

ADULT SOCIAL CARE SURVEY 2021/22

EASY READ REPORT



People Directorate – Adult Social Care

Adult Social Care Survey – what is it?

In January 2022, the Adult Social Care Survey was carried out for Worcestershire County Council.

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.

This survey is usually done every year.

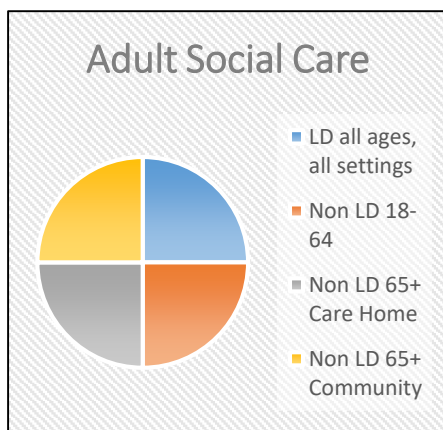
In 2021 it wasn't done because of Covid.

Who took part?

We asked 1006 people to take part in our survey.

The main areas are:

- 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



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Please fill in this easy read form

Your name

Address

Phone



We sent a copy of the survey questionnaire to each of the 1006 people chosen to take part in our survey.

Some of the surveys were sent out in an Easy Read version and some were standard versions which were not in Easy Read.

- 477 people replied to the survey, some were blank and couldn't be used.
- 44% of people completed the survey.
- This was higher than the last survey in 2019/20 where 40% took part.

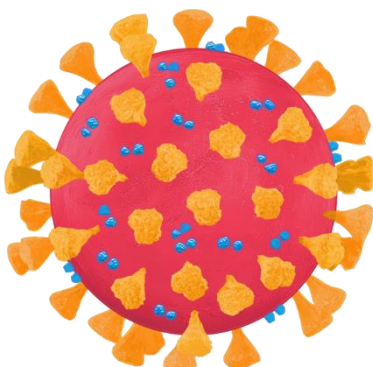
NHS Digital Key Findings – what we found



- 67% of people were happy with Worcestershire County Council Social Services.
This was higher than the average for England of 64%



- 58% of people said they didn't have as much social contact as they wanted to with the people they like
This was lower than the average for England of 59%.



This may be because of the lockdowns in Covid.

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NHS Digital Key Findings – what we found

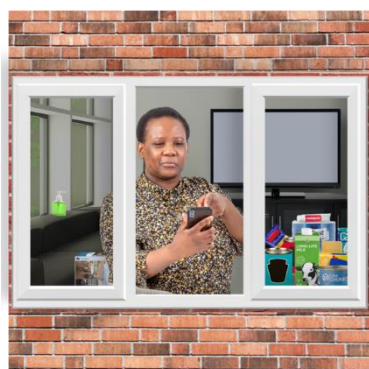


- 64% of people found it easy to find information and advice about services, support and benefits



- 27% of people said they can get to all the places they want to go to in their local area.

This is lower than the average for England of 30%.



- 32% of people said they do not leave their homes.

This is higher than the average for England of 29%.


This may be because of Covid.




- 86% of people get help and support regularly from a relative, friend or neighbour.


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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.



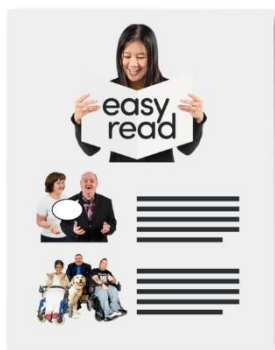
Care and support services

What you said:

90% of people who took part in the non-easy read survey and 99% who took part in the easy read survey said they are happy with the care and support services received from Worcestershire County Council.

What we are doing:

We will keep providing information in different accessible ways like Easy Read.



Control over your daily life.

What you said:

63% of people said they did not have as much control over their daily life as they would like. This has improved since 2019/20 when the result was 66%.



86% of people said that care and support services help them to have control over their lives.

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What we are doing:

We will work with people to find out what they want to achieve. We will give them choice and control when they are using our services.



We will also work together with our partners to make sure we offer care after an illness or a hospital discharge and therapy services to help people to be as independent as possible. This is sometimes called reablement.



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.



? How safe do you feel?

What you said:

70% of people said they feel safe.

This is lower than the survey result from 2019/20 of 73%.

This may be because of lockdowns in Covid.

What we are doing:

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



How can we help you feel safe?

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Our social work team looked into each person's case, where people said they did not feel safe, to find out if action needed to be taken and then followed up any actions as part of the survey.

Worcestershire County Council will continue offering support to people who do not feel safe and to follow up with any action needed.



Thinking about how much contact you've had with people you like

What you said:

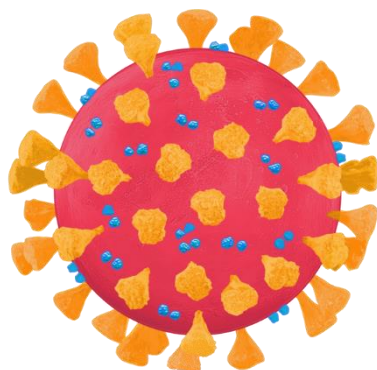
60% of people said they did not have as much social contact as they wanted with people they like.

This was lower than the previous year when only 51% didn't have as much social contact.

This may be due to the lockdowns in Covid where people were not able to get together.

What we are doing:

We will work together with Health Partners, District Councils and our residents to signpost and support them to join social groups.



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This could be joining things like:



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



? How do you spend your time?



What you said:

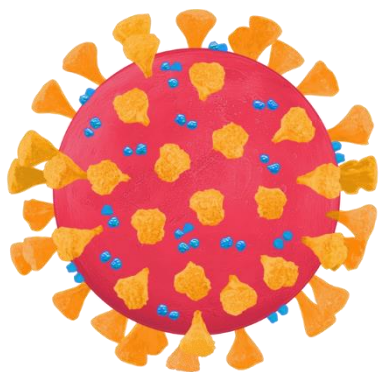
34% of people said they don't do anything, or only do some of the things that are important to them or that they enjoy doing.

This was lower than the results for the previous year of 30%.

This may be due to the lockdowns in Covid when people were not able to go out.

What we are doing:

Worcestershire County Council and Communities will work together to 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.



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How is your health?

What you said:

58% of people felt their health was fair or worse.

This was higher than 2019/20 results of 53%.

More people said their health was worse this time.



What we are doing:

We will be one of the main partners in developing the Integrated Care System.

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



We will work with health staff to support people to get the help they need to stay as well as possible.

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



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Getting around outside your home

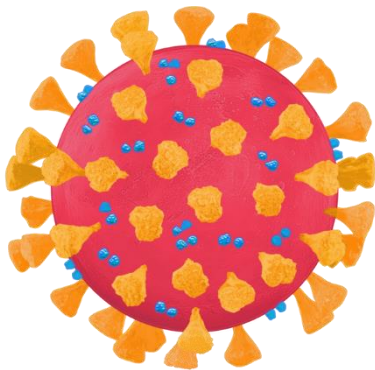
What you said:

34% of people said they do not leave their home.

42% of people find it difficult or can't get to all the places in their local area that they want to.

This means that there are more people finding getting around more difficult since the 2019/20 survey.

This may have been because of the lockdowns during Covid when people were not able to get out much.



What we are doing:

We will support our residents with advice and information to get around their local area.

We will offer things like travel training or buddy schemes – travelling with someone to support you to build confidence.

We will work closely with transport colleagues to make sure these options are accessible for everyone across Worcestershire.



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Any other comments?



What you said:

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

Compliments = 79

Some of the things we did well were:

- Care Agencies
- Care Homes and staff
- Social care
- Improved quality of life



Complaints = 50

Some of the things that didn't go well were:

- Care Agencies and staff
- Care Agency times
- Social Care/Workers



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There were 23 other comments about Social Care Services:



- Providers send too many different carers
- Not all carers provide the same standard of care
- Care workers arriving late, not turning up, or leaving early
- Care agencies not talking to staff to pass on information
- Poor quality of care
- Difficult to get help and support from social care
- Difficulty contacting social workers
- Direct payments are difficult to understand

How can
we improve
our
services?



What we will do to improve services:

Worcestershire County Council Adult Social Care Commissioning Team will continue to work with care providers to improve the quality and times of services.

We will look at the Direct Payment process to improve it.



We will appoint a member of staff to lead on Direct Payments

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More Information:



You can find more information about the Adult Social Care Survey 2021/22 on the NHS Digital Website – click the link below:

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



The results shown here 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.