

Newcastle Wellbeing, Care and Learning: Social Care User Experience Survey 2013 / 2014



**Policy and Communications Team
Assistant Chief Executive's Directorate**

Index

Contents	Page no.
Introduction	1
Purpose of the survey	1
Methodology	2
Responses and margin of error	2
Equality and diversity	3
Safety, wellbeing and confidentiality	3
Key Findings	4
Key findings	4
ASCOF Indicators	6
Action points	7
Summary of findings	7
About the respondents	12
Frequency Tables	13
Strata response rates	13
Percentages and weighting	13
Section 1: Overall satisfaction with your social care and support	15
Section 2: Your quality of life	18
Section 3: Knowledge and information	32
Section 4: Your health	40
Section 5: About your surroundings	45
Section 6: About you and the help you receive	47
Section 7: About local services	50
What people told us	52
About the respondents	58
Appendix 1 – Questions	62
Appendix 2 – ASCOF Indicators	66

Introduction

Purpose of the survey

This report presents the findings for Newcastle City Council from the statutory national 2013/14 Adult Services User Experience Survey, which was created by the NHS Information Centre¹. This was carried out to explore the views of service users about the care and support services they receive from councils with adult social service responsibilities (CASSRs). The purpose of the survey is described by the Information Centre as:

“The main purpose of the Adult Social Care Survey (ASCS) will be to provide assured, consistent and benchmarkable local data on care outcomes. It will be the most significant pool of personal outcome information for those receiving adult social care. The ASCS will be used to:

- Support transparency and accountability to local people, enabling people to make better choices about their care.
- Help local services to identify areas where outcomes can be improved in a very challenging financial climate, and support their own initiatives with an assured vehicle for obtaining outcome information.

It will also be used to populate six outcome measures in the Adult Social Care Outcomes Framework.”

This survey updates the findings from the earlier 2010/11, 2011/12 and 2012/13 Social Care User Experience surveys. These are designed to be outcome-focussed, measuring the effect that services have on the quality of people’s lives. A full list of the questions asked in the survey can be found in Appendix 1 on p. 64.

This report focuses upon the key findings from the mandatory questions, and our own questions about making a complaint, from the 2013/14 survey and how they compare to the 2010/11, 2011/12 and 2012/13 surveys. A subsequent reports will compare the findings to those for the UK as a whole in 2013/14, once this information is available.

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“I think my mam has been left in good hands with her care worker, we feel we can relax when she is seeing to our mam. My mam’s care worker knows how she ticks, also she is comfortable with the care worker, they have a good bond together. Thanks.” (A carer)

¹ The NHS Information Centre website is here: <http://www.hscic.gov.uk/article/3383/Adult-Social-Care-user-survey-guidance---2013-14> (URL dated 2 December 2013).

Methodology

Questionnaires were sent out to a random stratified sample of people who were receiving care and support services from Newcastle Adult Services, during the period 1st September – 31st December 2013 (the “eligible population”). All types of care and support service users were included in the sample, which comprised people receiving: residential care, nursing care, home care, care in day centres, meals at home, short-term residential care (not respite care), direct payments, personal budgets, professional support, and equipment or home adaptations. In 2013/14, as in 2011/12 and 2012/13, the eligible population was divided into four groups, or “strata”, as follows:

1. People of all ages with a learning disability
2. People aged 18-64 with no learning disability
3. People aged 65 and over with no learning disability, in residential care
4. People aged 65 and over with no learning disability, who receive community-based services

We then drew a random sample from each stratum, based upon the response rates from people in each stratum in 2012/13. Out of a total of 4699 people in the eligible population, we drew an original random sample of 893. It later proved to be the case that we had a lower response rate than expected, so a “booster” random sample of 342 service users was drawn, bringing the total sample size to 1235 service users. Three people in the survey were replacements for others who were removed from the original sample for reasons of incapacity or because they had died or gone into care very shortly before the survey began. Questionnaires were sent out on 27 January 2014 (original sample of 893 service users) and 7 March 2014 (for the “booster” sample), with reminders going out on 10 February (original) and 24 March (booster). The fieldwork period for the entire survey was 27 January to 4 April 2014.

Responses and margin of error

We received **421** returned questionnaires out of **1235** sent out, giving a response rate of **34%**. Of people who did not take part, 12% returned a blank questionnaire to indicate that they did not want to take part, others simply did not return the questionnaire. This response rate gives a margin of error² for the entire survey of +/- 4.56 percentage points, given that the total number of service users we drew our random sample from was 4699. This is within the maximum margin of error specified by the NHS Information Centre of +/- 5.00 percentage points.

This means that we can consider that the results from the survey are representative of the entire population of 4699 people who are receiving care and support services from Newcastle City Council, to within 4.56 percentage points either way. For example, the percentage of people in the survey who feel that they have adequate control over their daily lives is 40%, so the “true” figure for the population as whole lies between 35% - 45% (figures have been rounded).

² The margin of error is a figure calculated using statistics theory to show how close the percentages calculated from the data collected in the survey are to the “true” satisfaction percentages. The “true” percentage is the figure we would get if we could ask every single person who received care and support services this question and receive their answer.

Equality and diversity

In 2014, nearly everyone who took part in the survey did so by returning a questionnaire, apart from one person who had a telephone interview, and three people who had face-to-face interviews. Most had help from another person, such as a friend or family member, to complete the questionnaire (see p.46 for details).

We strove to ensure that everyone was able to participate in the survey, using 14-point Arial font for the printed surveys to maximise ease of reading. Additionally, before sending out the questionnaires, we checked service users' Carefirst records to determine if they had any special communication requirements such as large print or other language. People requiring large print surveys were sent them on yellow paper in the font size they had specified (or, if no font size was specified, in 18 point font). The Information Centre supplied us with Easy Read versions of the questionnaires for use by people with learning disabilities. No-one took part in the survey via an advocate.

In 2013/14 there were thirteen people who had sensory impairments; where possible, we checked with the support workers of people known to have communication needs to confirm their requirements. People who required audio cassettes, Braille or very large print (such as 30-point font or above) were contacted by telephone to confirm if they would like to take part in the survey, and, if so, whether they preferred to have the survey in the form of a telephone interview, a face-to-face interview, or an audio cassette. Two people with visual impairments took part via a telephone interview, one had an interview in person, and one person asked to be sent an audio cassette.

People who use British Sign Language were sent a letter in simple English, followed by a reminder, with a form they could use to indicate if they wanted to take part by having a Sign Language interpreted interview. No-one took part in this way.

We checked the requirements of people in this group whose first language is not English. In all cases, they were either known to be able to read English, or to have arrangements in place (such as a trusted friend or family member) to help them deal with correspondence in English. We also offered all respondents the option of having a translated questionnaire, or a telephone or face-to-face interview with an interpreter and the researcher if this was what they wanted. One person chose to have an interpreted interview, and one person used a translated questionnaire (the language used was Portuguese).

Safety, wellbeing and confidentiality

Where a person gave a reply or made a comment which indicated that there was a reason to be concerned for their personal safety or wellbeing (for example "I am extremely worried about my personal safety"), their details were passed on to Stuart Pattinson, Team Manager in Wellbeing, Care and Learning Directorate, for appropriate action to be taken to safeguard their wellbeing. This is permissible under the terms of the confidentiality guarantee offered to everyone who takes part in the survey:

"Your answers will be treated as confidential: they will not be passed on to your social worker or anyone else responsible for providing you with services. You will not be personally identified... However, if any of your replies cause us to be concerned about your safety or well-being, someone not directly involved with providing you with services will contact you to discuss this. This is the only circumstance under which it will be used to identify you".

Key Findings

Generally speaking, respondents to the survey were happy and satisfied with their care and support services, including different aspects of the service such as how they had been treated. The most common ways in which care and support services helped people were either with the quality of their lives, with control over their daily lives, or with their personal safety.

There have been several statistically significant changes in levels of satisfaction, or responses to questions about people's quality of life, since the survey was last run in 2012/13. The areas where there have been statistically significant changes are as follows:

ASCOF Indicators (Quality of Life)

- **Personal care:** There has been a significant increase in respondents who say that care and support services help them in keeping clean and presentable, from 68% in 2011/12 and 71% in 2012/13, to 76% in 2013/14.
- **Social contact:** There has been a significant increase in respondents who say that they have as much social contact as they want with people that they like, from 45% in 2012/3 to 51% in 2013/14. Interestingly, 51% of respondents also said this in 2011/12. It remains to be seen if there is a general trend, or if answers to this question fluctuate in different years.
- **Personal time:** The percentage of respondents who reply that care and support services help them to spend their time doing things that they like appears to be increasing year on year: from 57% in 2011/12 to 61% in 2012/13 and 63% in 2013/14.
- **How having help to do things makes people feel:** There has been a significant increase in the percentage of respondents who say that having help to do things makes them think and feel better about themselves; from an average of 53% in the previous three years to 63% in 2013/14. This has been matched by a decrease in the percentage who reply "having help does not affect the way I think or feel about myself" (the percentages of people replying that having help "sometimes undermines" or "completely undermines" the way they think and feel about themselves do not significantly vary).

Information and complaints

- **Finding information:** There has been a significant increase in the percentage of service users who said that information was very easy to find: 25%, compared to 19% in 2012/13.
- **Complaints:** There has been a significant decrease in people saying that they do not know how to make a complaint, from 21% in 2012/13 to 14% in 2013/14.

Health and personal autonomy

- **Anxiety and depression:** There has been a significant small decrease in the percentage of respondents who reply "I am not anxious or depressed", from 52% in 2012/13, to 47% in 2013/14.
- **Getting in and out of bed:** There has been a significant small decrease in the percentage of respondents who reply "I can easily get in and out of bed (or a chair) by myself", from 52% in 2012/13 to 57% in 2013/14.

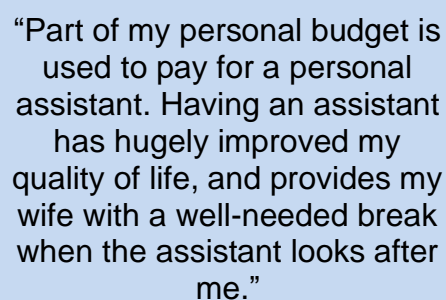
- **Getting dressed:** There has been a significant small increase in the percentage of respondents who reply “I **cannot** usually manage to get dressed and undressed by myself”, from an average of 23% in the previous three years to 28% in 2013/14.
- **Using the toilet:** There has been a significant small decrease in the percentage of respondents who reply “I can usually manage to use the toilet by myself”, from an average of 72% in 2012/13 to 67% in 2013/14.
- **Washing the face and hands:** There has been a significant small decrease in the percentage of respondents who reply “I can usually manage to wash my face and hands by myself”, from an average of 80% in the previous three years to 73% in 2013/14.

Getting help from others

- **Getting help from others:** A significantly lower percentage of respondents replied “I receive practical help from someone living in another household”: 52%, compared to 57% in 2012/13. A much higher percentage replied “I receive help from someone living in another household” (41%) than in 2012/13 (34%).
- **Getting help to complete the questionnaire:** A higher percentage of respondents replied that they had help to complete the questionnaire from someone living in their household than in 2012/13: 20%, compared to 14% in 2012/13. This is in line with the 2011/12 and 2010/11 results.

What else people said

The majority of service users in the survey were satisfied with their care and support services, and with their quality of life. For each question about people’s quality of life, such as getting food and drink, having enough social contact with others, the majority of people replied that things were either “good” or “adequate”. However, for questions about control over daily life, social contact with others, and personal time, there were substantial minorities who gave more negative answers, and this is a pattern that has been seen in previous years’ surveys. The majority of respondents said that care and support services helped with these aspects of their lives.



“Part of my personal budget is used to pay for a personal assistant. Having an assistant has hugely improved my quality of life, and provides my wife with a well-needed break when the assistant looks after me.”

Respondents were generally quite positive about the ease of finding information or advice, and about feeling they knew how to make a complaint and could do so if they wanted to. Complaining by telephone or via a representative, such as a family member, was the preferred method for just over half of respondents, as it was in previous years.

When asked who they would talk to if they felt unsafe or were worried about something that had happened to them, the majority of people replied that they would speak to a family member. Other common responses were that people would speak to a care worker, keyworker or Personal Assistant, or a friend, neighbour or colleague. Nearly half of the people in the survey said that their health was fair. However, over half said that they had moderate pain or discomfort, and over half said that they were either moderately or extremely anxious or depressed.

The majority of people could get around indoors, get in and out of bed, and feed themselves without any assistance, although in each case a substantial minority of people either had difficulty doing this or could not do so without help. Similarly, the majority could use the toilet, and wash their hands and face without assistance. Half could get dressed and undressed without assistance. However, over half either had difficulty with washing all over and dealing with their finances and paperwork, or could not do these actions at all without help.

The majority of people thought that their home either met their needs very well or that it met most of their needs. Over a third said that they could get to all the places in their local area that they wanted to; however, the majority either found it difficult to get to all the local places they wanted to, were unable to do this, or did not leave their homes. Most people did not buy in extra care and support, but a majority were receiving practical help and support on a regular basis either from someone else in their household (such as a partner) or from someone in another household (such as a friend or family member).

Most people thought that Newcastle City Council care and support services had stayed the same over the previous year. Their preferred form of getting information about services or benefits was either face to face or by letter, and when asked if they had encountered problems doing this, the most common issues were a feeling that you had to persevere to find anything out, and that people contacted about services often did not ring back. When asked what aspects of their lives helped them to feel safe in their homes, most people replied that this was linked to whether their home met their needs, or whether their friends and family lived nearby.

ASCOF Indicators

Quality of Life Indicator

Newcastle City Council's score for the ASCOF 1A indicator about people's overall quality of life was:

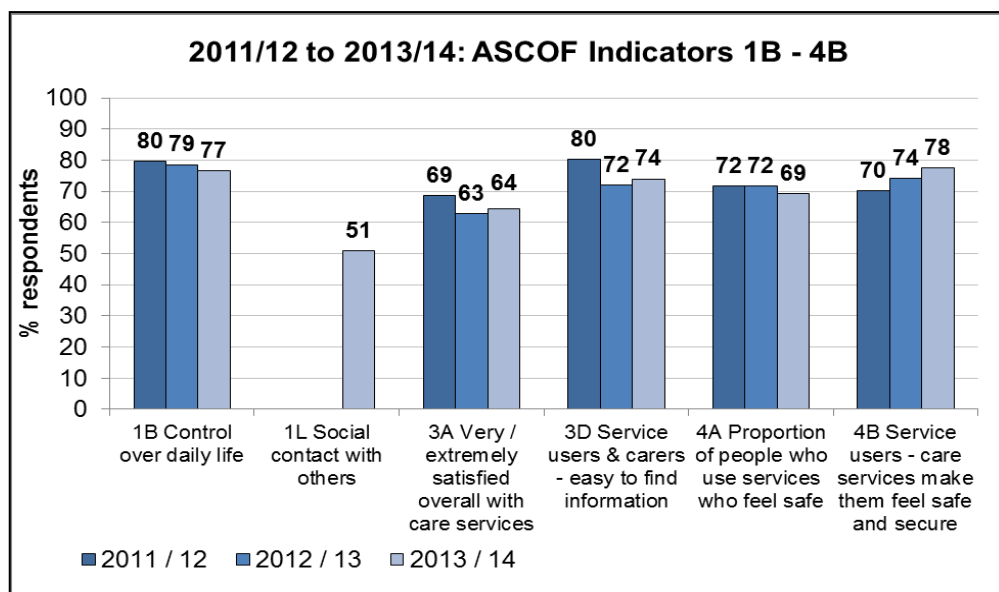
NI127

expressed as a percentage:

19.3 = out of a possible maximum of 24

80.4% = of the maximum possible score

In 2012/13, the total score was 19.2, compared to 19.4 in 2011/12, and 18.9 in 2010/11. The change from 19.2 to 19.3 is very small and not statistically significant. The other ASCOF indicators are shown in the chart on the right; full details can be found in Appendix 2 on p. 66.



Action Points

Areas which may require attention are as follows. These are the same as in previous years; there has been no significant change in these findings since the 2012/13, 2011/12 and 2010/11 surveys:

- **Control over daily life:** 24% said that they had either some control over their daily life but not enough, or no control at all.
- **Depression or anxiety:** 53% said that they had either moderate or extreme depression or anxiety.
- **Finances and paperwork:** Over half of respondents (63%) said that they could not manage their finances or paperwork without help.
- **Getting around outside the home:** 68% of people in the survey either found it difficult to get to all the places in their local area that they wanted to, could not get to all the local places they wanted to, or did not leave their homes.
- **Health:** Only 37% of people in the survey described their health as good or very good. 18% described it as bad or very bad.
- **Pain or discomfort:** 64% said that they either had moderate or extreme pain or discomfort.
- **Personal time:** 27% either did not do any of the things they wanted to do with their time, or did some things that they wanted but not enough. This question had the lowest “most positive” response of all questions about people’s quality of life: only 36% of respondents said that they were able to do all the things they wanted to do.
- **Social contact with people:** 17% said that they had either little social contact with people, or not enough contact.
- **Taking part in the survey:** 12% of people had had someone else answer the questionnaire for them, without asking them the questions.

Summary of findings

Below is a summary of the main findings of the survey. Full frequency tables and can be found in the “Frequency tables” section on p. 13. A full list of the questions asked can be found in Appendix 1 on p. 64.

Satisfaction with care and support services

- 62% of respondents without learning disabilities were extremely or very **satisfied overall** with the care and support they receive³. Of people with learning disabilities, 77% replied “I am very happy with the way staff help me, it’s really good”. This is summarised in chart 1 on the next page. The figure for everyone in the survey, both with and without learning disabilities, was 64%.
- 91% said either that **having help** made them think and feel better about themselves (63%) or that it did not affect how they thought about themselves (28%).
- 93% said that **the way they were helped** and treated either made them feel better about themselves (61%) or did not affect how they felt about themselves (32%).
- For the first time, in this year we asked about whether Newcastle City Council care and support services had **got better**, worse or stayed the same over the past year. The majority of respondents, 71%, said that they thought they had stayed the same.

³ People with a learning disability received a version of the questionnaire in which the options were different.

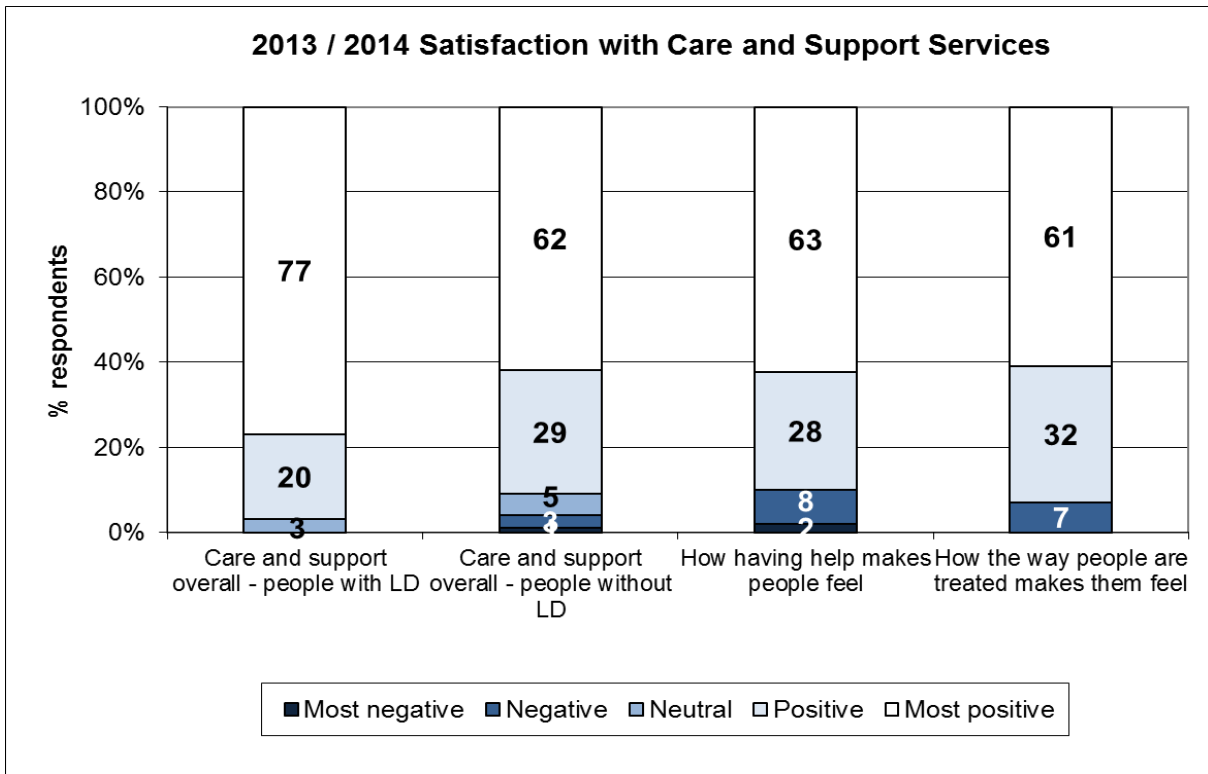


Chart 2: Satisfaction with care and support services

Quality of life

- 28% of respondents without learning disabilities said that their **quality of life** was either very good or so good, it could not be better. If people who replied simply “good” (31%) are included, this gives a total of 59% (figures have been rounded). Of people with learning disabilities, 38% replied “My life is really great” and 37% replied “My life is mostly good”. 94% of all respondents said that care and support services helped them to have a better quality of life.

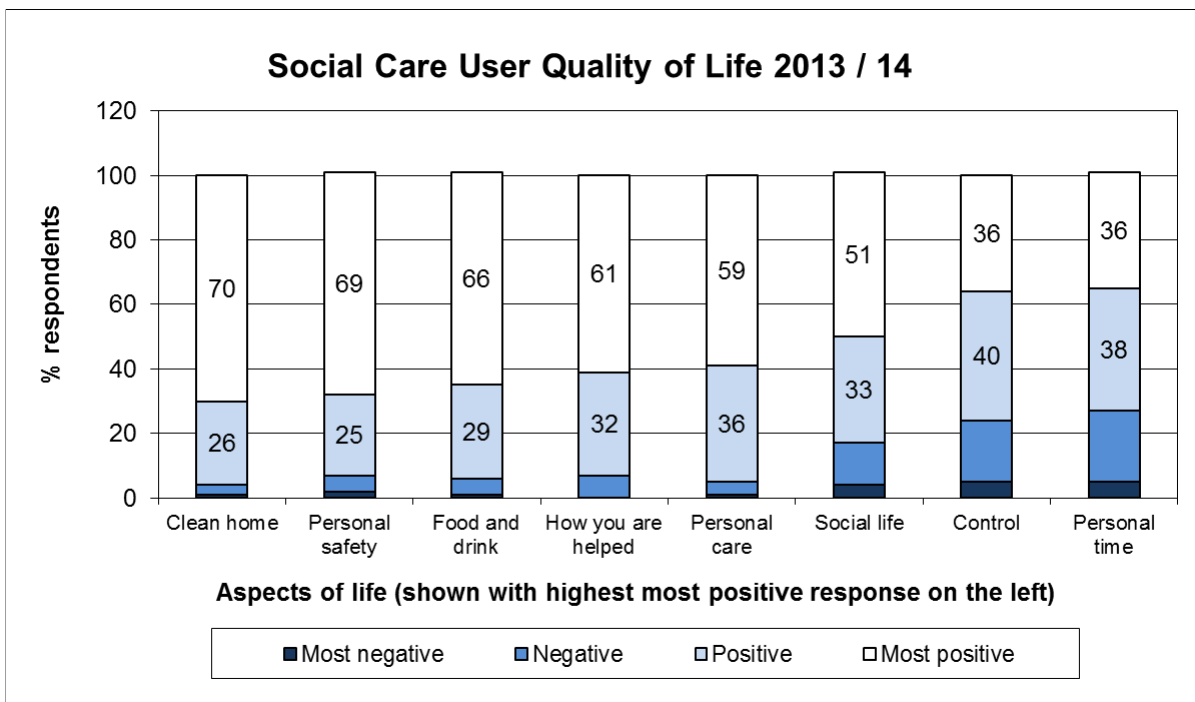


Chart 1: Social Care Related – Quality of Life

- 76% of all respondents (both with and without learning disabilities) said that either they had as much **control** as they wanted over their lives (36%) or adequate control (40%). 89% said that care and support services helped them to have control over their daily lives – the highest score yet achieved in response to this question. Chart 2 (on the previous page) shows respondents’ relative levels of happiness with different aspects of their lives.
- 59% said that they felt **clean** and were able to present themselves the way they liked. 76% said that care and support services helped them with this, which is the highest score yet achieved for this question.
- 66% said that they got all the **food and drink** they liked when they wanted. 72% said that care and support services helped them with this, which is the highest score yet achieved for this question since the survey started in 2010/11.
- 70% said that their **homes** (including care homes for people in residential care) were as **clean** and comfortable as they liked, which is the highest score yet achieved for this question. 63% said that care and support services helped to keep their homes clean and comfortable.
- 69% said that they felt as **safe** as they wanted. 78% said that care and support services helped them with feeling safe.
- For the first time, we asked people what **helped them to feel safe in their homes**. The most common answers were “Whether my home suits my needs” (63%), and “Whether my friends and family live nearby” (60%).
- 84% of people said that either they had as much **social contact** as they wanted with people they liked (51%) or that they had adequate social contact (33%). 65% said that care and support services helped them with having social contact.
- When people were asked about how they **spent their time**, 74% said that they were either able to spend their time as they wanted (36%), or that they were able to do enough of the things they valued and enjoyed (38%). 63% said that care and support services helped with the way they spent their time.

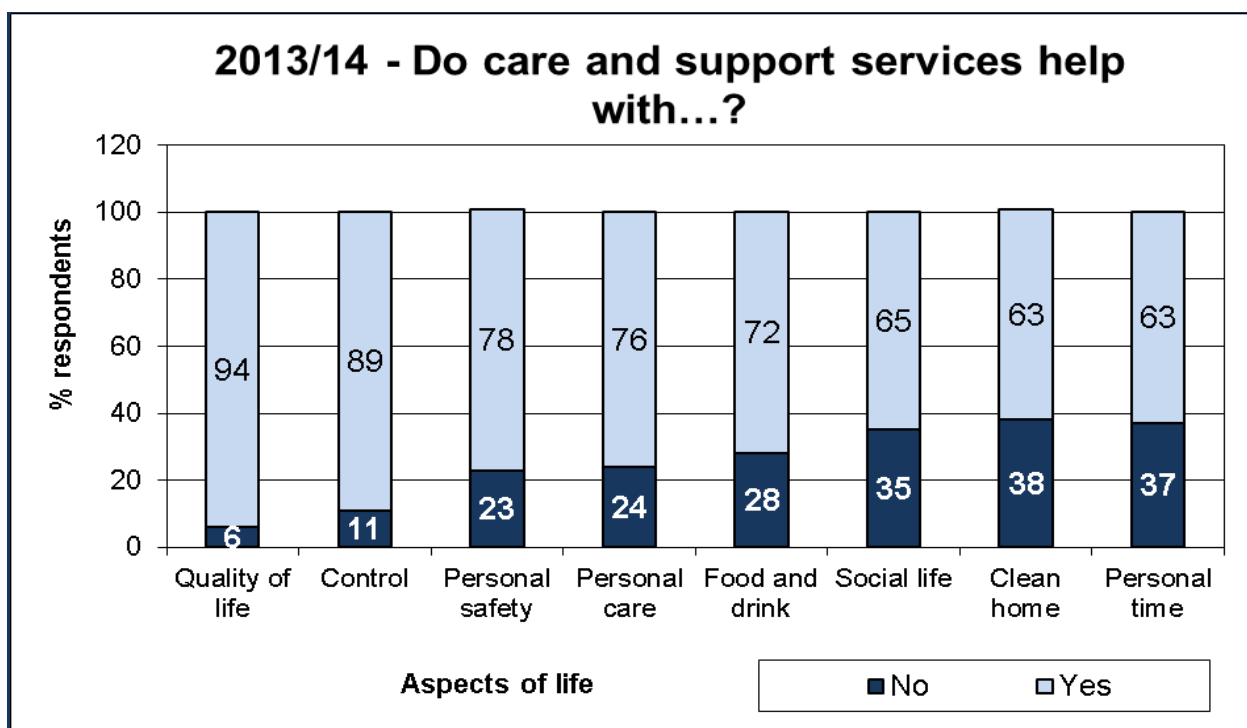


Chart 2: Contribution of care and support services to different aspects of peoples' lives

Information, safeguarding, and complaints

- Just under a quarter of people (23%) had never tried to find **information** or advice about support, services or benefits. Of those who had, 81% said it was very or quite easy.
- For the first time, in this year we asked people about their **preferred form for receiving information** about care and support services, benefits, and so on. The largest percentage (51%) said they preferred to receive information **face-to-face**, with the next largest (48%) saying they preferred to receive it by letter.
- We also asked if people had **encountered difficulty in getting hold of information**. The most common themes were that people felt they had to persevere to get hold of information, that when telephoning for information, people often do not ring back, and that it was generally difficult to get hold of information.
- Three-quarters of respondents (76%) said that if they were worried about something that had happened to them, or they felt unsafe, they would speak to a **family member**.
- The majority of people (78%) said that they both knew how to make a **complaint** and felt they could do this if they wanted to.
- Just over half of all respondents (53%) said that they would **make a complaint** by telephone, with the next two most popular options being either complaining in person, or via an advocate or other representative such as a family member.

Health and personal autonomy

Health

- The largest percentage of respondents, nearly half (45%), described their **health** as “fair”.
- The majority of respondents (64%) said that they had **moderate** (51%) or **extreme** (13%) **pain or discomfort**.
- Just over half of all respondents (53%) said that they had either **moderate** (46%) or **extreme** (7%) **anxiety** or depression.

Doing things in the home

- Over three-quarters of respondents (78%) could easily **feed** themselves without help.
- Over half of respondents (57%) could easily get in and out of **bed** or a chair by themselves without help.
- Just over half of respondents (54%) said that they could get around easily **indoors** by themselves without help.

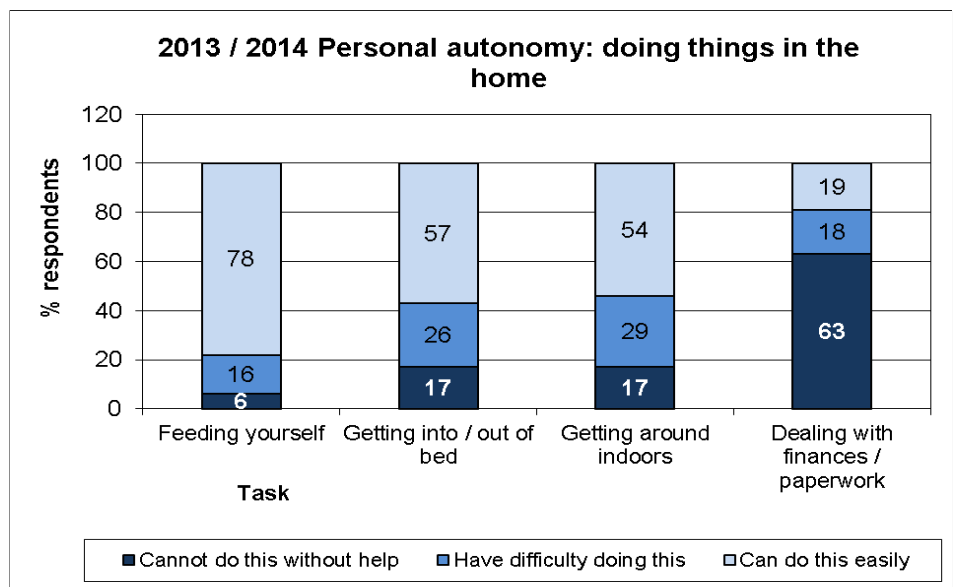


Chart 3: Doing things in the home without help

- Over half of respondents (63%) said that they **could not** deal with **finances** or paperwork without help.

Personal care

- Just under three-quarters of respondents (73%) said that they could easily **wash** their hands and face without help.
- Two-thirds of respondents (67%) said that they usually managed to use the **toilet** by without help.
- Half of all respondents (51%) said that they could easily get **dressed** and undressed by without help.
- The largest single percentage of respondents said that they **could not easily** wash all over by themselves (39%); the next largest said that they **could** do this without help (36%).

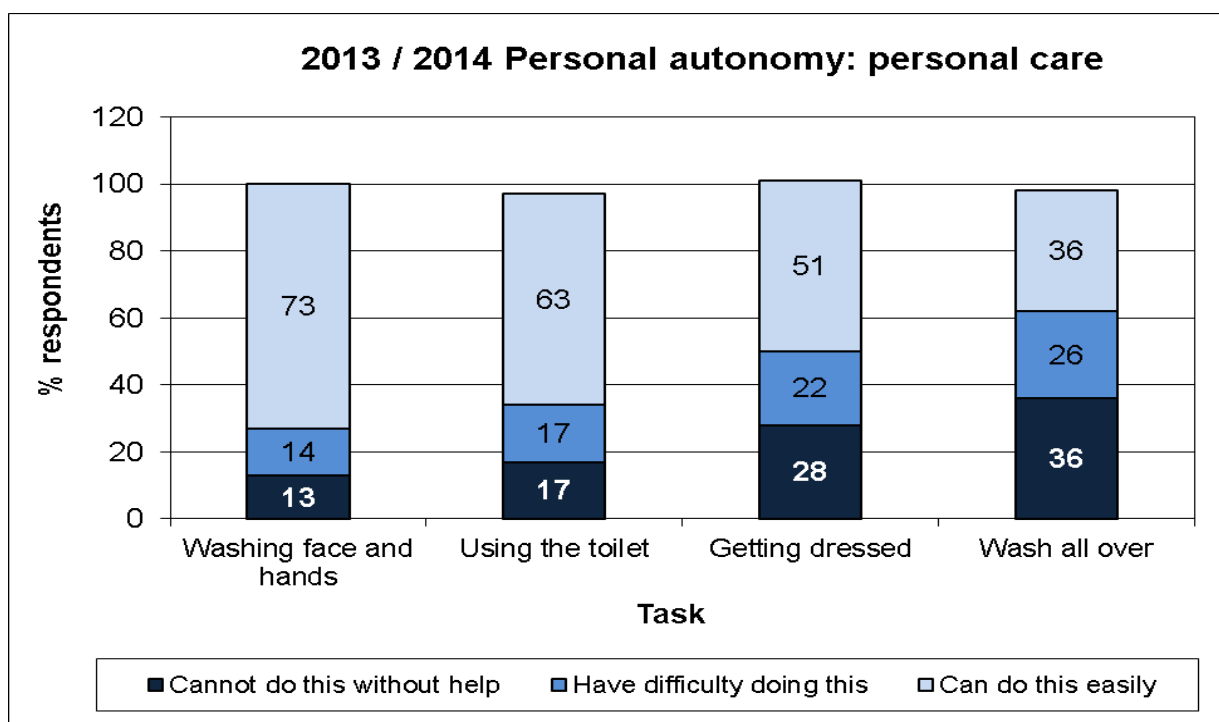
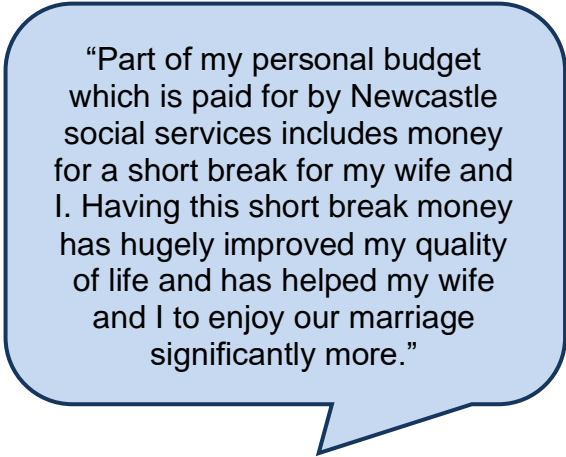


Chart 4: Personal autonomy: personal care

Home, local area, extra care services and comments

- The majority of respondents (67%) did not buy in any **additional care** and support services.
- Over half of respondents (63%) said that their **home** met their needs very well.
- Just over half of respondents (52%) **received practical help** on a regular basis from someone living in another household (such as an adult son or daughter, a friend or a neighbour).
- The largest single percentage of respondents (32%) said that they could **get to all the places in their local area** that they wanted to. However, 68% of respondents had difficulty doing this, could not get to all the local places they wanted to go to, or did not leave their homes.
- When asked for their views, many respondents made positive comments about their care and support services, although there were some who had had negative

experiences (particularly in regard to care at home). Others commented on their quality of life, or on services they would like to receive. Some comments were received from carers who had helped the person they care for to complete the questionnaire.



“Part of my personal budget which is paid for by Newcastle social services includes money for a short break for my wife and I. Having this short break money has hugely improved my quality of life and has helped my wife and I to enjoy our marriage significantly more.”

Taking part in the survey

- The largest percentage of respondents (35%), **had help** with writing their answers in the questionnaire from someone living outside their household. 22% did not have help from anyone else.
- The largest percentage of respondents (46%) who had help, had had **someone else read** the answers to them. Of some concern is the fact that 40 people (12%) had had someone else answer for them, without asking them the questions.

About the respondents

The **profile** of the respondents, in terms of whether they receive care in the community or in a residential setting, whether they have a learning disability or not, and their gender, age group and ethnicity, is generally similar to that of the wider population of all adults receiving care and support services from Newcastle City Council. Combined with the margin of error of +/-4.18 percentage points, this means that we can be generally confident that the results are representative of the population as a whole.

The sampling method was deliberately designed to ensure that people in each of the four strata:

1. People with learning disabilities
2. People without learning disabilities aged 18-64
3. People without learning disabilities aged 65 and over, in residential care
4. People without learning disabilities aged 65 and over, receiving community-based care, were represented in the sample in the same proportions that they are present in the population. For more details about this, see below under 'Frequency Tables'.

Just over half of respondents (55%) took part using a **questionnaire** designed for people receiving services in the community and which was not an “easy read” questionnaire.

The majority of respondents:

- Were **female** (58%)
- Were aged **65 and over** (63%)
- Were from a **white** ethnic background (95%)
- Described their religious beliefs as **Christian** (85%)
- Were in the primary client group “**physical disability**, frailty and / or sensory impairment” (66%).
- **Care at home** was the service received by the largest percentage of people in the survey (50%), bearing in mind that 21% of people in the survey were receiving more than one service (for example, care at home and home equipment).

Frequency Tables

Strata response rates

As described above in the Methodology section (p. 1), the sample was divided into four strata:

1. People of all ages with a learning disability
2. People aged 18-64 with no learning disability
3. People aged 65 and over with no learning disability, in residential care
4. People aged 65 and over with no learning disability, who receive community-based services

The numbers and percentages of people in these strata were as follows:

Strata	Number of respondents	% People in this stratum in the responses	% people in this stratum in the sample	% people in this stratum in the population
1. LD - All ages	67	16	14	17
2. Non LD, 18-64	90	21	23	20
3. Non-LD, 65+, In Residential Care	102	24	29	23
4. Non-LD, 65+, Community Based Services	162	39	34	40
Total	421	100	100	100

This table shows that the percentage of **respondents** from each stratum is roughly proportional to the percentage of people in each stratum in the **population** as a whole. It can also be seen that the percentages of people in the strata in the sample are slightly higher or lower than the percentages of people in the strata in the population. This is because we know from previous years' surveys that the response rates for some strata tend to be lower than others, and thus we include proportionally more people from these strata in the sample to compensate for this. This is an advantage of stratified sampling – it enables us to compensate for expected lower response rate from some groups of people.

Percentages and weighting

This year, as in 2012/13 and 2011/12, the social care survey results have been weighted. This is due to the use of stratified sampling, as described above. Weighting is used to ensure that the results reported are representative of the entire population. For example, it could be the case that we received a very high number of responses from people in one stratum (for example, people with learning disabilities), and a very low number of responses from people in another (for example, people aged 65 or over in residential care).

If we reported the results without weighting them, this would mean that the views of people in the stratum with a higher response rate were over-represented in the findings, and the view of people in the stratum with a lower response rate were under-represented. Weighting the results corrects this, so that the results reported are “as if” the numbers of

respondents from each stratum are exactly proportional to the number of people in each stratum in the eligible population.

The weighting is calculated as follows (from the official guidance):

“This is ...done by dividing the number of people in each stratum in the eligible population by the number of returned questionnaires in each stratum. This has the effect of weighting for both the sample design and non-response at the same time.”

The actual numbers of respondents have been included in the tables below for reference. However, the percentages shown are the **weighted percentages**. This means that any percentages calculated from the numbers in the tables will not be exactly the same as the percentages in the tables, and should not be used. Only the weighted percentages should be quoted.

Response rates for each stratum are as follows:

Strata	No. in population	No. in sample	No. respondents	Response rate	Weight
1 People with learning disabilities of all ages	800	168	67	40%	(800 / 67) 11.94
2 People without learning disabilities, aged 18-64	958	289	90	31%	(958 / 90) 10.64
3 People without learning disabilities, aged 65 and over, in residential care	1061	361	102	28%	(1061 / 102) 10.40
4 People without learning disabilities, aged 65 and over, receiving community-based services	1880	417	162	38%	(1880 / 162) 11.60
Totals	4699	1230	421	-	-



Section 1: Overall satisfaction with your social care and support

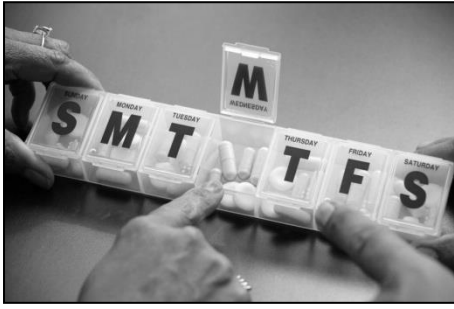
Q1. Overall, how satisfied or dissatisfied are you with the care and support services you receive?

All respondents in five bands

Q1 Overall satisfaction with care and support	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Extremely or very satisfied / I am very happy with the way staff help me, it's really good	262	64	63	69	69
Quite satisfied / I am quite happy with the way staff help me	112	28	29	24	27
Neither satisfied nor dissatisfied / The way staff help me is OK	20	5	6	5	3
Quite dissatisfied / I don't think the way staff help me is that good	9	2	2	1	1
Extremely or very dissatisfied / I think the way staff help me is really bad	4	1	1	1	0
Total	407	100	100	100	100
<i>Missing</i>	14				
Total	421				

This question is designed so that the responses for people with and without learning disabilities can be combined into five satisfaction bands. As shown above, the majority of service users (64%) were extremely or very satisfied with their social care and support services. 13 service users replied that they were quite, very or extremely dissatisfied with care and support services. There has been no significant change since the previous year.

"I have amazing care workers who look after me daily because of my arthritis and depression, they see to my every need and make my life completely stress free. If I didn't have my care workers I would not be living on my own and going out."



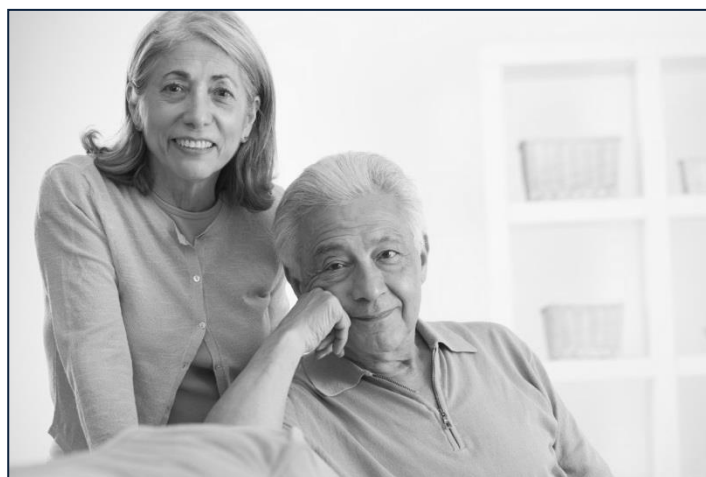
People without a learning disability

Q1 Overall satisfaction with care and support	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Extremely satisfied	91	26	24	32	32
Very satisfied	124	36	35	36	36
Quite satisfied	100	29	32	25	25
Neither satisfied nor dissatisfied	18	5	7	5	5
Quite dissatisfied	9	3	2	1	1
Very dissatisfied	4	1	0	1	1
Extremely dissatisfied	0	0	0	1	1
Total	346	100	100	100	100
<i>People with a learning disability</i>	61				
<i>Missing</i>	12				
Total	421				

* The percentages shown are those with the weighting factor applied.

62% of respondents without a learning disability were extremely or very satisfied overall with their care and support services, compared to 59% in 2012/13, 68% in 2011/12 and 68% in 2010/11. A further 29% were quite satisfied. 31 service users replied “neither satisfied nor dissatisfied”, “quite dissatisfied”, “very dissatisfied” or “extremely dissatisfied”. One person commented:

“I am 96 years old and my wife is 93. She has a walking frame to help her around the house, caused by a recent fall. I had care workers come in to see to my back and my legs (cream and bandage them). Through no fault of their own, they were never told what they had to do, so I stopped them from calling. My wife and I manage to do things very well, but I still had to pay for ‘services provided’.”



People with a learning disability

Q1 Overall satisfaction with care and support – people with a learning disability	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I am very happy with the way staff help me, it's really good	47	77	83	76	70
I am quite happy with the way staff help me	12	20	13	18	25
The way staff help me is OK	2	3	3	7	5
I don't think the way staff help me is that good	0	0	0	0	0
I think the way staff help me is really bad	0	0	1	0	0
Total respondents	61	100	100	100	100
<i>People without a learning disability</i>	346				
<i>No response</i>	2				
Total	421				

* The percentages shown are those with the weighting factor applied.

77% of respondents with a learning disability were very happy with how staff helped them, compared to 83% in 2012/13, 76% in 2011/12 and 70% in 2010/11. Please note that the number of people in the survey with a learning disability is relatively small, so percentages can change considerably from year to year with only relatively small changes in the *number* of people choosing different responses.



Section 2: Your quality of life

Q2a. 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?

All respondents in five bands

Q2a Quality of life	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
So good, it could not be better or very good / My life is really great	124	30	30	32	35
Good / My life is mostly good	133	32	30	39	28
Alright / My life is OK, some good things, some bad things	128	31	32	39	30
Bad / My life is mostly bad	23	6	6	6	6
So bad, it could not be worse or very bad / My life is really terrible	9	2	2	4	1
Total	417	100	100	100	100
<i>Missing</i>	4				
Total	421				

* The percentages shown are those with the weighting factor applied.

This question is designed so that the responses for people with and without learning disabilities can be combined into five bands describing people's quality of life. As shown above, the majority of service users said that their quality of life was either very good, or quite good (62%). 9 service users said that their quality of life was very or extremely bad. There has been no significant change since the previous year.

"My house is perfect and I'm so pleased I have a walker to get about the house."



People without a learning disability

Q2a Quality of life	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
So good, it could not be better	13	4	4	6	4
Very good	87	24	25	22	23
Good	110	31	28	29	29
Alright	116	33	34	32	35
Bad	22	6	6	7	8
Very bad	6	2	2	3	1
So bad, it could not be worse	0	0	1	2	0
Total	354	100	100	100	100
<i>Missing</i>	4				
<i>People with a learning disability</i>	63				
Total	421				

* The percentages shown are those with the weighting factor applied.

4% of respondents to the survey who did not have a learning disability said that their quality of life was so good, it could not be better. 55% replied either “very good” (24%) or “good” (31%), compared to 53% in 2012/13, 51% in 2011/12 and 52% in 2010/11. The largest single percentage replied “alright” (33%). 28 people replied either “bad”, “very bad” or “so bad it could not be worse”. One person commented:

“My life as it is, being unable to walk or speak to communicate due to dementia, is made as good as is possible. Visitors are always made welcome at anytime and the staff here do everything to make me comfortable.”



People with a learning disability

Q2a Quality of life – people with a learning disability	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
My life is really great	24	38	33	61	38
My life is mostly good	23	37	46	28	41
My life is OK, some good things, some bad things	12	19	19	11	21
My life is mostly bad	1	2	0	0	0
My life is really terrible	3	5	1	0	0
Total respondents	63	100	100	100	100
<i>People without a learning disability</i>	354				
<i>Missing</i>	0				
Total	421				

* The percentages shown are those with the weighting factor applied.

38% of respondents with a learning disability thought that their lives were really great (24 people), compared to 33% in 2012/13, 61% in 2011/12, and 38% in 2010/11. Again, please note that the number of people in the survey with a learning disability is relatively small, so percentages can change considerably from year to year with only relatively small changes in the number of people choosing different responses. 37% of respondents with a learning disability thought that their lives were mostly good. Three people replied “my life is really terrible”.



Q2b Care and support services help with quality of life	Frequency	2013/14 %	2012/13 %	2011/12 %
Yes	385	94	91	89
No	23	6	9	10
Total	408	100	100	100
<i>Missing</i>	13			
Total	421			

* This question was not asked in 2010/11. The percentages shown are those with a weighting factor.

94% of respondents said that care and support services helped them to have a better quality of life, compared to 91% in 2012/13 and 89% in 2011/12.

Q3a. Which of the following statements best describes how much control you have over your daily life?

Q3a Control over daily life	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I have as much control over my daily life as I want	149	36	34	36	31
I have adequate control over my daily life	166	40	45	43	45
I have some control over my daily life but not enough	78	19	18	16	20
I have no control over my daily life	19	5	4	4	3
Total	412	100	100	100	100
<i>Missing</i>	9				
Total	421				

* The percentages shown are those with the weighting factor applied.

The largest single percentage of respondents, 40%, said that they had adequate control over their daily life, which is not significantly different from the previous three years (although it is the lowest score achieved since we began running the survey). 36% had as much control as they wanted over their lives. 24% had some control over their lives but not enough, or no control at all.

Q3b. Do care and support services help you in having control over your daily life?

Q3b Care and support services help with control over daily life	Frequency	2013/14 %	2012/13 %	2011/12 %
Yes	364	89	84	86
No	42	11	16	14
Total	406	100	100	100
<i>Missing</i>	15			
Total	421			

* This question was not asked in 2010/11. The percentages shown are those with a weighting factor

89% of respondents said that care and support services helped them to have control over their lives, compared to 84% in 2012/3, and 86% in 2011/12. This is large enough to be significant compared to 2012/13, but not significantly larger than in 2011/12. It remains to be seen whether this is a genuine increase, or a variation in this year's survey findings.

Q4a. Thinking about your personal care, by which we mean being clean and presentable in appearance, which of the following statements best describes your situation?

Q4a Personal care	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I feel clean and am able to present myself the way I like	244	59	59	62	58
I feel adequately clean and presentable	147	36	36	33	38
I feel less than adequately clean or presentable	16	4	5	4	4
I don't feel at all clean or presentable	5	1	0	1	1
Total	412	100	100	100	100
<i>Missing</i>	9				
Total	421				

* The percentages shown are those with the weighting factor applied.

The majority of people, 59%, said that they felt clean and were able to present themselves the way they liked. This compares to 59% in 2012/3, 62% in 2011/12 and 58% in 2010/11. 36% felt adequately clean, and 21 people said they felt less than adequately clean.

"I receive care four times per day with two care workers each visit. Without them I could not manage. They see to all my personal needs."

Q4b. Do care and support services help you in keeping clean and presentable in appearance?

Q4b Care and support services help with cleanliness and appearance	Frequency	2013/14 %	2012/13 %	2011/12 %
Yes	315	76	71	68
No	98	24	29	33
Total	413	100	100	100
<i>Missing</i>	8			
Total	421			

* This question was not asked in 2010/11. The percentages shown are those with a weighting factor

76% of respondents said that care and support services helped them to keep clean and presentable in appearance, compared to 71% in 2012/13, and 68% in 2011/12. This is a statistically significant increase.

Q5a. Thinking about the food and drink you get, which of the following statements best describes your situation?

Q5a Food and drink	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I get all the food and drink I like when I want	271	66	65	72	65
I get adequate food and drink at okay times	119	29	30	23	31
I don't always get adequate or timely food and drink	19	5	6	4	3
I don't always get adequate or timely food and drink, and I think there is a risk to my health	5	1	0	2	1
Total	414	100	100	100	100
<i>Missing</i>	7				
Total	421				

* The percentages shown are those with the weighting factor applied.

The majority of people, 66%, said that they got all the food and drink they liked when they wanted, compared to 65% in 2012/13, 72% in 2011/12 and 65% in 2010 (this suggests that the 72% result in 2011/12 may have been an anomaly). 29% said that they got adequate food and drink at acceptable times. 24 people said that they did not get adequate or timely food and drink.

"The staff here do everything to make me comfortable and try very hard to keep me happy with my meals."

People who replied that they do not always get adequate or timely food and drink and who thought that there was a risk to their health had their details passed on in confidence to Adult Social Care Direct, so this could be discussed with them.

Q5b. Do care and support services help you to get food and drink?

Q5b Care and support services help with getting food and drink	Frequency	2013/14 %	2012/13 %	2011/12 %
Yes	300	72	70	63
No	113	28	30	37
Total	413	100	100	100
<i>Missing</i>	8			
Total	421			

* This question was not asked in 2010/11. The percentages shown are those with a weighting factor

72% of respondents said that care and support services helped them to get food and drink, compared to 70% in 2012/13 and 63% in 2011/12.

Q6a. Which of the following statements best describes how clean and comfortable your home is?

Q6a Cleanliness of home	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
My home is as clean and comfortable as I want	290	70	65	67	64
My home is adequately clean and comfortable	110	26	32	29	31
My home is not quite clean or comfortable enough	13	3	3	4	4
My home is not at all clean or comfortable	4	1	0	0	1
Total	417	100	100	100	100
<i>Missing</i>	4				
Total	421				

* The percentages shown are those with the weighting factor applied.

The majority of people, 70%, said that their home is as clean and comfortable as they would like, compared to 65% in 2012/13, 67% in 2011/12 and 64% in 2010/11. (This is a significant increase compared to 2012/13, but not significantly larger compared to 2011/12, when 67% of respondents said this.) 26% said that their home was adequately clean and comfortable, and 17 people said that either their home was not quite clean and comfortable enough, or that their home was not at all clean and comfortable.

“The care workers are supposed to give me breakfast, make my bed properly, take out my rubbish and wash any breakfast dishes. My daughter comes once a week to do my cleaning and has found mouldy dishes in my sink. We have raised these issues with the company but nothing has changed.”

Q6b. Do care and support services help to keep your home clean and comfortable?

Q6b Do care and support services help to keep your home clean and comfortable?	Frequency	2013/14 %	2012/13 %	2011/12 %
Yes	261	63	65	59
No	151	38	35	41
Total	412	100	100	100
<i>Missing</i>	9			
Total	421			

* This question was not asked in 2010/11. The percentages shown are those with a weighting factor

63% of respondents said that care and support services helped them to get food and drink, compared to 65% in 2012/13, and 59% in 2011/12.

Q7a. Which of the following statements best describes how safe you feel?

Q7a Personal safety	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I feel as safe as I want	289	69	72	72	64
Generally I feel adequately safe , but not as safe as I would like	102	25	24	24	29
I feel less than adequately safe	19	5	3	2	4
I don't feel at all safe	6	2	5	2	2
Total	416	100	100	100	100
<i>Missing</i>	5				
Total	421				

* The percentages shown are those with the weighting factor applied.

The majority of people, 69%, said that they felt as safe as they wanted, which is slightly lower than in 2012/13 and 2011/12 (each 72%), but not as low as 2010/11 (64%) and not a large enough change to be statistically significant. 25% said they generally felt adequately safe, but not as safe as they would like. 25 people said that either they felt less than adequately safe, or that they did not feel at all safe.

"I still live at home, so feel safe here."

People who replied that they did not feel at all safe had their details passed on in confidence to Adult Social Care Direct, so this could be discussed with them.

Q7b. Do care and support services help you in feeling safe?

Q7b Care and support services help with feeling safe	Frequency	2013/14 %	2012/13 %	2011/12 %
Yes	319	78	74	70
No	91	23	26	30
Total	410	100	100	100
<i>Missing</i>	11			
Total	421			

* This question was not asked in 2010/11. The percentages shown are those with a weighting factor

78% of respondents said that care and support services helped them to feel safe, the highest score yet achieved for this question. This compares to 74% in 2012/13 and 70% in 2011/12.

Q26. Could you tell us which of the following aspects of your life help you to feel safe in your home?

Q26 Could you tell us which of the following aspects of your life help you to feel safe in your home?	Frequency	2013 / 14* %
Whether my home suits my needs	255	63
Whether my friends and family live nearby	237	60
Care and support services	215	51
Sense of community in the local area	165	42
The appearance of my local neighbourhood	115	29
Whether there are good quality public services in the local area	107	27
Whether there is a low level of crime and anti-social behaviour in the local area	92	24
Something else	14	3
Total	399	100
<i>Missing</i>	22	
Total	421	

* Participants could choose as many options as they felt applied to them, so percentages may total more than 100. Percentages shown are those with the weighting factor applied.

This question was first asked in 2013, when we ran a local survey of social care and support users to support the production of the Newcastle Local Account 2013. We have included it in the social care users survey for the first time in 2013/14 to obtain more representative data.

It can be seen that over half of social care users in the survey chose “whether my home suits my needs” (63%) and “whether my friends and family live nearby” (60%) as important factors in whether they feel safe. Social care and support services are also important to them, with half (51%) saying that this helps them to feel safe. Comments included:

“Unfortunately I never know who is coming through the door, and some of them are really rough. “

“I am house-bound, so don't, or rather can't, use public transport. I have a lovely neighbour, and a friend who are there when needed. I also have a doctor who cares, listens, and helps when needed. We have every faith in her.”

We asked people if they had any comments about this. Some people commented on things other than those in the list which helped them to feel safe, or which caused them to feel unsafe:

Other things that help social care and support users to feel safe	Number of people who said this
Living in sheltered accommodation with a warden	4
Caring and friendly neighbours	2
Having a good local taxi service	1
Having an advocate	1
Having friends in my care home	1
Having good relationships with staff at my care home	1
Having two pet dogs	1
I feel unsafe because I do not always know who is coming into the block of flats where I live	1
I feel unsafe when there are leaves on the pavement	1
I never go out on foot	1
Some parts of the local area look good, others do not	1

Others commented on how the aspects of life mentioned in the question helped them to feel safe:

Things that help social care and support users to feel safe	Number of people who said this
Having a good relationship with my care worker	3
Having my parents and personal assistants to take care of me	3
I am in a care home	3
I have no family living locally	3
Having adult children living in my house	2
Presence of care staff	2
Regular contact with my family	2
Having a good relationship with my local doctor	1
Having family living nearby	1
Having friends nearby	1
Having my partner living with me	1
My Telecare alarm helps	1
Not having people hanging around on the street helps me to feel safer	1

Q8a. Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?

Q8a Social contact	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I have as much social contact as I want with people I like	208	51	45	51	43
I have adequate social contact with people	135	33	34	31	38
I have some social contact with people, but not enough	52	13	17	14	16
I have little social contact with people and feel socially isolated	15	4	4	4	3
Total	410	100	100	100	100
<i>Missing</i>	11				
Total	421				

* The percentages shown are those with the weighting factor applied.

51% of respondents said that they had as much social contact as they wanted with people they liked, which is a significant increase from the previous year, which was 45% (preceded by 51% in 2011/12 and 43% in 2010/11). Interestingly, 51% of respondents also said this in 2011/12. It remains to be seen if there is a general trend, or if answers to this question fluctuate in different years. 33% had adequate social contact. 17% had either some social contact but not enough, or little social contact and felt socially isolated.

"I tend to do my own thing in my room. I am occasionally told to mix more with other residents; I tried to do this for three consecutive days and only met one. Out of the 20 residents, there are only about three I like to talk to."

Q8b. Do care and support services help you in having social contact with people?

Q8b Care and support services help with having social contact	Frequency	2013/14 %	2012/13 %	2011/12 %
Yes	265	65	63	61
No	140	35	37	39
Total	405	100	100	100
<i>Missing</i>	16			
Total	421			

* This question was not asked in 2010/11. The percentages shown are those with a weighting factor

65% of respondents said that care and support services helped them to have social contact with people, compared to 63% in 2012/13 and 61% in 2011/12.

Q9a. Which of the following statements best describes how you spend your time?

Q9a Leisure time	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I'm able to spend my time as I want , doing things I value or enjoy	145	36	35	37	32
I'm able to do enough of the things I value or enjoy with my time	153	38	35	35	32
I do some of the things I value or enjoy with my time but not enough	91	22	25	22	32
I don't do anything I value or enjoy with my time	20	5	5	6	5
Total	409	100	100	100	100
<i>Missing</i>	12				
Total	421				

* The percentages shown are those with the weighting factor applied.

The majority of people's responses to the question about how they spent their time were split between the "top two" options, with 36% of respondents saying "I'm able to spend time as I want, doing things I value or enjoy" and 38% saying "I'm able to do enough of the things I value or enjoy with my time". This is similar to the results in the previous two years. 5% of people said that they do not do anything they value or enjoy with their time, which is in line with previous years.

"I would like to leave my care home to go and visit my father's grave with care staff, also visit the pub a little more."

Q9b. Do care and support services help you with the way you spend your time?

Q9b Care and support services help with the way you spend your time	Frequency	2013/14 %	2012/13 %	2011/12 %
Yes	259	63	61	57
No	148	37	39	42
Total	407	100	100	100
<i>Missing</i>	14			
Total	421			

* This question was not asked in 2010/11. The percentages shown are those with a weighting factor

63% of respondents said that care and support services helped them to spend their time the way they wanted to, compared to 61% in 2012/13 and 57% in 2011/12. Whilst this is not a significant increase since 2012/13, there does appear to be a trend where positive answers to this question increase year on year.

Q10. Which of these statements best describes how having help to do things makes you think and feel about yourself?

Q10 How does having help make you feel?	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Having help makes me think and feel better about myself	251	63	53	56	50
Having help does not affect the way I think or feel about myself	114	28	37	34	35
Having help sometimes undermines the way I think and feel about myself	31	8	9	8	15
Having help completely undermines the way I think and feel about myself	6	2	2	2	1
Total	402	100	100	100	100
<i>Missing</i>	19				
Total	421				

* The percentages shown are those with the weighting factor applied.

There has been a large increase in the percentage of service users who said that having help makes them think and feel better about themselves: 63%, compared to 53% in 2012/13, 56% in 2011/12 and 50% in 2010/11.

This has been matched by a decrease in the percentage of service users who said it did not affect how they felt; 28%, compared to 37% in 2012/13. 10% said that it either sometimes undermined how they thought and felt about themselves or completely undermined this; this percentage of service users does not vary much across the years.

Comments about this included:

“My social worker went out of her way to help me, and the staff in the RVI hospital saved my life.”

“Newcastle have always been there to help with all my needs. They help with the everyday care I receive, and make sure that I am taken care of.”

“I think that I have good care and services around me, care and support.”

Q11. 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?

Q11 Way of being helped and treated	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
The way I'm helped and treated makes me think and feel better about myself	243	61	59	59	54
The way I'm helped and treated does not affect the way I think or feel about myself	130	32	33	32	38
The way I'm helped and treated sometimes undermines the way I think and feel about myself	26	7	7	8	8
The way I'm helped and treated completely undermines the way I think and feel about myself	1	0	1	2	1
Total	400	100	100	100	100
<i>Missing</i>	21				
Total	421				

* The percentages shown are those with the weighting factor applied.

Over half of all respondents to the survey said that the way they are helped and treated makes them think and feel better about themselves: 61%, compared to 59% in 2012/13 and 2011/12, and 54 % in 2010/11. 32% said it did not affect how they felt, and 7% said that it sometimes undermined how they thought and felt about themselves.

Comments about this included:

“Care workers are always polite and engage in conversation.”

“My care workers do a wonderful service as before, the help from these girls is amazing. I'd be lost without them.”

“Very well-run residential care home, friendly and helpful staff.”

“Care companies are not good. Some staff are bad. They do not wash me properly, social hours are bad, and they do what they want not what I want.”

Section 3: Knowledge and information

Q12a. In the past year, have you found it easy or difficult to find information and advice about support, services or benefits?

Q12 Ease of obtaining information	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Very easy to find	98	25	19	24	23
Quite easy to find	149	37	39	33	34
Quite difficult to find	41	10	12	11	13
Very difficult to find	20	5	7	3	3
I've never tried to find information or advice	93	23	24	29	27
Total	401	100	100	100	100
<i>Missing</i>	20				
Total	421				

* The percentages shown are those with the weighting factor applied.

23% of respondents had never tried to find information or advice about support, services or benefits. 62% said that they had found it very or quite easy, compared to 58% in 2012/13, 57% in 2011/12 and 2010/11. There has been a significant increase in the percentage of people finding it very easy to access information or advice, from 19% in 2012/13 to 25% in 2013/14.

If the people who had not tried to find information are removed from the totals, the percentage of people who had tried to find information, and had found it very or quite easy, is **81%**, with 19% finding it very or quite difficult.

We also asked our own questions at the end of the survey about how people would prefer to receive information about care and support services (Q24) and whether they had had any problems getting hold of information in the right format for them. The results are shown on the next page.

Comments on this topic included:

“As a rule, information can be found or obtained from care workers, website or my social worker.”

“It is very difficult to get people to talk to you. When you ring someone, mostly they are not available. Promises are made to ring back, but it rarely happens. Nobody seems to care or want to help.”

“Since being discharged from hospital I have not received any information about help, social workers or advice. I am totally in the dark about my care.”

Q24. How would you prefer to find out information about care and support services, benefits and so on?

Q24. How would you prefer to find out information about care and support services, benefits and so on?	Frequency	2013/14 %
Face to face	204	51
Letter	193	48
Leaflet or handbook	158	39
Telephone	51	13
Support group	35	9
Email	26	7
Something else	16	4
Online	10	3
Total	401	-
<i>Missing</i>	20	
Total	421	

* The percentages shown are those with the weighting factor applied.

The majority of respondents said they preferred to find out information about care and support services, benefits and so on either face to face, or by letter or leaflet. When people commented on another method of finding out information, it was usually to give details of a third party who found out information for them, or helped them to understand it, as shown here:

"I am blind, and not IT literate."

Other methods of finding out information	No. of people who said this
My family	12
Advocacy support services	3
At Byker Lodge	1
I have difficulties finding out information, caused by a sensory impairment	1
Face to face is best	1
I need more information about Care at Home	1
Newcastle Society for Blind People	1
My care manager or support worker	1
Welfare rights service	1
<i>Other</i>	3

Q25. Have you had any problems in getting hold of information about care and support services, such as not knowing who to talk to, or not being able to get information in the right format (such as large print)?

We asked service users to give us their comments on whether they had had any problems in getting hold of information. 18 people said they had had problems, and their comments are shown in the table below.

“It is very difficult to get people to talk to. You ring someone and mostly they are not available. Promises are made to ring back but it rarely happens. Nobody seems to care or want to help.”

Comments from people who have had problems getting hold of information	How many people said this
I have a sensory impairment and rely on my family to deal with information	2
Communication is very bad	1
I am blind and rely on spoken communication	1
I am finding it difficult to get a Special Needs Assessment	1
I do not know how to obtain information	1
I do not know what is available	1
I had problems communicating with my social worker	1
I had problems when my original social worker left and was not replaced for eight weeks	1
I have had difficulty finding information out from care providers	1
I have had difficulty getting information from Social Care Direct	1
I have had problems getting hold of information	1
I have had to persevere to find out information	1
I have never asked	1
I have not had any information about services following my discharge from hospital	1
It is difficult to get hold of people by telephone and they do not ring back.	1
It is difficult to get hold of the right person	1
It is difficult to get information about Direct Payments	1

“Getting information on what I could claim back from Direct Payments is difficult. It means I cannot contact the council about gym and music lesson fees, instead I am paying from my benefits.”

29 people commented on their preferred format for information, the type of information they wanted, or just said that they had not had any problems

Comments from people who have not had problems getting hold of information	How many people said this
I have not had any problems	24
No, I go online to find things out	2
I would be able to complete this form on the computer if it was in Word format	1
I would like more information about benefits and charges	1
I would like more information about the care worker rota	1

“I have very high IT skills and this allows me unlimited access to information.”

23 people commented said that they relied on another person or people to access information on their behalf, or that they would speak to someone else in the first instance:

If I needed to find out information, I would ask this person for help:	How many people said this
A family member	6
My social worker	6
My care worker	3
A visitor from my church	1
My neighbour	1
The staff at Byker Lodge	1
I would look on the website	1
My advocate	1
My support worker at Blue Sky Trust	1
Staff at my care home	1
The community nurse	1

“No, I think I could ask the people I go to. At the moment I'm going to Byker Lodge, I'm sure I could ask them anything if I was worried.”

“I have always been able to get the information I need about care and support all the time I have been in my care home.”

Q12b. Thinking about the care and support you receive, if you felt unsafe or were worried about something that had happened to you, who would you talk to?

Q12b Who would you talk to about your worries or if you did not feel safe?	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Family member	302	76	75	79	79
Care worker, key worker, or Personal Assistant	143	36	35	33	39
Friend, neighbour or colleague	84	21	18	22	21
Care manager or social worker	71	18	18	15	20
Manager of your care home or day service	73	18	17	21	24
Someone else	23	6	5	6	7
Don't know	12	3	2	2	1
No-one, I wouldn't say anything	5	1	1	2	2
Total	401	-	-	-	-
<i>Missing</i>	20				
Total	421				

* Respondents could choose as many options as they wanted to, so percentages do not total 100. The percentages shown are those with the weighting factor applied.

The majority of respondents (76%) said that they would tell a family member about something that had happened that worried them, or if they felt unsafe; this was also the most common answer in previous years. Most people who replied "other" told us who they would speak to, and this is shown in the table on the next page. Comments included:

"I would not be able to tell due to my lack of communication skills."
 "I would tell any of the staff."
 "I can only communicate with my family due to aphasia."

Other – who else?	Frequency 2013/14	Frequency 2012/13	Frequency 2011/12	Frequency 2010 / 11
Advocate	5			
Community psychiatric nurse (CPN)	5			
My carer	3			
Social Care Direct	3			
Counsellor	2			
Doctor (GP or doctor at a hospital)	2	1	4	0
Support worker	2	3	0	0
Sheltered housing warden / officer	2	2	2	2
Care coordinator	1			
Unable to speak	1	2	0	0
Care provider	1			
Care worker	1			
Concierge, sheltered housing office, landlord, or manager of apartment building	1	1	3	0
Consultant	1			
Housing provider	1			
Matron	1			
Nurse (such as a district nurse or specialist heart or mental health nurse)	1	1	6	2
Samaritans	1			
Social worker	1			
Support organisation such as Newcastle Society for Blind People	1	1	0	0
Tutor	1			
Total	32	26	23	24

It can be seen here that (as in previous years) medical professionals, such as doctors, nurses, and psychologists, were commonly mentioned in the context of people that service users would trust to discuss their worries or concerns about not feeling safe with. Other people mentioned were managers in the workplace, or support workers.

Q12c. If you wanted to make a complaint about the care services you receive, do you know how to?

Q12c Making a complaint	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Yes, and I feel I could if I wanted to	304	78	71	74	71
No, I do not know how to make a complaint	34	14	21	16	20
Yes, but I do not feel I could if I wanted to	54	9	8	10	9
Total	392	100	100	100	100
<i>Missing</i>	29				
Total	421				

* The percentages shown are those with the weighting factor applied.

The majority of respondents (78%, compared to 71% in 2012/13, 74% in 2011/12 and 71% in 2010/11) said that they both knew how to make a complaint, and felt that they could if they wanted to. There has been an increase in the percentage of people who replied “Yes, and I feel I could if I wanted to”. Two people commented:

“I don't feel I have enough support, as funding is being cut to many voluntary organizations. I had a lot of support from Northern Advocacy but now this has really slowed down. I am not on the internet so cannot look things up.”

“Care providers never address the issues you have, but resort to bully tactics. It has got worse in my opinion. I'm at the stage where I'm reluctant to ask for help anymore even though I know I need it. Going on my bad experience of social care, from care package to receiving it, it has caused me more emotional upset to get my physical needs met. In my opinion and experience you feel awkward to complain.”



Q12d. If you wanted to make a complaint, which of the methods below would you be most likely to use?

Q12d Preferred method of making a complaint	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Telephone	218	53	52	52	50
Via an advocate or other representative (such as a family member)	160	40	34	40	45
In person	130	32	34	30	29
Letter	70	18	16	19	15
Printed complaints form	22	6	10	11	11
Email**	21	5	8	-	-
Online complaints form**	13	3	-	-	-
Other (not specified)	9	3	0	2	2
Councillor or MP***	5	2	6	4	5
Total	401	-	-	-	-
<i>Missing</i>	20				
Total	421				

* Respondents could choose as many options as they thought applied, so percentages do not total 100. The percentages shown are those with the weighting factor applied.

** "Email" and "online complaints form" were not options in earlier surveys.

*** This was not an option in the Easy Read versions of the questionnaires.

Half of all respondents said they would prefer to complain by telephone (53%, compared to 52% in 2012/13, 52% in 2011/12 and 50% in 2010/11), with the next most popular options being complaining via an advocate or other representative such as a family member, or in person.

Most people commented that they would ask their family to deal with complaints; others said that they would speak to a care worker, care manager, or social worker. Comments included:

"I would have to ask the care worker how to make a complaint."

"My husband phones for me because I don't like phones anymore."

"The care manager of where I live is who I would talk to."

Section 4: Your health

Q13. How is your health in general?

Q13 General health*	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Very good	52	13	11	10	7
Good	100	24	25	22	25
Fair	185	45	46	46	47
Bad	58	14	14	16	17
Very bad	18	4	4	6	4
Total	413	100	100	100	100
<i>Missing</i>	8				
Total	421				

* This was question no. 17 in the questionnaires sent to people receiving residential services, and question no. 18 in the questionnaires sent to people receiving community-based services. The percentages shown are those with the weighting factor applied.

The largest percentage of respondents, nearly half (45%), described their health as “fair”, which is the same as the previous three years’ results (46% in 2012/3 and 2011/12, 47% in 2010/11). 18% described it as bad or very bad, and 37% described it as good or very good.

“I am a totally blind person and have had bowel cancer which I'm recovering from. I have also had a bypass on my heart, now I am awaiting surgery for a hernia.”

Q14. By placing a tick in one box in each group below, please indicate which statements best describe your own health state today.

a. Pain or discomfort

Q14a Pain or discomfort	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I have no pain or discomfort	149	37	34	30	29
I have moderate pain or discomfort	208	51	51	57	54
I have extreme pain or discomfort	52	13	12	14	18
Total	409	100	100	100	100
<i>Missing</i>	12				
Total	421				

* The percentages shown are those with the weighting factor applied.

Half of all respondents (51%) said that they had moderate pain or discomfort, compared to 51% in 2012/13, 57% in 2011/12 and 54% in 2010/11.

b. Anxiety or depression

Q14b Anxiety or depression	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I am not anxious or depressed	189	47	52	51	50
I am moderately anxious or depressed	186	46	43	40	43
I am extremely anxious or depressed	30	7	5	8	7
Total	405	100	100	100	100
<i>Missing</i>	16				
Total	421				

* The percentages shown are those with the weighting factor applied.

47% all respondents said that they were not anxious or depressed, which is significantly lower than 2012/13 (52%), and lower than in 2011/12 (51%) and 2010/11 (50%).

Q15. Please place a tick in the box that best describes your abilities for each of the following questions labelled from a to d.

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

Q15a Getting around indoors	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	225	54	54	57	52
I have difficulty doing this myself	122	29	32	28	32
I can't do this by myself	71	17	15	15	16
Total	418	100	100	100	100
<i>Missing</i>	3				
Total	421				

* The percentages shown are those with the weighting factor applied.

Just over half of respondents (54%) could get around easily indoors by themselves without help, which is consistent with 2012/13 (54%), 2011/12 (57%) and 2010/11 (52%). One person commented:

“Adaptations in the home are so beneficial to our everyday life. For example, we have a handrail on the staircase, and the front and back doors and shower.”

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

Q15b Getting in and out of bed	Frequency	Valid Percent*			
		2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	236	57	62	63	56
I have difficulty doing this myself	107	26	23	21	27
I can't do this by myself	71	17	15	16	17
Total	414	100	100	100	100
<i>Missing</i>	7				
Total	421				

* The percentages shown are those with the weighting factor applied.

Just over half of respondents (57%) could easily get in and out of bed by themselves without help, which is significantly lower than 2012/13 (62%), 2011/12 (63%) and higher than 2010/11(56%).

"I am unable to walk or stand and need to be hoisted everywhere."

c. Do you usually manage to feed yourself?

Q15c Feeding yourself	Frequency	Valid Percent*			
		2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	320	78	80	81	84
I have difficulty doing this myself	67	16	14	15	12
I can't do this by myself	26	6	6	5	5
Total	413	100	100	100	100
<i>Missing</i>	8				
Total	421				

* The percentages shown are those with the weighting factor applied.

Over three-quarters of respondents (78%) could easily feed themselves without help, in line with previous years' results (80% in 2012/13, 81% in 2011/12 and 84% in 2010/11).

d. Do you usually deal with finances and paperwork – for example, paying bills, writing letters – by yourself?

Q15d Dealing with finances or paperwork	Frequency	Valid Percent*			
		2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	77	19	25	28	28
I have difficulty doing this myself	74	18	16	18	13
I can't do this by myself	261	63	59	55	59
Total	412	100	100	100	100
<i>Missing</i>	9				
Total	421				

* The percentages shown are those with the weighting factor applied.

The majority of respondents (63%) said that they could **not** deal with finances or paperwork without help, in line with previous years' results (59% in 2012/13, 55% in 2011/12 and 59% in 2010/11).

Q16. Please place a tick in the box that best describes your abilities for each of the following questions labelled from a to d.

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

Q16a Washing all over	Frequency	Valid Percent*			
		2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	417	36	39	40	36
I have difficulty doing this myself	105	26	26	26	27
I can't do this by myself	161	39	35	34	37
Total	413	100	100	100	100
<i>Missing</i>	8				
Total	421				

* The percentages shown are those with the weighting factor applied.

The largest single percentage of respondents said that they could **not** easily wash all over by themselves (39%). However, the next largest said that they **could** do this without help (36%). This is a slight change from previous years' results: 39% could do this without help in 2012/13; 40% in 2011/12; 36% in 2010/11). One person commented:

“The care workers bath and dress me in the morning, without them I would have difficulty getting up at all. They help me start the day in better spirits, after the difficulty of the night when pain can keep me awake.”

b. Do you usually manage to get dressed and undressed by yourself?

Q16b Getting dressed	Frequency	Valid Percent*			
		2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	206	51	54	51	49
I have difficulty doing this myself	90	22	24	27	28
I can't do this by myself	115	28	23	22	24
Total	411	100	100	100	100
<i>Missing</i>	10				
Total	421				

* The percentages shown are those with the weighting factor applied.

Half of all respondents (51%) said that they could easily get dressed and undressed without help, in line with previous years' results (54% in 2012/13, 51% in 2011/12 and 49% in 2010/11). There has been a significant small increase in the percentage of respondents who reply "I **cannot** usually manage to get dressed and undressed by myself", from an average of 23% in the previous three years to 28% in 2013/14. One person commented:

"I have amazing care workers who look after me daily because of my arthritis and depression. They make sure I am washed, dressed, my home taken care of, and they make sure I am taken out into the community."

c. Do you usually manage to use the WC / toilet by yourself?

Q16c Using the toilet	Frequency	Valid Percent*			
		2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	275	67	72	69	68
I have difficulty doing this myself	69	17	13	17	18
I can't do this by myself	70	17	16	14	14
Total	414	100	100	100	100
<i>Missing</i>	7				
Total	421				

* The percentages shown are those with the weighting factor applied.

The majority of respondents (67%) said that they usually managed to use the toilet without help, in line with previous years' results (72% in 2012/13, 69% in 2011/12 and 68% in 2010/11).

d. Do you usually manage to wash your face and hands by yourself?

Q16d Washing face and hands	Frequency	Valid Percent*			
		2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	300	73	79	79	81
I have difficulty doing this myself	59	14	12	11	12
I can't do this by myself	56	13	9	9	7
Total	415	100	100	100	100
<i>Missing</i>	6				
Total	421				

* The percentages shown are those with the weighting factor applied.

Just under three-quarters of respondents (73%) said that they could easily wash their hands and face without help. This is a significant decrease from an average of 80% in the previous three years to 73% in 2013/14.

Section 5: About your surroundings

Q17. How well do you think your home is designed to meet your needs?

Q17 Does your home meet your needs?	Frequency	Valid Percent*			
		2013/14 %	2012/13 %	2011/12 %	2010/11 %
My home meets my needs very well	262	63	60	59	56
My home meets most of my needs	109	27	32	31	34
My home meets some of my needs	40	10	7	7	8
My home is totally inappropriate for my needs	2	1	2	3	2
Total	413	100	100	100	100
<i>Missing</i>	8				
Total	421				

* The percentages shown are those with the weighting factor applied.

Over half of respondents (63%) said that their home met their needs very well, in line with previous years' results (60% in 2012/13, 59% in 2011/12 and 56% in 2010/11). Whilst this is not a significant increase, there does appear to a trend of year-on-year small increases in the percentage of respondents who say this. It is not immediately apparent why this is. One person commented:

"My house is perfect and I'm so pleased I have a walker to get about the house."

Q18. Thinking about getting around outside of your home, which of the following statements best describes your present situation?

Q18 Getting around in your local area	Frequency	Valid Percent*			
		2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can get to all the places in my local area that I want	128	32	34	39	35
At times I find it difficult to get to all the places in my local area that I want	93	23	24	26	24
I am unable to get to all the places in my local area that I want	93	23	20	20	22
I do not leave my home	90	22	22	20	19
Total	404	100	100	100	100
<i>Missing</i>	17				
Total	421				

* The percentages shown are those with the weighting factor applied.

The largest single percentage of respondents (32%) said that they could get to all the places in their local area that they wanted to, which is slightly lower than previous years' results (34% in 2012/13, 39% in 2011/12 and 35% in 2010/11). However, this means that 68% of respondents had difficulty doing this, could not get to all the local places they wanted to go to, or did not leave their homes. Two people commented:

"I had a lot of support from Northern Advocacy but now this has really slowed down. Since funding was cut, I don't leave the house and don't know how to get other support."

"I have a reasonable social life. I manage to get round using the care bus, as I find it difficult to use public transport."

Section 6: About you and the help you receive

Q19. Do you receive any practical help on a regular basis from your husband or wife, partner, friends, neighbours or family members?

Q19 Practical help from others	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
a. Yes , from someone who lives in another household	214	52	57	53	53
b. Yes, from someone living in my household	167	41	34	40	40
c. No , I do not receive any help	64	16	19	20	18
Total	408	-	-	-	-
<i>Missing</i>	13				
Total	421				

* Respondents could choose both 'yes' options if this applied to them, so percentages do not total 100. The percentages shown are those with the weighting factor applied.

A significantly lower percentage of respondents than in 2012/13 replied "I receive practical help from someone living in another household": 52%, compared to 57% in 2012/13. A much higher percentage replied "I receive significant help from someone living in another household" (41%) than in 2012/13 (34%).

Q20. Do you buy any additional care or support privately or pay more to 'top up' your care and support?

Q20 Purchase additional care and support	Frequency	Valid Percent*	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Yes, with my own money	101	26		27	24	30
Yes, my family pays for this	41	10		7	8	6
No , I do not have any additional care or support	270	67		68	72	65
Total	404	100		-	-	-
<i>Missing</i>	17					
Total	421					

* Respondents could choose both 'yes' options if this applied to them, so percentages do not total 100. The percentages shown are those with the weighting factor applied.

The majority of respondents (67%) did not buy in any additional care and support services, either with their own money, or with their family paying for it, which is in line with previous years' results (68% in 2012/13, 72% in 2011/12 and 65% in 2010/11).

Three people commented on help they received or paid for:

“I receive care four times per day with two carers each visit. I have a friend who lives in the flat before me, she sees to all my other needs such as meals, feeding, cleaning the flat, laundry, shopping etc. While I do have a wheelchair, we are surrounded by hills and cannot get anywhere without a taxi. I am unable to walk or stand and need to be hoisted everywhere.”

“I have a new cleaner, my next door neighbour. She does eight hours a week and I have been paying her out of my direct payments”

“My daughter receives a fund which she uses for domestic help or a sitting service. This helps her as she cares for me.”

Q21. Did you write the answers to this questionnaire by yourself or did you have help from someone else?

Q21 Did you have help?	Frequency	2013/14 %	2012/13 %	2011/12 %	2010/11 %
No, I had help from someone living outside my household	149	35	36	32	33
No, I had help from a care worker	92	22	30	30	31
Yes, I wrote the answers myself	91	22	20	20	16
No, I had help from someone living in my household	83	20	14	18	20
Total	415	100	100	100	100
<i>Missing</i>	6				
Total	421				

* The percentages shown are those with the weighting factor applied.

The largest percentage of respondents (35%), had help with writing their answers in the questionnaire from someone living outside their household, which is in line with previous years. 22% did not have help from anyone else, which is a significant decrease compared to the previous three years, when on average this figure has been around 30%. One person commented:

“My husband is unable to write so we've answered the survey together.”

Q22. What type of help did you have?

Q22 Help with questionnaire	Frequency	Valid Percent*			
		2013/14 %	2012/13 %	2011/12 %	2010/11 %
Someone else read the questions to me	211	46	44	43	41
Someone wrote down the answers for me	172	36	36	36	37
None , because I wrote the answers myself	134	22	28	27	31
I talked through the questions with someone else	125	26	26	23	26
Someone else translated the questions for me	73	15	15	11	14
Someone answered for me , without asking me the questions	40	12	9	7	7
Total	473	100	-	-	-
<i>Missing</i>	24				
Total	497				

* Respondents could choose as many options as applied to them, so percentages do not total 100. The percentages shown are those with the weighting factor applied.

The largest percentage of respondents (46%) had had someone else read the questions to them, which is line with previous years' results. Of some concern is the fact than 40 people (12%) had had someone else answer for them, without asking them the questions. This has been an issue in the past three years, when around 8% of people who returned questionnaires had had this done for them.

"I, the wife of the person who was sent the questionnaire, have completed this form with as much help as he was able to give me. He suffers from dementia and depression, and is also deaf, so it has not been easy."

"As my brother has vascular dementia, I have had to answer the questions to the best of my ability, I hope this helps."

"I am very deaf and I didn't really understand the questions."

Section 7: About local services

Q23 In the past year, do you think Newcastle City Council's care and support services have got better, worse, or stayed the same?

Q23 In the past year, do you think Newcastle City Council's care and support services have got better, worse, or stayed the same?	Frequency	2013 / 14 %
Better	78	20
Stayed the same	279	71
Worse	35	9
Total	392	100
<i>Missing</i>	29	
Total	421	

* The percentages shown are those with the weighting factor applied.

The majority of people who took part in the survey said that they thought Newcastle City Council care and support services had stayed the same over the past year. Of those who did not think this, the largest percentage (20%) thought that services had got better.

We asked people if they had any comments about this. They replied as follows:

Comments from people who described how services had got better	Themes from comments
I am now getting more care and support	3
Direct Payments have been a big improvement	1
Happy now that I have the same care workers each time	1
I have received more help in Newcastle than where I previously lived	1
Social work staff went the extra mile for me	1
The care workers have become more approachable	1

Comments from people who described how services have stayed the same	Themes from comments
Services have stayed the same	7
Service standards are consistent	2
I am now getting a slightly higher direct payment	1
Services have been very helpful	1

“The dramatic improvement has been getting Direct Payments, which has made it possible to employ a Personal Assistant. In so many ways this has made an outstanding improvement in our quality of life.”

Comments from people who described how services had got worse, or who were not happy with aspects of their services	Themes from comments
Not happy about changes	
Not happy with closure of Harehills	4
Not happy with change of care provider	3
I feel I was not properly consulted about services being withdrawn	2
Changes in services were handled badly	1
Not happy with lack of communication	
No contact from social worker	2
Communication within care providers is non-existent	1
I feel I am being ignored	1
I have less contact now about whether my care meets my needs	1
Now I do not have an allocated social worker, I have to ring Care Direct, and it is difficult to make myself understood on the phone	1
Still waiting to hear about when I will be reassessed	1
Not happy with charges	
Not happy with having to pay charges when I am on holiday	2
Not happy with capping-related extra charges.	2
Not happy with care at home services	
Not happy with lack of continuity with staff and visiting times	3
Not happy that care workers smell of cigarette smoke	1
It takes too long for changes to the care plan to be implemented	1
My care services have let me down by not following my care package	1
I need more hours than I am getting	1
Not happy with agency staff	1
Not happy with other aspects of services	
I cannot get my door intercom repaired and am not happy with the alternative being offered	1
Not happy because I can no longer go to a mental health hospital for respite when unwell	1
Not happy with reduced evening activities	1
Services are worse due to cutbacks	1
There are fewer facilities and staff now	1

“Although Dad enjoys Byker Lodge and the staff are excellent, the difference between this and Harehills is not so good, especially as there are no trips out. These used to give him the chance to get out and about and have a change of scene. Although activities are good now, it is always the same and not as much variety as it was.”

General comments about care and support services	Themes from comments
I am happy with my services	11
I am happy with the commitment shown by my care worker	3
I am happy with the attitude of staff	3
Happy with Care at Home staff, but not with agency staff	1
Happy with Personal Independence Payments	1
Happy with staff timekeeping	1
I am happy with the commitment shown by my social worker	1
I am pleased that my mother is still getting care and support despite the cuts	1
I am happy with my care home	1
I need advice and support about home equipment and adaptation	1
I do not have contact with Newcastle City Council	1
Social care helps to keep my home clean	1
The care I receive meets all my needs	1
<i>Other</i>	4
<i>No comment</i>	2
<i>I have used the services for less than a year, or do not receive many services</i>	13

What people told us

Q27. If you would like to tell us anything else about your life, about the services you receive, or about any of the issues raised in this questionnaire, please write this down in the space below.

We asked people if there was anything else they wanted to say about their care services, quality of life, or anything else they wanted to discuss. Their comments have been grouped together as follows:

- Comments about **care services**: positive, negative, and mixed
- Comments about **quality of life**: positive, negative, and mixed
- Comments about **other help** that people have, or would like to have
- Comments from **carers** who helped the person they care for to complete the questionnaire

Most people were positive about their care and the difference it makes to their lives. Most complaints were received about care at home services, in particular, when people do not have continuity of care workers, and changes are not well communicated.

Care services – positive comments

Care services – positive comments	Number of people who commented on this (N = 33)
I am happy with how my care workers look after me	5
I am happy with my care home	4
I am happy with the home equipment service	2
I am very grateful to Newcastle City Council for my care and support services	2
Having a personal budget or Direct Payments has enabled me to employ a personal assistant	2
Care and support services help me to have a social life	1
Happy that Newcastle City Council tackled issues with care provider	1
Happy with how Newcastle are providing social care and support services	1
Having a personal assistant has improved quality of life for me and my carer	1
I am happy with my day centre	1
I am very happy with my social worker	1
I appreciate explanations of what is happening with my health	1
I appreciate help to attend appointments	1

“If I didn't have my care workers I would not be living on my own and going out. I have a perfect home because Newcastle City Council made it ideal for all my problems. I thank you all for helping me live my life again, as I was just existing in my room, rotting away.”

I appreciate help to deal with paperwork	1
I appreciate help to take part in social activities	1
I could not live at home without care and support services	1
I value the personal relationship I have with my personal assistant	1
It would be good for care service users to have some input into praising or rewarding good care workers	1
My care and support benefits enable me to get out of the house and enjoy myself more	1
My care workers help me eat and wash	1
My family and I would be unable to have a normal life if I did not have my care workers	1
My personal budget enables me and my wife to have a short break	1
Services have improved recently	1

Care services – mixed comments

Care services – mixed comments	Number of people who commented on this (N = 4)
I am happy with my care staff but not with the care provider	1
I am happy with one of my care at home providers but not the other	1
I am happy with some services but not others	1
I did not know I was receiving care and support services	1

Care services – negative comments

Care services – negative comments	Number of people who commented on this (N = 23)
I am not happy with the lack of continuity of care workers	5
I am not happy with the quality of the care at home being provided	5
I am not happy with the arrangements for paying for my care	1
I am not happy with the reablement service	1
I am reluctant to ask for the services I need because of prior bad experiences	1
I did not get the help I needed when I came out of hospital	1
I do not feel listened to when my care services are arranged	1
I feel that care providers conceal the truth when inspections occur	1

“I regularly have between four to seven care workers a week. I have to tell them the routine, as there are constantly new people. I’m exhausted.”

Quality of life – positive comments

Quality of life – positive comments	Number of people who commented on this (N = 6)
I am happy	2
I am happy with my house and can get around it with a walker	1
I enjoy life if I can get out of my house	1
I have made friends at my care home	1
I have no problems at present	1

“I enjoy life as long as I can get out and about, even though I am disabled.”

Quality of life – negative comments

Quality of life – negative comments	Number of people who commented on this (N = 12)
My home does not meet all my needs	2
Cuts to voluntary organisations are making it difficult for me to get support	1
I am lonely following my spouse going into care	1
I am not happy at how my family manage my finances	1
I have limited possibilities for socialising in my residential care facility	1
I have many health problems	1
I have no social life due to Harehills Resource Centre closing	1
I need cheaper transport so that I can visit my family elsewhere	1
I need someone to talk to about my problems	1
I suffer from social isolation due to being a lone parent and having mental health problems	1
My movement is limited because I cannot weight bear	1

“I am 92 and until a month ago my husband lived in the house with me. He is now in hospital for the foreseeable future. Because of this I feel lonely. I am trying to get used to being alone in the house.”

Other help that people have

Other help that people have	Number of people who commented on this (N = 10)
I could not live at home without support from my family	1
I have a private cleaner to keep my home clean	1
I am happy with Direct Payments because I can pay my neighbour to do some cleaning for me	1
I needed help to complete the questionnaire because I am deaf	1
I pay for some private help with cleaning and shopping	1
I use a care bus	1
My carer receives financial support which she uses to pay for more support for me	1
My children and grandchildren stay in contact with me	1
My family help me with day to day tasks	1
Shopmobility helps my carer	1

“If my brother and his girlfriend did not do my shopping, and my brother did not do my washing, I would be in hospital.”

Other help that people would like

Other help that people would like	Number of people who commented on this (N = 10)
I want to move to independent supported living	1
I prefer talking to people to get information	1
I would like a review of my Motability requirements	1
I would like an allocated social worker	1
I would like to go out of my care home more	1
I would like to have more company	1
I would like to live in a ground floor flat	1
I would like to sit out in the garden more	1
More care services would keep the person being cared for out of residential care and save money	1
Not everyone can use the internet to look things up	1

“I currently live in a ground floor flat and would very much like to live in a property where there is no one living above me.”

Comments from carers

Several carers who had helped the person who was sent the questionnaire complete it took the chance to give us their views.

Comments from carers	Number of people who commented on this (N = 22)
I have answered the questionnaire on behalf of the person I care for	5
I have helped the person I care for complete the questionnaire	3
We do not understand the system of charging for care	2
Family carers need more support than they are getting	1
I am happy with my husband's care services	1
I am happy with my wife's care home	1
I need some support to access benefit entitlements	1
I am sad that my wife suffers with dementia	1
I keep an eye on the staff at the care home	1
I would like to be able to help more with the finances of the person I care for	1
More care services would keep the person being cared for out of residential care and save money	1
The person we care for gets support from a support organisation	1

Comments from carers	Number of people who commented on this (N = 22)
We are happy knowing that our mother has a good care worker	1
We believe the person we care for should be eligible for the Falls Clinic	1
We try to make sure the person we care for gets enough social contact	1

“I think my mam has been left in good hands with her care worker, we feel we can relax when she is seeing to our mam. My mam and her care worker know what way my mam ticks, also she is comfortable with the care worker, so we can relax and not panic, they have a good bond together. Thanks.”

“Finance is of concern to us, not because we cannot afford it, but because we cannot always understand the logistics of the situation. For example, the care company makes a charge to the council for the number of hours provided. Even when some weeks differ from others, we have to pay a set amount each month. Some variation often occurs, for example one care worker instead of two arrives, and I have to help. I should not have to pay for this, but I am told any clients have to wait until the end of contract to be refunded. I did not expect to have to pay the council for care not given while we were on holiday in Scotland! Nothing in my care plan from the council explains this, although they insist my social worker should have explained the payment system more fully.”

About the respondents

1. Types of questionnaire

There are four different questionnaires used in the survey. Please note that these do not correspond to the four strata, as the person's age does not determine what type of questionnaire they are sent; questionnaires are sent out based upon where the person lives and whether they have a learning disability. The percentages of people who responded using them are as follows:

Types of questionnaire	Number sent out	Number returned	%	%	%
			2013/14 response	2012/13 response	2011/12 response
1 Questionnaire for residents in their own home	673	244	36	41	34
2 Questionnaire for residents in care homes	407	114	28	34	27
3 Questionnaire for adults with a learning disability in their own homes	141	56	40	52	36
4 Model questionnaire for adults with a learning disability in residential care	14	7	50	35	8
Total respondents and non-respondents	1235	421	-	-	-

The majority of questionnaires returned were questionnaires sent to people receiving community-based services (living in their own homes). The highest response rates were received from adults with learning disabilities

2. Gender

Gender	Frequency	2013 / 14 %	2012 / 13 %	2011/12 %	% in sample	% in population
Male	177	42	41	37	42	41
Female	244	58	59	63	58	59
Total	417	100	100	100	100	100

The majority of respondents were female (58%), in line with the proportions of men and women in the sample.

3. Age

Age groups	Frequency	2013 / 14 %	2012 / 13 %	2011/12 %	% in sample	% in population
18-24	17	4	4	3	4	4
25-34	32	8	5	6	7	7
35-44	19	5	4	4	6	6
45-54	37	9	11	8	8	9
55-64	48	11	15	13	11	10
65-74	48	11	14	11	12	12
75-84	109	26	22	27	28	23
85 and over	111	26	27	29	24	30
Total	421	100	100	100	100	100

The majority of respondents (63%) were aged 65 and over. The percentage of respondents in the different age groups was in line with the proportions of people in these groups in the sample.

4. Ethnic origin

Ethnic origin	Frequency	2013 / 14 %	2012 / 13 %	2011/12 %	% in sample
White	401	95	94	96	96
Asian or Asian British	8	2	2	2	2
Black or Black British	4	1	0	1	2
Not stated	8	2	1	1	0
Other	0	0	0	1	0
Mixed	0	0	1	0	0
Chinese	0	0	1	0	0
Total	413	100	100	100	100

The majority of respondents were from a White background (95%). The percentages of respondents in the different ethnic groups were in line with the proportions of people in these groups in the sample.

5. Religion

Religion	Frequency	2013 / 14 %	2012 / 13 %	2011/12 %	% in sample
Christian	193	85	87	90	85
None	22	10	10	7	9
Jewish	4	2	0	1	1
Muslim	3	1	2	2	2
Other	2	1	1	1	1
Hindu	2	1	0	0	1
Buddhist	1	0	0	0	1
Sikh	1	0	0	0	0
Total	228	100	100	100	100
<i>Missing</i>	193		-	-	-
Total	421		-	-	-

The majority of respondents about whom we had information on their religion said that their religion was Christian (85%). The percentage of respondents who said they followed different religions, or none, were in line with the proportions of people in these groups in the sample.

Primary client groups

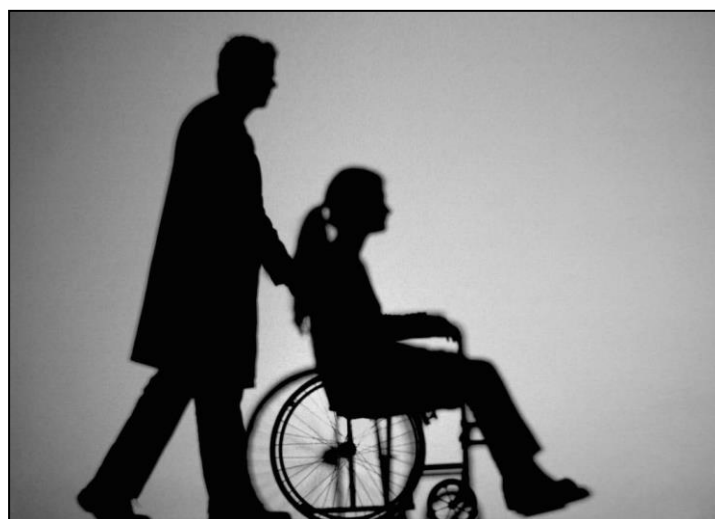
Primary client groups	Frequency	2013 / 14 %	2012 / 13 %	2011/12 %	% in sample	% in population
Physical disability, frailty and / or sensory impairment	277	66	64	72	62	58
Mental health	66	16	21	11	22	21
Learning disability	67	16	13	15	14	17
Substance misuse	6	1	1	1	2	1
Vulnerable people	5	1	2	1	2	2
Total	421	100	100	100	100	100

The majority of people belonged to the client group “Physical disability, frailty and / or sensory impairment” (66%). The percentage of respondents in the different client groups were in line with the proportions of people in these groups in the sample.

6. Types of care services received by respondents

It is difficult to determine the extent to which respondents are representative of the wider population in terms of the services they receive, as many respondents received more than one type of service (88 people; 21% of all respondents), giving many different possible combinations. If we consider this in terms of the individual services and how many people receive them, the table below shows that the respondents were generally representative of the people in the sample in terms of how many of them received each type of service.

Type of care	Frequency	Percent %	% of people in the sample receiving this service	Difference: response / sample
Home care	209	50	43	+7
Residential care	87	21	22	-1
Direct Payments	66	16	14	+2
Day care	41	10	9	+1
Professional support	35	8	11	-3
Equipment or home adaptations	34	8	6	+2
Personal budgets	32	7	7	0
Nursing care	30	7	12	-5
Meals at home	11	3	4	-1
Short-term residential care	5	1	1	0
Other services	0	0	0	0



Appendix 1 – Questions asked, and information about respondents

Questions

Section 1: Overall satisfaction with your social care and support

1. Overall, how satisfied are you with the care and support services you receive?

Section 2: Your quality of life

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?

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

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

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

4a. Thinking about your personal care, by which we mean being clean and presentable in appearance, which of the following statements best describes your situation?

4b. Do care and support services help you in keeping clean and presentable in appearance?

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

5b. Do care and support services help you to get food and drink?

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

6b. Do care and support services help you in keeping your home clean and comfortable?

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

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

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

8b. Do care and support services help you in having social contact with people?

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

9b. Do care and support services help you in the way you spend your time?

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

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?

Section 3: Knowledge and information

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

12b. Thinking about the care and support you receive, if you felt unsafe or were worried about something that had happened to you, who would you talk to?

12c. If you wanted to make a complaint about the care services you receive, do you know how to?

12d. If you wanted to make a complaint, which of the methods below would you be most likely to use?

Section 4: Your health

13. How is your health in general?

14. By placing a tick in one box in each group below, please indicate which statements best describe your own health state today.

- a. Pain or discomfort
- b. Anxiety or depression

15. Please place a tick in the box that best describes your abilities for each of the following questions labelled from a to d.

- a. Do you usually manage to get around indoors (except steps) by yourself?
- b. Do you usually manage to get in and out of a bed (or chair) by yourself?
- c. Do you usually manage to feed yourself?
- d. Do you usually deal with finances and paperwork- for example, paying bills, writing letters – by yourself?

16. Please place a tick in the box that best describes your abilities for each of the following questions labelled from a to d.

- a. Do you usually manage to wash all over by yourself, using either a bath or shower?
- b. Do you usually manage to get dressed and undressed by yourself?
- c. Do you usually manage to use the WC / toilet by yourself?
- d. Do you usually manage to wash your face and hands by yourself?

Section 5: About your surroundings

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

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

Section 6: About you

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

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

21. Did you write the answers to this questionnaire by yourself or did you have help from someone else?

22. What type of help did you have?

Section 7: About your care and support, information, and personal safety

23. In the past year, do you think Newcastle City Council care and support services have got better, worse or stayed the same? Could you tell us a bit more about this?

24. How would you prefer to find out information about care and support services, benefits and so on?

25. Have you had any problems in getting hold of information about care and support services, such as not knowing who to talk to, or not being able to get information in the right format (such as large print)? If so, please tell us here:

26. Could you tell us which of the following aspects of your life help you to feel safe in your home?

27. If you would like to tell us anything else about your life, about the services you receive, or about any of the issues raised in this questionnaire, please write this down in the space below.

28. Would you be happy to be invited to take part in more research?

Please tick this box if you would like to receive information about the findings of this survey.

Information known about the people in the sample (metadata)

1. Gender
2. Age
3. Ethnicity
4. Religion
5. Primary client group (physical disability, frailty and sensory impairment; mental health; learning disability; substance misuse; vulnerable people)
6. Care and support services being received:
 - a. Residential care
 - b. Nursing care
 - c. Day care
 - d. Meals at home
 - e. Short-term residential care (but not respite care)
 - f. Direct payment
 - g. Personal budget
 - h. Professional support
 - i. Equipment or adaptations
 - j. Other services

Appendix 2 – ASCOF Indicators

The data return sheet provided by the NHS Information Centre calculates the ASCOF Quality of Life Indicators as follows:

Weighted Results	Numerator	Denominator	Indicator	2012/13	2011/12
(1A) Social care - related quality of life	82740.1	4283.9	19.3	19.2	19.4
(1B) The proportion of people who use services who have control over their daily life	3526.1	4599.4	77%	78.6%	79.7%
(1I) Proportion of people who use services and carers, who reported that they had as much social contact as they would like** ***	2322.6	4576.1	51%	-	-
(3A) Overall satisfaction of people who use services with their care and support	2922.6	4542.6	64%	62.7%	68.6%
(3D part 1) The proportion of people who use services who find it easy to find information about services***	2763.1	3446.6	80.2%	72.0%*	80.3%
(4A) The proportion of people who use services who feel safe	3222.2	4645.5	69%	71.6%	71.7%
(4B) The proportion of people who use services who say that those services have made them feel safe and secure	3547.1	4575.6	78%	74.1%	70.2%

* Note that this figure is not comparable to the 2011/12 and 2013/14 figures, as the 2012/13 figure contains the views of carers from the 2012/13 survey.

** Indicator 1L about social contact is new for 2013/14

*** These are the final figures, calculated using weighted data from the Newcastle Social Care Users Survey 2013/14, and the Newcastle 2012 Carers Survey, according to the official guidance.

ASCOF Definitions

(1A) Enhancing quality of life for people with care and support needs

This measure represents an average quality of life score for a person based on the responses of those that completed the Adult Social Care Survey. It is a composite measure using responses to questions from the survey covering eight domains: control, dignity, personal care, food and nutrition, safety, occupation, social participation and accommodation.

These questions and the domains they cover are shown here:

Qn	Question	Domain
3a	Which of the following statements best describes how much control you have over your daily life?	Control
4a	Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?	Personal care
5a	Thinking about the food and drink you get, which of the following statements best describes your situation?	Food
6a	Which of the following statements best describes how clean and comfortable your home is?	Accommodation
7a	Which of the following statements best describes how safe you feel?	Personal safety
8a	Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?	Social life
9a	Which of the following statements best describes how you spend your time?	Occupation
11	Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?	Dignity

Numerator: Each respondent is assigned a score based on their answers to questions 3 to 9, and 11. Each of the questions has four answers which are equated with having either no unmet needs in a specific life area or domain, having needs adequately met, having some needs met and having no needs met. The scores are assigned as follows:

- No needs met (the last answer option for each question) = 0
- Some needs met (3rd answer option) = 1
- Needs adequately met (2nd answer option) = 2
- No unmet needs (1st answer option) = 3

The numerator is then a sum of the scores for all respondents who have answered questions 3 to 9 and 11. Those respondents who were sent the version of the questionnaire for people with learning disabilities will be treated in the same way, as this questionnaire has been designed to be equivalent to the non-learning disabilities version.

Denominator The number of respondents who answered all the questions 3a to 9a and 11.

Exclusions Any respondents who failed to answer all the questions 3a to 9a and 11 are excluded from the calculation of the indicator. For example, a

respondent who answered questions 3a to 8a and 11 but did not answer Q9a will be excluded from the indicator calculation.

The calculation table for 2013/14 is:

	No unmet needs	Needs adequately met	Some needs met	No needs met	Total
Q3a	1554.9	1765.9	789.5	173.5	4283.9
Q4a	2490.6	1561.2	177.9	54.2	4283.9
Q5a	2774.5	1244.0	210.5	54.9	4283.9
Q6a	2943.9	1162.3	134.2	43.5	4283.9
Q7a	2973.8	1054.5	187.2	68.5	4283.9
Q8a	2152.5	1429.1	546.3	156.1	4283.9
Q9a	1493.0	1643.9	936.3	210.6	4283.9
Q11	2618.7	1376.3	278.3	10.6	4283.9
Total	19001.9	11237.1	3260.3	772.0	4283.9

Score	57005.6	22474.3	3260.3	0
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Numerator	Denominator	1A
82740.1	4283.9	19.3

(1B) The proportion of people who use services who have control over their daily life

Enhancing quality of life for people with care and support needs.

People manage their own support as much as they wish, so that they are in control of what, how and when support is delivered to match their needs.

Numerator In response to Question 3, 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 who respond to the question.

(1I) The proportion of people who use services and their carers who have as much social contact as they would like

Enhancing quality of life for people with care and support needs.

There is a clear link between loneliness and poor mental and physical health. A key element of the Government’s vision for social care is to tackle loneliness and social isolation, supporting people to remain connected to their communities and to develop and maintain connections to their friends and family. This measure will draw on self-reported levels of social contact as an indicator of social isolation for both users of social care and carers.

Where, for 1I part 1 (users):

Numerator: In response to Question 8a of the ASCS, those individuals who selected the response “I have as much social contact as I want with people I like”.

Denominator: All those that responded to the question.

For both the numerator (X) and denominator (Y), weighted data should be used to calculate the measure.

For 1I part 2 (carers)

Numerator: The sum of all those who in response to question 11 of the Carers Survey, selected the response “I have as much social contact as I want with people I like”.

In years where the Carers Survey has not been completed (since this is initially a biennial collection), the most recent value for the carers element should be carried over and counted in the second of these parts in the numerator. In these years, only the changes in the service user element (drawn from the ASCS) will be identifiable.

Denominator: The sum of all those that responded to the above question of the Carers Survey.

(3A) Overall satisfaction of people who use services with their care and support

Ensuring people have a positive experience of care and support.

People who use social care and their carers who are satisfied with their experience of care and support services.

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 who responded to the question.

(3D part 1) The proportion of people who use services who find it easy to find information about services

Ensuring people have a positive experience of care and support.

People know what choices are available to them locally, what they are entitled to, and who to contact when they need help.

Numerator In response to Question 12, those individuals who selected the response “Very easy to find” and “fairly easy to find”.

Denominator All those who responded to the question.

(4A) The proportion of people who use services who feel safe

Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm.

Numerator In response to Question 7, those individuals who selected the response “I feel as safe as I want”.

Denominator All those who responded to the question.

(4B) The proportion of people who use services who say that those services have made them feel safe and secure

Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm.

Numerator In response to Question 7b, those individuals who selected the response “yes”.

Denominator All those who responded to the question.

Standard questionnaire	%	Easy Read questionnaire	%	Combined	%
I am extremely satisfied		I am very happy with the way staff help me, it's really good		I am extremely or very satisfied	
I am very satisfied					
Subtotal					
I am quite satisfied		I am quite happy with the way staff help me		I am quite satisfied	
I am neither satisfied nor dissatisfied		The way staff help me is OK		I am neither satisfied nor dissatisfied	
I am quite dissatisfied		I do not think the way staff help me is that good		I am quite dissatisfied	
I am very dissatisfied		I think the way staff help me is really bad		I am extremely or very dissatisfied	
I am extremely dissatisfied					
Subtotal					