

Newcastle Wellbeing, Care and Learning: Social Care User Experience Survey 2014 / 2015



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

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Introduction

Purpose of the survey

This report presents the findings for Newcastle City Council from the statutory national 2014/15 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, 2012/13 and 2014/15 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. 65.

This report focuses upon the key findings from the mandatory questions, and our own questions from the 2014/15 survey, and how they compare to the 2010/11, 2011/12, 2012/13, and 2013/14 surveys. It should be noted that in 2014/5, the sampling method changed slightly, as a consequence of the move from RAP (Referrals, Assessments and Packages of care) to SALT (Short And Long Term support).

A subsequent report will compare the findings for Newcastle to those for the UK as a whole in 2014/15, once this information is available.

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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).

The change from RAP to SALT, and consequences for analysis

Since the survey began in 2010/11, the sampling method for the annual Adult Users of Social Care and Support Services has been to select a random stratified sample from a list of all who were receiving care and support services from Newcastle Adult Services, during the period 1st September – 31st December 2013 (the “eligible population”).

Prior to 2014, the criteria for someone appearing in the list of “those receiving services in this time period” was defined “being in receipt of LA-funded services following a full assessment of need ...the same group of individuals who would have been eligible for inclusion in a ‘snapshot’ of table P1 of the RAP return”. From 2014 onwards, RAP has been replaced by the SALT system of reporting. The NHS Information Centre, which decides the methodology used to run the survey, describes these changes as follows (slightly paraphrased from the official survey guidance):

“The eligible population for the ASCS will change from a snapshot of table P1 to the most closely comparable SALT table, LTS001b. To be included in LTS001b a service user must, at the point that data are extracted from LA systems, be **in receipt of long-term support services funded or managed by the LA following a full assessment of need.**”

Therefore, the population covered by the survey has changed as follows (paraphrased from the official survey guidance):

- Service users whose only services are the **provision of equipment, professional support, or short-term residential care** are no longer included in the survey, with the single exception of service users receiving professional support for **mental health** needs, even where this support is the only service they receive.”
- **Full-cost clients** (those who pay for the full costs of their services, but whose care needs are assessed and supported through the LA) are now included in the survey.

The guidance also comments that this may improve comparability between local authorities’ survey results, as there has been “inconsistency in whether or not councils included some of the individuals listed in bullet point 1 above in RAP – particularly those in receipt of reablement services”.

The effects of this change in the sampling method upon the survey results are still being determined. The NHS Information Centre intends to “seek to understand the impact on the time-series at a national level, and will publish any findings as an appendix to the final Official Statistics report on the survey data for 2014-15”. The question facing both the NHSIC and local authorities is:

“If the results obtained for a given question are different compared to those from the previous survey in 2013/4, to what **extent** is this due to a change over time, and to what extent is it due to the change in the types of people who are included in the survey?”

Whilst we await the results of the NHSIC’s national analysis, this report points out the differences between the 2014/15 survey results, and those obtained in previous years. It does not, however, indicate whether these are “significant changes”, as this is impossible to determine without knowing whether the difference is due to a rise or fall in services users’ satisfaction since the previous year, or due to the removal of some individuals from the survey, and their replacements with others (whose satisfaction with services may be markedly different). The author recommends that these findings should not be reported without an explanation of this change in the sampling method being provided at the same time.

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 2014 (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 2014/15, as in 2011/12, 2012/13 and 2013/14, 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 2013/14. Out of a total of 4,327 people in the eligible population, we drew a total sample of 1,075. One person in the survey was a replacement for another person who was removed from the original sample because they had died very shortly before the survey began. Questionnaires were sent out on 26 January 2015, with reminders going out on 9 February. The fieldwork period for the entire survey was 26 January to 20 March 2015. 76% responded to the original questionnaire, and 24% responded to the reminder.

Responses and margin of error

We received **400** returned questionnaires out of **1,075** sent out, giving a response rate of **37%**. Of people who did not take part, 9% 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 +/- 4.7 percentage points, given that the total number of service users we drew our random sample from was 4,327. 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 4,327 people who are receiving care and support services from Newcastle City Council, to within 4.7 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 36.2%, so the “true” figure for the population as a whole lies between 31.5% - 40.9% (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 2015, nearly everyone who took part in the survey did so by returning a questionnaire, apart from one person who had a telephone interview, and two people who had face-to-face interviews. The majority had help from another person, such as a friend or family member, to complete the questionnaire (see p.54 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 2014/15 there were ten people known to have sensory impairments (not including people requiring large print). Where possible, we checked with their support workers 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. One person asked to be sent an audio cassette; others preferred to be sent a printed form to complete with another person's assistance.

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 (there was also the option for them to participate by having a friend or family member translate the printed form for them, and record their answers). 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. No-one chose to take up this option.

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 Johanne Slater, 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

We received **400** returned questionnaires out of **1,075** sent out, giving a response rate of **37%**. 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. As in previous years, the most common ways in which service users said that care and support services helped them were either with the quality of their lives, with control over their daily lives, or with their personal safety.

There are several differences between levels of satisfaction, or responses to questions about people’s quality of life, since the survey was last run in 2013/14. As noted previously, it is difficult to be certain whether these differences are due to a change over time, or a change in the types of people who are included in the survey sample. With this caveat in time, this section presents those differences between the 2013/14 and 2014/15 results which are larger than the margin of error for the 2014/15 survey, and which would therefore be considered a statistically significant change if the sampling method had not been altered.

Key Findings – Differences

Satisfaction with Services

- ASCOF 3A – Overall satisfaction:** A smaller percentage of service users with a learning disability replied with the most positive response: “I am very happy with the way staff help me, it’s really good” compared to 2013/14; 69% compared to 77%. There was a matching increase in the percentage who replied by choosing the next most positive response: “I am quite happy with the way staff help me” (equivalent to “quite satisfied”): 28%, compared to 20% in 2013/14. It should be noted that the total number of people with learning disabilities in the survey is relatively small, and that therefore this percentage often changes from year to year.

- How the way people are helped and treated makes them feel:** More respondents in 2014/15 replied “The way I am helped and treated makes me feel better”: 61% compared to 66% in 2013/14. (This is not an indicator, but is included here to illustrate further people’s feelings about their care and support.)

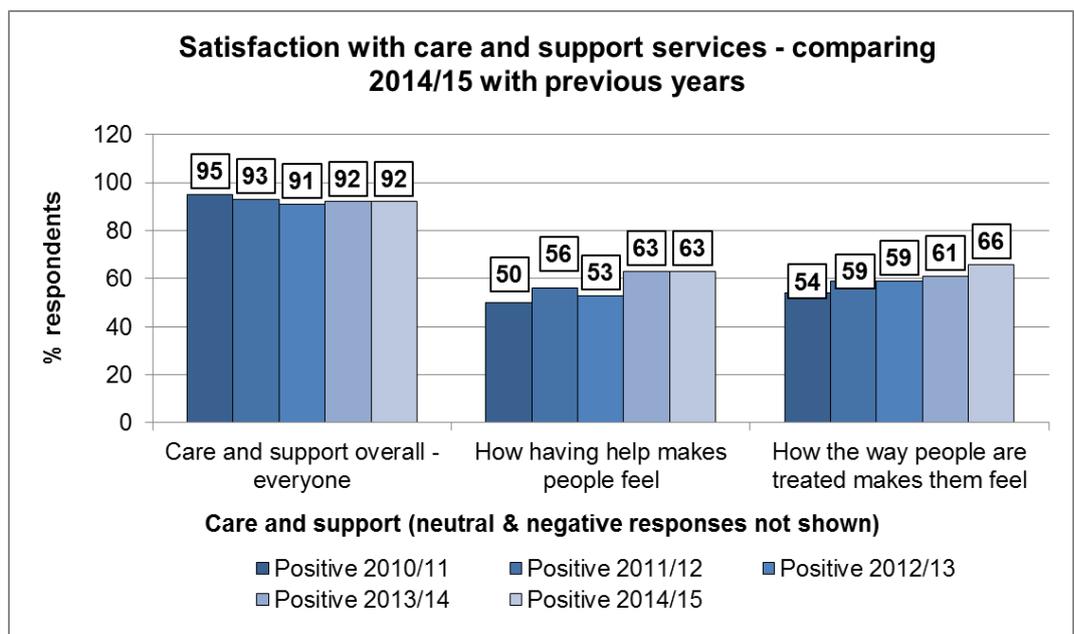


Chart 1: Satisfaction with care and support services (Q1, Q10, Q11)

Quality of Life

- **ASCOF 1A:** There was no change since the previous year to this indicator which combines people’s answers to the eight questions about their quality of life: it is 19.2 out of a maximum possible total of 24, compared to 19.3 in 2013/14.
- **Quality of life:** A higher percentage of service users have replied “My life is so good, it could not be better, or it is very good” (or “My life is really great” in the Easy Read version): 39%, compared to 30% in 2013/14.
- **Food and drink:** A higher percentage of respondents say that care and support services help them to get enough food and drink; 78% in 2014/15 compared to 72% in 2013/14.
- **Keeping the home clean:** A higher percentage of respondents say that care and support services help them to keep their homes clean; 70% in 2014/15 compared to 63% in 2013/14.
- **Social contact:** Fewer respondents replied: “I have as much social contact as I want with people I like”: 45%, compared to 51% in 2013/4. However, this was the same percentage who gave this response in 2012/13. It appears to be the case that answers to this question fluctuate across the years, but it is not clear why this is.
- **Overall:** As shown in the chart below, in 2014/15, the percentages of respondents giving the most positive response to the quality of life questions was generally lower when compared to the previous year (the exceptions were: personal safety, and how people were helped and treated).

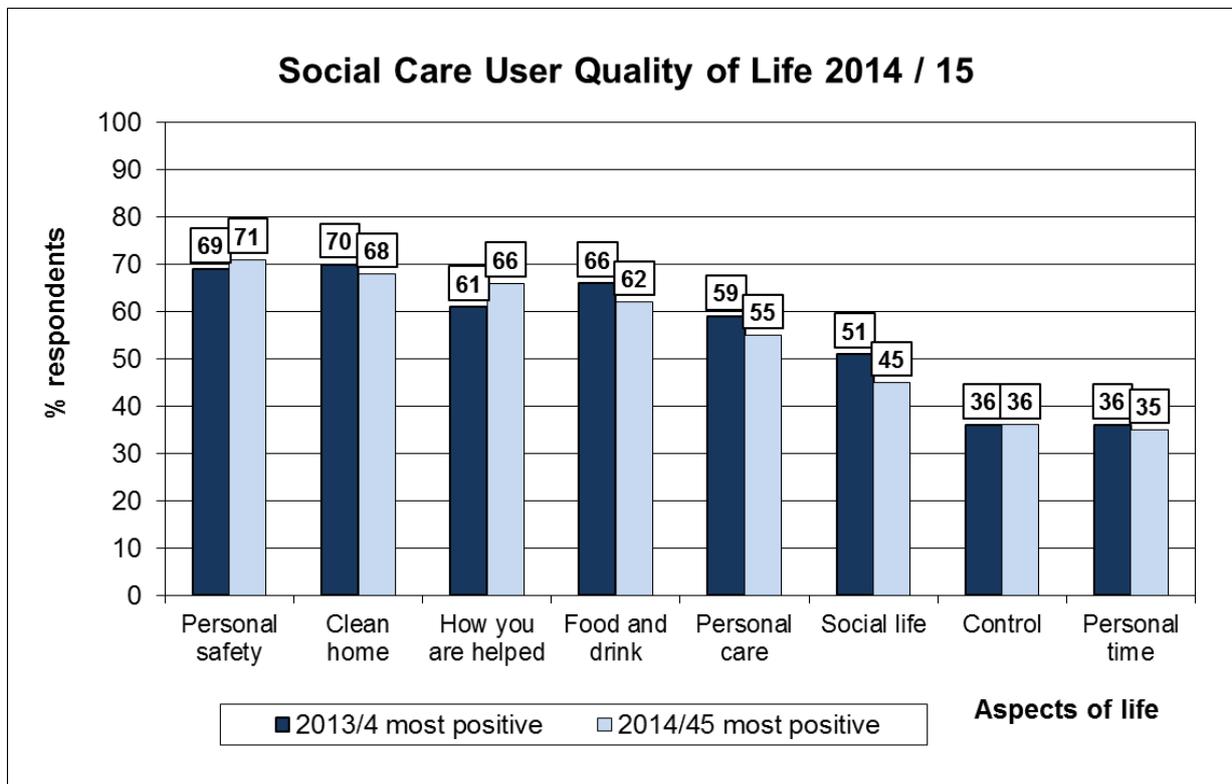


Chart 2: Most positive responses to quality of life questions, comparing 2013/14 and 2014/15 surveys

However, as shown below, the percentages of respondents saying that care and support services help them with these aspects of their lives are higher:

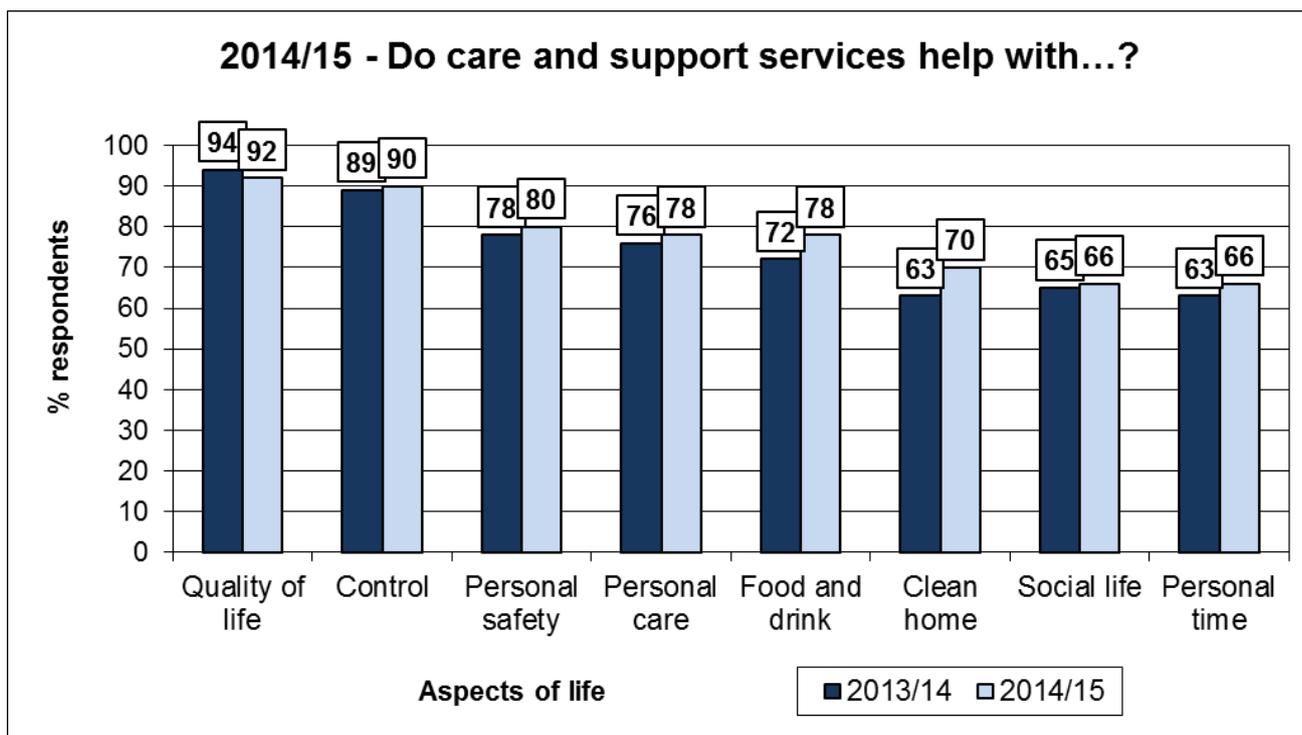


Chart 3: Whether care and support services help with different aspects of people's quality of life, comparing 2013/14 and 2014/15

In other words, there appears to be a lower percentage of service users whose needs in relation to these aspects of life are being completely met, but a higher percentage of service users who say that social care and support services help them with these aspects of their lives.

Information and complaints

- Complaints:** This is a question we have added for local purposes: "If you wanted to make a complaint about the care services you receive, do you know how to?" In 2014/15, it was reworded to include an additional "no" option: "No, I do not know how to make a complaint, but I am confident I could find out how to if I wanted to". In 2014/15, the percentage replying "Yes, and I feel I could if I wanted to" is lower: 68% compared to 78%.

However, 19% replied: "No, I do not know how to make a complaint, but I am confident I could find out how to if I wanted to". This leaves 13% of social care and support users who either know how to make a complaint, but do not feel they are able to do so, or who do not know how to make a complaint and are not sure how to find out how to do so.

Health and personal autonomy

- Pain and discomfort:** A higher percentage of respondents replied: "I have moderate pain or discomfort": 57% compared to 51% in 2013/14.
- 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 help from others

- **Getting help from others:** A higher percentage of respondents replied “No, I do not receive any help on a regular basis from my spouse, partner, friends, neighbours or family members”: 25%, compared to 16% in 2013/14.

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, even though the sampling method has changed in 2014/15. The majority of respondents said that care and support services helped with these aspects of their lives.

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, or could find out how to make a complaint if they wanted to. Complaining by telephone or via a representative, such as a family member, was the preferred method for around half of respondents, as it was in previous years. The most popular methods for finding out information about care and support services were by letter, face-to-face, or via a leaflet or handbook.

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 nearly 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. However, over half either had difficulty with getting dressed and undressed, 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. Just under 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 the 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. 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 **19.2** = out of a possible maximum of 24
 expressed as a percentage: **80.0%** = of the maximum possible score

In 2013/14, the total score was 19.3, compared to 19.2 in 2013/14, 19.4 in 2011/12, and 18.9 in 2010/11. The change from 19.3 to 19.2 is very small and not statistically significant. The other ASCOF indicators are shown in the chart below.

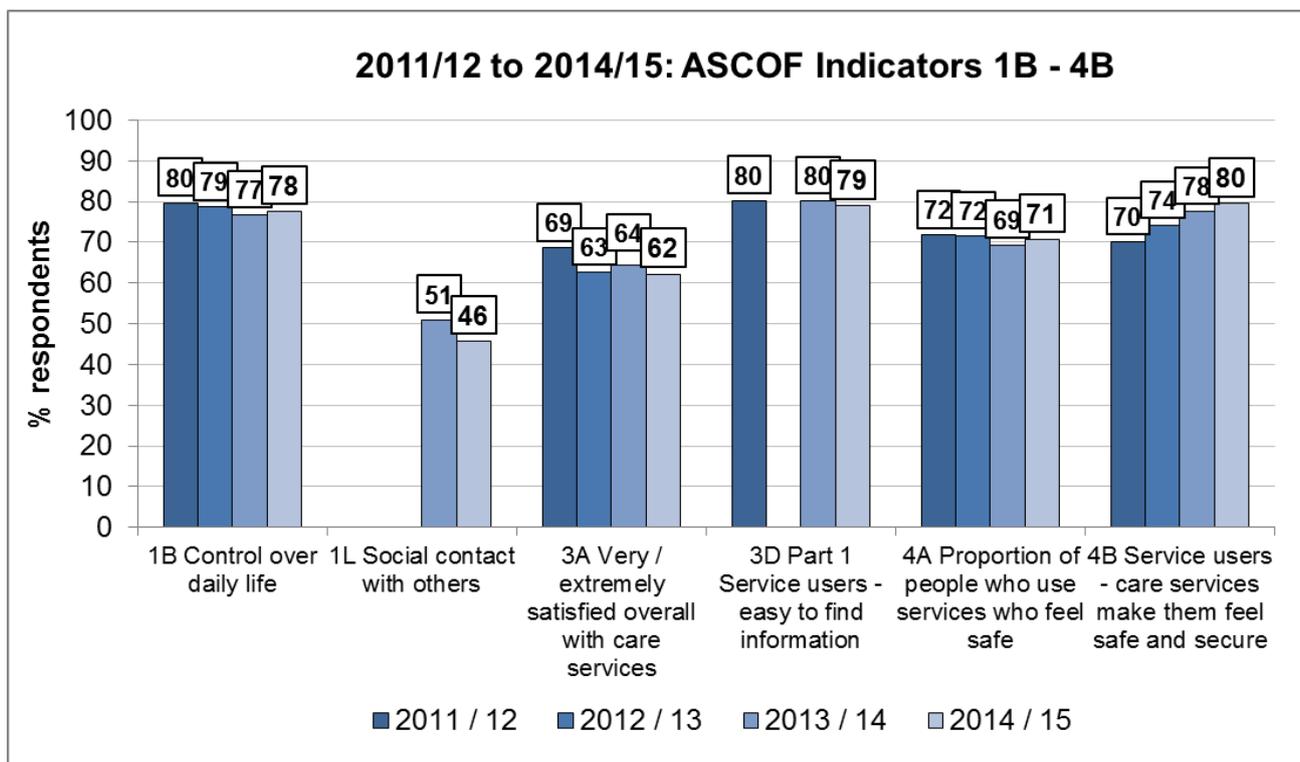


Chart 4: ASCOF Indicators 1b-4B, 2014/15. Note that indicator 3D part 1 had a different calculation method in 2012/13, and thus the figure for this year is not comparable to those for the other years.

It can be seen that the following indicators are different to previous years:

Lower

- ASCOF 1L – Social contact with others: 46%, compared to 51% in 2013/14.
- ASCOF 3A – Overall satisfaction: 62%, compared to 69% in 2011/12.

Higher

- ASCOF 4B – Care and support services help you to feel safe: 80%, compared to 70% in 2011/12.

Action Points

Areas which may require attention are as follows. These are very similar to previous years; there has been little difference in these findings when compared to the 2013/4, 2012/13, 2011/12 and 2010/11 surveys:

- **Control over daily life:** 23% said that they had either some control over their daily life but not enough, or no control at all.
- **Depression or anxiety:** 49% said that they had either moderate or extreme depression or anxiety.
- **Finances and paperwork:** Two-thirds of respondents (67%) said that they could not manage their finances or paperwork without help.
- **Getting around outside the home:** 69% 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 36% of people in the survey described their health as good or very good. 19% described it as bad or very bad.
- **Pain or discomfort:** 68% said that they either had moderate or extreme pain or discomfort.
- **Personal time:** 30% of respondents 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 35% 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:** 7% 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. 16. A full list of the questions asked can be found in Appendix 1 on p. 65.

Satisfaction with care and support services

- 60% of respondents without learning disabilities were extremely or very **satisfied overall** with the care and support they receive³. Of people with learning disabilities, 69% 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 67%.
- 90% 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 (27%).
- 92% said that **the way they were helped** and treated either made them feel better about themselves (66%) or did not affect how they felt about themselves (26%).
- We asked whether respondents thought that Newcastle City Council care and support services had **got better**, worse or stayed the same over the past year. The majority of respondents, 70%, 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.

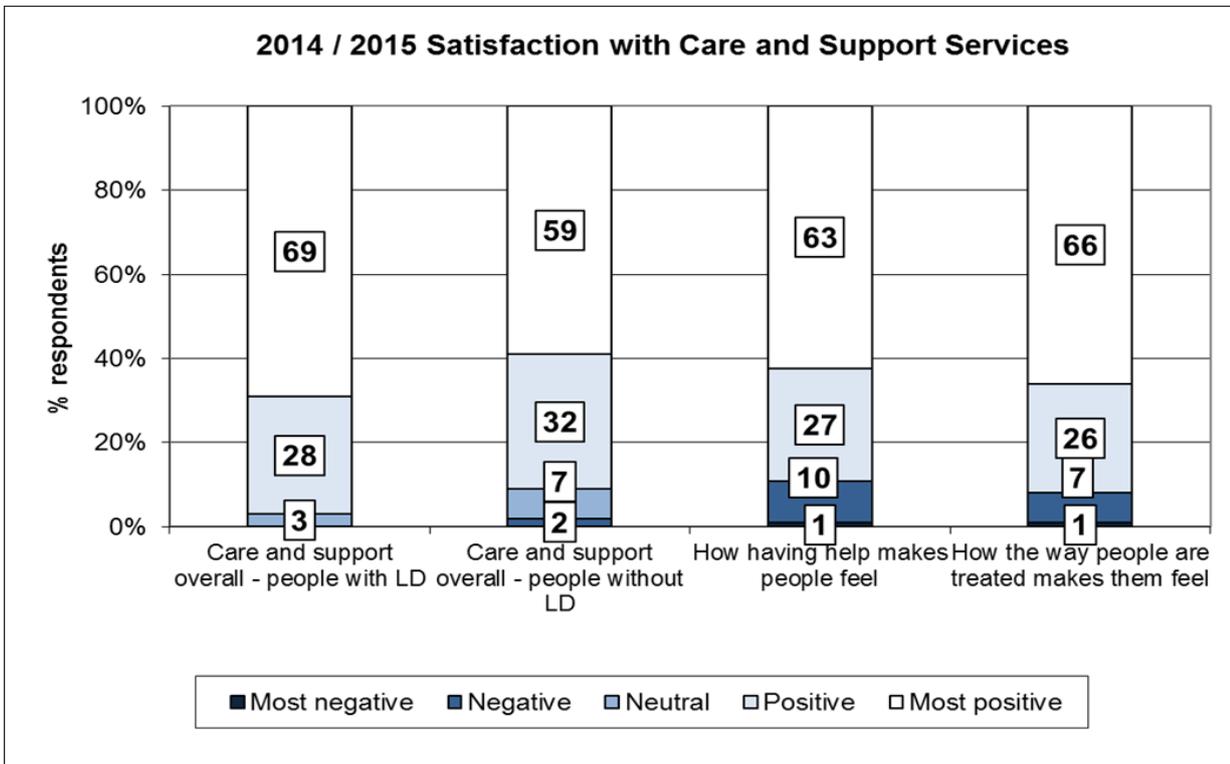


Chart 5: Satisfaction with care and support services

Quality of life

29% 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” (24%) are included, this gives a total of 55% (figures have been rounded). Of people with learning disabilities, 40% replied “My life is really great” and 33% replied “My life is mostly good”. 92% of all respondents said that care and support services helped them to have a better quality of life.

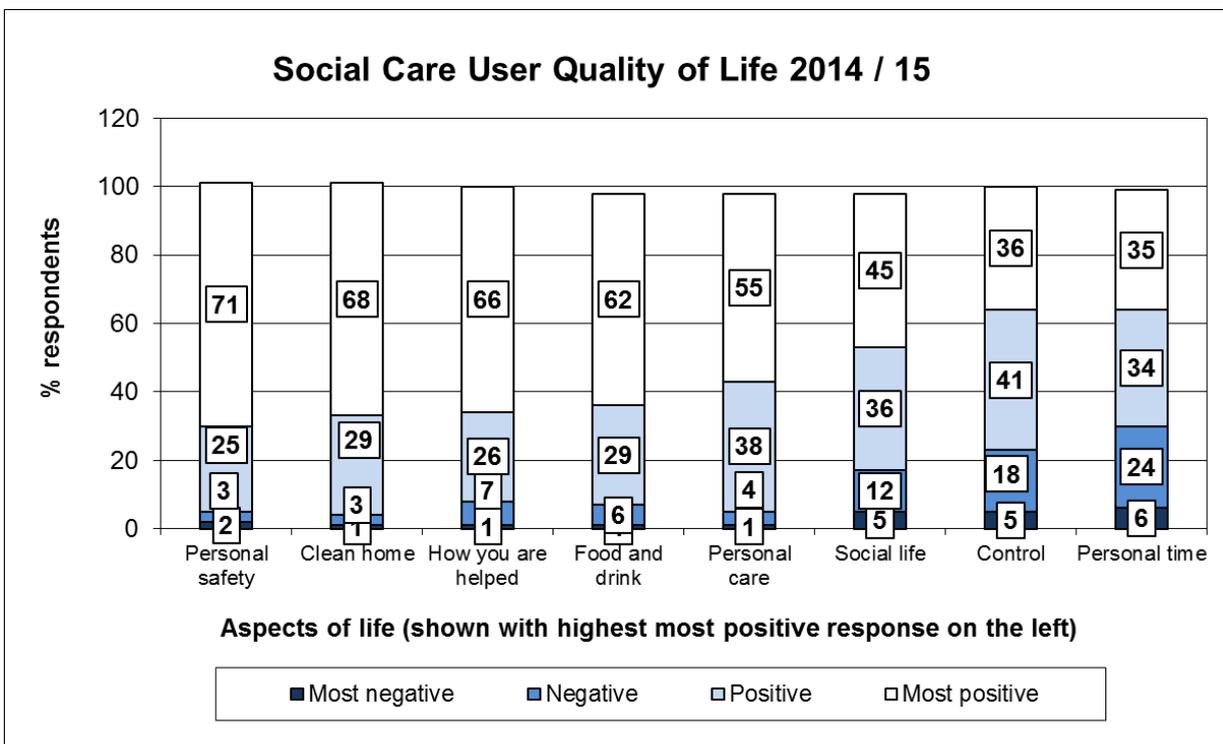


Chart 6: Social Care Related – Quality of Life

- 77% 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 (41%). 90% 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 3 (on the previous page) shows respondents’ relative levels of happiness with different aspects of their lives.
- 55% said that they felt **clean** and were able to present themselves the way they liked. 78% said that care and support services helped them with this, which is the highest score yet achieved for this question.
- 62% said that they got all the **food and drink** they liked when they wanted. 78% 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.
- 68% said that their **homes** (including care homes for people in residential care) were as **clean** and comfortable as they liked. 70% said that care and support services helped to keep their homes clean and comfortable, which is the highest score yet achieved for this question.
- 71% said that they felt as **safe** as they wanted. 80% said that care and support services helped them with feeling safe.
- For the second time, we asked people what **helped them to feel safe in their homes**. The most common answers were “Whether my home suits my needs” (59%), and “Whether my friends and family live nearby” (59%).
- 81% of people said that either they had as much **social contact** as they wanted with people they liked (45%) or that they had adequate social contact (36%). 66% said that care and support services helped them with having social contact.
- When people were asked about how they **spent their time**, 69% said that they were either able to spend their time as they wanted (35%), or that they were able to do enough of the things they valued and enjoyed (34%). 66% said that care and support services helped with the way they spent their time.

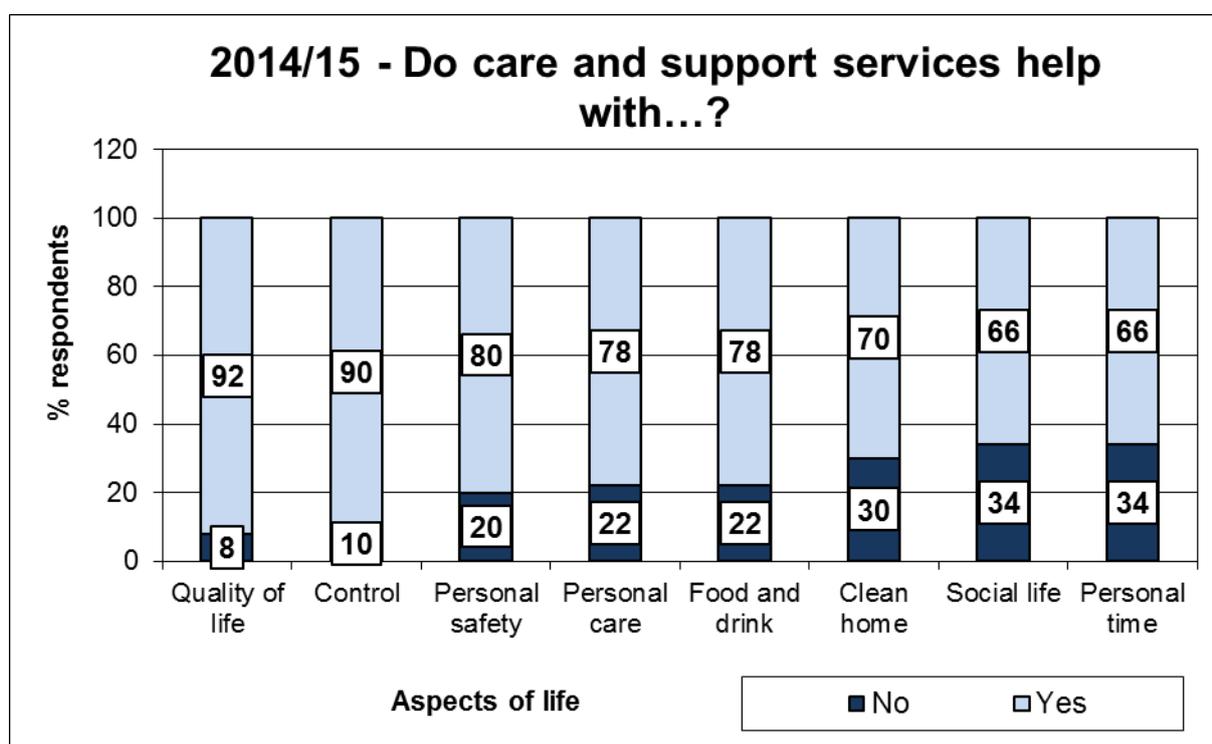


Chart 7: Contribution of care and support services to different aspects of peoples' lives

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. When people commented on another method of finding out information, it was usually to say that their family members helped them to do this.
- We also asked if people had **encountered difficulty in getting hold of information**. The most common themes in their replies were: “I do not have any problems getting hold of information” (12 people), “My family deals with this” (7 people) and “My support worker deals with this” (3 people).
- 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**.
- Around two-thirds of respondents (68%) said that they both knew how to make a **complaint** and felt they could do this if they wanted to.
- Just under half of all respondents (47%) 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 (68%) said that they had **moderate** (57%) or **extreme** (11%) **pain or discomfort**.
- Just under half of all respondents (49%) said that they had either **moderate** (43%) or **extreme** (6%) **anxiety** or depression.

Doing things in the home

- Over three-quarters of respondents (80%) could easily **feed** themselves without help.
- Over half of respondents (56%) could easily get in and out of **bed** or a chair by themselves without help.
- Over half of respondents (56%) said that they could get around easily **indoors** by themselves without help.

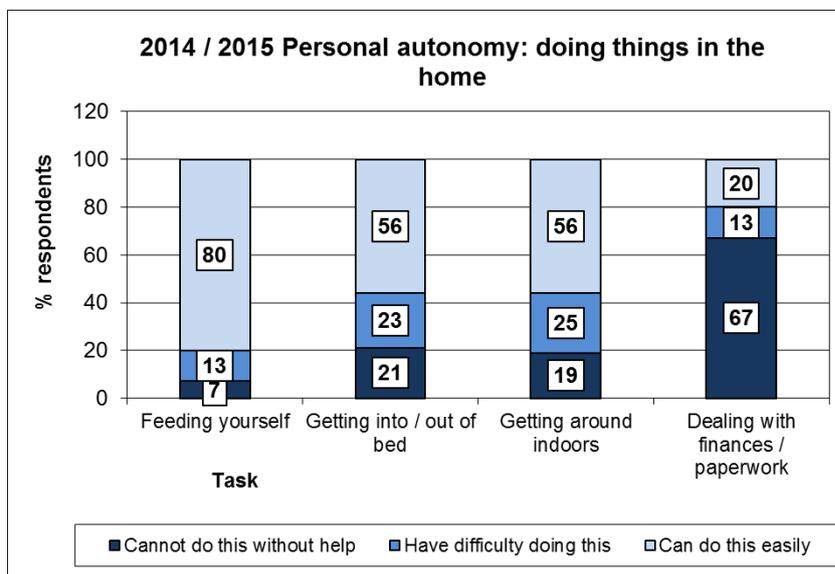


Chart 8: 2014/15, being able to do things in the home

- Two-thirds of respondents (67%) 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.
- Just under two-thirds of respondents (64%) said that they usually managed to use the **toilet** by without help.
- Just under half of all respondents (47%) said that they could easily get **dressed** and undressed by themselves without help.
- The largest single percentage of respondents said that they **could not easily** wash all over by themselves (42%); the next largest said that they **could** do this without help (35%).

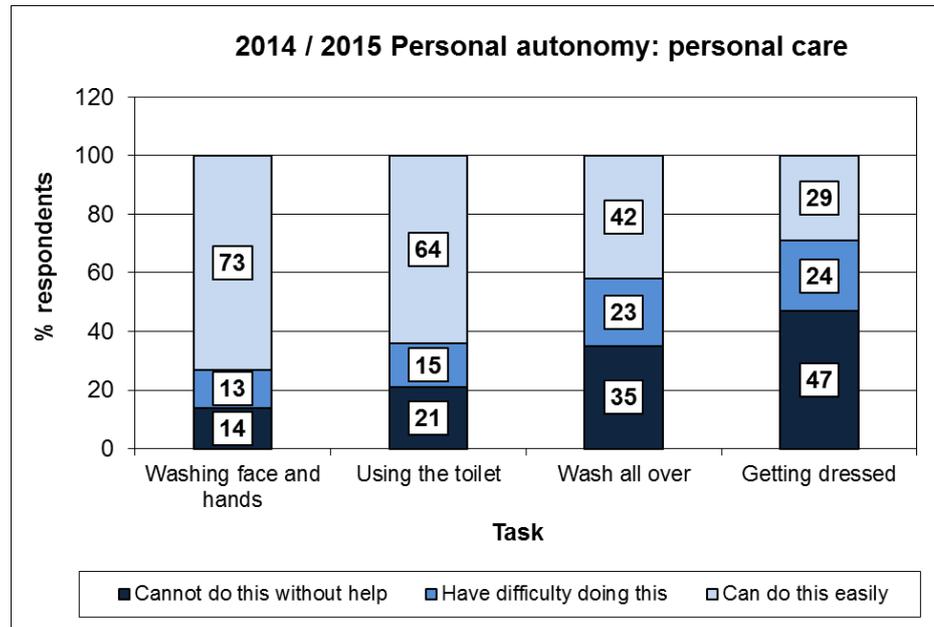


Chart 9: 2014/15, personal care

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 (59%) said that their **home** met their needs very well.
- Just under half of respondents (47%) **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 (31%) said that they could **get to all the places in their local area** that they wanted to. However, 69% 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.

Taking part in the survey

- The largest percentage of respondents (36%), **had help** with writing their answers in the questionnaire from someone living outside their household. 24% did not have help from anyone else.
- The largest percentage of respondents (47%), had had **someone else read** the answers to them. Of some concern is the fact that 27 people (7%) 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 or nursing 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 +/-4.7 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** (60%)
- Were aged **65 and over** (64%)
- Were from a **white** ethnic background (94%)
- Described their religious beliefs as **Christian** (86%)
- Were receiving care and support services for the primary support reason "**physical support**" (53%).
- Received care and support services in a community setting (70%).
- Received care and support services via an LA-managed personal budget (57%).

Frequency Tables

Strata response rates

As described above in the Methodology section (p. 3), 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	61	15	15	17
2. Non LD, 18-64	86	22	21	19
3. Non-LD, 65+, In Residential Care	99	25	29	24
4. Non-LD, 65+, Community Based Services	154	39	36	40
Total	400	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 2013/14, 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	748	157	61	39	(748 / 61) 12.26
2 People without learning disabilities, aged 18-64	813	222	86	39	(813 / 86) 9.45
3 People without learning disabilities, aged 65 and over, in residential care	1038	314	99	32	(1038 / 99) 10.48
4 People without learning disabilities, aged 65 and over, receiving community-based services	1728	382	154	40	(1728 / 154) 11.22
Totals	4327	1075	400	37	-



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	2014/5 %*	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	258	67	64	63	69	69
Quite satisfied / I am quite happy with the way staff help me	99	25	28	29	24	27
Neither satisfied nor dissatisfied / The way staff help me is OK	20	5	5	6	5	3
Quite dissatisfied / I don't think the way staff help me is that good	8	2	2	2	1	1
Extremely or very dissatisfied / I think the way staff help me is really bad	2	1	1	1	1	0
Total	367	100	100	100	100	100
<i>Missing</i>	13					
Total	400					

* Percentages shown are those with a weighting factor applied.

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 (67%) were extremely or very satisfied with their social care and support services, which is a slight change compared to 2013/14 (64%). 10 service users replied that they were quite, very or extremely dissatisfied with care and support services.

People without a learning disability

Q1 Overall satisfaction with care and support	Frequency	2014/15%*	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Extremely satisfied	82	25	26	24	32	32
Very satisfied	115	35	36	35	36	36
Quite satisfied	97	30	29	32	25	25
Neither satisfied nor dissatisfied	20	6	5	7	5	5
Quite dissatisfied	8	3	3	2	1	1
Very dissatisfied	1	0	1	0	1	1
Extremely dissatisfied	1	0	0	0	1	1
Total	324	100	100	100	100	100
<i>People with a learning disability</i>	62					
<i>Missing</i>	12					
Total	400					

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

60% of respondents without a learning disability were extremely or very satisfied overall with their care and support services, compared to 62% in 2013/14 59% in 2012/13, 68% in 2011/12 and 68% in 2010/11. A further 30% were quite satisfied. 30 service users replied “neither satisfied nor dissatisfied”, “quite dissatisfied”, “very dissatisfied” or “extremely dissatisfied”. One person commented:

People with a learning disability

Q1 Overall satisfaction with care and support – people with a learning disability	Frequency	2014/15%*	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I am very happy with the way staff help me, it's really good	43	69	77	83	76	70
I am quite happy with the way staff help me	17	28	20	13	18	25
The way staff help me is OK	2	3	3	3	7	5
I don't think the way staff help me is that good	0	0	0	0	0	0
I think the way staff help me is really bad	0	0	0	1	0	0
Total respondents	62	100	100	100	100	100
<i>People without a learning disability</i>	337					
<i>No response</i>	1					
Total	400					

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

69% of respondents with a learning disability were very happy with how staff helped them, compared to 77% in 2013/14 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	2014/5 %*	2013/14 %	2012/13 %	2011/12 %	2010/11 %
So good, it could not be better or very good / My life is really great	150	39	30	30	32	35
Good / My life is mostly good	95	24	32	30	39	28
Alright / My life is OK, some good things, some bad things	113	29	31	32	39	30
Bad / My life is mostly bad	23	6	6	6	6	6
So bad, it could not be worse or very bad / My life is really terrible	12	3	2	2	4	1
Total	393	100	100	100	100	100
<i>Missing</i>	7					
Total	400					

* 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 (63%). 12 service users said that their quality of life was very or extremely bad. There has been no significant change since the previous year.

People without a learning disability

Q2a Quality of life	Frequency	2014/15 %*	2013/14 %	2012/13 %	2011/12 %	2010/11 %
So good, it could not be better	26	8	4	4	6	4
Very good	76	23	24	25	22	23
Good	79	24	31	28	29	29
Alright	112	35	33	34	32	35
Bad	23	7	6	6	7	8
Very bad	7	2	2	2	3	1
So bad, it could not be worse	5	2	0	1	2	0
Total	328	100	100	100	100	100
<i>Missing</i>	7					
<i>People with a learning disability</i>	65					
Total	400					

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

84% 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. 47% replied either “very good” (23%) or “good” (24%), compared to 55% in 2013/4, 53% in 2012/13, 51% in 2011/12 and 52% in 2010/11. The largest single percentage replied “alright” (35%). 35 people replied either “bad”, “very bad” or “so bad it could not be worse”.

People with a learning disability

Q2a Quality of life – people with a learning disability	Frequency	2014/15 %*	2013/14 %	2012/13 %	2011/12 %	2010/11 %
My life is really great	26	40	38	33	61	38
My life is mostly good	21	33	37	46	28	41
My life is OK, some good things, some bad things	16	25	19	19	11	21
My life is mostly bad	1	1	2	0	0	0
My life is really terrible	0	0	5	1	0	0
Total respondents	65	100	100	100	100	100
<i>People without a learning disability</i>	336					
<i>Missing</i>	0					
Total	400					

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

40% of respondents with a learning disability thought that their lives were really great (26 people), compared to 38% in 2013/14, 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. 33% of respondents with a learning disability thought that their lives were mostly good. One person replied “my life is mostly bad”.

Q2b Care and support services help with quality of life	Frequency	2014/15 %*	2013/14 %	2012/13 %	2011/12 %
Yes	353	92	94	91	89
No	30	8	6	9	10
Total	383	100	100	100	100
<i>Missing</i>	17				
Total	400				

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

92% of respondents said that care and support services helped them to have a better quality of life, compared to 94% in 2013/14, 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	2014/5%*	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I have as much control over my daily life as I want	140	36	36	34	36	31
I have adequate control over my daily life	159	41	40	45	43	45
I have some control over my daily life but not enough	69	18	19	18	16	20
I have no control over my daily life	19	5	5	4	4	3
Total	387	100	100	100	100	100
<i>Missing</i>	13					
Total	400					

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

The largest single percentage of respondents, 41%, said that they had adequate control over their daily life, which is not significantly different from the previous four years. 36% had as much control as they wanted over their lives. 22% 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	2014/15 %*	2013/14 %	2012/13 %	2011/12 %
Yes	337	90	89	84	86
No	38	10	11	16	14
Total	375	100	100	100	100
<i>Missing</i>	25				
Total	400				

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

90% of respondents said that care and support services helped them to have control over their lives, compared to 84% in 2012/3, 86% in 2011/12, and 89% in 2014/5. This is not a significant difference compared to the previous year, but it is noticeable that over the four years since the survey has run in its current form, this figure appears to be slowly increasing.

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	2014/15 %*	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I feel clean and am able to present myself the way I like	217	55	59	59	62	58
I feel adequately clean and presentable	154	38	36	36	33	38
I feel less than adequately clean or presentable	14	4	4	5	4	4
I don't feel at all clean or presentable	3	1	1	0	1	1
Total	388	100	100	100	100	100
<i>Missing</i>	12					
Total	400					

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

Just over half of respondents, 55%, said that they felt clean and were able to present themselves the way they liked. This is the lowest figure since the survey began in its current form, and compares to 59% in 2013/14 and 2012/3, 62% in 2011/12 and 58% in 2010/11. 38% felt adequately clean, and 17 people said they felt less than adequately clean or not at all clean and presentable.

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	2014/5 % *	2013/14 %	2012/13 %	2011/12 %
Yes	296	78	76	71	68
No	85	22	24	29	33
Total	381	100	100	100	100
<i>Missing</i>	19				
Total	400				

* 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 keep clean and presentable in appearance, compared to 71% in 2012/13, and 68% in 2011/12. This is the highest figure achieved since the survey began in its current form.

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

Q5a Food and drink	Frequency	2014/15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I get all the food and drink I like when I want	249	62	66	65	72	65
I get adequate food and drink at okay times	115	29	29	30	23	31
I don't always get adequate or timely food and drink	25	6	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	3	1	1	0	2	1
Total	392	100	100	100	100	100
<i>Missing</i>	8					
Total	400					

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

The majority of people, 62%, said that they got all the food and drink they liked when they wanted. This is the lowest figure achieved since the survey has been run in its current form, and compares to 66% in 2013/14, 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. 28 people said that they did not get adequate or timely food and drink.

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	2014/15 % *	2013/14 %	2012/13 %	2011/12 %
Yes	297	78	72	70	63
No	86	22	28	30	37
Total	383	100	100	100	100
<i>Missing</i>	7				
Total	400				

* 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 get food and drink. This is the highest figure achieved since the survey began to include this question in 2011/12, and compares to 72% in 2013/14, 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	2014/15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
My home is as clean and comfortable as I want	264	68	70	65	67	64
My home is adequately clean and comfortable	113	29	26	32	29	31
My home is not quite clean or comfortable enough	13	3	3	3	4	4
My home is not at all clean or comfortable	3	1	1	0	0	1
Total	393	100	100	100	100	100
<i>Missing</i>	7					
Total	400					

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

The majority of service users, 68%, said that their home is as clean and comfortable as they would like, compared to 70% in 2013/4, 65% in 2012/13, 67% in 2011/12 and 64% in 2010/11. (This is not a significant decrease compared to 2013/14.) 29% said that their home was adequately clean and comfortable, and 16 people said that either their home was not quite clean and comfortable enough, or that their home was not at all clean and comfortable.

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	2014/15 % *	2013/14 %	2012/13 %	2011/12 %
Yes	270	70	63	65	59
No	115	30	38	35	41
Total	385	100	100	100	100
<i>Missing</i>	15				
Total	400				

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

70% of respondents said that care and support services helped them to get food and drink. This is the highest score achieved since the survey began running in its current form, comparing to 70% in 2013/4, 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	2014 /15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I feel as safe as I want	276	71	69	72	72	64
Generally I feel adequately safe , but not as safe as I would like	99	25	25	24	24	29
I feel less than adequately safe	10	3	5	3	2	4
I don't feel at all safe	6	2	2	5	2	2
Total	391	100	100	100	100	100
<i>Missing</i>	9					
Total	400					

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

The majority of people, 71%, said that they felt as safe as they wanted, which is slightly higher than in 2013/14 (69, but this is not a large enough change to be statistically significant. 25% said they generally felt adequately safe, but not as safe as they would like. 16 people said that either they felt less than adequately safe, or that they did not feel at all safe. 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	2014/15 % *	2013/14 %	2012/13 %	2011/12 %
Yes	299	80	78	74	70
No	77	20	23	26	30
Total	376	100	100	100	100
<i>Missing</i>	24				
Total	400				

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

80% of respondents said that care and support services helped them to feel safe, the highest score yet achieved for this question. This compares to 78% in 2013/14, 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	2014 / 15 % *	2013 / 14 %
Whether my home suits my needs	220	59	63
Whether my friends and family live nearby	216	59	60
Care and support services	206	56	51
Sense of community in the local area	165	46	42
The appearance of my local neighbourhood	143	40	29
Whether there are good quality public services in the local area	118	33	27
Whether there is a low level of crime and anti-social behaviour in the local area	112	32	24
Something else	14	4	3
Total	367	-	-
<i>Missing</i>	33		
Total	400		

* 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” (59%) and “whether my friends and family live nearby” (59%) as important factors in whether they feel safe. Social care and support services are also important to them, with just over half (56%) saying that this helps them to feel safe. The order of importance, when these different aspects of life are ranked in terms of what percentage of respondents said they were important, has not changed since the previous year’s survey. Comments included:

“The security I have in my building helps, and the security cameras I have really make me feel safer.”

“I have no family and my friends live some distance from me, so I don't have much contact with them. I spend most of my time alone and in pain.”

“I can get to mass every day and still practice my faith which is a great comfort and safety for me.”

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:

Other things that help social care and support users to feel safe	2014/5	2013/4
I feel safe because my family look after me	8	2
Telecare alarm	3	1
Living with my parents	2	-
Being able to practise my religion	1	-
Being near facilities like churches and streets	1	-
Concierge service	1	-
Friends and neighbours	1	2
Happy with shops	1	-
Happy with staff	1	-
Having an intercom	1	-
I am happy with where I live	1	-
I feel safe because I am living in this area	1	-
I feel safe because I can call the council if there are problems.	1	-
I feel safe because of the support services I receive	1	-
I only feel safe when my partner is in the house	1	-
Living near a police station	1	-
Not being on my own	1	-
Security features in the building I live in	1	-
Security features in the sheltered accommodation I live in	1	-
This does not apply to me because I do not leave my care home	1	2
This does not apply to me because I prefer to stay in my room	1	-
Warden service	1	4

Others commented on things which caused them to feel unsafe:

Things that cause social care and support users to not feel safe	2014/5	2013/4
I do not feel safe because my family and friends live a long way from me	2	1
I feel that my neighbourhood does not get as many cleaning services as others	1	-
I do not feel safe because the local street lighting is not very good	1	-
I would feel safe if pavements were in a better state of repair	1	1
I would feel safe if the street was cleaned more often	1	-
I would feel safer with a more secure door	1	-
I would feel safer with a stair lift	1	-
Not confident with leaving the house due to traffic	1	-
Not happy about anti-social behaviour from neighbours	1	-
The appearance of the neighbourhood has got worse recently	1	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	2014/15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I have as much social contact as I want with people I like	178	45	51	45	51	43
I have adequate social contact with people	142	36	33	34	31	38
I have some social contact with people, but not enough	48	12	13	17	14	16
I have little social contact with people and feel socially isolated	22	5	4	4	4	3
Total	390	100	100	100	100	100
<i>Missing</i>	10					
Total	400					

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

45% of respondents said that they had as much social contact as they wanted with people they liked, which is a significant decrease from the previous year, which was 51% (preceded by 45% in 2013/14, 51% in 2011/12 and 43% in 2010/11). It appears to be the case that answers to this question fluctuate in different years, but it is not clear why. 36% of respondents had adequate social contact, and 17% had either some social contact but not enough, or little social contact and felt socially isolated.

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	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %
Yes	253	66	65	63	61
No	128	34	35	37	39
Total	381	100	100	100	100
<i>Missing</i>	19				
Total	400				

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

66% of respondents said that care and support services helped them to have social contact with people, which is the highest score yet achieved for this question, comparing to 65% in 2013/14, 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	2014/15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I'm able to spend my time as I want , doing things I value or enjoy	133	35	36	35	37	32
I'm able to do enough of the things I value or enjoy with my time	132	34	38	35	35	32
I do some of the things I value or enjoy with my time but not enough	94	24	22	25	22	32
I don't do anything I value or enjoy with my time	24	6	5	5	6	5
Total	383	100	100	100	100	100
<i>Missing</i>	17					
Total	400					

* 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 35% of respondents saying "I'm able to spend time as I want, doing things I value or enjoy" and 34% 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. 6% of people said that they do not do anything they value or enjoy with their time, which is in line with previous years.

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	2014/15 % *	2013/14 %	2012/13 %	2011/12 %
Yes	248	66	63	61	57
No	127	34	37	39	42
Total	375	100	100	100	100
<i>Missing</i>	25				
Total	400				

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

66% of respondents said that care and support services helped them to spend their time the way they wanted to. This is the highest score yet achieved for this question, comparing to 63% in 2013/4, 61% in 2012/13 and 57% in 2011/12.

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	2014/15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Having help makes me think and feel better about myself	235	63	63	53	56	50
Having help does not affect the way I think or feel about myself	103	27	28	37	34	35
Having help sometimes undermines the way I think and feel about myself	37	10	8	9	8	15
Having help completely undermines the way I think and feel about myself	2	1	2	2	2	1
Total	377	100	100	100	100	100
<i>Missing</i>	23					
Total	400					

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

The large increase in the percentage of service users who said that having help makes them think and feel better about themselves in previous appears to have been sustained: 63%, compared to 63% in 2013/4, 53% in 2012/13, 56% in 2011/12 and 50% in 2010/11.

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	2014/15% *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
The way I'm helped and treated makes me think and feel better about myself	254	66	61	59	59	54
The way I'm helped and treated does not affect the way I think or feel about myself	99	26	32	33	32	38
The way I'm helped and treated sometimes undermines the way I think and feel about myself	27	7	7	7	8	8
The way I'm helped and treated completely undermines the way I think and feel about myself	3	1	0	1	2	1
Total	383	100	100	100	100	100
<i>Missing</i>	17					
Total	400					

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

Two-thirds of all respondents to the survey said that the way they are helped and treated makes them think and feel better about themselves: 66%, compared to 61% in 2013/14, 59% in 2012/13 and 2011/12, and 54 % in 2010/11. 26% said it did not affect how they felt, and 8% said that it either sometimes or completely undermined how they thought and felt about themselves.

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?

Q12a. Ease of obtaining information	Frequency	2014 /15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Very easy to find	84	22	25	19	24	23
Quite easy to find	136	35	37	39	33	34
Quite difficult to find	43	11	10	12	11	13
Very difficult to find	17	4	5	7	3	3
I've never tried to find information or advice	103	27	23	24	29	27
Total	383	100	100	100	100	100
<i>Missing</i>	17					
Total	400					

* 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. 57% said that they had found it very or quite easy, compared to 62% in 2013/14, 58% in 2012/13, 57% in 2011/12 and 2010/11.

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 **79%**, with 21% finding it very or quite difficult (compared to 81% in 2013/14).

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.

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	2014 / 15 % *	2013/14 %
Letter	199	52	48
Face to face	170	45	51
Leaflet or handbook	152	40	39
Telephone	51	13	13
Support group	28	8	9
Email	16	4	7
Something else	14	4	4
Online	14	4	3
Total	380	-	-
<i>Missing</i>	20		
Total	400		

* The percentages shown are those with the weighting factor applied. This question was not asked before 2013/4. Respondents could choose more than one option, so percentages total more than 100%.

The majority of respondents said they preferred to find out information about care and support services, benefits and so on either by letter (52%), face to face (45%), or via a leaflet (40%). 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:

Other methods of finding out information	No. of people who said this
My family	10
Other	2
<i>Don't know</i>	2

Comments included:

“I think that given the changes in legislation through the Care Act, Newcastle City Council has not done enough to engage with service users in face-to-face meetings. There have been meetings with service providers and voluntary organisations, but not with people who have and manage a personal budget or direct payment.”

“Not enough time is spent interacting with clients, therefore requests and explanations are often missed.”

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. 53 people commented as shown in the table. Comments included:

“I have requested information about how Newcastle city council will manage the aftermath of the closing of the ILF (independent living fund). I for one get funding from the ILF which pays the cost of one worker. Newcastle council has not told me if it will match the funding that I am about to lose in June of next year. I have to do a projected budget for 2015/16, which will be very difficult if I don't know where the money is coming from.”

“Was left in limbo earlier in year when my social worker left and I was not allocated to someone else, just given a telephone number. When I tried ringing, I was not given any help. So I have just spent the year floundering, despite my disability getting worse.”

Q25: Comments from people who have had problems getting hold of information	2014	2012
I do not have any problems getting hold of information	12	-
My family deals with this	7	-
My support worker deals with this	3	-
I don't know where to go for information	2	-
I don't need any information	2	-
I need large print	2	-
Yes, I have had problems	2	-
[Comment from carer]: It is difficult to know which numbers to ring	1	-
I am trying to get information about what will happen following the closure of the ILF, but have not had a reply	1	-
I cannot find any information about what I can spend my personal budget on	1	1
I cannot find out information about social activities	1	-
I do not know who to approach for information	1	1
I do not know who to contact about problems with the care provider	1	-
I find out information through a Welfare Rights adviser	1	-
I have never been given any information	1	-
I have never tried to find information	1	1
I have problems because I am going blind	1	1

Table continues on the next page

Q25: Comments from people who have had problems getting hold of information	2014	2012
I have struggled to find information since my allocated support worker was taken away	1	-
I have struggled to find out what I do and don't have to pay for	1	-
I rely on my welfare rights officer, but they are not always available	1	-
I rely on social services sending me a letter	1	-
I would like more information about available services, by letter	1	-
I would like more information about treatment for a fractured shoulder	1	-
It is difficult to know which numbers to ring	1	-
Social services helped me get information about where I could live	1	-
There does not seem to have been any consultation about implementing the changes from the Care Act	1	-
There needs to be more follow-up after care plans are put in place	1	-
Yes, I cannot find information about what benefits I am entitled to	1	-
Yes, no-one has answered my question about home equipment and adaptations	1	-
Yes, organisations do not talk to each other	1	-
Yes, the staff often do not seem to know where to go to get information	1	-
Yes, there is no continuity of care	1	1

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?

Who would you talk to?	Q12b Who would you talk to about your worries or if you did not feel safe?					
	Frequency	2014/15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Family member	294	76	76	75	79	79
Care worker, key worker, or Personal Assistant	141	36	36	35	33	39
Friend, neighbour or colleague	65	17	21	18	22	21
Manager of your care home or day service	55	15	18	17	21	24
Care manager or social worker	55	14	18	18	15	20
Someone else	30	8	6	5	6	7
Don't know	7	2	3	2	2	1
No-one, I wouldn't say anything	9	2	1	1	2	2
Total	387	-	-	-	-	-
<i>Missing</i>	13					
Total	400					

* 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.

As in 2013/4, 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 talk to a shop person who has a Disability Safe Zone in town, or if it was worse I would call the police.”

“My GP or my nurse at St. Oswald's Hospice.”

Other – who else?	Frequency 2014/15	Frequency 2013/14	Frequency 2012/13	Frequency 2011/12	Frequency 2010 / 11
Other	6	-	-	-	-
Support worker	5	2	3	-	-
GP	5	2	1	4	0
Support staff	4	-	-	-	-
Police	4	-	-	-	-
Community nurse	3	5	-	-	-
Advocate	2	5	-	-	-
Support organisation	2	1	1	-	-
Office staff at care agency	1	1	-	-	-
Carer	1	3	-	-	-
Senior coordinator	1	1	-	-	-
Disability safe zone	1	-	-	-	-
Total	41	32	26	23	24

It can be seen here that, as in previous years, medical professionals (such as doctors, nurses, and psychologists) and support workers, 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 advocates, and support organisations.

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

Q12c Making a complaint	Frequency	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Yes, and I feel I could if I wanted to	259	68	78	71	74	71
Yes, but I do not feel I could if I wanted to	28	7	9	8	10	9
No , I do not know how to make a complaint, but I am confident I could find out how to if I wanted to	72	19	14	21	16	20
No , I do not know how to make a complaint, and I am not sure how I would find out how to do this	22	6				
Total	381	100	100	100	100	100
<i>Missing</i>	19					
Total	400					

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

** In previous surveys, there was one single “no” option.

As in previous years, the majority of respondents (68%) said that they both knew how to make a complaint, and felt that they could if they wanted to. Because the question options have changed, the data is not strictly comparable across the years. However, it can be seen that including the option “No, I do not know how to make a complaint, but I am confident I could find out how to if I wanted to” appears to give around one-fifth of respondents (19%) the chance to express their views more accurately.

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

Preferred method	Q12d Preferred method of making a complaint					
	Frequency	2014/15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Telephone	183	47	53	52	52	50
Via an advocate or other representative	149	39	40	34	40	45
In person	130	34	32	34	30	29
Letter	56	14	18	16	19	15
Email	34	8	5	8	-	-
Printed complaints form	18	5	6	10	11	11
Councillor or MP***	10	3	2	6	4	5
Online complaints form	8	2	3	-	-	-
Don't know or not sure**	3	3	-	-	-	-
Other (not specified)***	2	1	3	0	2	2
Total	387	-	-	-	-	-
<i>Missing</i>	<i>13</i>					
Total	400					

* 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.

** "Don't know or not sure" was not an option in earlier surveys.

*** These were not options in the Easy Read versions of the questionnaire.

Nearly half of all respondents said they would prefer to complain by telephone: 47%, compared to 53% in 2013/14, 52% in 2012/13, 52% in 2011/12 and 50% in 2010/11. The next most popular options were complaining via an advocate or other representative such as a family member, or in person. The "other" options people described were:

Q12d Other ways of making a complaint	Number of people
Care worker	2
Scheme manager	2
Lawyer	1
Social worker	1

Section 4: Your health

Q13. How is your health in general?

Q13 General health*	Frequency	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Very good	42	11	13	11	10	7
Good	96	25	24	25	22	25
Fair	176	45	45	46	46	47
Bad	56	14	14	14	16	17
Very bad	21	5	4	4	6	4
Total	391	100	100	100	100	100
<i>Missing</i>	9					
Total	400					

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

As in previous years, the largest percentage of respondents, nearly half (45%), described their health as “fair”, compared to 45% in 2014/15, 46% in 2012/3 and 2011/12, and 47% in 2010/11. 19% described it as bad or very bad, and 36% described it as good or very good.

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	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I have no pain or discomfort	123	32	37	34	30	29
I have moderate pain or discomfort	223	57	51	51	57	54
I have extreme pain or discomfort	44	11	13	12	14	18
Total	390	100	100	100	100	100
<i>Missing</i>	10					
Total	400					

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

Just over half of all respondents (57%) said that they had moderate pain or discomfort, compared to 51% in 2013/14% and 2012/13, 57% in 2011/12 and 54% in 2010/11.

b. Anxiety or depression

Q14b Anxiety or depression	Frequency	2014/ 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I am not anxious or depressed	194	51	47	52	51	50
I am moderately anxious or depressed	164	43	46	43	40	43
I am extremely anxious or depressed	25	6	7	5	8	7
Total	383	100	100	100	100	100
<i>Missing</i>	17					
Total	400					

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

51% of 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	2014/15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	215	56	54	54	57	52
I have difficulty doing this myself	99	25	29	32	28	32
I can't do this by myself	77	19	17	15	15	16
Total	391	100	100	100	100	100
<i>Missing</i>	9					
Total	400					

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

Just over half of respondents (56%) could get around easily indoors by themselves without help, compared to 54% in 2013/4 and 2012/13, 57% in 2011/12, and 52% in 2010/1.

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	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	216	56	57	62	63	56
I have difficulty doing this myself	92	23	26	23	21	27
I can't do this by myself	83	21	17	15	16	17
Total	391	100	100	100	100	100
<i>Missing</i>	9					
Total	400					

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

Just over half of respondents (56%) could easily get in and out of bed by themselves without help, compared to 57% in 2013/14, 63% in 2012/13, 63% in 2011/12, and 56% in 2010/11.

c. Do you usually manage to feed yourself?

Q15c Feeding yourself	Frequency	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	314	80	78	80	81	84
I have difficulty doing this myself	53	13	16	14	15	12
I can't do this by myself	28	7	6	6	5	5
Total	395	100	100	100	100	100
<i>Missing</i>	5					
Total	400					

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

Four-fifths of respondents (80%) could easily feed themselves without help, compare dot 78% in 2013/4, 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	2014/15% *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	81	20	19	25	28	28
I have difficulty doing this myself	50	13	18	16	18	13
I can't do this by myself	260	67	63	59	55	59
Total	391	100	100	100	100	100
<i>Missing</i>	9					
Total	400					

* 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	2014/15% *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	136	35	36	39	40	36
I have difficulty doing this myself	88	23	26	26	26	27
I can't do this by myself	163	42	39	35	34	37
Total	387	100	100	100	100	100
<i>Missing</i>	13					
Total	400					

* 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 (42%). However, the next largest said that they **could** do this without help (35%). This is lower than in previous years: 36% could do this without help in 2013/14, 39% in 2012/13, 40% in 2011/12; 36% in 2010/11.

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

Q16b Getting dressed	Frequency	2014/15% *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	181	47	51	54	51	49
I have difficulty doing this myself	96	24	22	24	27	28
I can't do this by myself	114	29	28	23	22	24
Total	391	100	100	100	100	100
<i>Missing</i>	9					
Total	400					

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

Just under half of all respondents (47%) said that they could easily get dressed and undressed without help, which is slightly lower than previous years' results: 51% in 2013/14, 54% in 2012/13, 51% in 2011/12 and 49% in 2010/11. There is a slightly higher percentage of respondents who reply "I **cannot** usually manage to get dressed and undressed by myself", compared to previous years.

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

Q16c Using the toilet	Frequency	2014/15% *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	247	64	67	72	69	68
I have difficulty doing this myself	60	15	17	13	17	18
I can't do this by myself	86	21	17	16	14	14
Total	393	100	100	100	100	100
<i>Missing</i>	7					
Total	400					

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

The majority of respondents (64%) said that they usually managed to use the toilet without help, which is slightly lower when compared to previous years' results: 67% in 2013/14, 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	2014/15% *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	286	73	73	79	79	81
I have difficulty doing this myself	51	13	14	12	11	12
I can't do this by myself	56	14	13	9	9	7
Total	393	100	100	100	100	100
<i>Missing</i>	7					
Total	400					

* 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 the same as in the previous year: 73% in 2013/4, and an average of 80% in the previous three years.

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	2014/15% *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
My home meets my needs very well	232	59	63	60	59	56
My home meets most of my needs	125	32	27	32	31	34
My home meets some of my needs	34	9	10	7	7	8
My home is totally inappropriate for my needs	2	1	1	2	3	2
Total	393	100	100	100	100	100
<i>Missing</i>	7					
Total	400					

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

Over half of respondents (59%) said that their home met their needs very well, which is similar to previous years' results: 63% in 2013/14, 60% in 2012/13, 59% in 2011/12 and 56% in 2010/11.

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	2014/ 5% *				
			2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can get to all the places in my local area that I want	120	31	32	34	39	35
At times I find it difficult to get to all the places in my local area that I want	89	22	23	24	26	24
I am unable to get to all the places in my local area that I want	91	23	23	20	20	22
I do not leave my home	92	23	22	22	20	19
Total	392	100	100	100	100	100
<i>Missing</i>	8					
Total	400					

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

The largest single percentage of respondents (31%) said that they could get to all the places in their local area that they wanted to. This is similar to previous years' results: 32% in 2013/14, 34% in 2012/13, 39% in 2011/12 and 35% in 2010/11. However, this means that 69% 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.

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	2014/5% *				
			2013/14 %	2012/13 %	2011/12 %	2010/11 %
a. Yes , from someone who lives in another household	180	47	52	57	53	53
b. Yes, from someone living in my household	138	36	41	34	40	40
c. No , I do not receive any help	95	25	16	19	20	18
Total	386	-	-	-	-	-
<i>Missing</i>	14					
Total	400					

* 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 lower percentage of respondents than in 2013/14 replied "I receive practical help from someone living in another household": 47%, compared to 52% in 2013/14. A higher percentage replied "I do not receive any help" (25%) compared to previous years: 16% in 2013/14, 16% in 2012/13, 19% in 2012/13, 20% in 2012/11, and 18% in 2010/11.

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	2014/5% *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Yes, with my own money	100	27	26	27	24	30
Yes, my family pays for this	31	8	10	7	8	6
No , I do not have any additional care or support	256	67	67	68	72	65
Total	379	-	-	-	-	-
<i>Missing</i>	21					
Total	400					

* 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.

As in previous years, 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 (67% in 2013/14, 68% in 2012/13, 72% in 2011/12 and 65% in 2010/11).

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	2014/15%	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I had help from someone living outside my household	142	36	35	36	32	33
I had help from a care worker	98	25	22	30	30	31
No, I did not have help	97	24	22	20	20	16
I had help from someone living in my household	57	15	20	14	18	20
Total	394	100	100	100	100	100
<i>Missing</i>	6					
Total	400					

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

As in previous years, the largest single percentage of respondents (36%), had help with writing their answers in the questionnaire from someone living outside their household. 15% did not have help from anyone else, which is considerably lower compared to previous years.

Q22. What type of help did you have?

Q22 Help with questionnaire	Frequency	2014/5% *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Someone else read the questions to me	182	47	46	44	43	41
Someone wrote down the answers for me	168	44	36	36	36	37
I talked through the questions with someone else	111	44	26	26	23	26
None , I did not have any help	95	24	22	28	27	31
Someone else translated the questions for me	64	17	15	15	11	14
Someone answered for me , without asking me the questions	27	7	12	9	7	7
Total	387	-	-	-	-	-
<i>Missing</i>	13					
Total	400					

* 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 (47%) had had someone else read the questions to them, which is line with previous years' results. Of some concern is the fact than 27 people (7%) had had someone else answer for them, without asking them the questions. This has been an issue in previous years, when around 8% of people who returned questionnaires had had this done for them.

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	2014/5% *	2013 / 14 %	Difference
Better	71	19	20	-1
Stayed the same	265	70	71	-1
Worse	41	11	9	+2
Total	377	100	100	
<i>Missing</i>	23			
Total	400			

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

As in 2013/14, the majority of people who took part in the survey (70%) 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 (19%) thought that services had got better. We asked people if they had any comments about this. They replied as follows:

Themes in comments from people who described how services had got better	Themes from comments
I am happy with my care workers	2
Services have got better	2
Staff are helpful	2
Care workers are helpful	1
Care workers are efficient	1
Care workers are friendly	1
Food and care standards still need to be improved	1
Gritting in winter still needs to be better	1
Happy with home equipment provided	1
My care home has just been refurbished	1
My son organises my support	1
I need more frequent reviews of my care package	1
Newcastle City Council have become more helpful	1
Services seem to be more responsive to need	1
The meals at home service has improved	1
There are frequent changes of care workers	1
We need more visits, and longer visits, as the care workers now need to use a hoist	1

Comments included:

“The meals get better and better, and the meals at home staff are very kind.”

The most common themes in comments made by people who thought services had stayed the same over the past year were: “I am happy with the council's care and support services”, “I have not noticed any changes” and “things have stayed the same” (five people each). Comments from people who thought services had stayed the same over the past year were as follows:

Themes in comments from people who described how services have stayed the same	Number of people who said this	No. of people who said this in 2012
I am happy with the council's care and support services	5	-
I have not noticed any changes	5	-
Things have stayed the same	5	7
I am happy with my care workers	3	-
I am happy with my care provider	2	-
I have not been receiving services long enough to be able to comment	2	-
Cuts have caused staff with specialised knowledge to become redundant	1	-
Happy with Byker Lodge day centre	1	-
Happy with regular care worker, but not with covering staff	1	-
Happy with the warden in sheltered accommodation	1	-
Have always received a high standard of care and support	1	-
Have not had much support as I do not need it	1	-
Have only recently started using services	1	-
I am not always kept informed about changes in my care staff, and they are not always on time	1	-
I do not receive as much care and support as I think I need	1	-
I feel nothing is being done to help me be more independent	1	-
I have a better support worker now	1	-
I have problems when my regular care worker is on holiday or off sick	1	-
I need more help inside my house	1	-

Table continues on the next page

Themes in comments from people who described how services have stayed the same	Number of people who said this	No. of people who said this in 2012
I only have contact with them once a year	1	-
I only have services in my home	1	-
I would like earlier care visits	1	-
Poor communication from social care and support services	1	-
Staff are always helpful when you have questions	1	-
Staff do not have enough time to do the work	1	-
The care workers are always running late	1	-
The transition from the reablement team to my current carers was not good	1	-
I worry about benefits changes	1	-

Comments from people who thought services had stayed the same included:

“The government has made to many cuts in the finance to Newcastle City Council. Some staff with specialised knowledge have been made redundant and this has had an effect on services that people can receive.”

“I have always been appreciative of the service provided by our council, the staff are very, very good.”

“I have problems with care workers not always arriving at the planned time, changes in staff, and not knowing care workers.”

The most common themes in comments made by people who thought services had got worse over the past year were: “I am receiving fewer care hours”, “I am not happy with the loss of an allocated social worker”, and “there is no continuity of care workers” (two people each). Comments from people who thought services had got worse over the past year were as follows:

Themes in comments from people who described how services have got worse	Number of people who said this	No. of people who said this in 2012
I am receiving fewer care hours	2	
I am not happy with the loss of an allocated social worker	2	1
There is no continuity of care workers	2	1
Care workers are good, but office staff are not	1	-
Cuts mean that services have got worse	1	-
Disabled people do not receive the support they need to be part of the community	1	-

Table continues on the next page

Themes in comments from people who described how services have got worse	Number of people who said this	No. of people who said this in 2012
External providers should be subject to more frequent checking	1	-
I am not always kept informed about changes in my care staff, and they are not always on time	1	-
I do not feel I am getting a good quality of service for what I am paying	1	-
I do not know the new care workers very well	1	-
I have lost my short breaks support	1	-
I have not been receiving services long enough to be able to comment	1	-
I have to pay towards respite care	1	-
It seems harder for me to keep the level of care that I need	1	-
People making decisions do not understand the situation "on the ground"	1	-
Private care agencies are not as good as the old council-provided service	1	-
Services provided at Scrogg Road are not as good as the old service provided at Chirton House	1	-
Some care workers are not good at dealing with older people	1	-
The charges are too high	1	2
The meals at home service has got worse	1	-
The reassessment process is now too complex	1	-
The system is too complicated	1	-
There is less choice of care services	1	-
Vegetarians are not given as good as service as meat-eaters by the meals at home service	1	-
Warden cover in sheltered accommodation has been reduced	1	-

Comments from people who thought services had got worse included:

“The care workers I have had are good, but the office staff are not. The care workers are sent all over the place and run around like headless chickens, because the office staff cannot plan proper routes.”

“I wish to complain about the meals service. Until the current menu cycle was introduced, there was a good variety of vegetarian meals. However, the new menu is mostly Quorn, 4 or 5 days every week, mostly mince. Every day meat-eaters have three choices (two meat, and the vegetarian options). It is a two-tier system. Vegetarians are treated unfairly.”

“Support services have been cut, giving no time at all for the care workers to carry out work or spend time with people.”

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 the service user's care setting, their age, 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	% 2014/15 response	% 2013/14 response	% 2012/13 response	% 2011/12 response
1 Questionnaire for residents in their own home	570	221	39	36	41	34
2 Questionnaire for residents in care homes	345	116	34	28	34	27
3 Questionnaire for adults with a learning disability in their own homes	136	57	42	40	52	36
4 Model questionnaire for adults with a learning disability in residential care	24	6	25	50	35	8
Total respondents and non-respondents	1075	400	34	-	-	-

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	2014 / 15 %	2013 / 14 %	2012 / 13 %	2011/12 %	% in sample	% in population
Male	159	40	42	41	37	40	40
Female	241	60	58	59	63	60	60
Total	400	100	100	100	100	100	100

The majority of respondents were female (60%), in line with the proportions of men and women in the sample.

3. Age

Age groups	Frequency	2013 / 14 %	2013 / 14 %	2012 / 13 %	2011/12 %	% in sample	% in population
18-24	4	1	4	4	3	4	4
25-34	18	5	8	5	6	7	7
35-44	17	4	5	4	4	6	6
45-54	49	12	9	11	8	8	9
55-64	55	14	11	15	13	11	10
65-74	45	11	11	14	11	12	12
75-84	107	27	26	22	27	28	23
85 and over	105	26	26	27	29	24	30
Total	400	100	100	100	100	100	100

The majority of respondents (64%) were aged 65 and over. The percentages of respondents in the different age groups were in line with the proportions of people in these groups in the sample.

4. Ethnic origin

Ethnic origin	Frequency	2014/15 %	2013 / 14 %	2012 / 13 %	2011/12 %	% in sample
White	375	94	95	94	96	96
Asian or Asian British	12	3	2	2	2	2
Black or Black British	3	1	1	0	1	2
Not stated	5	1	2	1	1	0
Other	0	0	0	0	1	0
Mixed	2	0	0	1	0	0
Chinese	3	1	0	1	0	0
Total	400	100	100	100	100	100

The majority of respondents were from a White background (94%). 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	2014/15 %	2013 / 14 %	2012 / 13 %	2011/12 %	% in sample
Christian	201	86	85	87	90	85
None	22	9	10	10	7	9
Muslim	7	3	1	2	2	2
Other	3	1	1	1	1	1
Sikh	1	0	0	0	0	0
Jewish	1	0	2	0	1	1
Hindu	0	0	1	0	0	1
Buddhist	0	0	0	0	0	1
Total	235	100	100	100	100	100
<i>Missing</i>	165			-	-	-
Total	400			-	-	-

The majority of respondents, about whom we had information on their religion, said that their religion or belief was Christian (86%). The percentage of respondents who said they followed different religions or beliefs, or none, were in line with the proportions of people in these groups in the sample.

Primary support reasons

Primary client groups	Frequency	2014/15* %	% in sample	% in population
Physical Support	213	53	48	46
Learning Disability Support	60	15	15	17
Support with Memory and Cognition	41	10	14	13
Mental Health Support	36	9	12	12
Social Support	42	11	11	10
Sensory Support	8	3	2	2
Total	400	100	100	100

* Note that in previous years, service users were grouped by “Primary Client Group” (five categories), not “Primary Support Reason”. These percentages therefore cannot be meaningfully compared with previous years.

The majority of people belonged to the client group “Physical support: Personal care support” (53%). The percentage of respondents in the different client groups were in line with the proportions of people in these groups in the sample.

Support setting

Support setting	Frequency	2014/15* %	% in sample
Community	278	70	66
Nursing Care	82	21	23
Residential Care	40	10	11
Total	400	100	100

* We did not collect this information in the years prior to 2014/15.

The majority of people received care in a community setting (70%). The percentages of respondents in the different support settings were in line with the proportions of people in these groups in the sample.

Mechanism of delivery

Mechanism of delivery	Frequency	2014/15* %	% in sample
LA-managed personal budget	157	57	55
LA-commissioned support only	62	22	21
Direct payment only	42	15	18
Part direct payment	17	6	5
Total	400	100	100

* We did not collect this information in the years prior to 2014/15.

The majority of people had their services delivered through an LA-managed personal budget (57%). The percentages of respondents in the different groups were in line with the proportions of people in these groups in the sample.

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 support reason
6. Support setting
7. Mechanism of delivery

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	2013/14	2012/13	2011/12
(1A) Social care - related quality of life	73450.5	3821.2	19.2	19.3	19.2	19.4
(1B) The proportion of people who use services who have control over their daily life	3248.9	4187.6	77.6%	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* **	1926.4	4214.2	45.7%	51%	-	-
(3A) Overall satisfaction of people who use services with their care and support	2602.9	4185.1	62.2%	64%	62.7%	68.6%
(3D part 1) The proportion of people who use services who find it easy to find information about services**	2389.3	3030.0	78.9%	80.2%	72.0%*	80.3%
(4A) The proportion of people who use services who feel safe	2988.7	4227.5	70.7%	69%	71.6%	71.7%

Weighted Results	Numerator	Denominator	Indicator	2013/14	2012/13	2011/12
(4B) The proportion of people who use services who say that those services have made them feel safe and secure	3226.6	4060.7	79.5%	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 was new in 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 2014/15 is:

	No unmet needs	Needs adequately met	Some needs met	No needs met	Total
Q3a	1,342.6	1,614.4	706.3	157.9	3,821.2
Q4a	2,121.1	1,520.1	149.9	30.1	3,821.2
Q5a	2,418.2	1,145.1	226.8	31.2	3,821.2
Q6a	2,624.4	1,048.2	116.7	31.9	3,821.2
Q7a	2,715.2	946.9	94.2	64.8	3,821.2
Q8a	1,738.0	1,415.9	492.2	175.2	3,821.2
Q9a	1,337.7	1,312.8	949.1	221.6	3,821.2
Q11	2,516.5	994.4	278.4	31.9	3,821.2
Total	16,813.7	9,997.9	3,013.6	744.6	3,821.2

Score	50,441.1	19,995.8	3013.6	0
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Numerator	Denominator	1A
73,450.5	3,821.2	19.2

(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.

(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					



This report was prepared by
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