

Newcastle Wellbeing, Care and Learning: Social Care User Experience Survey 2015 / 2016



**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 2015/16 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. 62.

This report focuses upon the key findings from the mandatory questions, and our own questions from the 2015/16 survey, and how they compare to the 2010/11, 2011/12, 2012/13, 2013/14 and 2014/5 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 2015/16, once this information is available.

This report was written by Louise Reeve, Policy and Communications Business Partner in the Policy and Communications Team, and any queries about it should be addressed to her: louise.reeve@newcastle.gov.uk or telephone: 0191 277 7508 (internal ext. 27508).

¹ The NHS Information Centre website is here: <http://www.hscic.gov.uk/ascs1516> (URL dated 17 May 2016).

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 2015 (the “eligible population”). The sample was extracted on: 21 January 2016. 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 2015/16, as in 2011/12, 2012/13, 2013/14, and 2014/15 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 2015/16. Out of a total of 4,077 people in the eligible population, we drew a total sample of 1,094. One person in the survey was replaced 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 25 January 2016, with reminders going out on 15 February. The fieldwork period for the entire survey was 26 January to 22 April 2016. 81% responded to the original questionnaire, and 19% responded to the reminder.

Responses and margin of error

We received **389** returned questionnaires out of **1,094** sent out, giving a response rate of **36%**. 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 4,077. 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 4,077 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 49.3%, so the “true” figure for the population as a whole lies between 44.6% - 54.0% (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 2016, nearly everyone who took part in the survey did so by returning a questionnaire, apart from one person who had a face-to-face interview. The majority had help from another person, such as a friend or family member, to complete the questionnaire (see p.52 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 2015/16 there were 12 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".

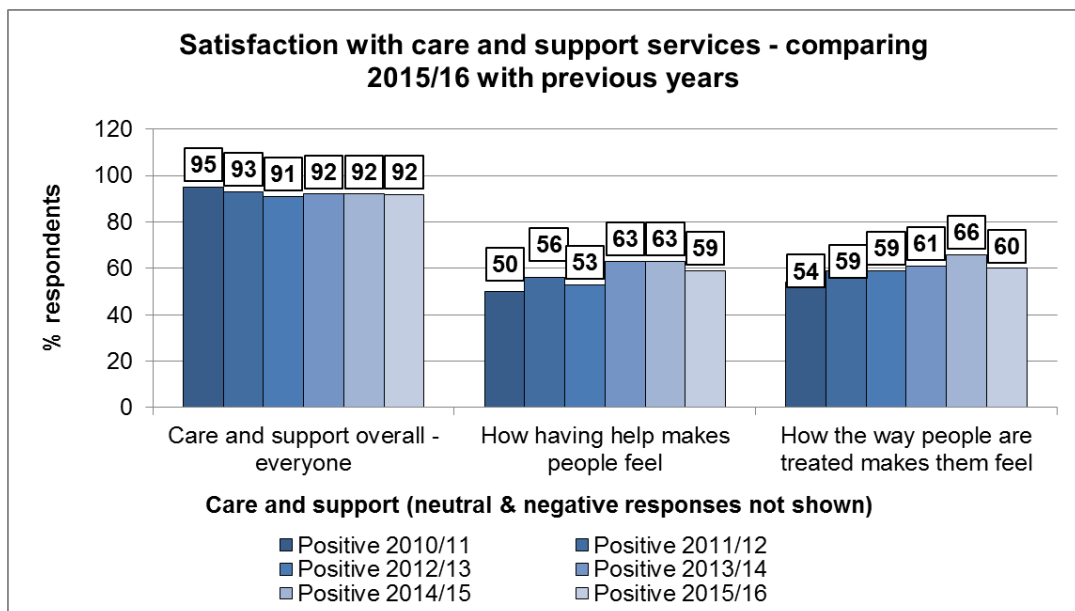
Key Findings

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. This section presents statistically significant differences between the 2014/15 and 2015/16 results.

Key Findings – Differences

Satisfaction with Services

- ASCOF 3A – Overall satisfaction:** A higher 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 2014/15; 82% compared to 69%. 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:** Fewer respondents in 2015/16 replied “The way I am helped and treated makes me feel better”: 60% compared to 66% in 2014/15. (This is not an indicator, but is included here to illustrate further people’s feelings about their care and support.) However, this is in line with the 2013/14 results (61!).



Quality of Life

- **ASCOF 1A:** In 2015/16, the total score was 19.7, compared to 19.2 in 2014/15, 19.3 in 2013/14, 19.2 in 2012/13, 19.4 in 2011/12, and 18.9 in 2010/11. This is a small increase from the previous year, and the highest ASCOF 1A score we have achieved since this indicator began being collected in 2011/12.
- **Control over daily life:** A higher percentage of service users have replied “I have adequate control over my daily life”: 49% compared to 41% in 2014/15. A slightly lower percentage replied “I have as much control over my daily life as I want” – 33% compared to 36% in 2014/5 – but this is not a significant decrease.
- **Feeling clean and presentable:** A higher percentage of service users have replied “I feel clean and am able to present myself the way I like”: 60% compared to 55% in 2014/15.
- **Food and drink:** A higher percentage of respondents say that they get all the food and drink they like when they want; 68% in 2015/16 compared to 62% in 2014/15. However, a slightly lower percentage than in 2014/5 say that care and support services help them to get food and drink: 73%, compared to 78%.
- **Keeping the home clean:** A higher percentage of respondents say that care and support services help them to keep their homes clean; 73% in 2015/16 compared to 68% in 2014/15.
- **Social contact:** More respondents replied: “I have as much social contact as I want with people I like”: 50%, compared to 45% in 2014/5. However, in 2013/4 this percentage was 51%, and it appears to be the case that answers to this question fluctuate across the years, but it is not clear why this is.
- **Leisure time:** More respondents replied: “I'm able to spend my time as I want, doing things I value or enjoy”: 41%, compared to 35% in 2014/5.
- **How people are helped and treated:** Fewer respondents replied: “The way I'm helped and treated makes me think and feel better about myself”: 60%, compared to 66% in 2014/5. However, more respondents replied “The way I'm helped and treated does not affect the way I think or feel about myself”: 33%, compared to 26% in 2014/15. There appears to be no significant change in the percentages replying that the way they are helped and treated *sometimes* or *completely* undermines the way they think and feel about themselves.

Overall

As shown in the chart below, in 2015/16, the percentages of respondents giving the most positive response to the quality of life questions tended to be higher when compared to the previous year (the exceptions were how people are helped and treated, and control over daily life).

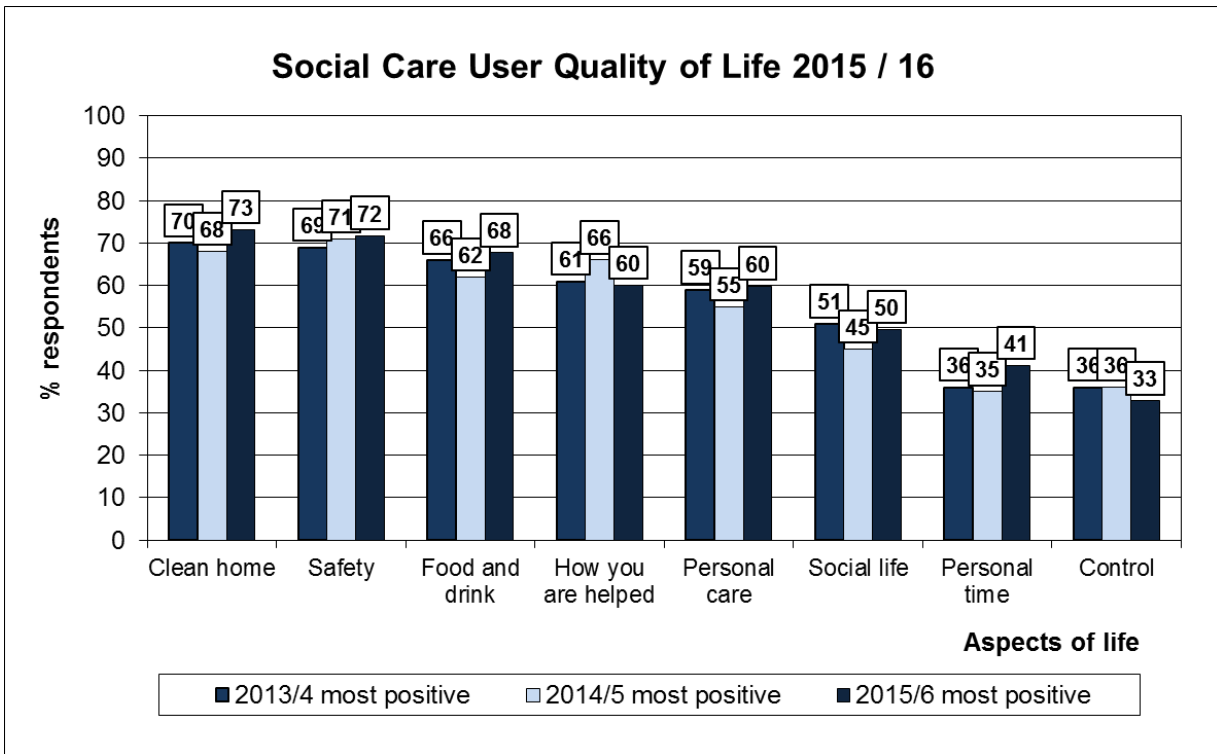


Chart 1: Most positive responses to quality of life questions, comparing 2013/14, 2014/15 and 2015/16 surveys

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

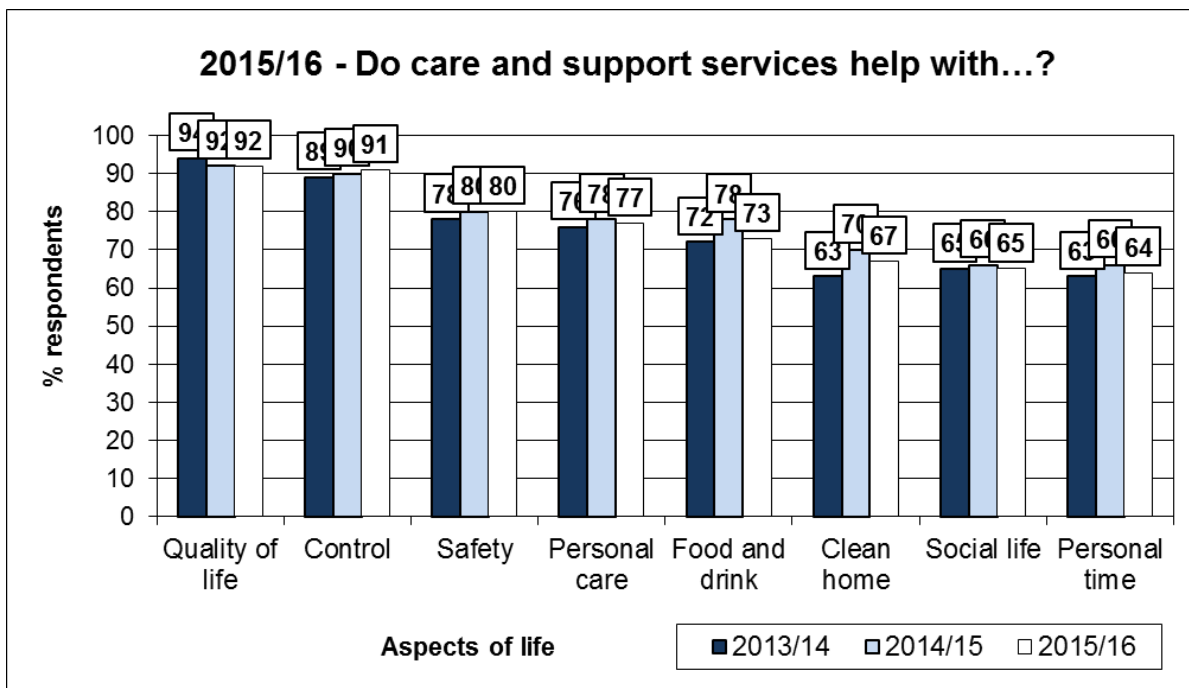


Chart 2: Whether care and support services help with different aspects of people's quality of life, comparing 2013/14 and 2014/15

In other words, there appears to be a higher percentage of service users whose needs in relation to these aspects of life are being completely met, but a lower percentage of service users who say that social care and support services help them with these aspects of their lives. This is the opposite of the trend in the 2014/15 survey, and it is not clear why this should be.

Information and complaints

- **Information:** There has been no significant change in whether service users find it easy or difficult to find information or advice about support, services or benefits. A higher percentage in 2015/6 said that they would prefer to receive information via a leaflet or handbook: 59%, compared to 40% in 2014/15.
- **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

- **Handling personal finances and paperwork:** There has been a significant small increase in the percentage of respondents who reply “I can do this easily by myself”, from 20% in 2014/15, to 25% in 2015/16.
- **Handling personal finances and paperwork:** There has been a significant small decrease in the percentage of respondents who reply “I can’t do this by myself”, from 42% in 2014/15, to 37% in 2015/16, matched by an increase in those replying “I have difficulty doing this myself” from 23% in 2014/15, to 28% in 2015/6.

Getting help from others

- **Getting help from others:** A slightly lower percentage of respondents replied “No, I do not receive any help”: 19%, compared to 25% in 2014/15.

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.

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 = out of a possible maximum of 24
 expressed as a percentage: % = of the maximum possible score

In 2015/16, the total score was 19.7, compared to 19.2 in 2014/15, 19.3 in 2013/14, 19.2 in 2012/13, 19.4 in 2011/12, and 18.9 in 2010/11. This is a small increase from the previous year, and the highest ASCOF 1A score we have achieved since this indicator began being collected in 2011/12. The other ASCOF indicators are shown in the chart below:

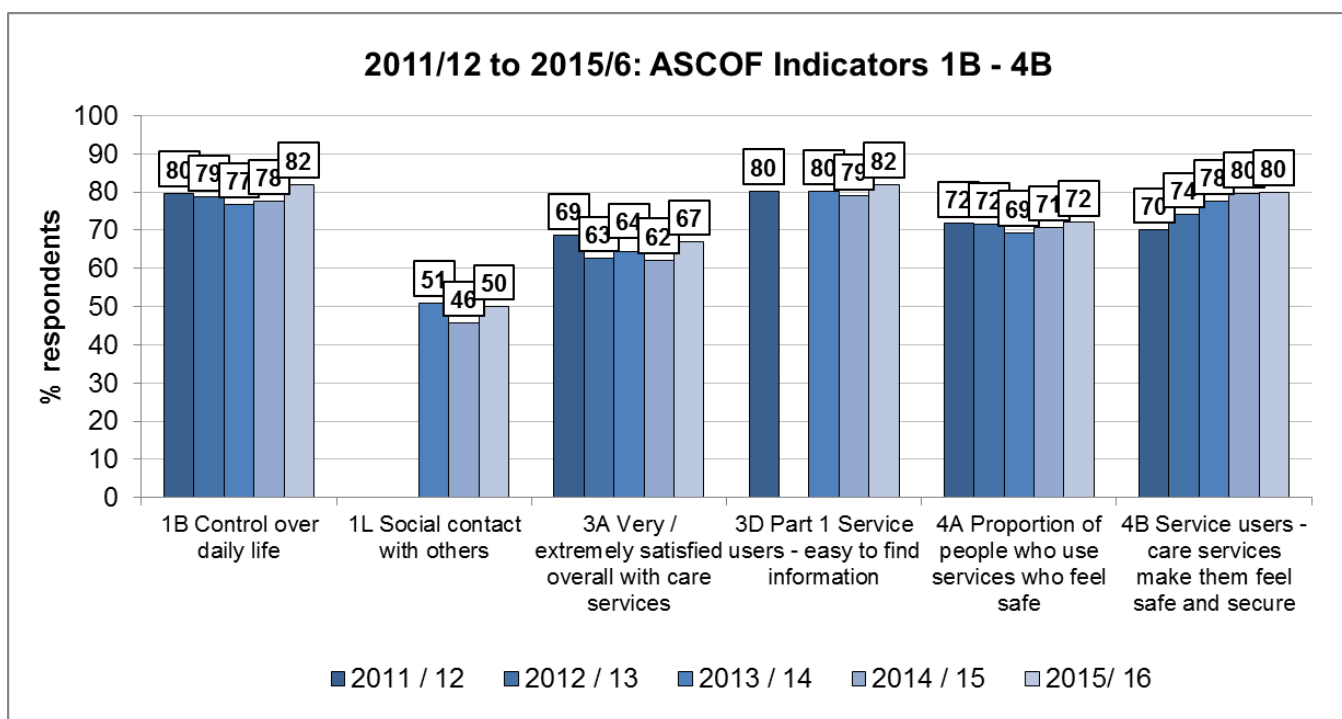


Chart 3: ASCOF Indicators 1b-4B, 2015/16. Note that indicator 3D part 1 had a different calculation method in 2012/13, and thus the figure for this year is not comparable to those for the other years.

In 2015/16, no indicators are lower than the previous year. It can be seen that the following indicators are higher than in previous years:

- ASCOF 1B – Care and support services help you to have **control** over your daily life: 82%, compared to 78% in 2014/15.
- ASCOF 1L – Having as much **social contact** with others as you want: 50%, compared to 45% in 2014/15, although it should be noted that this indicator tends to vary year on year.
- ASCOF 3A – being very or extremely **satisfied** with care and support services: 67%, compared to 62% in 2014/15.
- ASCOF 3d part 1 – social care users who say it is easy to find **information** about services and benefits: 82%, compared to 79% in 2014/15.

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 2014/15, 2013/4, 2012/13, 2011/12 and 2010/11 surveys:

- **Control over daily life:** 18% said that they had either some control over their daily life but not enough, or no control at all, although this is lower than in previous years.
- **Depression or anxiety:** 51% said that they had either moderate or extreme depression or anxiety.
- **Finances and paperwork:** Three-quarters of respondents (75%) said that they could not manage their finances or paperwork without help.
- **Getting around outside the home:** Two-thirds (66%) 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 40% of people in the survey described their health as good or very good. 18% described it as bad or very bad.
- **Pain or discomfort:** 60% said that they either had moderate or extreme pain or discomfort.
- **Personal time:** 28% 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 41% of respondents said that they were able to do all the things they wanted to do, although this is an increase from the previous year.
- **Social contact with people:** 15% 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. 17. A full list of the questions asked can be found in Appendix 1 on p. 62.

Satisfaction with care and support services

- 63% of respondents without learning disabilities were extremely or very **satisfied overall** with the care and support they receive³. Of people with learning disabilities, 82% 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%.
- 91% said either that **having help** made them think and feel better about themselves (59%) or that it did not affect how they thought about themselves (32%).
- 93% said that **the way they were helped** and treated either made them feel better about themselves (60%) or did not affect how they felt about themselves (33%).

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

- 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, 72%, said that they thought they had stayed the same.

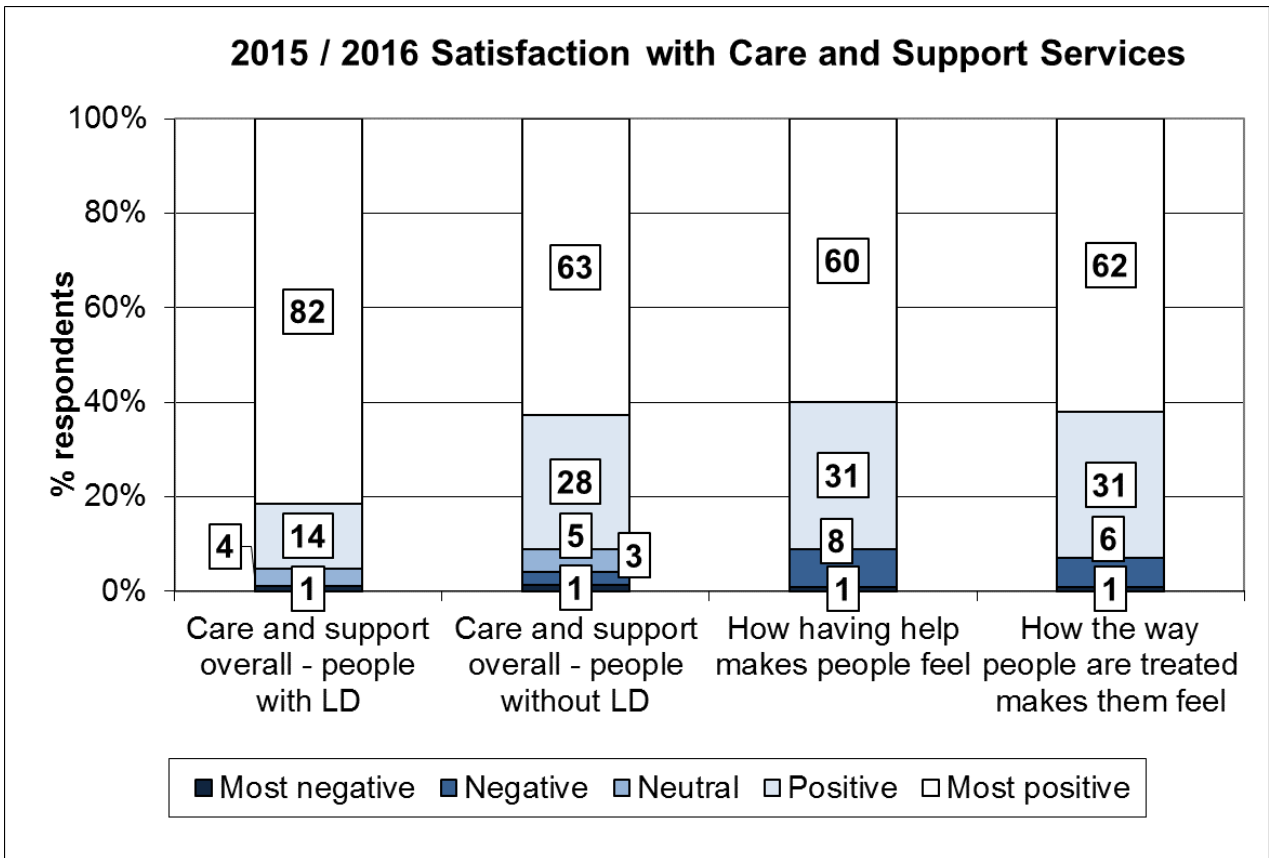


Chart 4: Satisfaction with care and support services

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Quality of life

31% 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” (29%) are included, this gives a total of 59% (figures have been rounded). Of people with learning disabilities, 39% replied “My life is really great” and 43% 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.

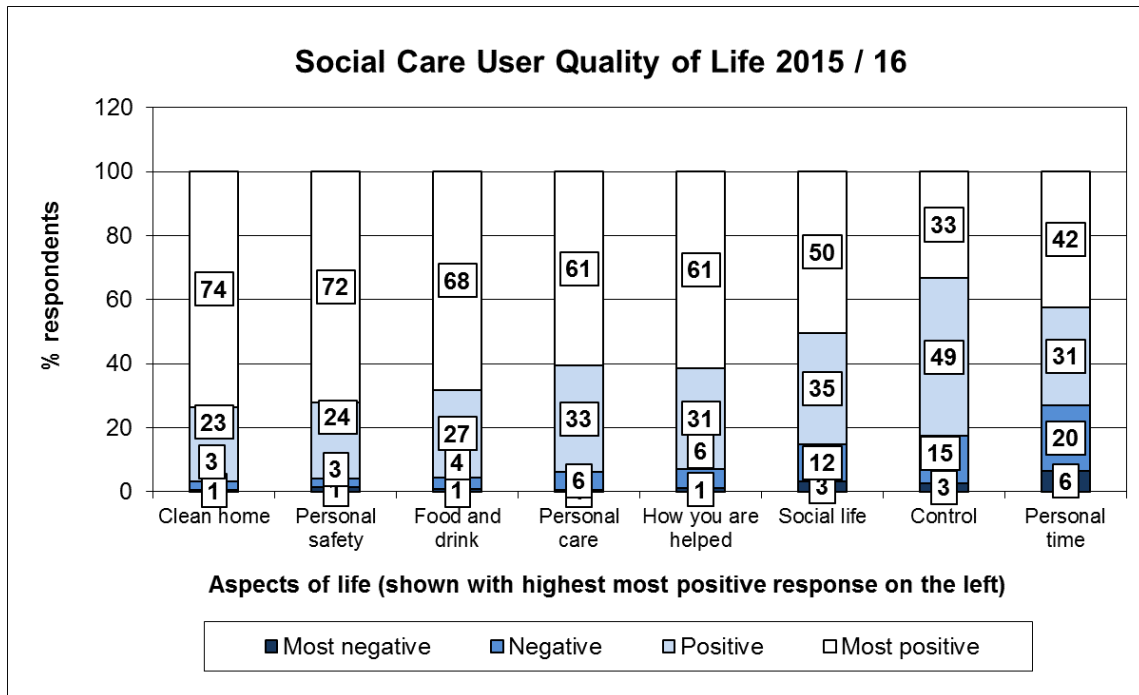


Chart 5: Social Care Related – Quality of Life

- 82% of all respondents (both with and without learning disabilities) said that either they had as much **control** as they wanted over their lives (33%) or adequate control (49%). 91% 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 6 (above) shows respondents’ relative levels of happiness with different aspects of their lives.
- 60% said that they felt **clean** and were able to present themselves the way they liked. 77% said that care and support services helped them with this.
- 68% said that they got all the **food and drink** they liked when they wanted. 73% said that care and support services helped them with this.
- 73% said that their **homes** (including care homes for people in residential care) were as **clean** and comfortable as they liked. 67% said that care and support services helped to keep their homes clean and comfortable.
- 72% said that they felt as **safe** as they wanted. 80% said that care and support services helped them with feeling safe.
- We asked people what **helped them to feel safe in their homes**. The most common answers were “Whether there is a low level of crime and anti-social behaviour in the local area” (62%), and “The sense of community in the local area” (61%).
- 85% of people said that either they had as much **social contact** as they wanted with people they liked (50%) or that they had adequate social contact (35%). 65% said that care and support services helped them with having social contact.

- When people were asked about how they **spent their time**, 72% said that they were either able to spend their time as they wanted (41%), or that they were able to do enough of the things they valued and enjoyed (31%). 64% said that care and support services helped with the way they spent their time.

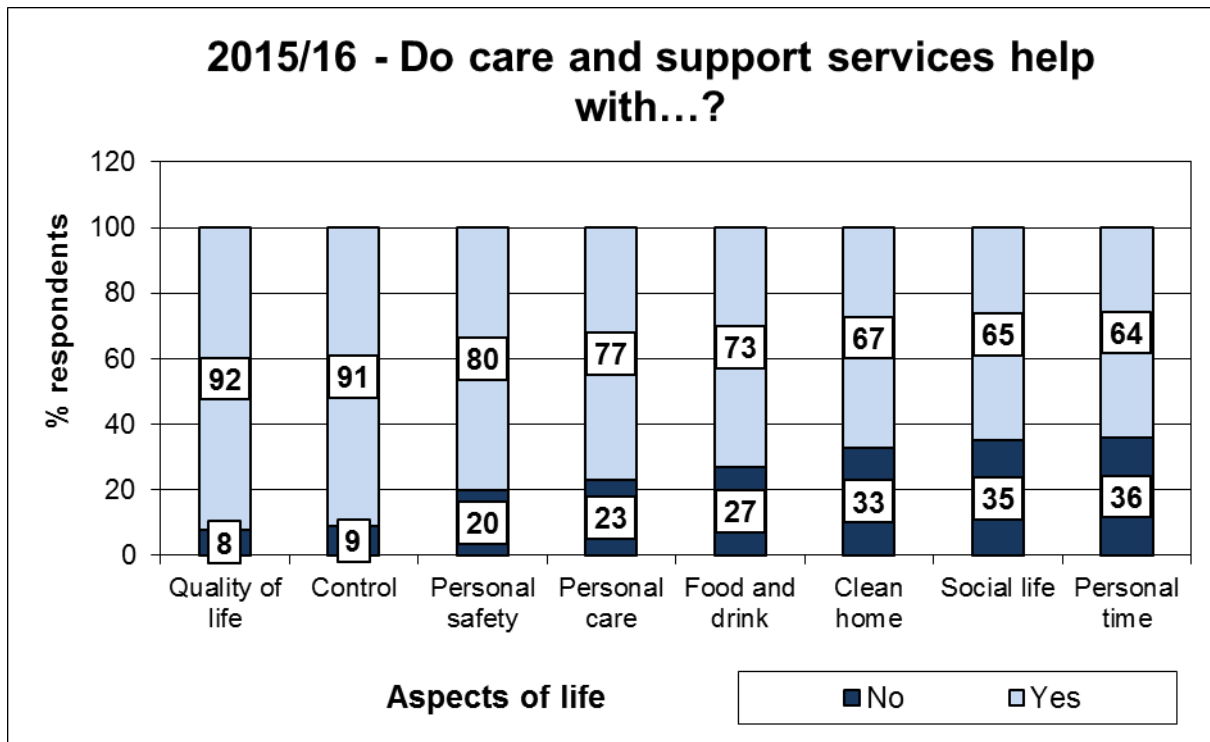


Chart 6: Contribution of care and support services to different aspects of peoples' lives

Information, safeguarding, and complaints

- A quarter of respondents (23%) had never tried to find **information** or advice about support, services or benefits. Of those who had, 82% said it was very or quite easy.
- We asked people about their **preferred method of receiving information** about care and support services, benefits, and so on. The largest percentage (59%) said they preferred to receive information by letter, with the next largest (59%) saying they preferred to receive it by leaflet or handbook (respondents could choose more than one option, so the percentages total more than 100). 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" (30 people), "My family deals with this" (12 people) and "I don't know where to go for information" (4 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**.
- Just over two-thirds of respondents (71%) said that they both knew how to make a **complaint** and felt they could do this if they wanted to.
- Half of all respondents (51%) 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.

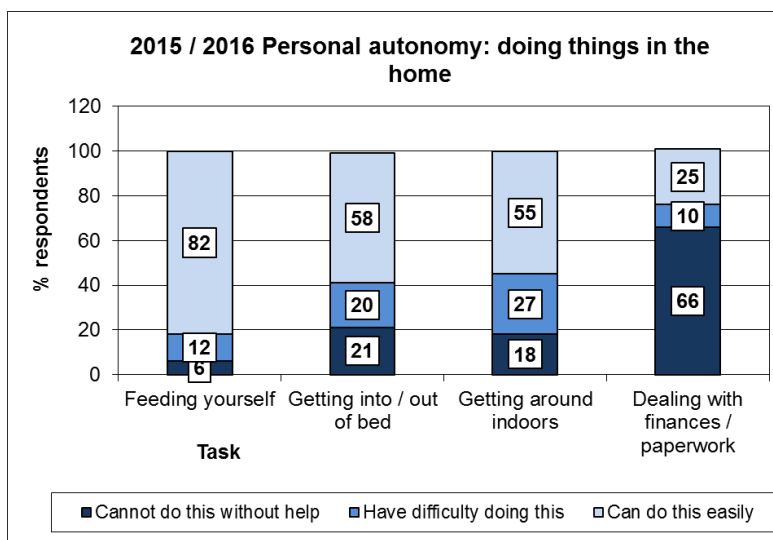
Health and personal autonomy

Health

- The largest percentage of respondents, nearly half (42%), described their **health** as “fair”.
- The majority of respondents (60%) said that they had **moderate** (48%) or **extreme** (12%) **pain or discomfort**.
- Just under half of all respondents (51%) said that they had either **moderate** (43%) or **extreme** (9%) **anxiety** or depression.

Doing things in the home

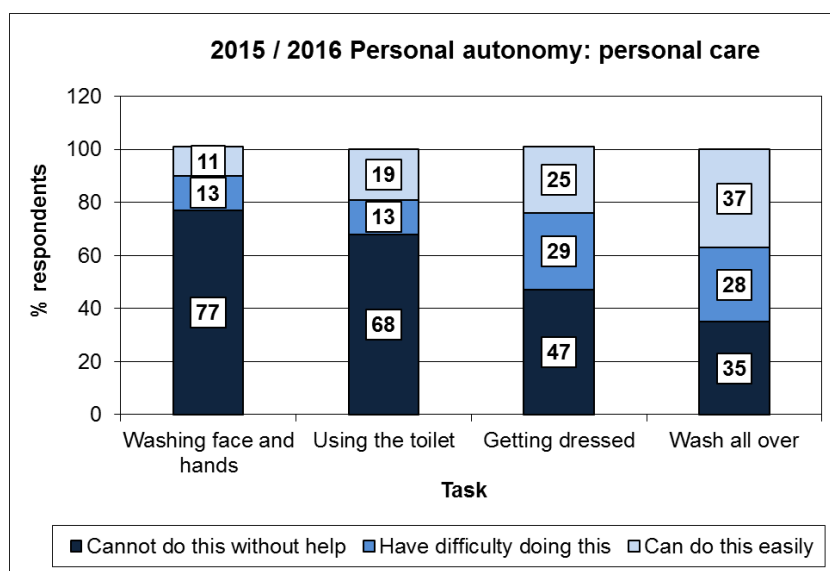
- Over three-quarters of respondents (82%) could easily **feed** themselves without help.
- Over half of respondents (58%) could easily get in and out of **bed** or a chair by themselves without help.
- Over half of respondents (55%) said that they could get around easily **indoors** by themselves without help.
- Two-thirds of respondents (66%) said that they could **not** deal with **finances** or paperwork without help.



1. Chart 8: Personal autonomy - doing things in the home

Personal care

- Over three-quarters of respondents (77%) said that they could easily **wash** their hands and face without help.
- The majority of respondents (68%) 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 wash** all over by themselves (37%); the next largest said that they **could not** do this without help (35%).



2: Chart 8: 2015/16, personal autonomy – personal care

Home, local area, extra care services and comments

- The majority of respondents (65%) did not buy in any **additional care** and support services.
- Over half of respondents (63%) said that their **home** met their needs very well.
- Just under half of respondents (49%) **received practical help** on a regular basis from someone living in another household (such as an adult son or daughter, a friend or a neighbour).
- The largest single percentage of respondents (32%) said that they could **get to all the places in their local area** that they wanted to. However, 66% 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 (33%), **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 (50%), had had **someone else read** the answers to them. Of some concern is the fact that 25 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 from a **white** ethnic background (97%)
- Described their religious beliefs as **Christian** (84%)
- Received care and support services in a **community setting** (76%).
- Were aged **65 and over** (59%)
- Were **female** (57%)
- Were receiving care and support services for the primary support reason "**physical support**" (48%).
- Were receiving care and support services via an **LA-managed personal budget** (54%).

Frequency Tables

Strata response rates

As described above in the Methodology section (p. 2), 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	93	24	17	20
2. Non LD, 18-64	73	19	21	19
3. Non-LD, 65+, In Residential Care	76	20	35	21
4. Non-LD, 65+, Community Based Services	147	38	36	40
Total	389	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 (such as stratum 3) 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 2014/15, 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.

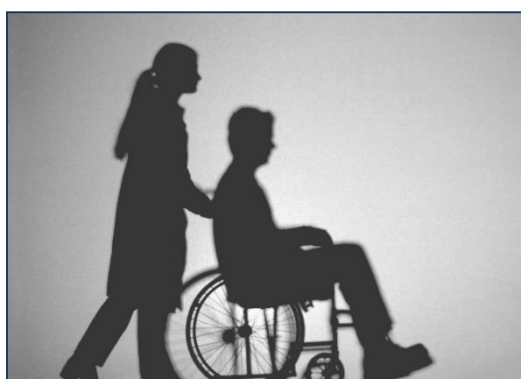
From 2014/15 onwards, the weighting is calculated as follows (from the official guidance):

“For 2014-15 onwards, a unique set of weights are calculated for each question by dividing the eligible population, at stratum level for the local authority (as before), by the count of usable responses to that question, at stratum level for the local authority. Although the impact of the change is minimal, this calculation produces more accurate results.”

The actual numbers of respondents have been included in the tables below for reference. However, the percentages shown in the tables in the rest of the report 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 %	Q1 no of answers	E.g. of weight for Q1
1 People with learning disabilities of all ages	830	185	93	50	89	10.247
2 People without learning disabilities, aged 18-64	778	229	73	32	73	10.658
3 People without learning disabilities, aged 65 and over, in residential care	846	286	76	27	74	11.432
4 People without learning disabilities, aged 65 and over, receiving community-based services	1623	394	147	37	142	11.350
Totals	4077	1094	389	-	378	-



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	2015/6*	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	248	67	67	64	63	69	69
Quite satisfied / I am quite happy with the way staff help me	93	25	25	28	29	24	27
Neither satisfied nor dissatisfied / The way staff help me is OK	17	5	5	5	6	5	3
Quite dissatisfied / I don't think the way staff help me is that good	8	2	2	2	2	1	1
Extremely or very dissatisfied / I think the way staff help me is really bad	5	1	1	1	1	1	0
Total	371	100	100	100	100	100	100
<i>Missing</i>	<i>10</i>						
Total	381						

* 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 the same as the previous year. 12 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			2014/5	2013/14	2012/13	2011/12	2010/11
	Frequency	2015/6*	%	%	%	%	%
Extremely satisfied	81	28	25	26	24	32	32
Very satisfied	101	35	35	36	35	36	36
Quite satisfied	82	28	30	29	32	25	25
Neither satisfied nor dissatisfied	14	5	6	5	7	5	5
Quite dissatisfied	8	3	3	3	2	1	1
Very dissatisfied	2	1	0	1	0	1	1
Extremely dissatisfied	2	1	0	0	0	1	1
Total	290	100	100	100	100	100	100
<i>People with a learning disability</i>	84						
<i>Missing</i>	10						
Total	381						

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

63% of respondents without a learning disability were extremely or very satisfied overall with their care and support services, compared to 60% in 2015/16 and 2014/15, 62% in 2013/14, 59% in 2012/13, 68% in 2011/12 and 68% in 2010/11. A further 28% were quite satisfied. 26 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			2014/5	2013/14	2012/13	2011/12	2010/11
	Frequency	2015/6*	%	%	%	%	%
I am very happy with the way staff help me, it's really good	66	82	69	77	83	76	70
I am quite happy with the way staff help me	11	14	28	20	13	18	25
The way staff help me is OK	3	4	3	3	3	7	5
I don't think the way staff help me is that good	0	0	0	0	0	0	0
I think the way staff help me is really bad	1	1	0	0	1	0	0
Total respondents	81	100	100	100	100	100	100
<i>People without a learning disability</i>	290						
<i>No response</i>	10						
Total	381						

* 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 69% in 2014/5, 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	2015/6*	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	114	31	39	30	30	32	35
Good / My life is mostly good	117	32	24	32	30	39	28
Alright / My life is OK, some good things, some bad things	97	27	29	31	32	39	30
Bad / My life is mostly bad	22	6	6	6	6	6	6
So bad, it could not be worse or very bad / My life is really terrible	11	3	3	2	2	4	1
Total	361	100	100	100	100	100	100
<i>Missing</i>	20						
Total	381						

* 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%, which is the same figure as in 2014/15. 9 service users said that their quality of life was very or extremely bad.

Since the previous year, the percentage of service users who said their life was really great has decreased from 39% to 31%, and the percentage of service users who said their life was mostly good has increased from 24% to 32%.

People without a learning disability

Q2a Quality of life	Frequency	2015/6*	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
So good, it could not be better	13	5	8	4	4	6	4
Very good	69	25	23	24	25	22	23
Good	81	29	24	31	28	29	29
Alright	84	30	35	33	34	32	35
Bad	21	8	7	6	6	7	8
Very bad	6	2	2	2	2	3	1
So bad, it could not be worse	4	1	2	0	1	2	0
Total	278	100	100	100	100	100	100
<i>Missing</i>	20						
<i>People with a learning disability</i>	83						
Total	381						

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

5% 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. 54% replied either “very good” (25%) or “good” (29%), compared to 47% in 2014/15, 55% in 2013/4, 53% in 2012/13, 51% in 2011/12 and 52% in 2010/11.

The largest single percentage replied “alright” (30%). 31 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			2014/5	2013/14	2012/13	2011/12	2010/11
	Frequency	2015/6*	%	%	%	%	%
My life is really great	32	39	40	38	33	61	38
My life is mostly good	36	43	33	37	46	28	41
My life is OK, some good things, some bad things	13	16	25	19	19	11	21
My life is mostly bad	1	1	1	2	0	0	0
My life is really terrible	1	1	0	5	1	0	0
Total respondents	83	100	100	100	100	100	100
<i>People without a learning disability</i>	278						
<i>Missing</i>	2						
Total	389						

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

39% of respondents with a learning disability thought that their lives were really great (26 people), compared to 40% in 2014/15, 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. 43% of respondents with a learning disability thought that their lives were mostly good. One person replied “My life is mostly bad”, and another replied “My life is really terrible”.

Q2b Care and support services help with quality of life			2014/5	2013/14	2012/13	2011/12
	Frequency	2015/6*	%	%	%	%
Yes	330	92	92	94	91	89
No	28	8	8	6	9	10
Total	358	100	100	100	100	100
<i>Missing</i>	30					
Total	389					

* 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 92% in 2014/5, 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	2015/6*	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I have as much control over my daily life as I want	123	33	36	36	34	36	31
I have adequate control over my daily life	179	49	41	40	45	43	45
I have some control over my daily life but not enough	55	15	18	19	18	16	20
I have no control over my daily life	9	3	5	5	4	4	3
Total	366	100	100	100	100	100	100
<i>Missing</i>	23						
Total	389						

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

The largest single percentage of respondents, 49%, said that they had adequate control over their daily life, which is slightly higher than in the previous four years. 33% had as much control as they wanted over their lives. 18% 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	2015/6*	2014/5 %	2013/14 %	2012/13 %	2011/12 %
Yes	330	91	90	89	84	86
No	30	9	10	11	16	14
Total	360	100	100	100	100	100
<i>Missing</i>	29					
Total	389					

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

91% of respondents said that care and support services helped them to have control over their lives, compared to 90% in 2014/15, 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 Five 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	2015/6*	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I feel clean and am able to present myself the way I like	228	60	55	59	59	62	58
I feel adequately clean and presentable	124	34	38	36	36	33	38
I feel less than adequately clean or presentable	21	6	4	4	5	4	4
I don't feel at all clean or presentable	2	1	1	1	0	1	1
Total	375	100	100	100	100	100	100
<i>Missing</i>	14						
Total	389						

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

Over half of respondents, 60%, said that they felt clean and were able to present themselves the way they liked. This compares to 55% in 2014/5, 59% in 2013/14 and 2012/3, 62% in 2011/12 and 58% in 2010/11. 34% felt adequately clean, and 23 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	2015/6*	2014/5 %	2013/14 %	2012/13 %	2011/12 %
Yes	280	77	78	76	71	68
No	87	23	22	24	29	33
Total	367	100	100	100	100	100
<i>Missing</i>	22					
Total	389					

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

77% of respondents said that care and support services helped them to keep clean and presentable in appearance, compared to 78% in 2014/15, 71% in 2012/13, and 68% in 2011/12.

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

Q5a Food and drink	Frequency	2015/6*	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I get all the food and drink I like when I want	253	68	62	66	65	72	65
I get adequate food and drink at okay times	99	28	29	29	30	23	31
I don't always get adequate or timely food and drink	14	4	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	2	1	0	2	1
Total	369	100	100	100	100	100	100
<i>Missing</i>	20						
Total	389						

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

The majority of people, 68%, said that they got all the food and drink they liked when they wanted, which is a significant increase compared to 62% in 2014/15. Previous years' figures have been: 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). 28% said that they got adequate food and drink at okay times, and 17 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	2015/6*	2014/5 %	2013/14 %	2012/13 %	2011/12 %
Yes	273	73	78	72	70	63
No	96	27	22	28	30	37
Total	369	100	100	100	100	100
<i>Missing</i>	20					
Total	389					

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

73% of respondents said that care and support services helped them to get food and drink, which is significantly lower compared to 78% in 2014/5. However, it is line with previous years' findings: 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	2015/6*	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
My home is as clean and comfortable as I want	278	73	68	70	65	67	64
My home is adequately clean and comfortable	88	24	29	26	32	29	31
My home is not quite clean or comfortable enough	10	3	3	3	3	4	4
My home is not at all clean or comfortable	2	1	1	1	0	0	1
Total	378	100	100	100	100	100	100
<i>Missing</i>	11						
Total	389						

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

The majority of service users, 73%, said that their home is as clean and comfortable as they would like. This is the highest score achieved whilst the survey has been running in its current form, and compares to 68% in 2014/15, 70% in 2013/4, 65% in 2012/13, 67% in 2011/12 and 64% in 2010/11. 24% said that their home was adequately clean and comfortable, and 12 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	2015/6*	2014/5 %	2013/14 %	2012/13 %	2011/12 %
Yes	246	67	70	63	65	59
No	122	33	30	38	35	41
Total	368	100	100	100	100	100
<i>Missing</i>	21					
Total	389					

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

67% of respondents said that care and support services helped them to get food and drink. This compares to 70% in 2014/15, 63% 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	2015/6*	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I feel as safe as I want	272	72	71	69	72	72	64
Generally I feel adequately safe , but not as safe as I would like	90	24	25	25	24	24	29
I feel less than adequately safe	11	3	3	5	3	2	4
I don't feel at all safe	5	1	2	2	5	2	2
Total	378	100	100	100	100	100	100
<i>Missing</i>	11						
Total	389						

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

The majority of people, 72%, said that they felt as safe as they wanted, which is slightly higher than in 2014/15 (71%), and in line with previous years' findings. 24% 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	2015/6*	2014/5 %	2013/14 %	2012/13 %	2011/12 %
Yes	295	80	80	78	74	70
No	70	20	20	23	26	30
Total	365	100	100	100	100	100
<i>Missing</i>	24					
Total	389					

* 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. This compares to 80% in 2014/15, 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	2015/6*	2014/5 %	2013/14 %
Whether there is a low level of crime and anti-social behaviour in the local area	219	62	32	24
Sense of community in the local area	216	61	46	42
Care and support services	205	59	56	51
Whether my friends and family live nearby	139	39	59	60
Whether there are good quality public services in the local area	132	37	33	27
The appearance of my local neighbourhood	131	36	40	29
Whether my home suits my needs	48	14	59	63
Something else	17	5	4	3
Total	351	-	-	-
<i>Missing</i>	38			
Total	389			

* 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 the 2013/4 social care users survey for the first time in 2013/14 to obtain more representative data.

It can be seen that the findings have changed compared to previous years. The most important aspects of life in this year's survey were:

- A low level of crime and anti-social behaviour in the area: 62%
- The sense of community in the local area: 61%
- Care and support services: 59% (13 people commented on how safe this makes them feel).

In the previous two years, the “top three” aspects were: “care and support services”, “whether my home suits my needs” and “whether my friends and family live nearby” (59%) as important factors in whether they feel safe. It is not clear exactly what has contributed to this change, and further work may be required. Comments included:

“I feel so isolated as I spend too much time on my own. I don't know anyone around here.”

“This home is near my family and they can visit me several times a week. It fulfils all my needs and is a lovely place to live.”

“[Living here it is] very difficult to access health services and public transport. The residents fear the exterior of the court with justification, as do I, I fear the interior as well.”

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	2015/6	2014/5	2013/4
Happy with care staff	8	1	-
I feel safe because my family look after me	5	8	2
My partner makes me feel safe	2	1	-
Telecare alarm	2	3	1
Security features in the building I live in	2	1	-
Concierge service	1	1	-
I am used to living alone	1	-	-
I feel safe because my house is set up for my needs	1	-	-
Local bus services help me feel safe because I can get around	1	-	-
PSCOs help me feel safe	1	-	-
Support from a private care worker	1	-	-
Security features in the sheltered accommodation I live in	1	1	-
This does not apply to me because I do not leave my care home	1	1	2

Others commented on things which caused them to feel unsafe:

Things that cause social care and support users to not feel safe	2015/16	2014/5	2013/4
The appearance of the neighbourhood has got worse recently	2	1	1
I do not feel safe in my local area	1	-	-
I do not know because I have not lived here for long	1	-	-
I feel isolated because I spend too much time on my own	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	2015/6*	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I have as much social contact as I want with people I like	189	50	45	51	45	51	43
I have adequate social contact with people	130	35	36	33	34	31	38
I have some social contact with people, but not enough	44	12	12	13	17	14	16
I have little social contact with people and feel socially isolated	12	3	5	4	4	4	3
Total	375	100	100	100	100	100	100
<i>Missing</i>	14						
Total	389						

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

50% of respondents said that they had as much social contact as they wanted with people they liked, which is a significant increase from the previous year's score of 45% in 2014/5. It is in line with previous years' results: 51% in 2013/4, 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. 35% of respondents had adequate social contact, and 15% 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	2015/6*	2014/5 %	2013/14 %	2012/13 %	2011/12 %
Yes	240	65	66	65	63	61
No	126	35	34	35	37	39
Total	366	100	100	100	100	100
<i>Missing</i>	22					
Total	389					

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

65% of respondents said that care and support services helped them to have social contact with people. There has been no significant change since the previous year's score of 66%, which compares 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	2015/6*	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I'm able to spend my time as I want , doing things I value or enjoy	158	41	35	36	35	37	32
I'm able to do enough of the things I value or enjoy with my time	114	31	34	38	35	35	32
I do some of the things I value or enjoy with my time but not enough	76	21	24	22	25	22	32
I don't do anything I value or enjoy with my time	24	7	6	5	5	6	5
Total	372	100	100	100	100	100	100
<i>Missing</i>	17						
Total	389						

* 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 41% of respondents saying "I'm able to spend time as I want, doing things I value or enjoy" and 31% 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. 7% 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	2015/6*	2014/5 %	2013/14 %	2012/13 %	2011/12 %
Yes	235	64	66	63	61	57
No	129	36	34	37	39	42
Total	364	100	100	100	100	100
<i>Missing</i>	25					
Total	389					

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

64% of respondents said that care and support services helped them to spend their time the way they wanted to, which is in line with the previous years' results of 66% in 2014/5, 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	2015/6*	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Having help makes me think and feel better about myself	222	59	63	63	53	56	50
Having help does not affect the way I think or feel about myself	114	32	27	28	37	34	35
Having help sometimes undermines the way I think and feel about myself	29	8	10	8	9	8	15
Having help completely undermines the way I think and feel about myself	4	1	1	2	2	2	1
Total	369	100	100	100	100	100	100
<i>Missing</i>	20						
Total	389						

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

59% of service users said that having help made them think and feel better about themselves, compared to 63% in 2014/15 and 2013/4, 53% in 2012/13, 56% in 2011/12 and 50% in 2010/11. This is not a significant change since 2014/15.

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	2015/6*	2014/5 %	2013/14 %	2012/13 %	2011/12 %	2010/11 %
The way I'm helped and treated makes me think and feel better about myself	225	60	66	61	59	59	54
The way I'm helped and treated does not affect the way I think or feel about myself	115	33	26	32	33	32	38
The way I'm helped and treated sometimes undermines the way I think and feel about myself	22	6	7	7	7	8	8
The way I'm helped and treated completely undermines the way I think and feel about myself	4	1	1	0	1	2	1
Total	366	100	100	100	100	100	100
<i>Missing</i>	23						
Total	389						

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

Over half of all respondents to the survey said that the way they are helped and treated makes them think and feel better about themselves: 60%, compared to 66% in 2014/15, 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. This is a decrease from the 2014/15 survey results, but is generally in line with the previous years' findings.

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	2015/6*	2014/5	2013/14	2012/13	2011/12	2010/11
			%	%	%	%	%
Very easy to find	71	19	22	25	19	24	23
Quite easy to find	149	42	35	37	39	33	34
Quite difficult to find	33	9	11	10	12	11	13
Very difficult to find	15	4	4	5	7	3	3
I've never tried to find information or advice	90	25	27	23	24	29	27
Total	358	100	100	100	100	100	100
<i>Missing</i>	31						
Total	389						

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

25% of respondents had never tried to find information or advice about support, services or benefits (compared to 27% in the previous year). 61% said that they had found it very or quite easy, compared to 57% in 2014/5, 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 82%, with 18% finding it very or quite difficult (compared to 79% in 2014/15, and 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	2015/6*	2014/5 %	2013/14 %
Letter	211	59	52	48
Leaflet or handbook	211	59	40	39
Face to face	148	42	45	51
Telephone	51	14	13	13
Support group	35	9	8	9
Email	29	8	4	7
Online	21	6	4	3
Something else	10	3	4	4
Total	357	-	-	-
<i>Missing</i>	32			
Total	389			

* 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 (59%), via a leaflet (59%), or face to face (45%). This is a change from the previous year's results, when only 40% of respondents preferred to receive information by leaflets or handbooks. 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	2015/16	2014/15
Through care and support staff	9	-
Through my family	8	10
Other	3	2
Text	1	0

Comments included:

"I am deaf and nearly totally blind, so the best option would be talking to someone."

"I am unable to read, most of these options could be used if someone read them out to me."

"The person whose answers I am writing down could not deal with information, nor could he be relied on to pass letters to his family. Direct information sent to his family would be helpful."

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, and they commented as shown in the table. Comments included:

“Different knowledge is held by different agencies and individuals, so information-gathering is quite hard.”

“I have no problems finding information, but it causes me anxiety when I hear about benefit changes, and when I look on the internet to find out about this.”

“I would have problems getting the information I require, but my husband attends carers evenings, and guest speakers give lots of information.”

Q25: Comments from people who have had problems getting hold of information	2015/6	2014/15
I do not have any problems getting hold of information	30	12
My family deals with this	10	7
I don't know where to go for information	4	2
Care staff help me to access information	2	-
Different agencies have different information and it is hard to gather	2	1
I ask my social worker if I need information	2	3
I do not get enough information from my care provider	2	-
I need large print	2	2
Yes, I have had problems	2	2
Health staff help with this	1	-
I call the office to get information	1	0
I do not get enough support to find information	1	0
I do not know who to contact about problems with the care provider	1	1
I feel anxious when I hear news about benefit changes	1	0
I have an ongoing problem	1	0
I have had difficulty finding out about benefits entitlements	1	1
I have never been given any information	1	1
It is difficult to find information about housing support	1	0
My partner finds out information on my behalf	1	0
My social worker does not get things done quickly	1	0
Office staff do not call back when they say they will	1	0
People who are supposed to help me actually obstruct me	1	0
Services have helped improve my life	1	0
The contract for receiving a direct payment is difficult to understand	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	2015/16%	2014/15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Family member	271	75	76	76	75	79	79
Care worker, key worker, or Personal Assistant	136	37	36	36	35	33	39
Friend, neighbour or colleague	40	11	17	21	18	22	21
Care manager or social worker	72	19	14	18	18	15	20
Manager of your care home or day service	73	20	15	18	17	21	24
Someone else	29	8	8	6	5	6	7
Don't know	8	2	2	3	2	2	1
No-one, I wouldn't say anything	6	2	2	1	1	2	2
Total	362	100	-	-	-	-	-
<i>Missing</i>	27						
Total	389						

* 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 2014/5, the majority of respondents (75%) 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 be able to tell any of my staff of any time of day.”

Other – who else?	Frequency 2015/16	Frequency 2014/15	Frequency 2013/14	Frequency 2012/13	Frequency 2011/12	Frequency 2010 / 11
Advocate	2	2	5	-	-	-
Police	2	4	-	-	-	-
GP	1	5	2	1	4	0
Support staff	1	4	-	-	-	-
Support worker	1	5	2	3	-	-
Community nurse	1	3	5	-	-	-
Total	8	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 the police, and advocates.

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

Q12c Making a complaint	Frequency	2015 / 16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Yes, and I feel I could if I wanted to	253	71	68	78	71	74	71
Yes, but I do not feel I could if I wanted to	21	6	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	47	13	19				
No , I do not know how to make a complaint, and I am not sure how I would find out how to do this	20	6	6	14	21	16	20
Don't know	16	5	-	-	-	-	-
Total	357	100	100	100	100	100	100
<i>Missing</i>	32						
Total	389						

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

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

*** In previous surveys, there was no "don't know" option.

As in previous years, the majority of respondents (71%, compared to 68% in 2014/15) 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.

This year we asked people to let us know if they had any comments about this. They replied as follows:

Themes	Number of comments
Family members would do this	13
Complaining does not make a difference	1
Due to cognitive impairment, family members would do this	1
Due to health issues, family members would do this	1
Have lost information about how to do this	1
I could do this if I had to	1
I worry that complaining would get someone into trouble	1
I would look it up on the internet	1
I would need help from a care worker	1
I would not know what to do	1
My support worker would do this	1
Sometimes I feel I am not being listened to	1

Comments included:

“I could make a complaint if necessary, but I would not like to get anyone into trouble”.

“I have found that complaining either changes nothing or makes the situation worse.”

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	2015/16 %	2014/15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Telephone	185	51	47	53	52	52	50
Via an advocate or other representative	138	37	39	40	34	40	45
In person	112	31	34	32	34	30	29
Letter	44	12	14	18	16	19	15
Email	32	9	8	5	8	-	-
Printed complaints form	21	5	5	6	10	11	11
Don't know or not sure**	14	5	3	-	-	-	-
Councillor or MP***	9	3	3	2	6	4	5
Online complaints form	10	3	2	3	-	-	-
Other (not specified)***	5	2	1	3	0	2	2
Total	380	-	-	-	-	-	-
<i>Missing</i>	19						
Total	389						

* 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: 51%, compared to 47% in 2014/5, 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.

Section 4: Your health

Q13. How is your health in general?

Q13 General health*	Frequency	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Very good	67	16	11	13	11	10	7
Good	91	24	25	24	25	22	25
Fair	156	42	45	45	46	46	47
Bad	51	14	14	14	14	16	17
Very bad	16	4	5	4	4	6	4
Total	381	100	100	100	100	100	100
<i>Missing</i>	8						
Total	389						

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

As in previous years, the largest percentage of respondents, nearly half (42%), described their health as “fair”, compared to 45% in 2014/15, 46% in 2012/3 and 2011/12, and 47% in 2010/11. 18% described it as bad or very bad, and 40% 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	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I have no pain or discomfort	156	40	32	37	34	30	29
I have moderate pain or discomfort	173	48	57	51	51	57	54
I have extreme pain or discomfort	43	12	11	13	12	14	18
Total	372	100	100	100	100	100	100
<i>Missing</i>	17						
Total	389						

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

Just under half of all respondents (48%) said that they had moderate pain or discomfort, compared to 57% in 2015/6, 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	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I am not anxious or depressed	177	48	51	47	52	51	50
I am moderately anxious or depressed	158	43	43	46	43	40	43
I am extremely anxious or depressed	33	9	6	7	5	8	7
Total	368	100	100	100	100	100	100
<i>Missing</i>	21						
Total	389						

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

48% of all respondents said that they were not anxious or depressed, which is lower than 2014/5 (51%), 2014/5 (47%), 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	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	212	55	56	54	54	57	52
I have difficulty doing this myself	99	27	25	29	32	28	32
I can't do this by myself	67	18	19	17	15	15	16
Total	378	100	100	100	100	100	100
<i>Missing</i>	11						
Total	389						

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

Just over half of respondents (55%) could get around easily indoors by themselves without help, compared to 56% in 2014/5, 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?

Q15a Getting around indoors	Frequency	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	225	58	56	57	62	63	56
I have difficulty doing this myself	74	20	23	26	23	21	27
I can't do this by myself	79	21	21	17	15	16	17
Total	378	100	100	100	100	100	100
<i>Missing</i>	11						
Total	389						

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

Just over half of respondents (58%) could easily get in and out of bed by themselves without help, compared to 56% in 2014/5, 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	2015/16 %	2014 / 15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	311	82	80	78	80	81	84
I have difficulty doing this myself	44	12	13	16	14	15	12
I can't do this by myself	22	6	7	6	6	5	5
Total	377	100	100	100	100	100	100
<i>Missing</i>	12						
Total	389						

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

Four-fifths of respondents (82%) could easily feed themselves without help, compared to 80% in 2014/5, 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	2015/6 %	2014/15% *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	90	25	20	19	25	28	28
I have difficulty doing this myself	36	10	13	18	16	18	13
I can't do this by myself	348	66	67	63	59	55	59
Total	374	100	100	100	100	100	100
<i>Missing</i>	15						
Total	389						

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

Two-thirds of respondents (66%) said that they could **not** deal with finances or paperwork without help, in line with previous years' results (63% in 2014/15, 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	2015/6 %	2014/15% *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	134	35	35	36	39	40	36
I have difficulty doing this myself	107	28	23	26	26	26	27
I can't do this by myself	136	37	42	39	35	34	37
Total	377	100	100	100	100	100	100
<i>Missing</i>	12						
Total	389						

* 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 (37%). However, the next largest said that they **could** do this without help (35%). This is lower than in previous years: 42% could do this without help in 2014/15, 36% 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	2015/16 %	2014/15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	180	47	47	51	54	51	49
I have difficulty doing this myself	106	29	24	22	24	27	28
I can't do this by myself	91	25	29	28	23	22	24
Total	377	100	100	100	100	100	100
<i>Missing</i>	12						
Total	389						

* 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: 47% in 2014/15, 51% in 2013/14, 54% in 2012/13, 51% in 2011/12 and 49% in 2010/11.

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

Q16c Using the toilet	Frequency	2015/16 %	2014/15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	255	68	64	67	72	69	68
I have difficulty doing this myself	50	13	15	17	13	17	18
I can't do this by myself	69	19	21	17	16	14	14
Total	374	100	100	100	100	100	100
<i>Missing</i>	15						
Total	389						

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

The majority of respondents (68%) said that they usually managed to use the toilet without help, which is slightly higher when compared to previous years' results: 64% in 2014/5, 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	2015/16 %	2014/15% *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I can do this easily by myself	291	77	73	73	79	79	81
I have difficulty doing this myself	47	13	13	14	12	11	12
I can't do this by myself	40	11	14	13	9	9	7
Total	378	100	100	100	100	100	100
<i>Missing</i>	11						
Total	389						

* 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 2014/5, 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 How well does your home meet your needs?	Frequency	2015/16 %	2014/15 % *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
My home meets my needs very well	241	63	59	63	60	59	56
My home meets most of my needs	102	27	32	27	32	31	34
My home meets some of my needs	27	7	9	10	7	7	8
My home is totally inappropriate for my needs	12	3	1	1	2	3	2
Total	382	100	100	100	100	100	100
<i>Missing</i>	7						
Total	389						

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

Over half of respondents (63%) said that their home met their needs very well, which is similar to previous years' results: 59% in 2014/5, 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	2015/16 %	2014/15%	2013/14	2012/13	2011/12	2010/11
			*	%	%	%	%
I can get to all the places in my local area that I want	129	33	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	24	22	23	24	26	24
I am unable to get to all the places in my local area that I want	80	22	23	23	20	20	22
I do not leave my home	79	22	23	22	22	20	19
Total	377	100	100	100	100	100	100
<i>Missing</i>	12						
Total	389						

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

One-third of respondents (33%) said that they could get to all the places in their local area that they wanted to. This is similar to previous years' results: 31% in 2014/15, 32% in 2013/14, 34% in 2012/13, 39% in 2011/12 and 35% in 2010/11. However, this means that 66% 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	2015/16 %	2014/15% *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
a. Yes , from someone who lives in another household	181	49	47	52	57	53	53
b. Yes, from someone living in my household	155	40	36	41	34	40	40
c. No , I do not receive any help	73	19	25	16	19	20	18
Total	374	-	-	-	-	-	-
<i>Missing</i>	15						
Total	389						

* 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 slightly lower percentage of respondents replied "No, I do not receive any help": 19%, compared to 25% in 2014/15.

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	2015/16 %	2014/15% *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Yes, with my own money	109	29	27	26	27	24	30
Yes, my family pays for this	25	7	8	10	7	8	6
No, I do not have any additional care or support	241	65	67	67	68	72	65
Total	370	-	-	-	-	-	-
<i>Missing</i>	19						
Total	389						

* 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 (65%) did not buy in any additional care and support services, either with their own money, or with their family paying for it (67% in 2014/15 and 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	2015/16 %	2014/15% *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
I had help from someone living outside my household	120	33	36	35	36	32	33
I had help from a care worker	92	23	25	22	30	30	31
No, I did not have help	86	24	24	22	20	20	16
I had help from someone living in my household	76	20	15	20	14	18	20
Total	374	100	100	100	100	100	100
<i>Missing</i>	15						
Total	389						

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

As in previous years, the largest single percentage of respondents (33%), had help with writing their answers in the questionnaire from someone living outside their household. 20% did not have help from anyone else.

Q22. What type of help did you have?

Q22 Help with questionnaire	Frequency	2015/16 %	2014/15% *	2013/14 %	2012/13 %	2011/12 %	2010/11 %
Someone else read the questions to me	81	50	47	46	44	43	41
Someone wrote down the answers for me	190	38	44	36	36	36	37
I talked through the questions with someone else	85	25	44	26	26	23	26
None , I did not have any help	141	23	24	22	28	27	31
Someone else translated the questions for me	93	20	17	15	15	11	14
Someone answered for me , without asking me the questions	25	7	7	12	9	7	7
Total	369	100	-	-	-	-	-
<i>Missing</i>	15						
Total	384						

* 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 (50%) had had someone else read the questions to them, which is line with previous years' results. Of some concern is the fact than 25 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	2015/16 %	2014/5 % *	2013 / 14 %	Difference
Better	71	20	19	20	-1
Stayed the same	253	72	70	71	-1
Worse	30	8	11	9	+2
Total	354	100	100	100	-
<i>Missing</i>	35				
Total	389				

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

As in 2014/15 and 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 (20%) 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	2015/16	2014/15
Happy with increased care hours	2	-
Home equipment and adaptations have helped	2	1
I get all the support I need	2	-
The service has improved	2	2
Direct payment is paid on time	1	-
Happy to have moved into sheltered accommodation	1	-
I am getting better communication from my social worker	1	-
I am happy with my care	1	-
I cannot get the medical treatment I need	1	-
I get out of the house more.	1	-
I have been listened to and feel safer.	1	-
I have got better staff now	1	-
I now have the same care workers all the time, which is better	1	-
I was happy with my social worker, but she is on maternity leave now	1	-
Other	1	-
There has been more continuity of care recently.	1	-

Comments included:

“I had problems as I was becoming older and had lots of falls. It was difficult to make it clear how afraid I was to be alone. Now I have been listened to and feel safe and happy, and have fewer injuries too.”

The most common themes in comments made by people who thought services had stayed the same over the past year were: “things have stayed the same” (12 people) and “I am happy with my care” (9 people). The main themes in the 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	2015/16	2014/15	2012/3
Things have stayed the same	12	5	7
I am happy with my care	9	5	5
Only just started getting services	4	1	1
Other	3	-	-
Always been helpful	1	0	0
Better in some ways, worse in others.	1	0	0
Care workers do not always arrive on time	1		1
Happy with my care workers	1	1	-
I am not getting the help I need for my sensory impairment.	1	-	-
I only needed help for a short time.	1	1	-
I think that cuts are having a bad effect on services	1	-	-
It has been difficult recently as the regular manager has been away	1	1	-
My needs have not changed	1	-	-
Not happy with no longer having a named social worker.	1	2	1
The office do not keep me informed about changes in my care	1	1	-

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

“I’m happy with the carers I have, they are wonderful and go above and beyond their duties.”

“I no longer have a named social worker, just the review team, who I don't feel comfortable talking to about changes in my care.”

The most common themes in comments made by people who thought services had got worse over the past year were: “I am not happy with my new care provider” 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	2015 / 2016	2014 / 2015	2013 / 2012
Not happy with my new care provider	2	-	-
There is no continuity of care workers	2	-	-
Care costs mean I am short of money for food and heating	1	-	-
Have not yet received any support	1	-	-
I do not get enough care hours	1	1	-
I do not get regular care workers	1	2	1
I feel I have to contribute too much to my care	1	1	2
I felt that the financial assessment was intrusive	1	1	-
I have had to cancel some care because I cannot afford it	1	-	-
I need to talk to a social worker	1	-	-
I still have not received the Direct Payment money I am owed	1	-	-
I think that cuts are having a bad effect on services	1	1	-
My care workers are often late or do not arrive	1	-	-
My mother has helped me make a complaint	1	-	-
The office do not keep me informed about changes in my care	1	2	-
There are not enough care workers to do all the work required.	1	-	-
Unhappy at activity centres closing	1	-	-
Unhappy with cuts	1	1	-
Unhappy with having to pay privately	1	-	-
Unhappy with services	1	-	-

Comments from people who thought services had got worse included:

“There is a lack of continuity. I have to meet a different social worker at every review and I don’t have time to feel comfortable with them.”

“The agency providing my care does a very poor job. The care workers themselves are generally good, but the office support is appalling.”

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 users' 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		<i>Number sent out</i>	<i>Number returned</i>	<i>% 2015/16 response</i>	<i>% 2014/15 response</i>	<i>% 2013/14 response</i>	<i>% 2012/13 response</i>	<i>% 2011/12 response</i>
1	Questionnaire for residents in their own home	587	212	55	39	36	41	34
2	Questionnaire for residents in care homes	322	84	22	34	28	34	27
3	Questionnaire for adults with a learning disability in their own homes	170	85	22	42	40	52	36
4	Model questionnaire for adults with a learning disability in residential care	15	8	2	25	50	35	8
Total respondents and non-respondents		1094	389	100	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	2015/16 %	2014 / 15 %	2013 / 14 %	2012 / 13 %	2011/12 %	% in sample	% in population
Male	167	43	40	42	41	37	40	41
Female	222	57	60	58	59	63	60	59
Total	389	100	100	100	100	100	100	100

The majority of respondents were female (57%), in line with the proportions of men and women in the sample.

3. Age

Age groups	Frequency	2015 / 16 %	2014 / 15 %	2013 / 14 %	2012 / 13 %	2011/12 %	% in 2015/6 sample
18-24	21	5	1	4	4	3	4
25-34	23	6	5	8	5	6	6
35-44	30	8	4	5	4	4	8
45-54	41	11	12	9	11	8	8
55-64	43	11	14	11	15	13	10
65-74	61	16	11	11	14	11	14
75-84	77	20	27	26	22	27	24
85 and over	93	24	26	26	27	29	27
Total	389	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	2015 / 16 %	2014 / 15 %	2013 / 14 %	2012 / 13 %	2011/12 %	% in sample
White	375	96	94	95	94	96	96
Asian or Asian British	9	2	3	2	2	2	3
Black or Black British	1	0	1	1	0	1	1
Not stated	3	1	1	2	1	1	1
Other	0	0	0	0	0	1	0
Mixed	0	0	0	0	1	0	0
Chinese	1	0	1	0	1	0	0
Total	389	100	100	100	100	100	100

The majority of respondents were from a White background (96%). 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	2015 / 16 %	2014/15 %	2013 / 14 %	2012 / 13 %	2011/12 %	% in sample
Christian	211	84	86	85	87	90	83
None	27	11	9	10	10	7	12
Muslim	6	2	3	1	2	2	3
Other	4	2	1	1	1	1	1
Sikh	1	0	0	0	0	0	0
Jewish	1	0	0	2	0	1	0
Hindu	2	1	0	1	0	0	0
Buddhist	0	0	0	0	0	0	0
Total	252	100	100	100	100	100	100
<i>Missing</i>	<i>137</i>				-	-	-
Total	389				-	-	-

The majority of respondents, about whom we had information on their religion, said that their religion or belief was Christian (86%, compared to 84% in 2014/15). 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	2015 / 16 %	2014/15* %	% in sample	% in population
Physical Support	185	48	53	44	45
Learning Disability Support	93	24	15	17	20
Support with Memory and Cognition	39	10	10	14	13
Mental Health Support	35	9	9	13	12
Social Support	34	9	11	10	9
Sensory Support	3	1	3	2	2
Total	389	100	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”: 48%, compared to 53% in 2014/5. 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	2015 / 16 %	2014/15* %	% in sample
Community	297	76	70	70
Nursing Care	69	18	21	25
Residential Care	23	6	10	6
Total	389	100	100	100

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

The majority of survey respondents received care in a community setting (76%). This was also the case in 2014/5, although in this year the percentage was somewhat smaller: 70%. The percentages of respondents in the different support settings were generally in line with the proportions of people in these groups in the sample, although those in a community setting were slightly over-represented.

Mechanism of delivery

Mechanism of delivery	Frequency	2015 / 16 %	2014/15* %	% in sample
LA-managed personal budget	159	54	57	56
Direct payment only	59	20	15	20
LA-commissioned support only	51	17	22	17
Part direct payment	28	9	6	7
Total	389	100	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: 54%, compared to 57% in 2015/16. 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	2014/ 15	2013/14	2012/13	2011/12
(1A) Social care - related quality of life	80191.2	4077.0	19.7	19.2	19.3	19.2	19.4
(1B) The proportion of people who use services who have control over their daily life	3340.5	4077.0	81.9%	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* **	2028.7	4077.0	49.8%	45.7%	51%	-	-
(3A) Overall satisfaction of people who use services with their care and support	2728.1	4077.0	66.9%	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**	3347.0	4077.0	82.1%	78.9%	80.2%	72.0%*	80.3%
(4A) The proportion of people who use services who feel safe	2931.9	4077.0	71.9%	70.7%	69%	71.6%	71.7%

Weighted Results	Numerator	Denominator	Indicator	2014/ 15	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	3268.4	4077.0	80.2%	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 2015/16 is:

	No unmet needs	Needs adequately met	Some needs met	No needs met	Total
Q3a	1409.5	2030.1	500.1	137.3	4077.0
Q4a	2443.9	1413.3	193.8	25.9	4077.0
Q5a	2826.7	1078.5	144.1	27.7	4077.0
Q6a	3070.6	882.8	97.6	25.9	4077.0
Q7a	2949.0	973.7	100.2	54.1	4077.0
Q8a	2027.9	1457.2	463.0	128.9	4077.0
Q9a	1735.3	1221.3	839.1	281.3	4077.0
Q11	2476.7	1359.1	202.2	38.9	4077.0
Total	18939.7	10416.1	2540.1	720.2	4077.0

Score	56819.0	20832.1	2540.1	0
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Numerator	Denominator	1A
80191.2	4077.0	19.7

(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					

Appendix 3 – Adult Social Care User Survey 2015 / 16

What people told us

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

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

Subheading	Number of comments	
	2015/ 16	2014/ 15
Positive comments about care services	30	28
Description of the situation	20	17
Care at home services	12	20
Costs of services	12	2
Taking part in the survey	11	4
Getting out of the home	10	9
Informal care and support	7	5
Having a social life	5	5
Negative comments about care services	4	0
Feeling safe	2	3
Home meeting needs	2	0
Information about services	2	2
Telecare and equipment	1	5
<i>Other</i>	6	26
Total	124	136

Most people were positive about their care and the difference it makes to their lives, although some made criticisms and others were concerned about the future and the costs of services:

“I am very satisfied with my life at 97 years because of all the help I receive from my family, the council, and a paid private care worker.”

“I feel that the amount of money an individual is expected to pay is unfair, although I understand that Newcastle social services have been pressured by government cutbacks ...I feel that while no harm is meant, the unintended consequences result in harm to the individual concerned.”

Care services – positive comments

30 survey respondents made positive comments about their experiences of care services.

Care services – positive comments	Number of people who commented on this	
	2015 / 16	2014 / 15
I am happy with my care services	5	4
I am happy with my residential care facility	3	4
I am happy with my regular care worker	3	2
I am happy with the support provided by my personal assistant	1	-
Care and support has greatly improved my quality of life	5	1
Very happy with reablement service	2	-
Being able to talk to my key worker helps me	1	-
I am happy with my care workers	6	1
The care and support I get has increased my independence	4	1
Total	30	28

“I would just like to say a big thank you. Without the care and support service I get, I would not have half the quality of life that I have. Your support helps me in all aspects of my life.”

“I am very happy with my support staff. I like the way they treat me and talk to me. It is very important to me that I have lots of activities and keep busy, and my support staff help me to do this. I like to be clean and well-dressed and staff help me to be so.”

Care services – negative comments

4 survey respondents made negative comments about their experiences of care services.

Care services – negative comments	Number of people who commented on this	
	2015 / 16	2014 / 15
I am not happy with the care I get from a care agency	1	
I do not want female care workers, but I keep getting them	1	
I made a complaint but it was not resolved	1	
We complained but have not had a response	1	
Total	4	

“The care workers are rude, sometimes not even talking or speaking when they come in. They're getting away with it because they're not accountable to anyone.”

Care at home services

12 survey respondents described their situation, often commenting on what they were able to do or not do, and how their health affects this.

Care at home services	Number of people who commented on this	
	2015/16	2014/5
I am happy with my regular care worker	2	2
Care at home staff need to be better trained	2	1
Care workers do not always keep to the arranged times	1	-
Care provider's office staff are not well organised	1	1
Constant turnover of care workers means I keep having to explain to new people how to do things	1	-
I am happy with my relief care workers	1	-
I am happy with one of my care providers, but not another	1	-
I feel private care at home providers' service could be better	1	1
Sometimes care workers come even though I have cancelled the call	1	-
The times of my care visits keep varying with no prior notice	1	-
Total	12	20

Comments included:

“I have been receiving home visits for three hours per week for two months and the agency keeps varying times, and the person is visiting a lot with no notification ahead of time, so it is unsettling.”

“The workers don't stay long before moving on, this is frustrating as I have to keep training new care workers about my needs.”

Description of the situation

20 survey respondents described their situation, often commenting on what they were able to do or not do, and how their health affects this.

Description of the situation	Number of people who commented on this	
	2015/16	2014/5
I have severe health problems	4	1
I need care for basic personal tasks	2	-
I can take care of basic personal tasks myself	1	1
I do not get services because there are none suitable for me, due to my visual impairment	1	-
I feel safe in my home and can move around in it	1	-
I get a mixture of support from my family and care staff	1	-
I have some social care services, some paid-for, and some from my family	1	-
I live with my parents	1	-
I need to keep active	1	-
I struggle to eat a balanced diet	1	-
I struggle with household tasks due to my health	1	-
I want to be sure that my services will not be taken away from me	1	-
I will need more support in future	1	-
It is difficult for me because my condition is not easily visible	1	-
My family preferred to provide care for me themselves	1	-
My partner is usually my main carer, but he is receiving support after an operation	1	-
Total	20	17

Comments included:

“At present I do not receive any care, I was attending a day centre for a few months but I found it was not geared towards the blind.”

“I need help with day-to-day things such as household tasks and shopping. I live on cereal and toast.”

“My illness cannot be seen, it is a hidden illness and sometimes people find it hard to understand it and how to help me.”

Cost of care services

20 survey respondents described their situation, often commenting on what they were able to do or not do, and how their health affects this.

Cost of care services	Number of people who commented on this	
	2015/16	2014/5
I get anxious when I hear about possible changes to benefits	2	-
I pay for extra help in the house	2	-
I pay top-up money to the Council	2	-
I would like to be able to buy services such as gardening from Newcastle City Council	2	-
Care is too expensive	1	1
I am not sure of what I can spend my personal budget on	1	-
I have lower savings now, but am still not getting the services I am entitled to	1	-
Care and support services are very expensive	1	-
Total	12	2

Getting out of the home

10 survey respondents described the issues they face getting out of their home and around their local area.

Getting out of the home	Number of people who commented on this	
	2015/16	2014/5
Having a blue badge means my partner and friends can take me out of the house	1	1
I am struggling with depression because I cannot get out of my house	1	-
I am stuck in my house because I keep having falls	1	-
I can get out of my house with help from my support staff	1	-
I do not feel people in my local area look after the neighbourhood properly	1	-
I have difficulty getting around because I have fallen several times	1	-
I need support to leave my home	1	-
I would be housebound without help from my family	1	1
It is very difficult for me to leave my house since suffering a fractured spine	1	-
Pavements need to be in a better state of repair	1	-
Total	10	9

Taking part in the survey

11 survey respondents commented on taking part in the survey.

Taking part in the survey	Number of people who commented on this	
	2015 / 16	2014 / 15
I have completed the form myself on behalf of the person it was sent to	9	1
I had difficulty completing this form	1	-
I have helped someone to complete this form	1	1
Total	11	4

Informal care and support

Seven survey respondents commented on whether they receive informal care and support.

Informal care and support	Number of people who commented on this	
	2015 / 16	2014 / 15
I could not manage without my family's support	3	1
I get support from my family	2	3
I get support from my neighbours	1	-
I rely on friends and family for my care	1	-
Total	7	5

Having a social life

Five survey respondents described how they maintain a social life, or the difficulties they face in doing this.

Having a social life	Number of people who commented on this	
	2015/16	2014/5
Having care and support helps me to have a social life	3	-
I can feel lonely because I do not have family living nearby	1	-
Support staff help me keep up my hobbies and activities	1	-
Total	5	5

"I feel it is important for me to keep up my activities, which support workers help me with."

"I love my carers as they treat me like family, take me on holidays and take me to activities and places I like to go."

Home meeting needs

Two survey respondents commented on whether their home meets their needs.

Home meeting needs	Number of people who commented on this in 2015/16	
	2015 / 16	2014 / 15
My home does not meet my needs, but I do not want to relocate because of the stress	1	-
This is not my home	1	-
Total	2	0

“We do not want to relocate for the following reasons: The upheaval will be stressful for me, I do not want my environment or neighbours to change as I have lived here for 25 years and my neighbours help me from time to time, we have just decorated and put in a new carpet, I do not want to change the GP I am comfortable with, and my current home is near to the hospital and local amenities.”

Feeling safe

Two survey respondents commented on how care and support contributes to their feeling safe.

Feeling safe	Number of people who commented on this	
	2015 / 16	2014 / 15
I feel safe because I get social care services	1	-
I feel safe because I get social care and support from my family	1	-
Total	2	3

Information about services

Two survey respondents commented on what information about services they would like.

Information about services	Number of people who commented on this	
	2015 / 16	2014 / 15
I prefer to get information in written format so I have a record	1	-
I would like to be able to get legal support about my housing situation	1	-
Total	2	2

Telecare and equipment

One respondent commented on home equipment.

Telecare and equipment	Number of people who commented on this	
	2015 / 16	2014 / 15
I did not get the equipment I wanted	1	-
Total	1	5

Another comment received was:

“I think that there is a need for some sort of fall-back service that people could pay a subscription to, so that when someone has a shortage of staff they could get help in an emergency, such as a few hours of help from a private care agency. Newcastle City Council could also let disabled people and older people buy services from the council such as gardening, painting etc. I think this would solve a lot of problems for individuals.”



This report was prepared by
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