

People Directorate – Adult Social Care

The Adult Social Care Survey

In January 2023, the Adult Social Care Survey was carried out for Worcestershire County Council. This survey is done every year.



We asked people to tell us what they think about the services and support they get and what they think about their quality of life.

Who took part?


We asked 1025 people to take part in our survey from 4 areas of adult social care:

- Learning Disability Support for all ages in all settings
- Non-Learning Disability Support for ages 18-64 in all settings
- Non-Learning Disability Support for age 65+ in a care home
- Non-Learning Disability Support for age 65+ receiving community based services



ADULT SOCIAL CARE SURVEY 2022/23

EASY READ SUMMARY REPORT



Please fill in this easy read form

Your name

Address

Phone

We sent a copy of the survey questionnaire to each of the 1025 people chosen to take part in our survey.



Some of the surveys were sent out in Easy Read, some were standard versions, not in Easy Read, some were translated into another language when asked for.



- 433 people replied to the survey, 42 were blank so couldn't be used
- 40% of people took part in the survey.
- This was lower than last year when 44% took part.



Click below to see the NHS England report for all local authorities in England. It will be online from October 2023.

<https://digital.nhs.uk/data-and-information/publications/statistical/personal-social-services-adult-social-care-survey>

ADULT SOCIAL CARE SURVEY 2022/23 EASY READ SUMMARY REPORT



The results shown in this Easy Read Summary may be different to the NHS Digital Website as they round up their numbers.



Worcestershire County Council use the numbers from the survey to find percentages.



In the survey people were asked how they felt about Adult Social Care services.



Worcestershire County Council Adult Social Care have thought about what people have said and have explained what they are doing or what they will do to make services better.



Care and support services



We asked people how happy they were with their care and support services.

What you said:

91% of people who took part in the non-easy read survey and 93% who took part in the easy read survey said they are happy with the care and support services received from Worcestershire County Council.

These results were nearly the same as last year.



What we are doing:

We will keep providing information in different accessible ways like Easy Read to make sure everyone who needs it can get high quality information.

Control over your daily life



We asked people if they had as much control over their daily life as they would like?

We want more control



What you said:

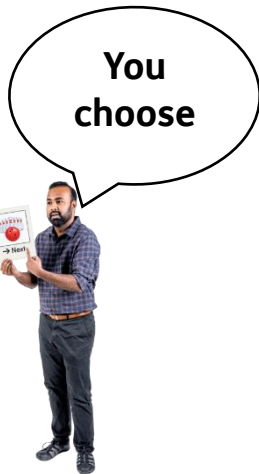
65% of people said they did not have as much control over their daily life as they would like.



This is worse than last year when only 63% of people did not have as much control as they would like.



84 % of people said that care and support services help them to have control over their lives.



What we are doing:

We will work with people to find out what stops them having control over their lives and help them to have as much choice and control as possible when using our services.



We will work together with our partners to offer more reablement services over the next year.



Reablement is care after an illness or a hospital discharge and therapy services to help people to be as independent as possible.



We will offer Assistive Technology to help support people to stay independent at home. This could be things like alarms, sensors, mobility aids or electronic devices.

What support
do you need?



We will offer a Targeted Support Service for adults not receiving social care to give them up to 12 weeks personalised support.



We will find out what our residents want from our new co-production group called **Building Together**. This is a group made up of people using our services, their families and carers.

Safe



How safe do you feel?

We asked people how safe they feel.

What you said:



69% of people said they feel safe.

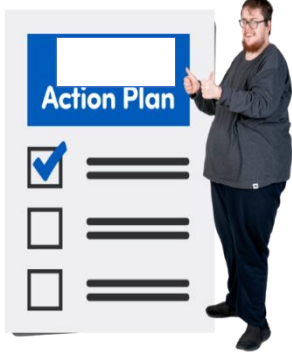
This is lower than last year.

Most people were worried about falls.

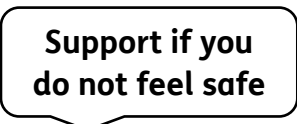


What we are doing:

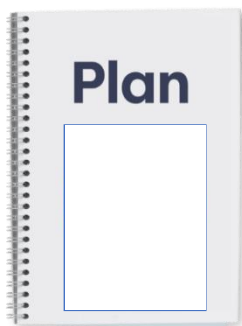
We offered support to everyone who took part in the survey who said they did not feel safe.



Our social work team looked into each person's case, where people did not feel safe, to find out if action was needed. The actions were followed up as part of the survey.



Our team will continue offering support to people who do not feel safe and to follow up with any action needed.



We are working with partners on Falls Prevention. This is a priority (important) area in our new Prevention plan due this year.

Thinking about how much contact you have with people you like



More contact with people we like



We asked about how much contact you have with people you like.

What you said:

51% of people said they did not have as much contact as they wanted with people they like.

This is better than last year when 60% didn't have as much contact with people they like.

This may be due to the end of Covid-19 lockdowns as people are able to get out again.

ADULT SOCIAL CARE SURVEY 2022/23 EASY READ SUMMARY REPORT

What we are doing:

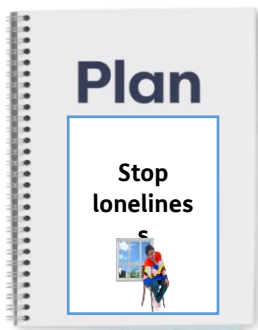


We will work together with Health partners, District Councils, Communities, and residents to signpost and support them to join social groups and prevent loneliness and isolation.

This could be joining things like:



- Libraries
- Colleges or Schools to learn new things
- Social groups
- Befriending Services – getting people together to make friends



Loneliness and isolation are key priorities in our new Prevention Plan due this year.

How do you spend your time?



We asked how you like to spend your time.

What you said:



73% of people do things they enjoy with their time. This is much higher than 66% last year as no more Covid lockdowns.

What we are doing:



We will work together with Communities to look at our Prevention Plan.



We will also give advice, information, and support to our residents to help find them activities to join in their local area and also local volunteering and employment opportunities.



Have you found it easy or hard to get information and advice about support, services and benefits?



We asked people how they had found getting information and advice about support, services, and benefits.

What you said:



- 42% said they hadn't tried to find information and advice
- 19% said it was difficult to find information and advice
- Some need support from friends or family to find information.
- Not sure where to look
- Using internet was difficult
- Want more information on paper
- Communication with social care and other agencies not good



What we are doing:



We are updating our website to make it:

- More accessible
- Easier to find information.
- Using simple jargon free language



We have worked with Healthwatch to find out what our residents want and make changes.



We will continue to print paper copies of our care directory.



Our Adult Front Door service will provide advice and information in lots of different ways.



How is your health?

We asked people about their health.

What you said:



60% of people felt their health was ok or worse. This was higher than 2021/22 results. More people said their health was worse this time.

What we are doing:



We are one of the main partners in the Integrated Care System.

The Integrated Care System is about giving people the support they need across different services, all working together.





We work with health staff to support people to get the help they need to stay as well as possible and to recover with support after ill health or a stay in hospital.



We will also work with Public Health to support our residents to stay fit and healthy.



Our Worcestershire County Council Health and Wellbeing Strategy is on our website. Click the link below:



<https://www.worcestershire.gov.uk/health-and-wellbeing-board/health-and-wellbeing-strategy-2022-2032>

Getting around outside your home

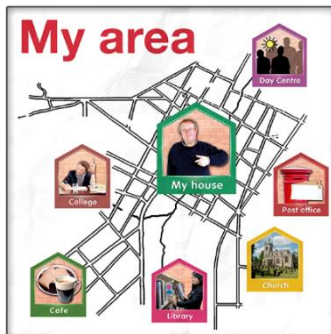


We asked people about getting around outside of your home.



What you said:

32% of people said they do not leave their home.



41% of people find it difficult or can't get to all the places in their local area that they want to.



This has improved from last year as more people are getting out as no more Covid- 19 lockdowns.



What we are doing:

We will support our residents:



- With advice and information to get around their local area
- We will look at using Assistive Technology that can support people to stay safe out of their home



- Offer new services like travel training or buddy schemes – travelling with someone to support you to build confidence



- Work closely with transport colleagues and other colleagues to make sure transport is accessible and paths are safe for everyone across Worcestershire



Any Other Comments?

We asked if there were any other comments about the care and support services from Worcestershire County Council.

What you said:

98 people replied to this question and made comments about their care and support:



Compliments:

We had 18 compliments, most of them were about our care staff.

People said our care staff were helpful; hardworking; kind and professional.

People said they felt well supported.





Complaints

We had 23 complaints. Most of them were about problems with care staff.

Things like arriving late, not completing all tasks on the care plan and not all providing same standard of care.

There were 50 other comments and 6 requests for information and support.

Last year there were 79 compliments, 50 complaints and 23 general comments.

What we will do to improve services:

We will continue to work with care providers to improve the quality and times of services.



Our Adult Front Door Service will follow up requests for information and support the 6 people who requested it.

