

InformGloucestershire

Adult Social Care Service User Survey 2019/20 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

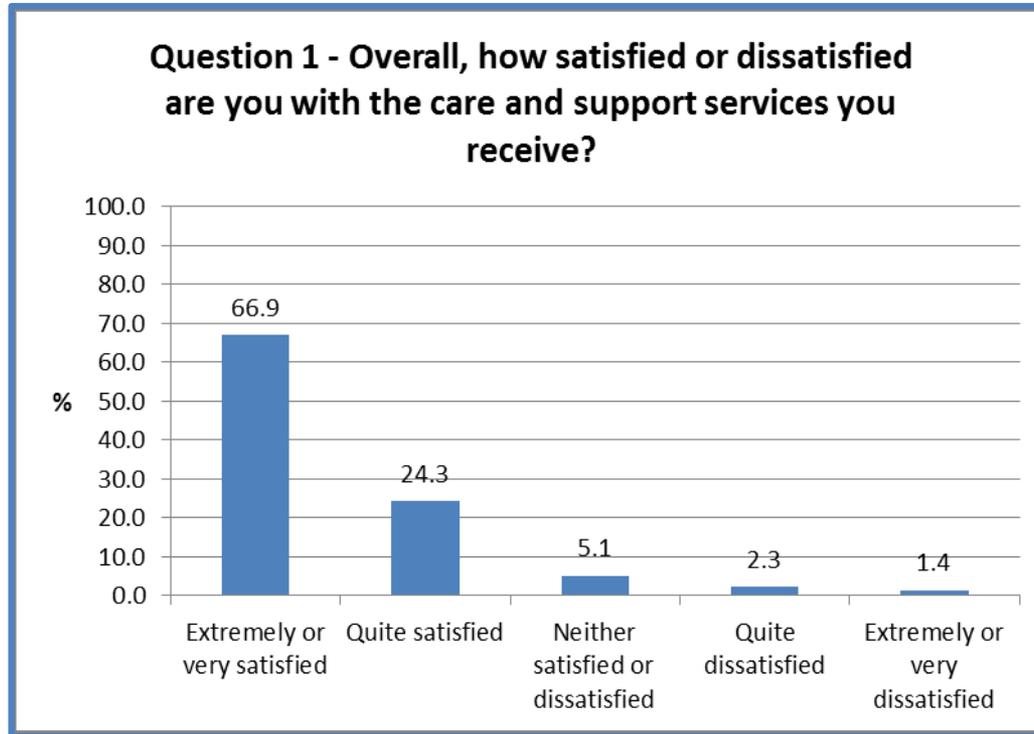
- ❖ In Gloucestershire, **4,789** residents were eligible for the 2019/20 survey.
- ❖ A random sample of **1,460** people were selected for the survey. The questionnaires were sent out in January 2020 and again in February as a reminder.
- ❖ A total of **590** questionnaires were completed and returned, giving a response rate of **40.4%**.

Key findings

- ❖ Overall, **66.9%** of respondents were extremely or very satisfied with the care and support services they received, with a further **24.3%** who were quite satisfied.
- ❖ **93.7%** of respondents said the care and support services they received had helped them to achieve a better quality of life.
- ❖ **65.5%** reported that they had enough choice over care and support services, and **79.0%** felt they had as much control as they want or adequate control over their daily life.
- ❖ **89.7%** of respondents felt care and support services had helped them in having control over their daily life.
- ❖ **91.9%** of respondents felt the services had helped them in feeling safe.
- ❖ For those who had tried to find information and advice about support, services or benefits, **72.8%** found it very or fairly easy to find such information or advice.

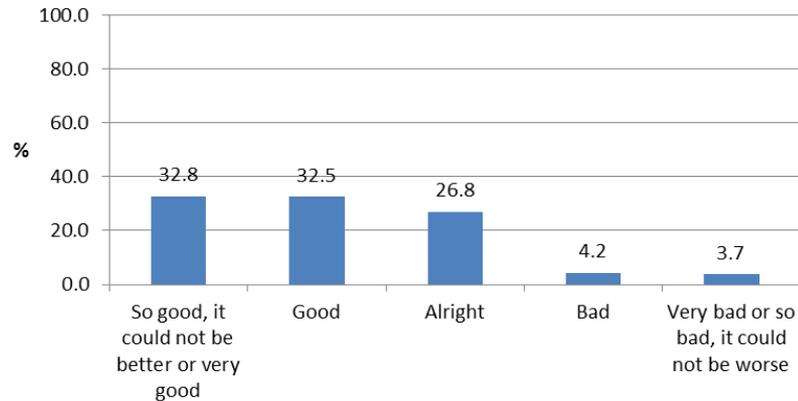
The following pages provide the survey results for each question in the questionnaire for Gloucestershire.

Section 1: Overall satisfaction with your social care and support

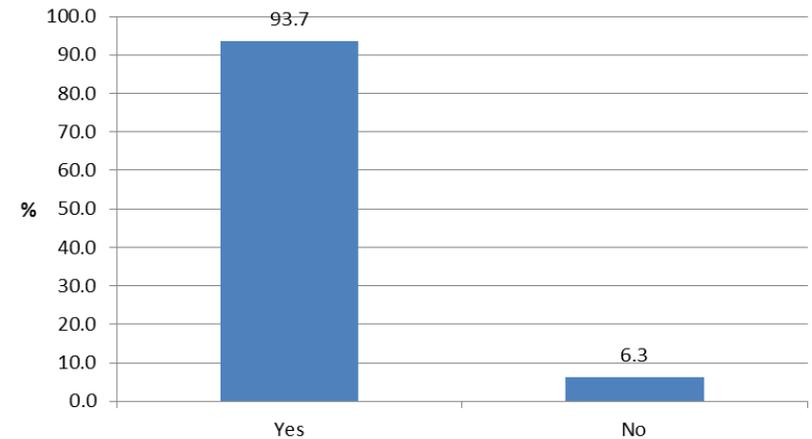


Section 2: Your quality of life

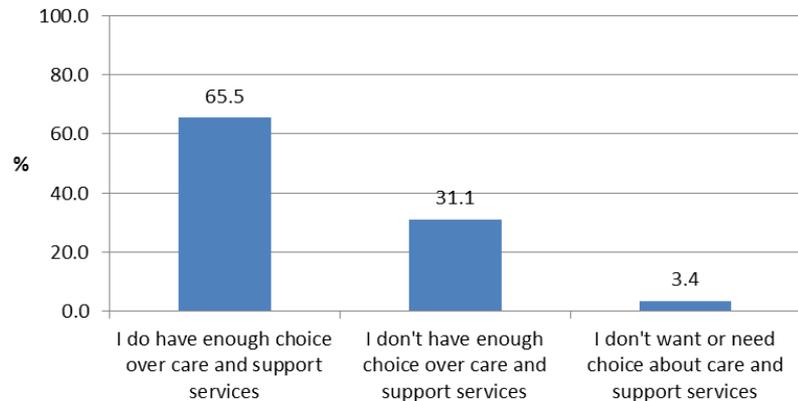
Question 2a - Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?



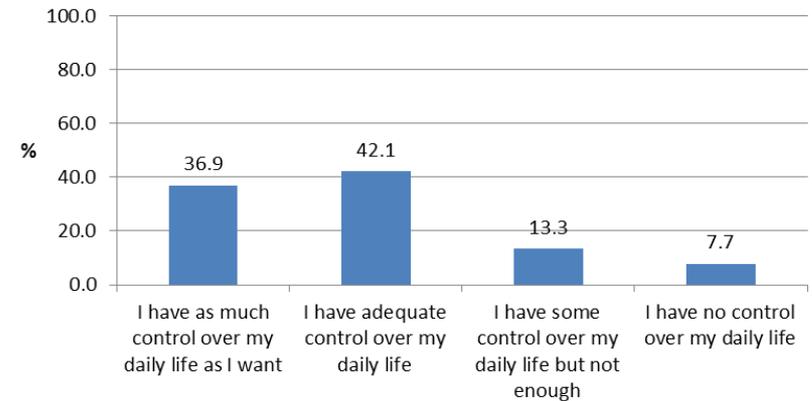
Question 2b - Do care and support services help you to have a better quality of life?



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

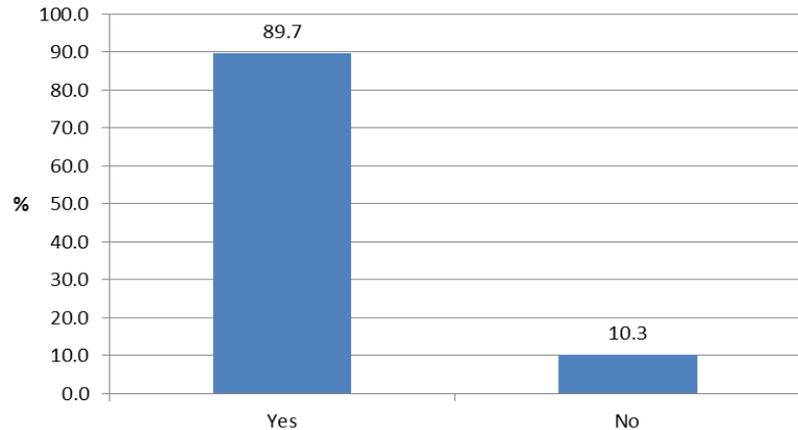


Question 3a - Which of the following statements best describes how much control you have over your daily life?

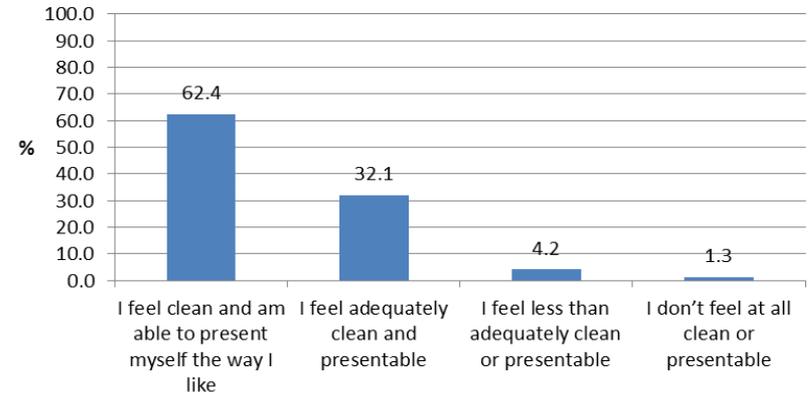


Section 2: Your quality of life... continued

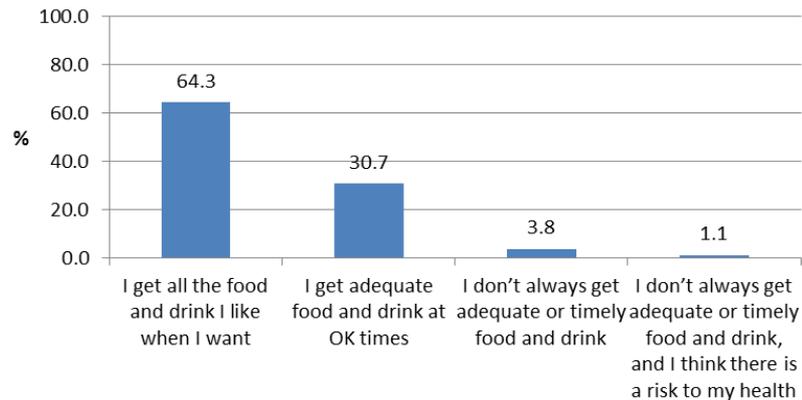
Question 3b - Do care and support services help you in having control over your daily life?



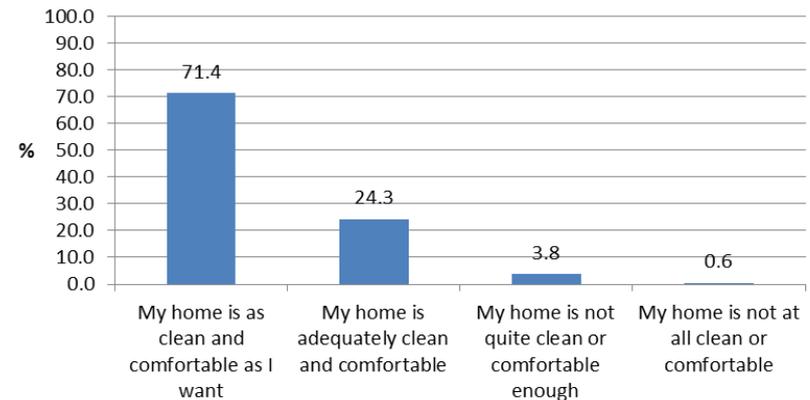
Question 4a - Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?



Question 5a - Thinking about the food and drink you get, which of the following statements best describes your situation?

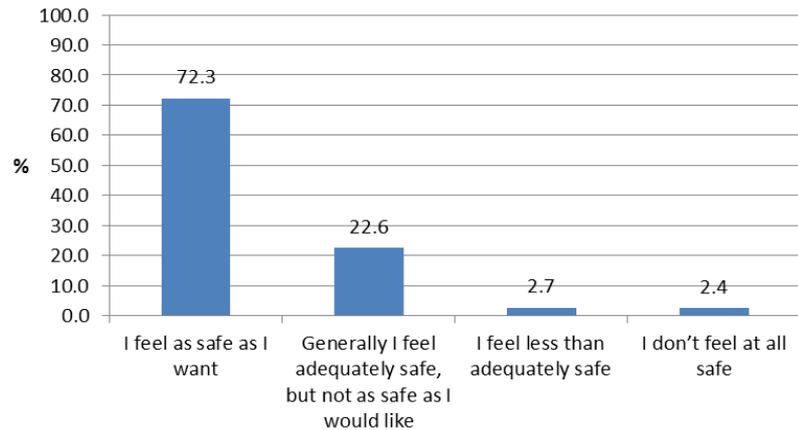


Question 6a - Which of the following statements best describes how clean and comfortable your home is?

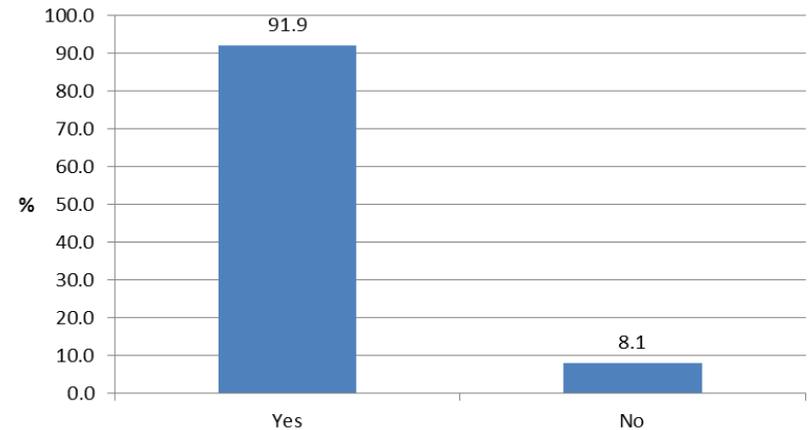


Section 2: Your quality of life... continued

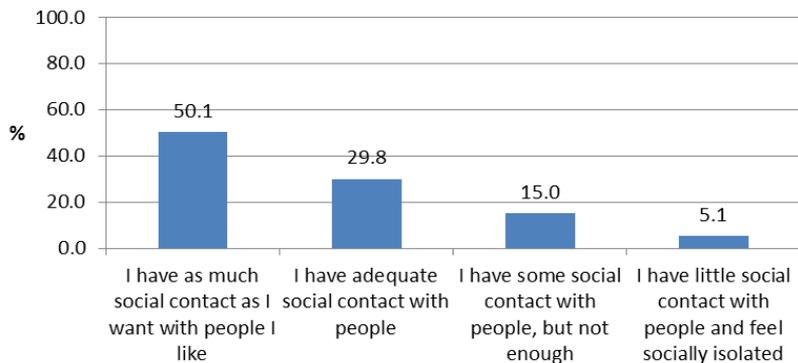
Question 7a - Which of the following statements best describes how safe you feel?



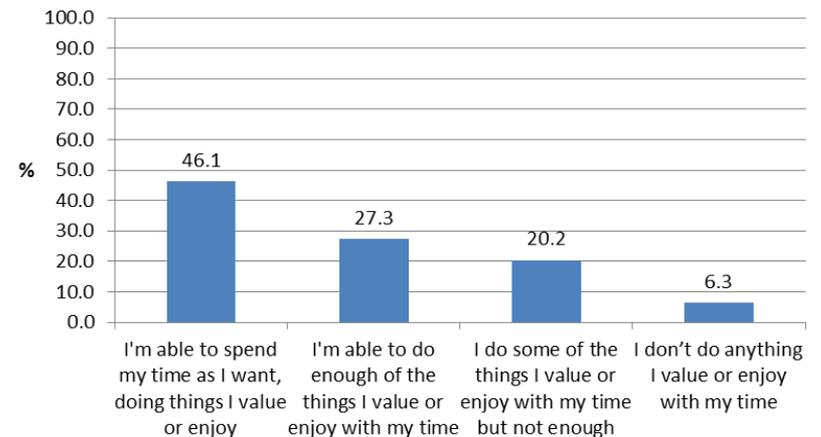
Question 7b - Do care and support services help you in feeling safe?



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

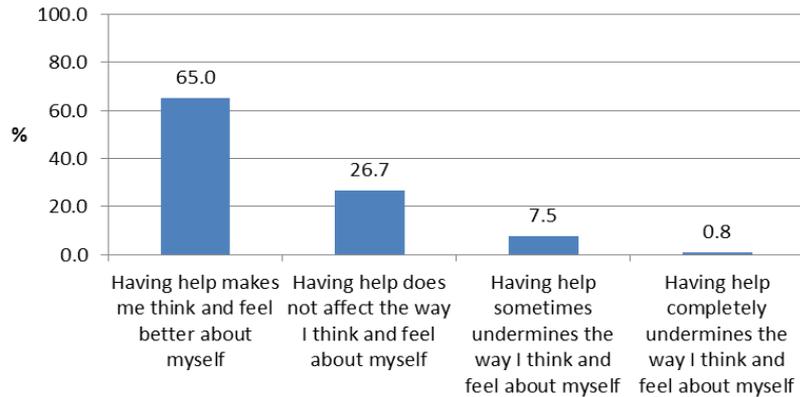


Question 9a - Which of the following statements best describes how you spend your time?

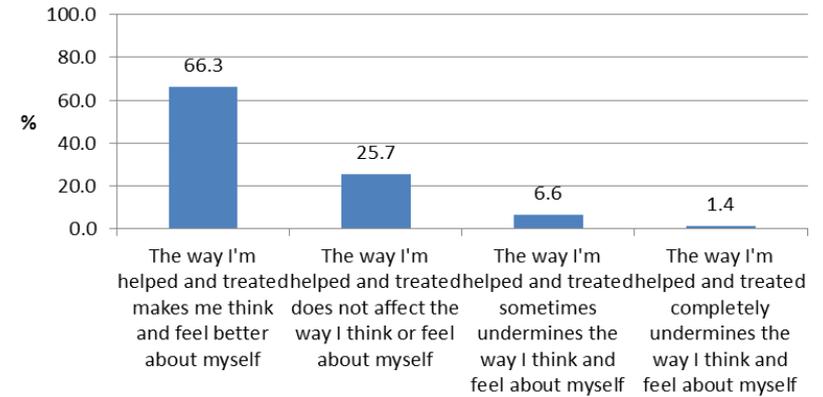


Section 2: Your quality of life... continued

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

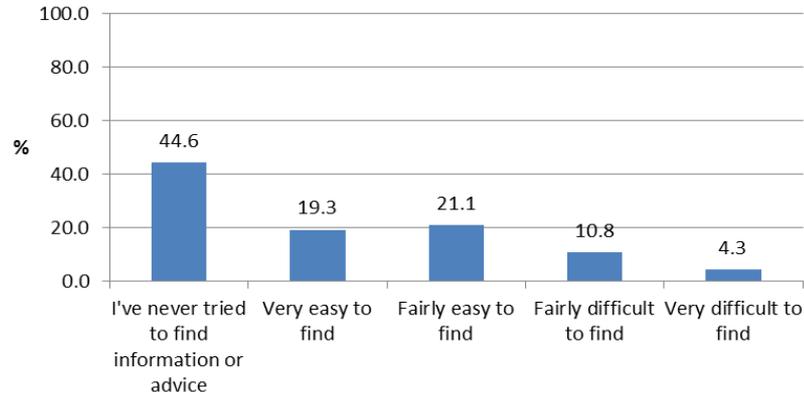


Q11 - Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?

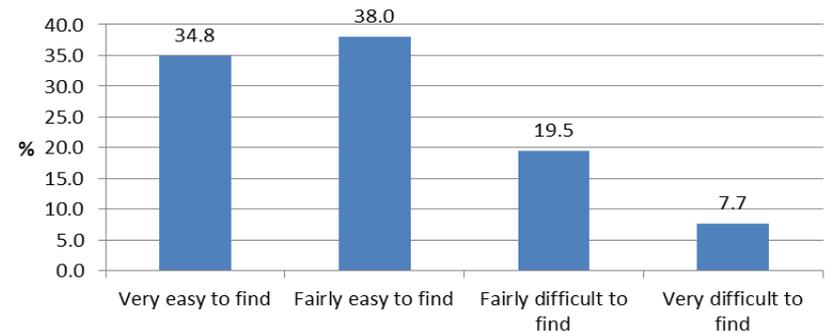


Section 3: Knowledge and information

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

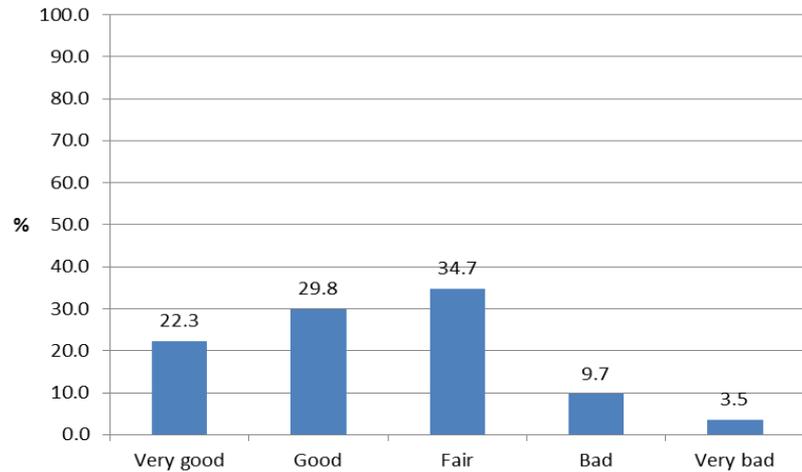


Question 12a - In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits? (Excluding those who had never tried to find information or advice)

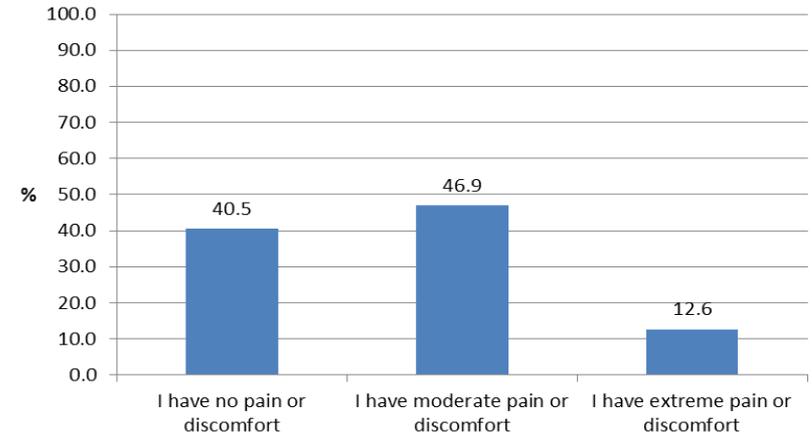


Section 4: Your health

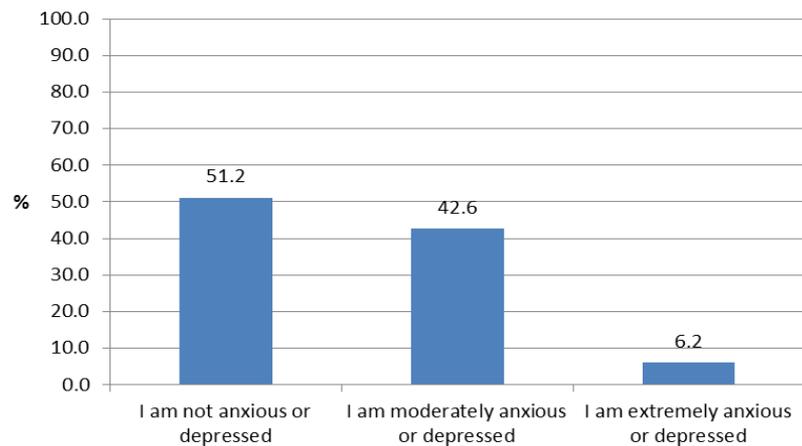
Question 13 - How is your health in general?



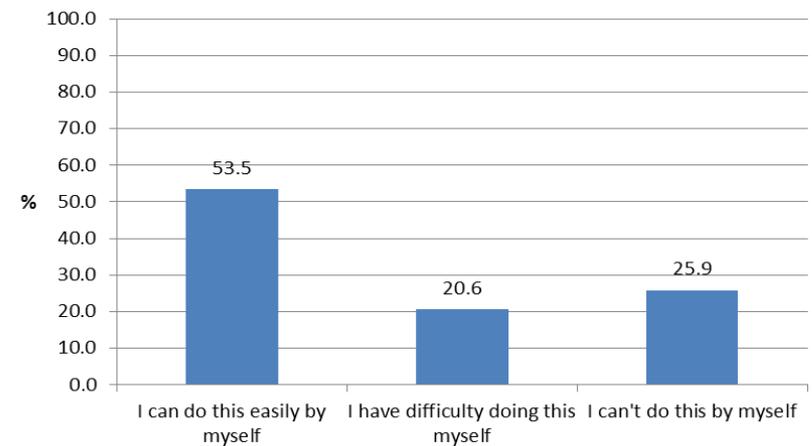
Q14a - Which statements best describe your own health state today - Pain or discomfort



Q14b - Which statements best describe your own health state today - Anxiety or depression

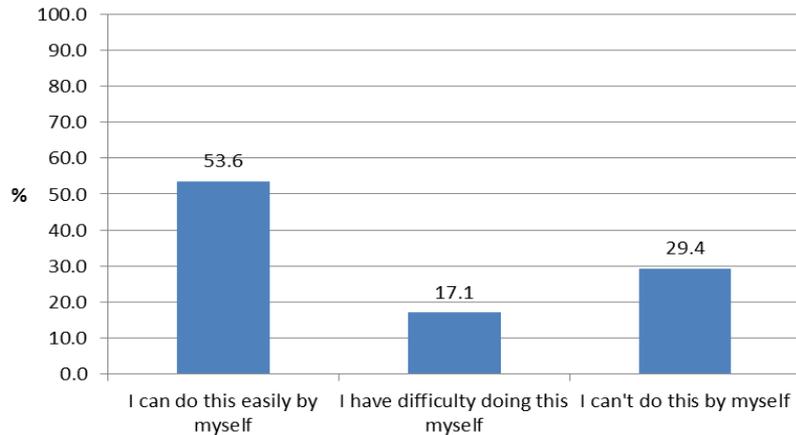


Question 15a - Do you usually manage to get around indoors (except steps) by yourself?

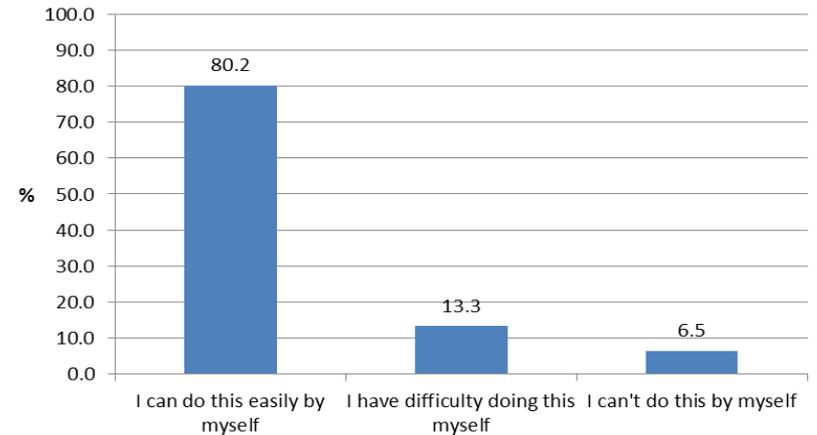


Section 4: Your health... continued

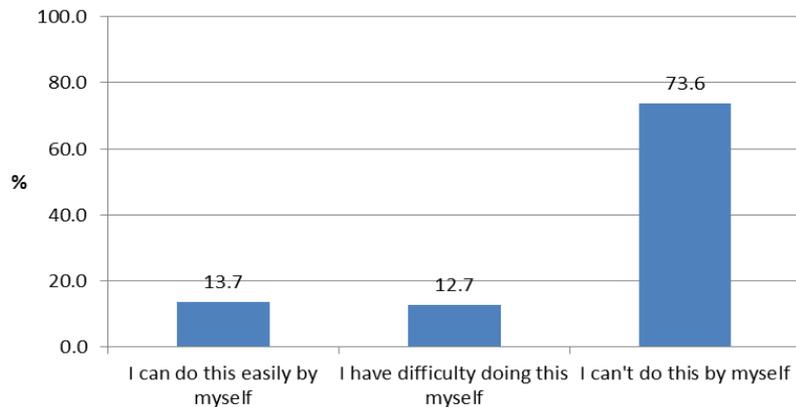
Question 15b - Do you usually manage to get in and out of a bed (or chair) by yourself?



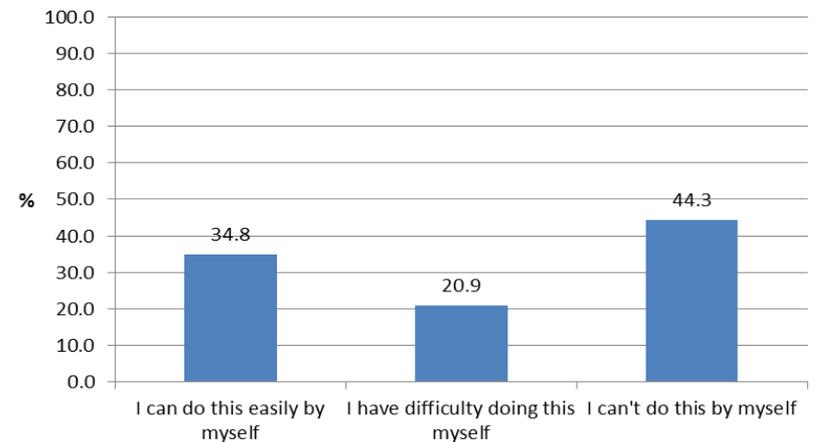
Question 15c - Do you usually manage to feed yourself?



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

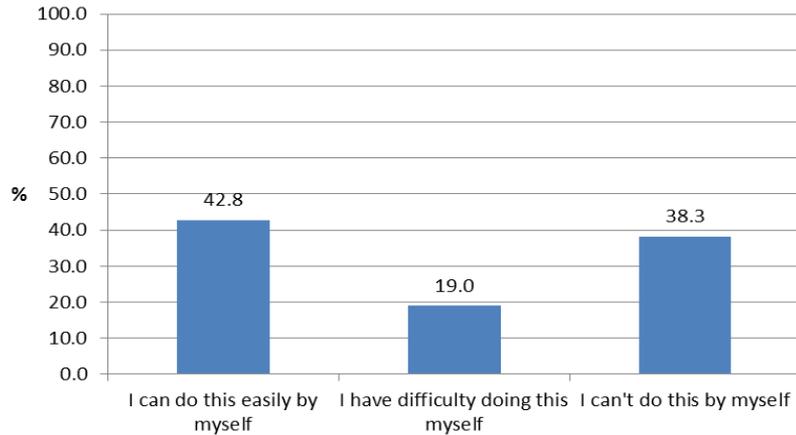


Question 16a - Do you usually manage to wash all over by yourself, using either a bath or shower?

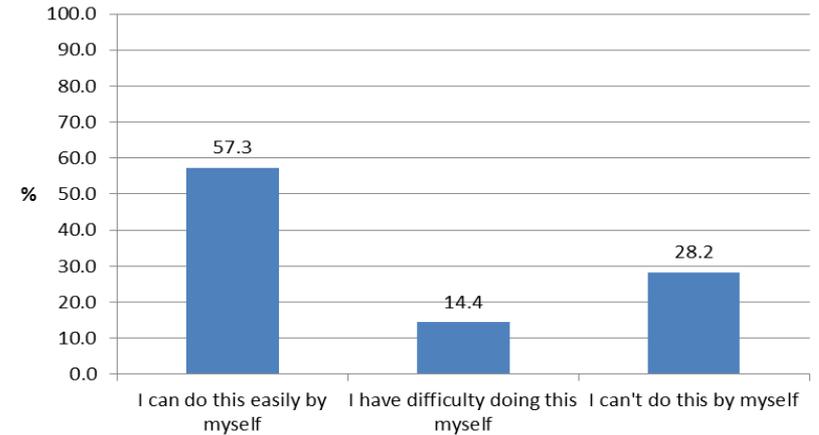


Section 4: Your health... continued

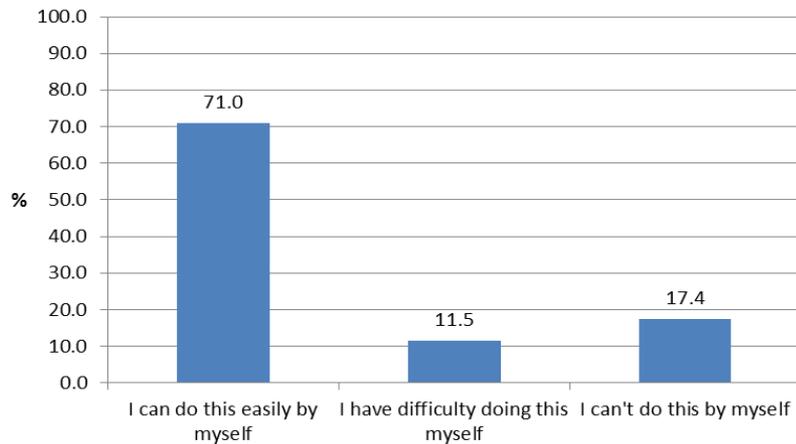
Question 16b - Do you usually manage to get dressed and undressed by yourself?



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

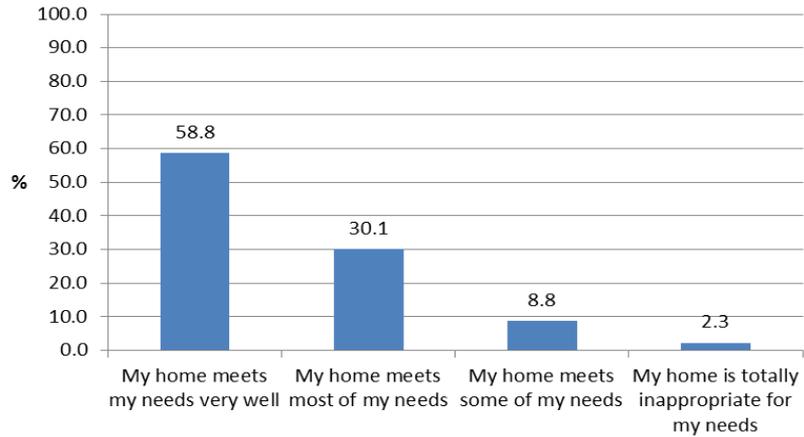


Question 16d - Do you usually manage to wash your face and hands by yourself?

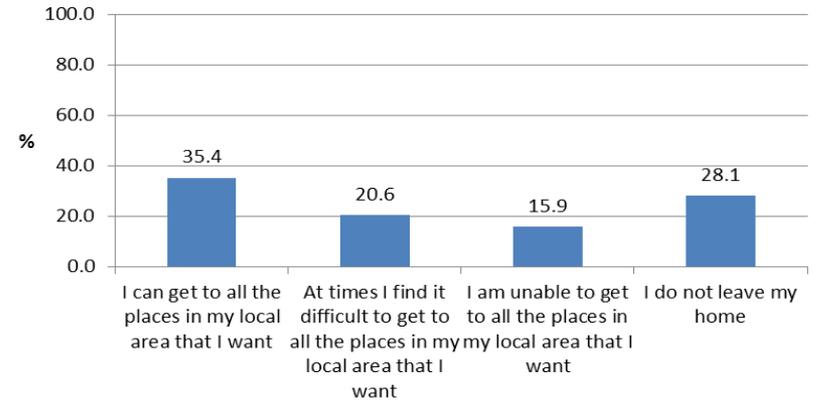


Section 5: About your surroundings

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

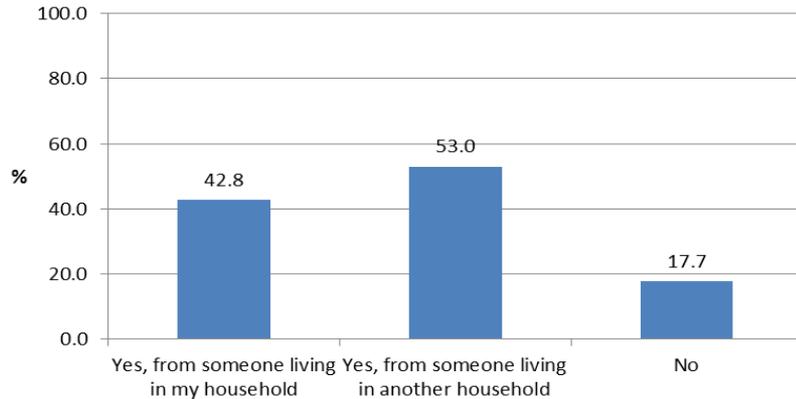


Question 18 - Thinking about getting around outside of your home, which of the following statements best describes your present situation?

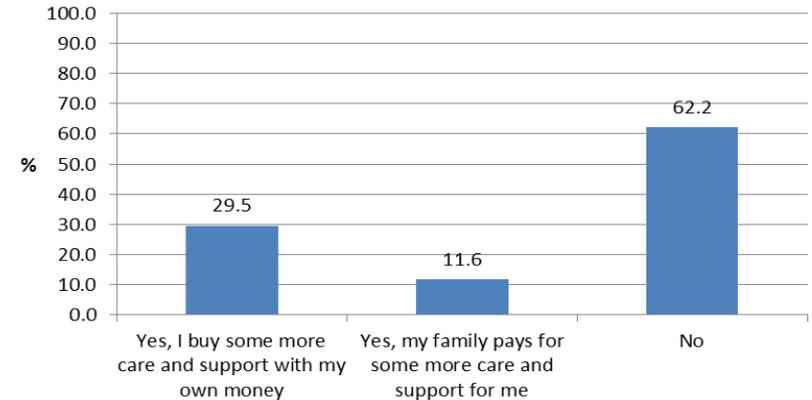


Section 6: About yourself, the service user

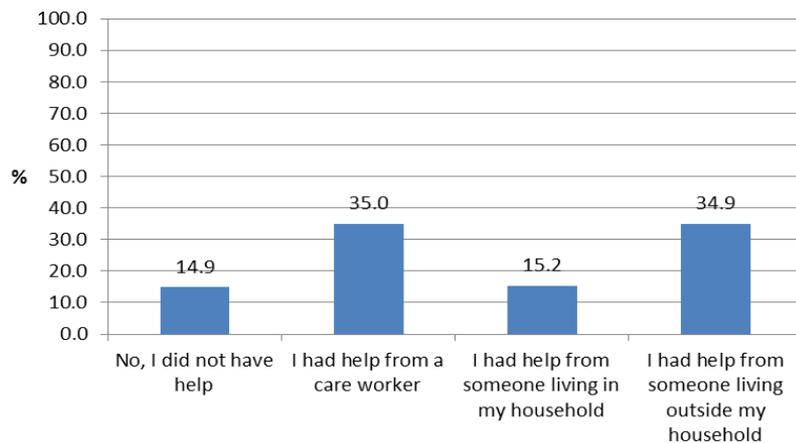
Question 19 - Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?



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?

