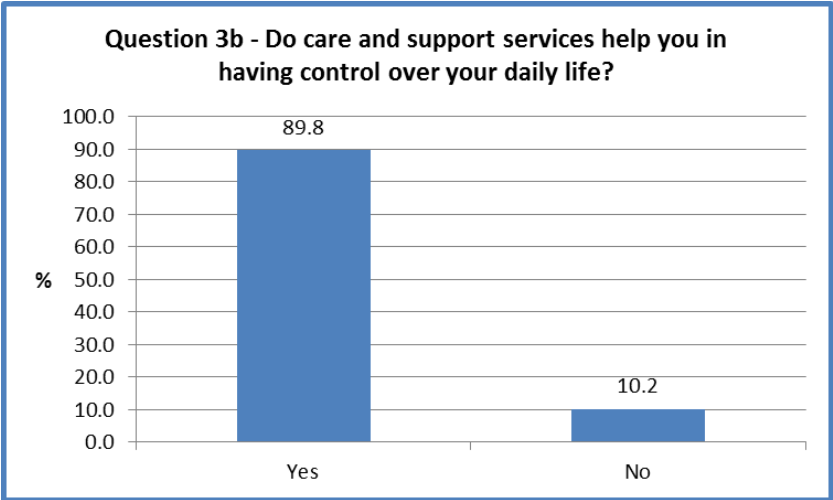
Question 2c - Which of the following statements best describes how much choice you have over the care and support services you receive?



Question 3a - Which of the following statements best describes how much control you have over your daily life?

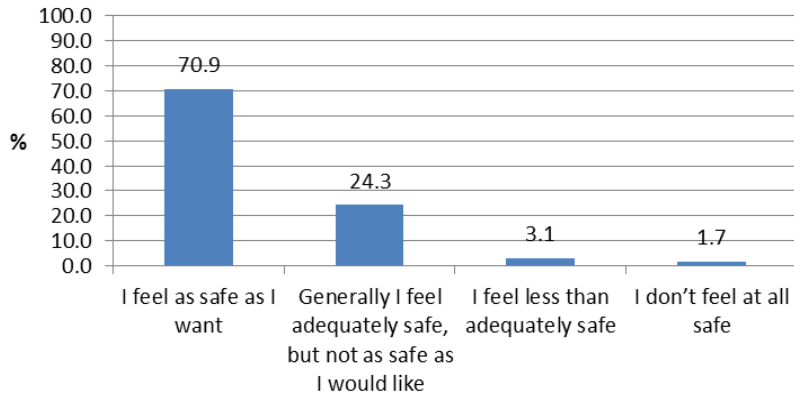


Your quality of life continued

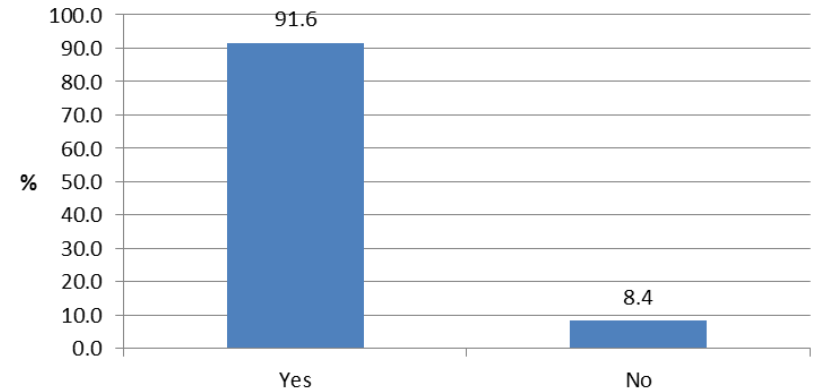


Your quality of life continued

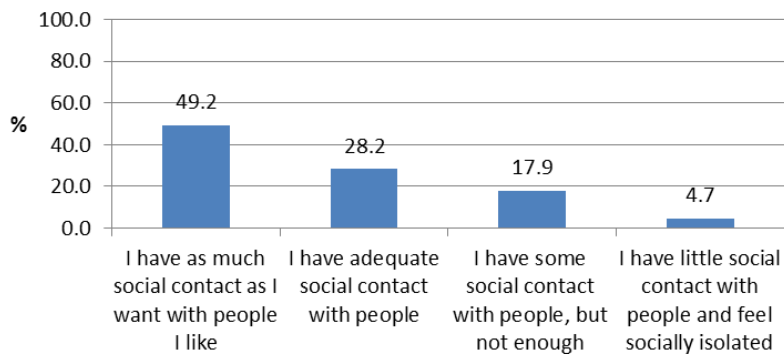
Question 7a - Which of the following statements best describes how safe you feel?



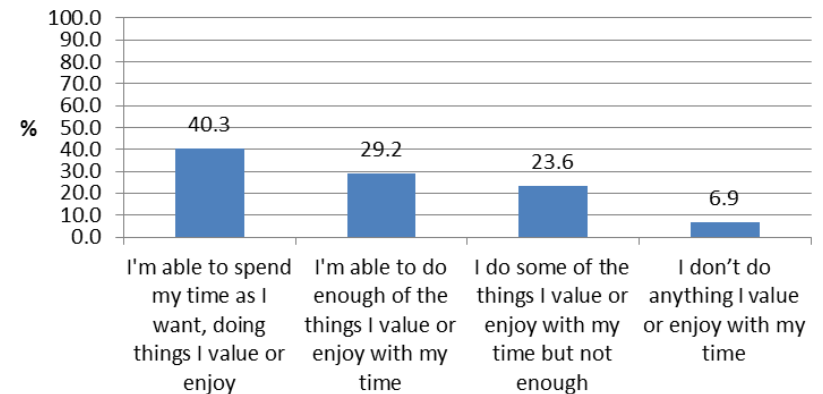
Question 7b - Do care and support services help you in feeling safe?



Question 8a - Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?

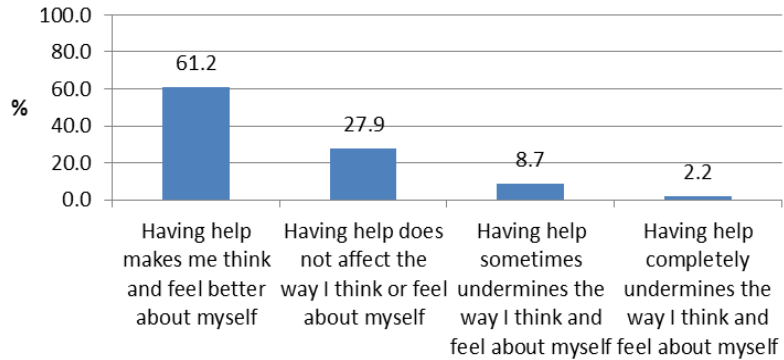


Question 9a - Which of the following statements best describes how you spend your time?

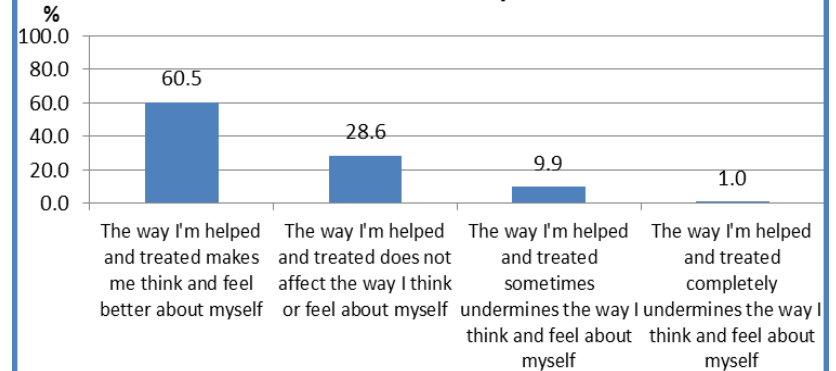


Your quality of life continued

Question 10 - Which of these statements best describes how having help to do things makes you think and feel about yourself?

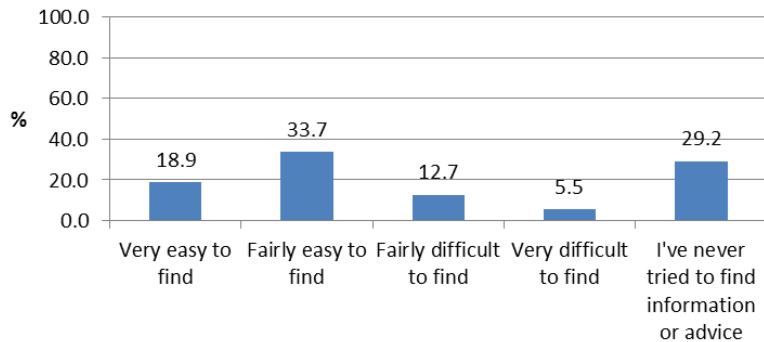


Question 11 - Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?

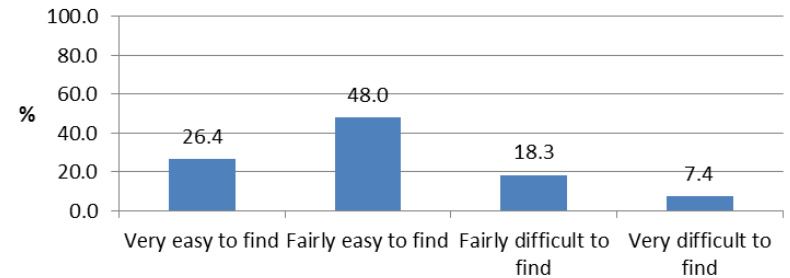


Knowledge and information

Question 12 - In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?

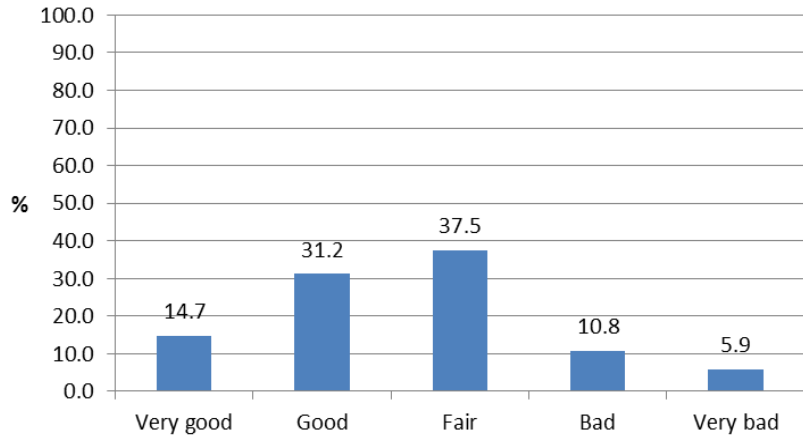


Question 12 excluding those who answered "I've never tried to find information or advice" - In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?

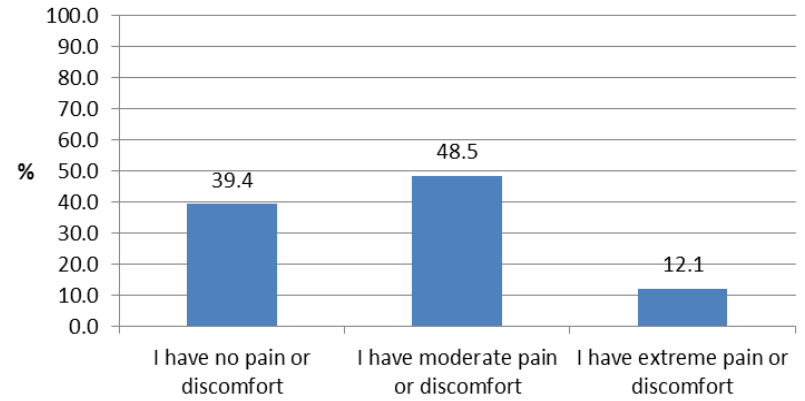


Your health

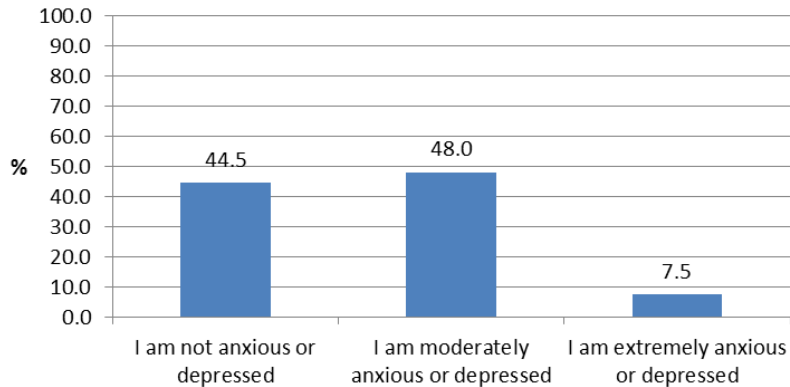
Question 13 - How is your health in general?



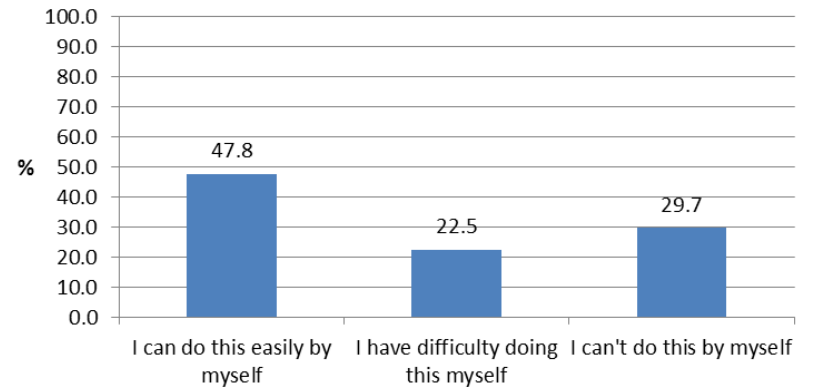
Question 14a - Which statements best describe your own health state today - Pain or discomfort



Question 14b - Which statements best describe your own health state today - Anxiety or depression

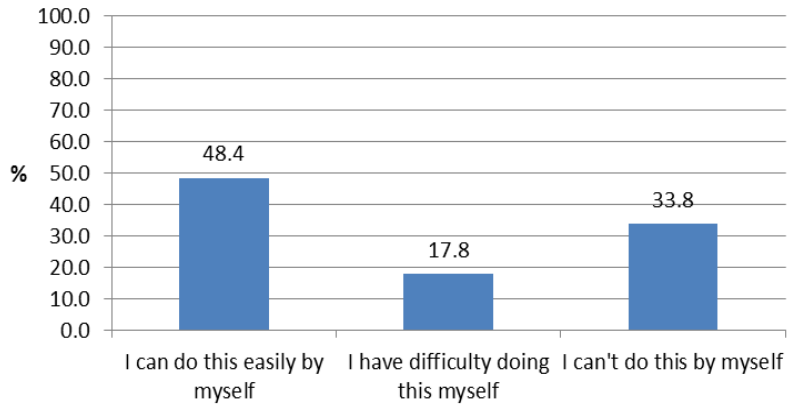


Question 15a - Do you usually manage to get around indoors (except steps) by yourself?

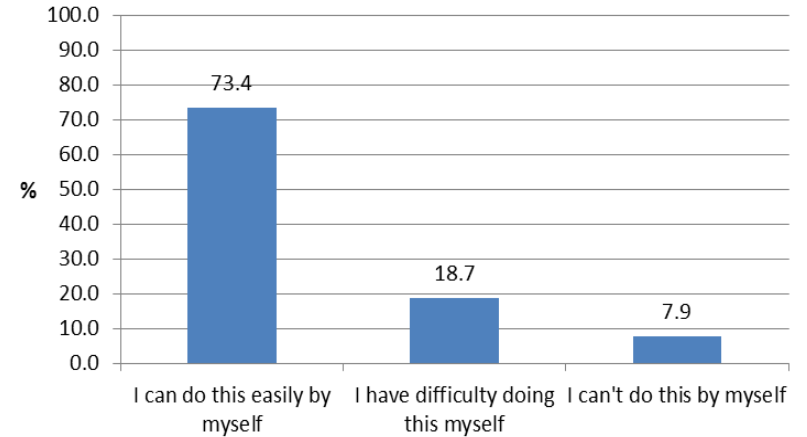


Your health continued

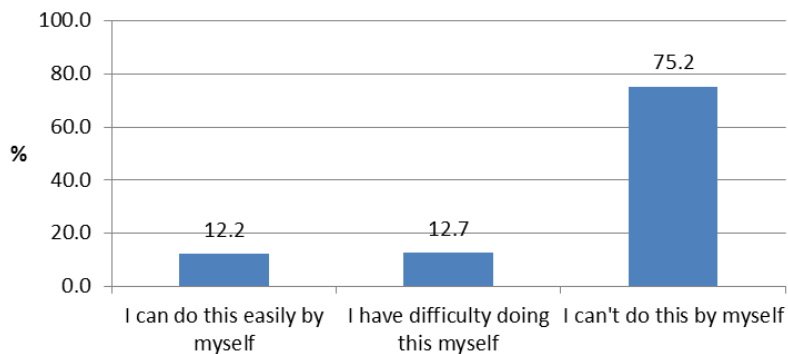
Question 15b - Do you usually manage to get in and out of a bed (or chair) by yourself?



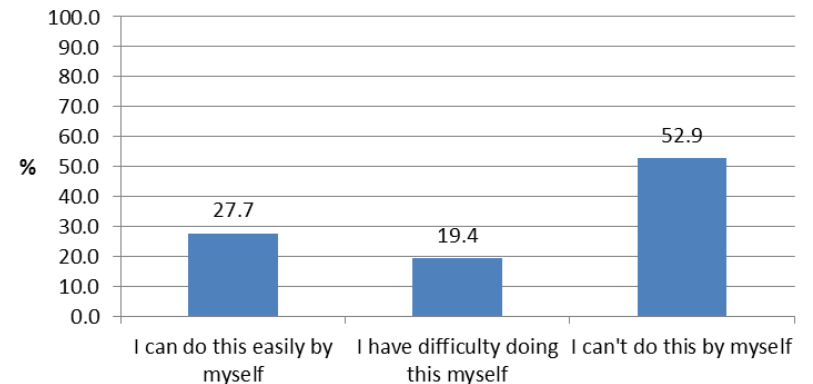
Question 15c - Do you usually manage to feed yourself?



Question 15d - Do you usually deal with finances and paperwork - for example, paying bills, writing letters - by yourself?

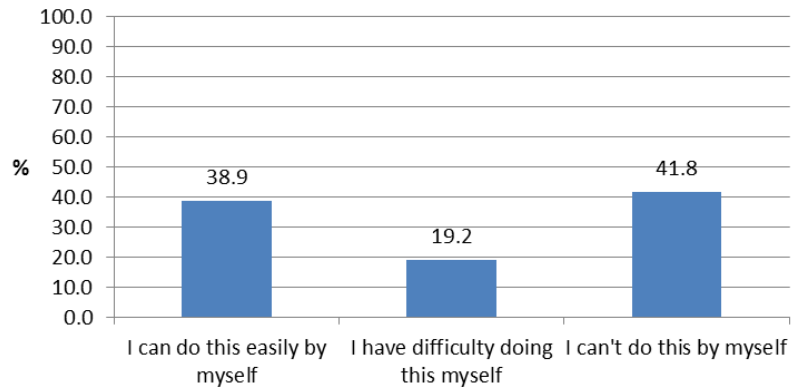


Question 16a - Do you usually manage to wash all over by yourself, using either a bath or shower?

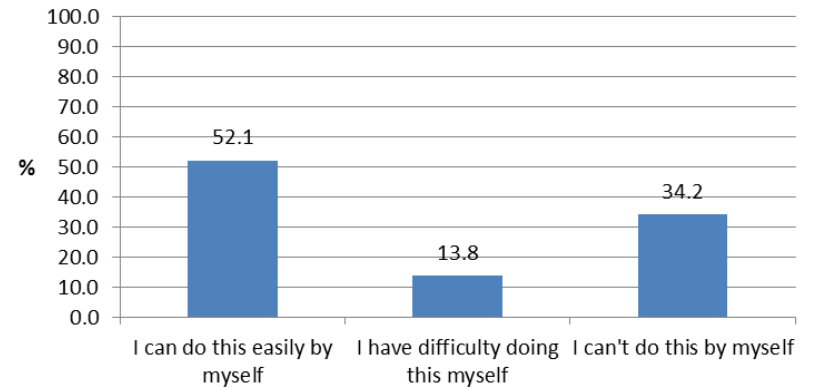


Your health continued

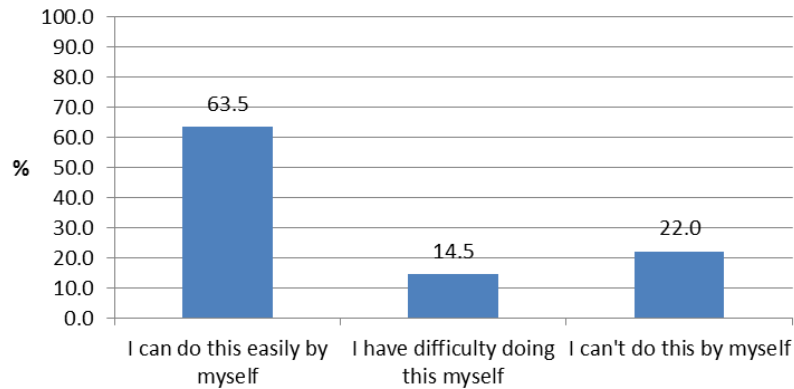
Question 16b - Do you usually manage to get dressed and undressed by yourself?



Question 16c - Do you usually manage to use the WC/toilet by yourself?

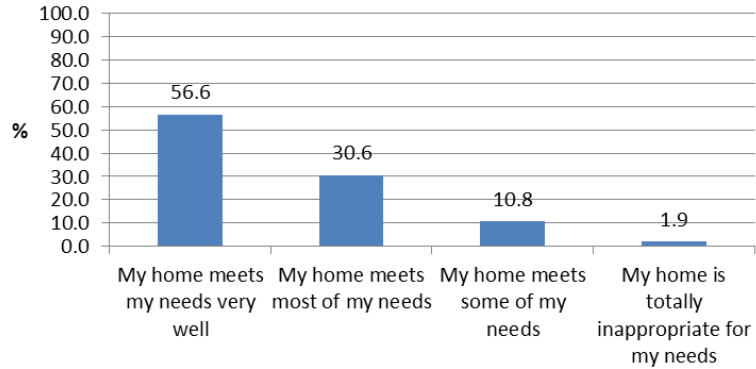


Question 16d - Do you usually manage to wash your face and hands by yourself?

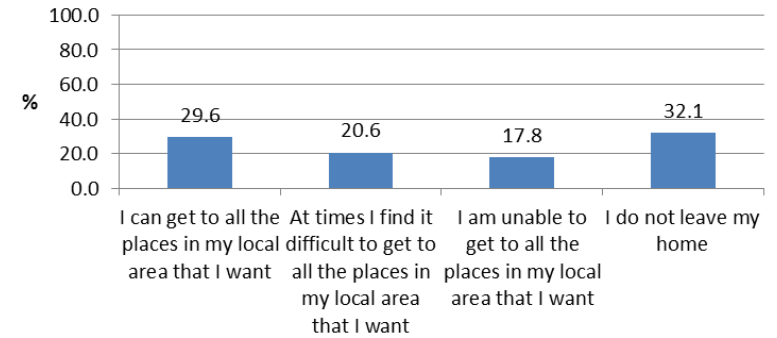


About your surroundings

Question 17 - How well do you think your home is designed to meet your needs?

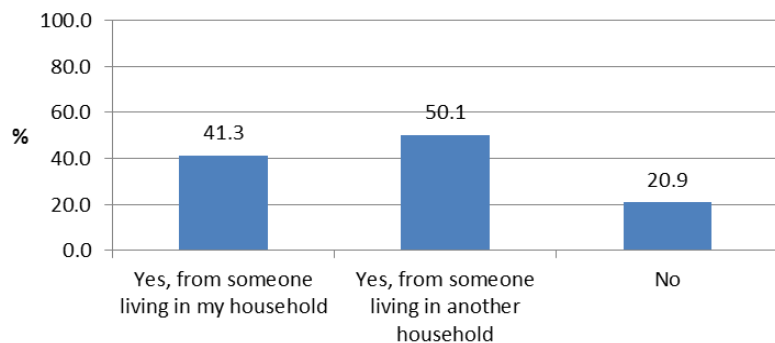


Question 18 - Thinking about getting around outside of your home, which of the following statements best describes your present situation?

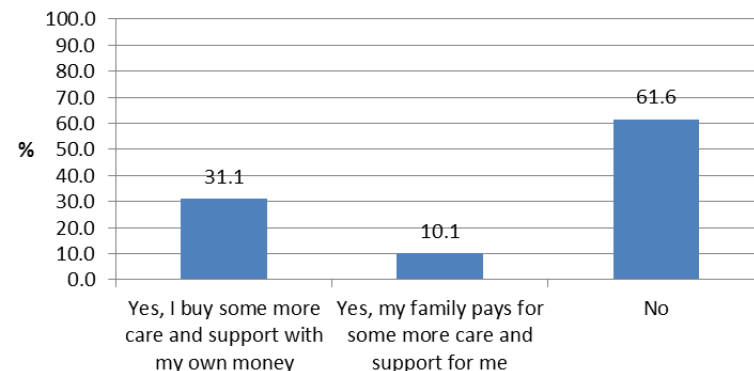


About yourself, the service user

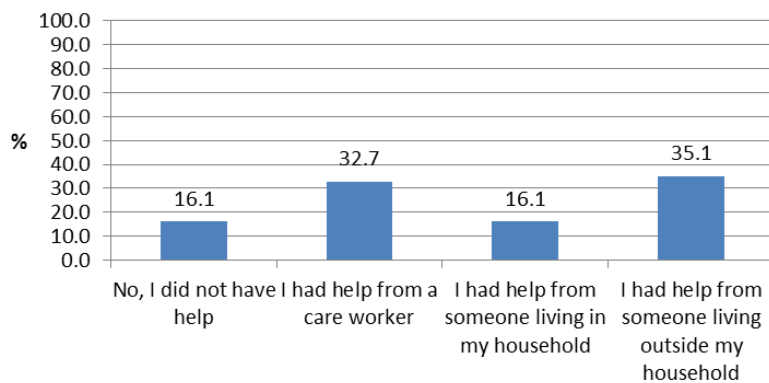
Question 19 - Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?



Question 20 - Do you buy any additional care or support privately or pay more to 'top up' your care and support?



Question 21 - Did you have any help from someone else to complete this questionnaire?



Question 22 - What type of help did you have?

