

Adult Social Care Survey 2021/22 Summary Report

Introduction

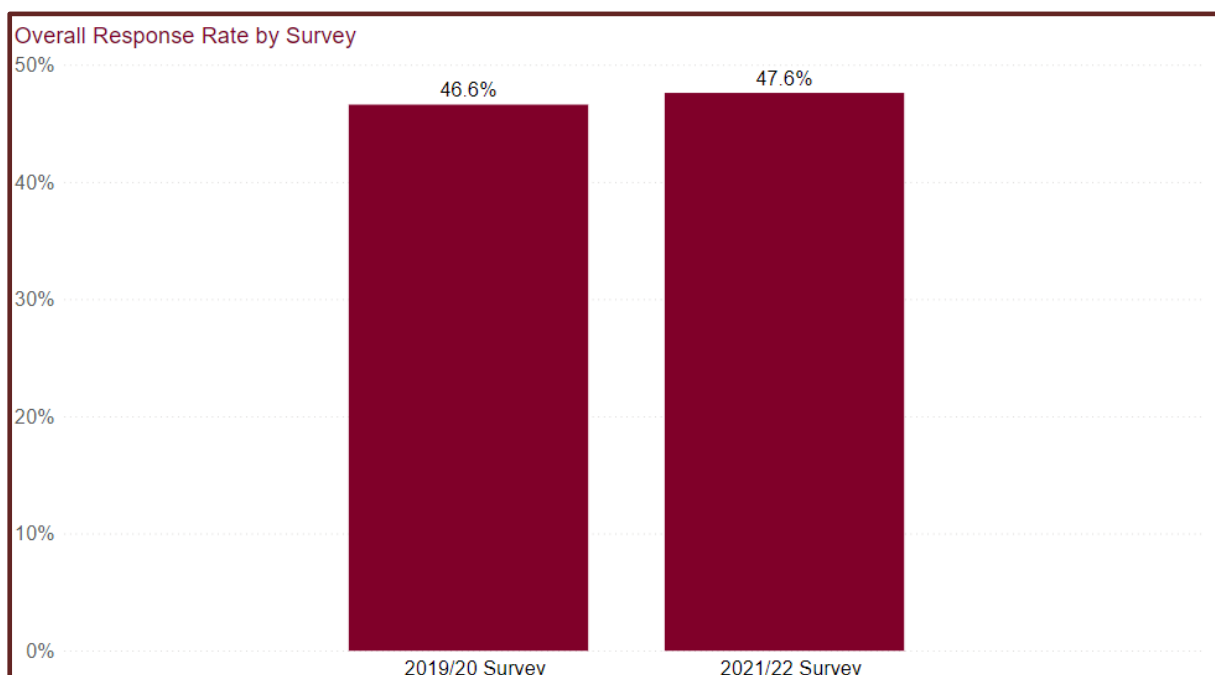
In January 2022, the Adult Social Care Survey (ASCS) was coordinated for Worcestershire County Council (WCC) by the Business Intelligence Team - Adult Social Care. This is a national survey carried out annually on behalf of NHS Digital. It was postponed in 2021 due to the ongoing situation with the Covid-19 pandemic.

The survey asks participants to answer a set of questions relating to services and support that they receive as well as their opinions on their quality of life.

Sample and Response Rate

A random sample of 1006 people was taken from Liquidlogic Adults Social Care System on 31st October 2021. These are selected to provide a representative sample across 4 stratum:

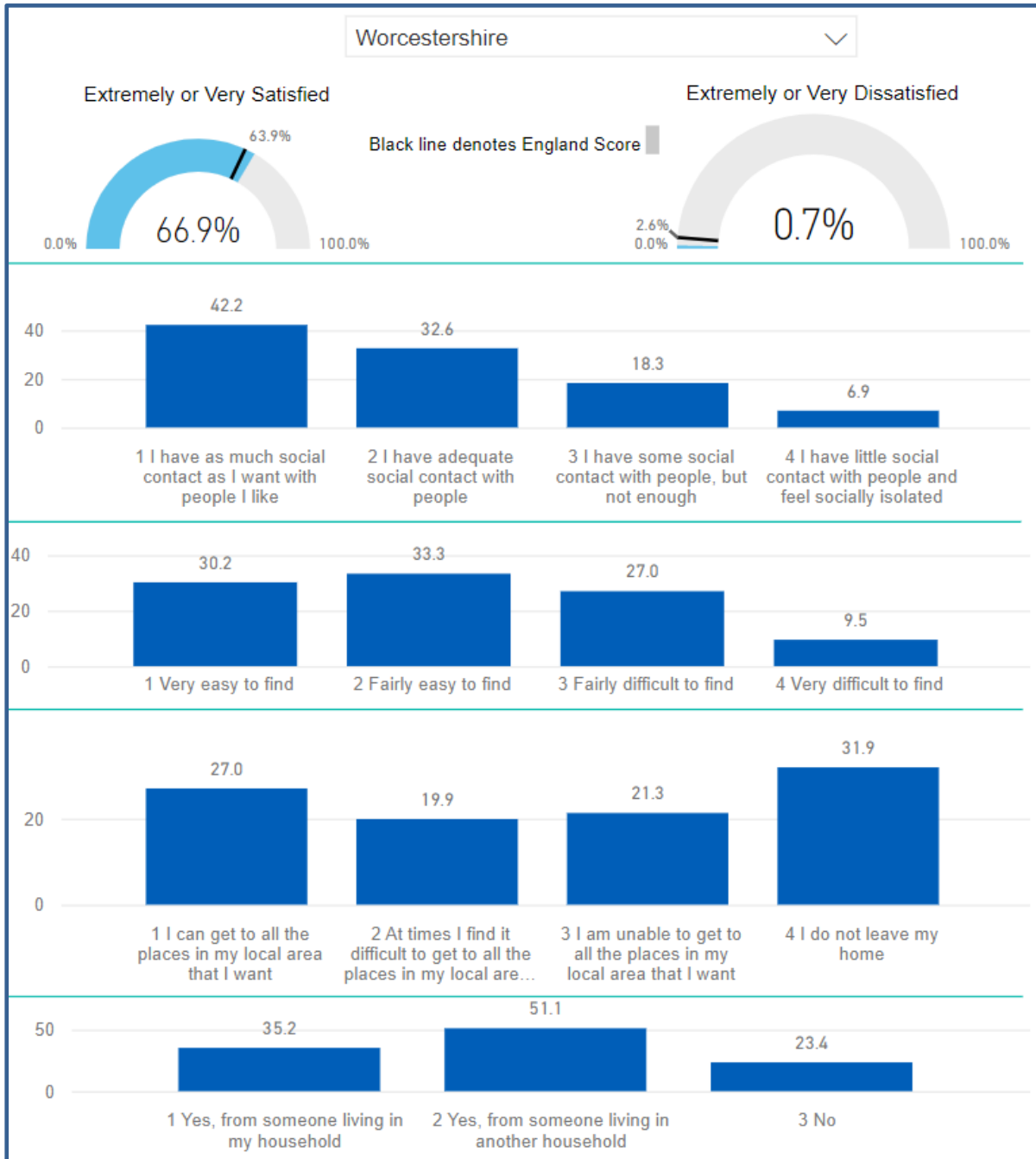
- Learning Disability Support for all ages and all settings
- Non-Learning Disability Support for 18-64 and all settings
- Non-Learning Disability Support for 65+ in a care home setting
- Non-Learning Disability Support for 65+ receiving community based services.



People Directorate – Adult Social Care

All selected participants were sent a paper copy of the questionnaire in either a standard or easy read format as appropriate. 477 people responded to the survey giving a response rate of 47.6%. 39 responses were blank returns, which when taken into account gives a response rate of 43.7%. This is an increase on the response rates for the 2019/20 survey, which were 46.6% and 39.8% respectively.

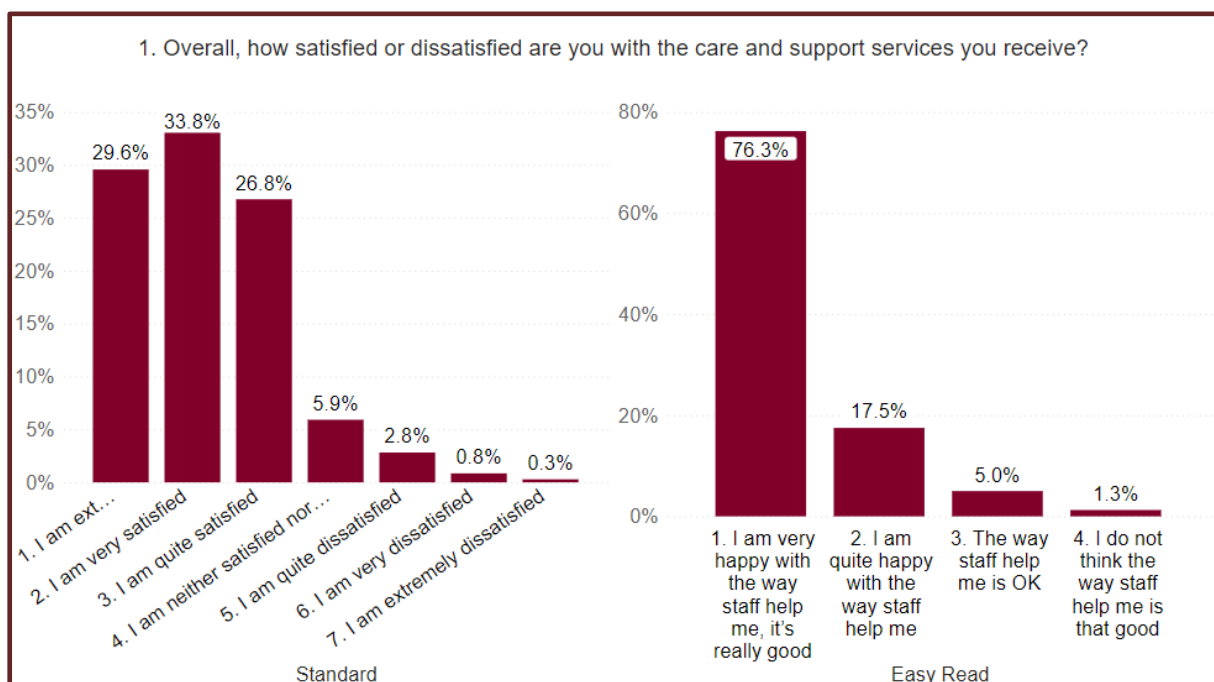
NHS Digital Key Findings



People Directorate – Adult Social Care

- The majority of people (66.9%) are extremely or very satisfied with WCC social services. This is higher than the England average of 63.9%.
- Just over half of people (57.8%) reported that they do not have as much social contact as they want with the people they like. This is lower than the England average of 59.4% and is likely to have been directly impacted by the lockdowns imposed during the Covid-19 pandemic.
- The majority of people (63.5%) found it very or fairly easy to find information and advice about services, support or benefits.
- Just under one third (27.0%) of people said they can get to all the places they want to in their local area. This is lower than the England average of 29.6%.
- Just over one third (31.9%) of people said they do not leave their home. This is higher than the England average of 29.1%. This is likely to have been directly impacted by the Covid-19 pandemic.
- The majority of people (86.3%) receive practical help and support on a regular basis from a relative, friend or neighbour.

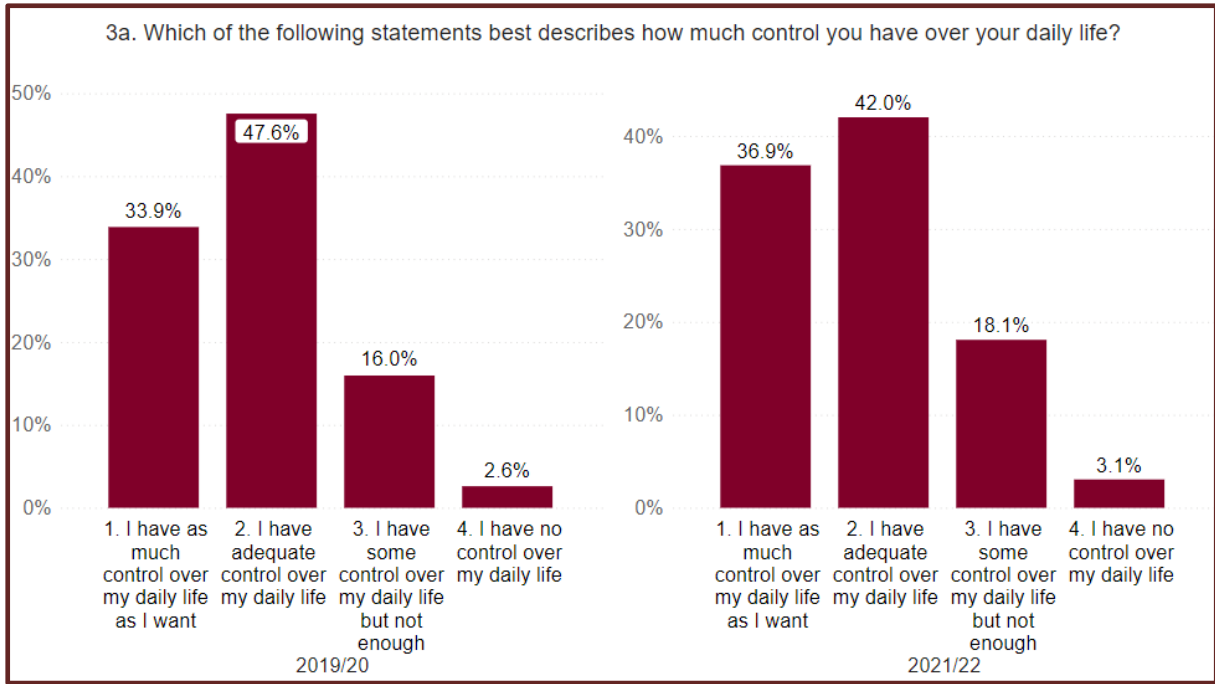
You Said We Did



You said: The majority of people who responded on both the standard (90.2%) and easy read (93.8%) surveys said they are satisfied with the care and support services the received from WCC.

We Did: WCC Adult Social Care will continue to provide information in a range of accessible formats.

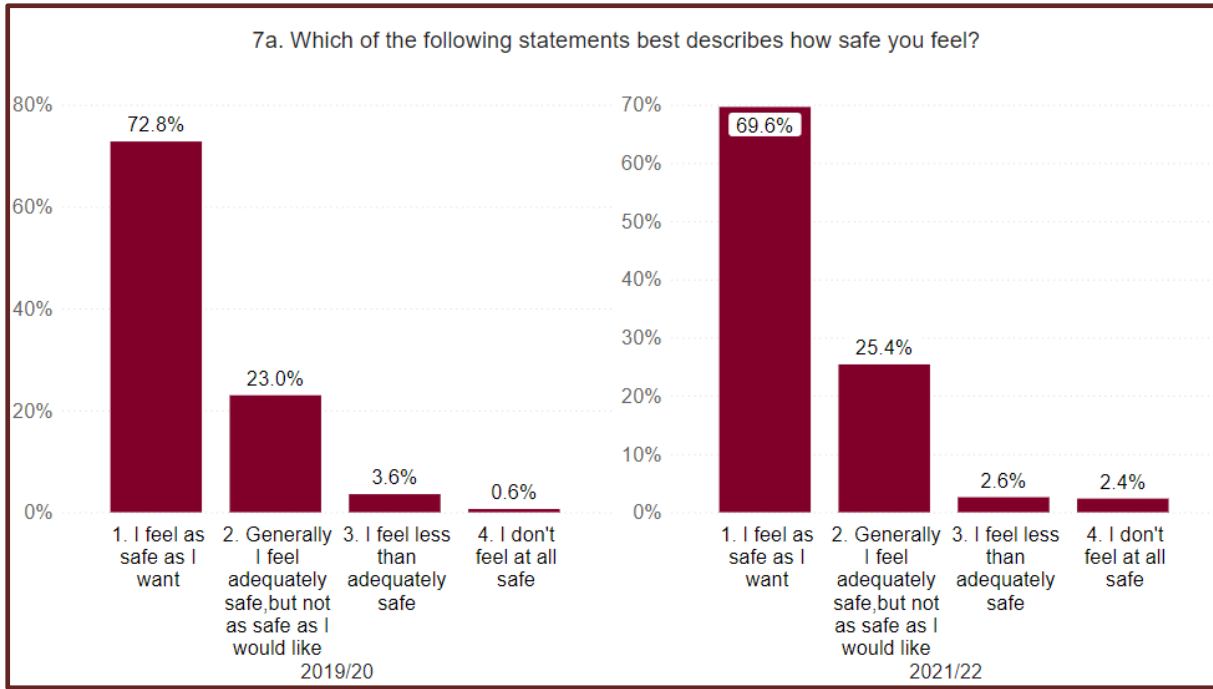
People Directorate – Adult Social Care



You Said: The majority of people (63.2%) said they did not have as much control over their daily lives as they would like. This has improved since 2019/20 where the result was 66.2%. 86.3% of respondents said that care and support services help them to have control over their lives.

We Did: WCC Adult Social Care will continue to use strength-based approach to Social Work. We will work with people to understand what outcomes they want to achieve, maximising choice and control through a variety of services. We will also work with our partners to ensure we offer reablement and therapy services to enable people to be as independent as possible. We will gain the views of residents through the development of our new co-production forum, Building Together.

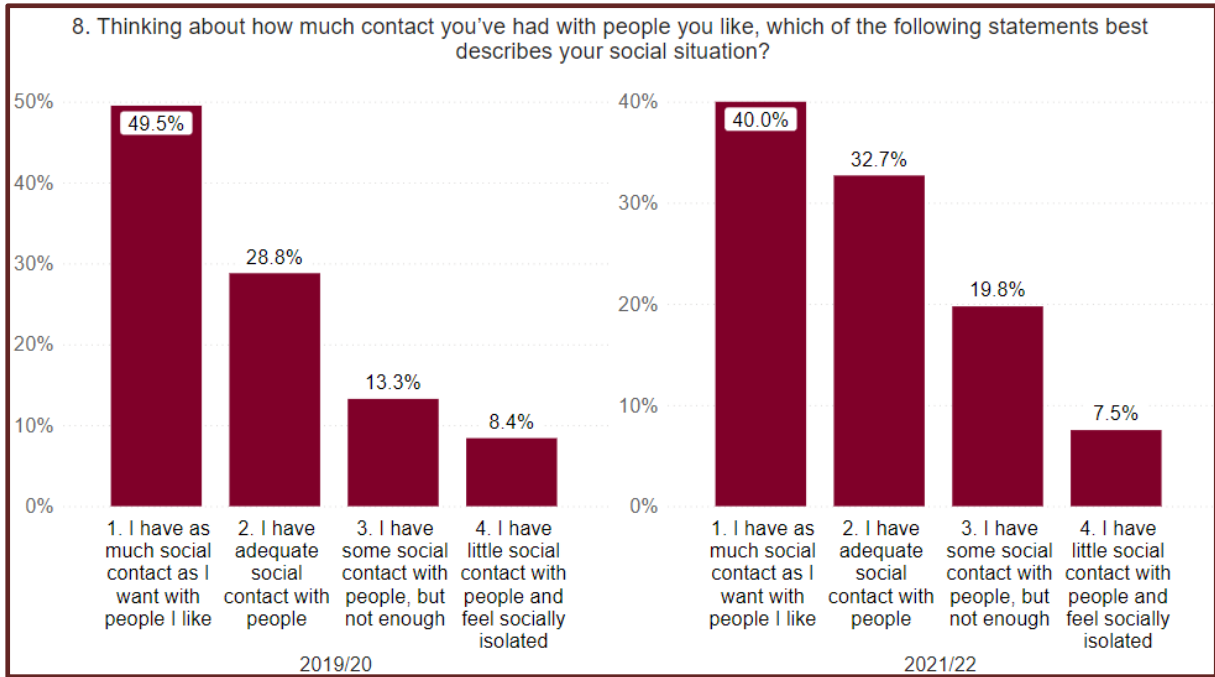
People Directorate – Adult Social Care



You said: The majority of people (69.6%) said they feel as safe as they want. This has deteriorated since 2019/20 where the result was 72.8%. This is likely to have been directly impacted by the lockdowns imposed during the Covid-19 pandemic.

We Did: WCC Adult Social Care offered support to people who responded to say that they felt less than adequately safe or not at all safe. The allocated social work team investigated each instance as part of the survey process and followed up as appropriate. WCC will continue to offer support to people who do not feel safe and follow up as appropriate.

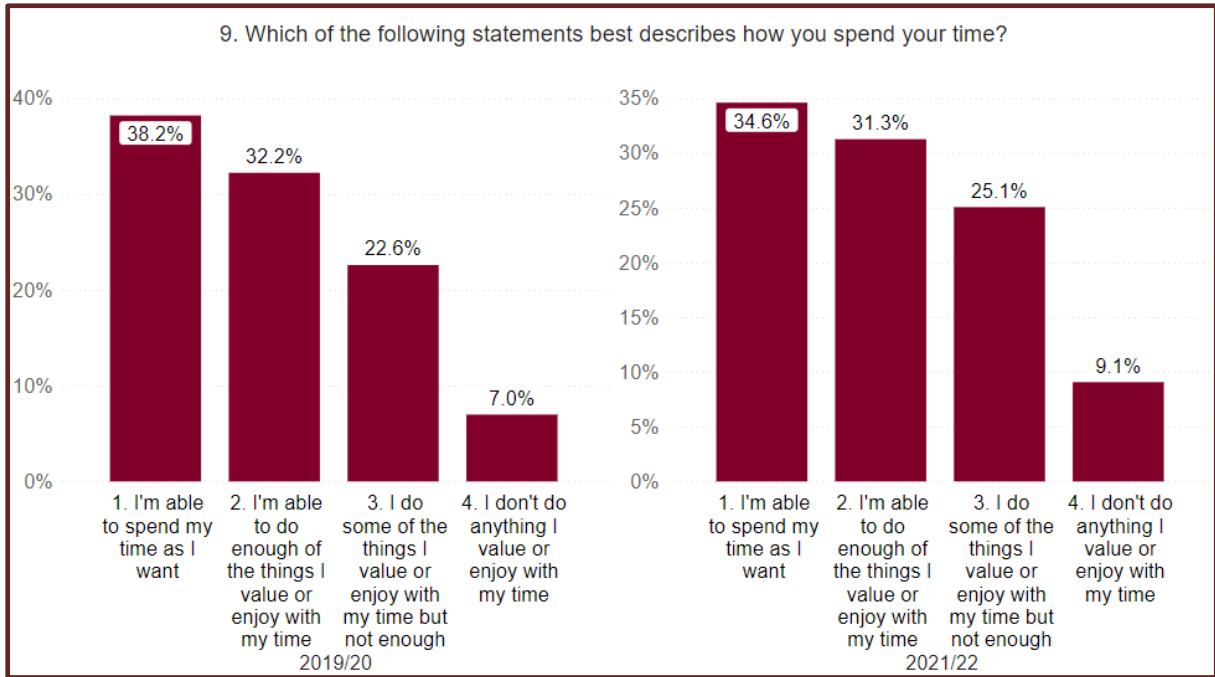
People Directorate – Adult Social Care



You Said: The majority of people (60.0%) said they did not have as much social contact with the people they want as they would like. This has deteriorated since 2019/20 where the result was 50.5%. This is likely to have been directly impacted by the lockdowns imposed during the Covid-19 pandemic.

We Did: WCC Adult Social Care and Communities will work together with residents to signpost and support them to engage in social contact in a variety of setting such as libraries, education settings, social groups and befriending services, working closely with health partners and District Councils.

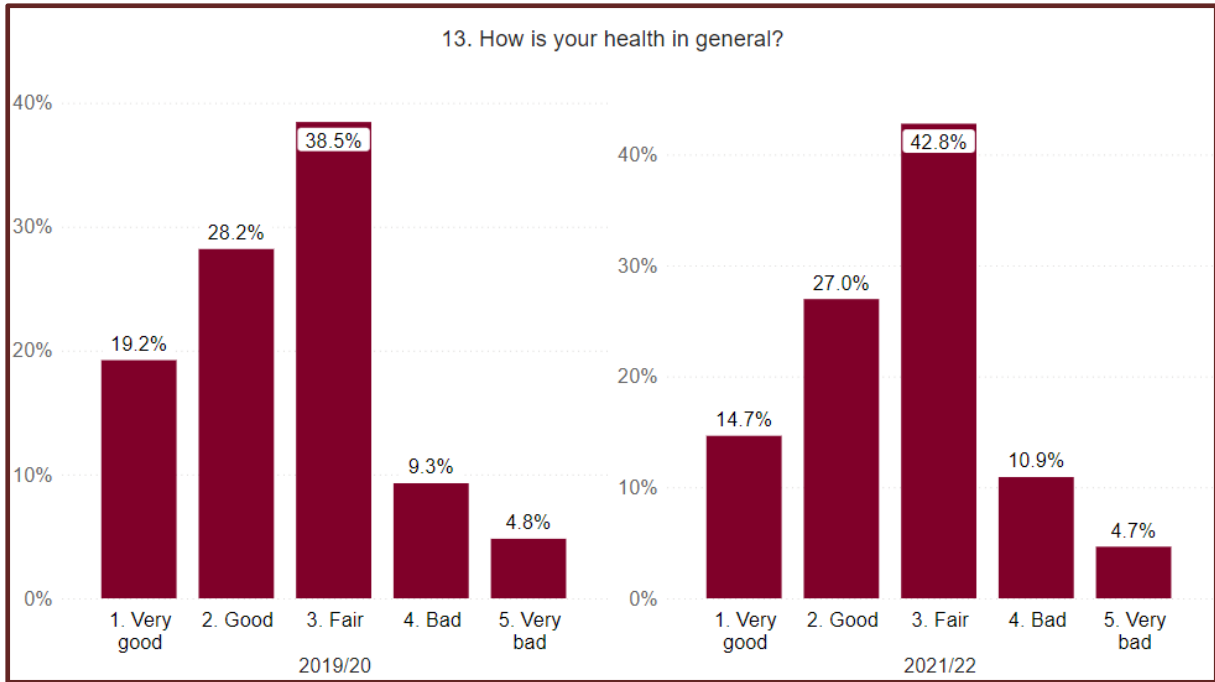
People Directorate – Adult Social Care



You Said: Just over a third of people (34.2%) said they don't do anything or only do some of the things they value and enjoy with their time. This has deteriorated since 2019/20 where the result was 29.6%. This is likely to have been directly impacted by the lockdowns imposed during the Covid-19 pandemic.

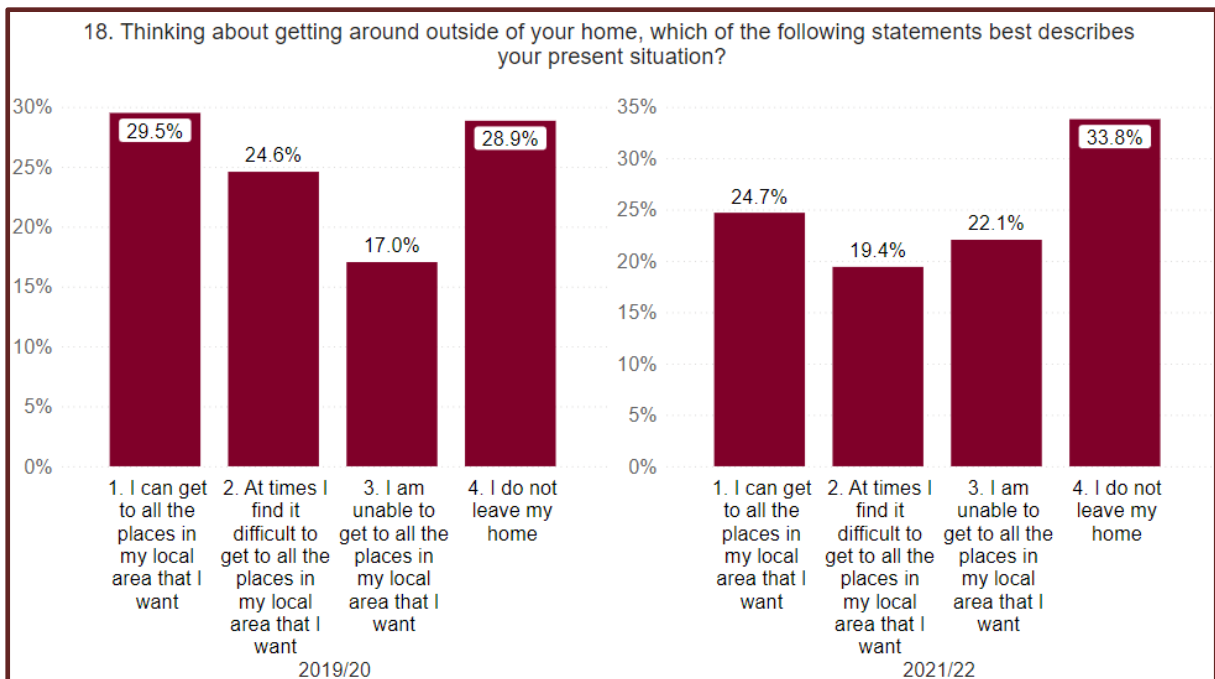
We Did: WCC Adult Social Care and Communities will work together to focus on our prevention strategy and offer advice, information and support to our residents to connect them to meaningful activities within their communities, volunteering and employment opportunities.

People Directorate – Adult Social Care



You said: Just over half of people (58.4%) said their health was fair or worse. This has deteriorated since 2019/20 where the result was 52.6%.

We Did: WCC Adult Social Care will be a key partner in the development of the Integrated Care System and work with health colleagues to support people to access the support they need to keep them as well as possible, we will also work closely with Public Health on a range of initiatives for residents to support them to stay fit and healthy.

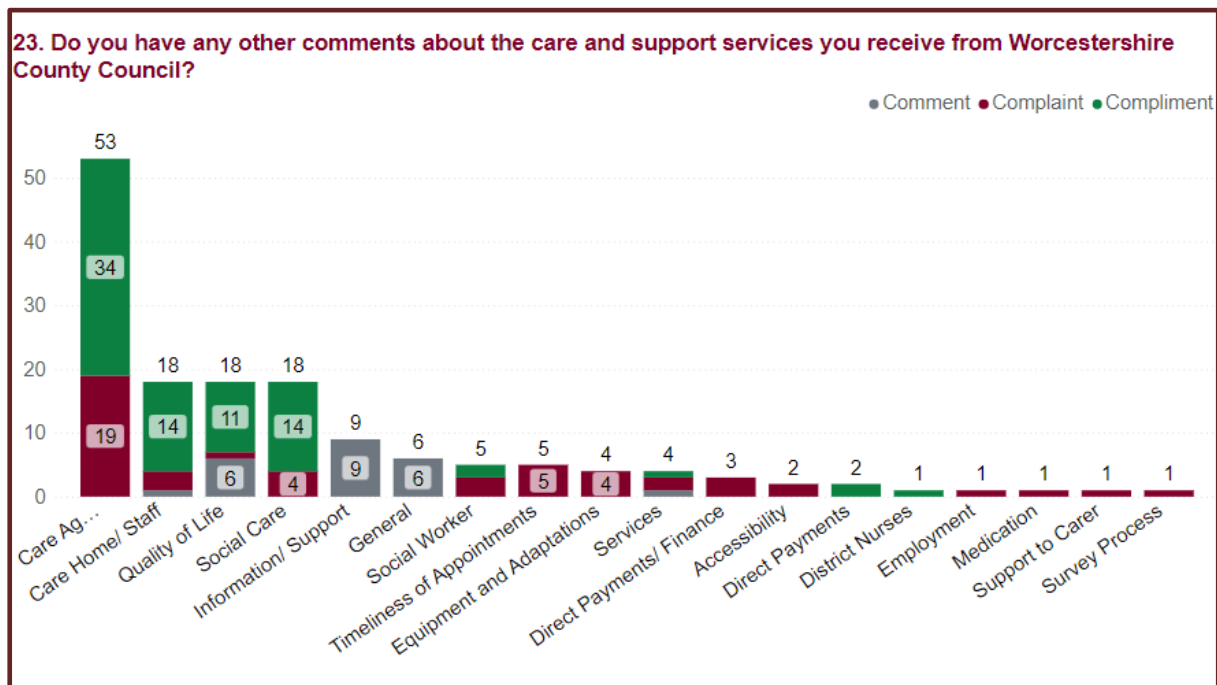


People Directorate – Adult Social Care

You Said: A third of people (33.8%) said they do not leave their home and 41.5% of people have difficulty or are unable to get to all the places in their local area that they want. This has deteriorated since 2019/20 as more people now say they are unable to get to the places in their local area that they want. This is likely to have been directly impacted by the lockdowns imposed during the Covid-19 pandemic.

We Did: WCC Adult Social Care will support residents with advice and information on accessing their local area, developing some short term practical support options such as travel training/ buddy schemes, working closely with transport colleagues to ensure options are accessible across Worcestershire, including rural areas.

Additional Comments



133 people wrote a total of 152 different comments about their care and support. There were 79 compliments, 50 complaints and 23 general comments, 9 of which were requests for information and support.

The majority of the compliments related to Care Agencies (34) or Care Homes (14) and their staff, followed by compliments for the social care service in general (14) and compliments around an improved quality of life (11).

The majority of the complaints were related to Care Agencies and their staff (19) including timeliness of appointments (5), followed by Social Care/ Social Workers (6).

People Directorate – Adult Social Care

People said they had too many different carers each week and there is no consistency in care provided. Agency communication is poor, and workers sometimes arrive late or not at all and leave early, meaning quality of care provided is poor.

Some people said that it is difficult to get help and support from social care and difficult to contact social workers. The direct payment paperwork is not easy for people to understand how much they receive and how much they are required to contribute towards their care.

We Did: WCC Adult Social Care Commissioning Team will continue to work with providers of care to improve the quality and timeliness of services. We will review the Direct Payment processes and are investing in a Direct Payment Lead.

Further Analysis

More information can be found on the [NHS Digital Website](#).

The results published here may differ to those on the NHS Digital website as NHS Digital round respondent numbers to the nearest 5 before calculating percentages and WCC use the actual respondent numbers.