

Joint Social Services - Adult Care

Service User Survey

Feedback report

March 2013

Introduction

This is the first joint Social Services, Adult Care, Service User Survey to be undertaken. The following report details the findings of the survey and will be used to measure the quality of the services people receive and to ensure that the information and services we provide for adults across both council areas, meet peoples' need and expectations.

Background

The previous Adult Care Service User Survey was carried out in 2010 and was only undertaken in Clackmannanshire. A comparison has been made between the survey results for 2010 and this year (2013) for Clackmannanshire only and in all but 1 question there was an increase in the percentage of respondents who strongly agree/agree with the questions.

There was no Adult Care Service User Survey undertaken in 2011/12 due to the transition to shared services with Stirling Council.

Methodology

The survey was sent out to adult clients only in both Clackmannanshire and Stirling Councils on 1 February 2013, with a 4 week return period. A random sample of 250 adult clients were selected in both Council areas, making a total of 500.

Response

Respondents were asked to comment on their experience of social services and these have been themed and put into a table at the end of the report along with our response to those comments.

Of the 500 Surveys sent out 144 (29%) responses were received.

58% of those who responded live in Clackmannanshire

42% of those who responded live in Stirling

1 respondent didn't indicate which council area they lived in.

The majority (60.4%) of all respondents are female and just under 3/4 of all respondents are over 65 years.

Summary and key points

- This is the first Joint Social Services, Adult Care, Service User Survey. This means that the results from this survey will act as a base line for future joint surveys.
- There was a 29% return rate, of those who responded just over half, (58%) living in and using services in the Clackmannanshire Council area and just under half of those (42%) living in and using services in the Stirling Council area.
- The top three services respondents had most contact with are:
 - MECS/Telecare - 54%
 - Care at home - 54%
 - Equipment including adaptations - 41%
- There was a slight difference across councils in the services people have had contact with, e.g. 10% more respondents from Stirling (19.6%) had contact with mental health services than from Clackmannanshire (9.8%) and 17% more respondents from Clackmannanshire (40.3%) had contact with day centres than from Stirling (12.5%).
- Almost 3/4 of respondents have been receiving a service for more than one year.
- Just under 3/4 of respondents feel that the information available to them is clear and accurate, services are easy to access and they can deal directly with someone who is able to help them.
- Over 3/4 of respondents agree that they did not have to wait too long for the service to start however this is not always the case for those waiting to be assessed for adaptations.
- Overwhelmingly the majority of respondents feel that overall they are treated fairly and with dignity by understanding and helpful staff, and that there is a good range of services available to them that they can rely on.
- Whilst the majority of respondents in both Councils agree that they are fully involved in deciding what services would help them, less than 2/3 (64.3%) of respondents from Stirling feel that they are offered a clear plan and less than half (46.6%) agree that they get an annual review to discuss the services they receive. For Clackmannanshire the figures are higher with 72.6% and 64.1% respectively.

However the issue of having an annual review to discuss the adult care services being received is something that needs to be addressed

- A significantly higher percentage of people in Clackmannanshire agree that the services they have received have made them feel safer, are more independent and feel part of the community than respondents from Stirling.

A high percentage of respondents from both councils neither agree nor disagree with the three statements and this could be that people do not understand the question. This question particularly with regard to 'feeling part of the community', needs to be re thought and reworded for future surveys.

- Those areas where there are issues include:
 - External carers (*lack of continuity of carers, inconsistency in service/care received.*)
 - Communication (*perceived not to be good sometimes between client and provider/social worker and between services*)
 - Assessments (*particularly around assessments for adaptations and equipment*)
 - Patient transport to day centres (*inconsistent time keeping, issues with those with a disability entering and exiting the transport vehicle*)
- Overwhelmingly respondents from both Councils are satisfied and positive about the services they receive.
- The overall majority of comments received from respondents were positive for both the services received and the staff involved with service provision.

Issues to be addressed

- There is a need to look more closely at why such a low percentage of respondents particularly in Stirling agree that they receive an annual review to discuss the services being received.

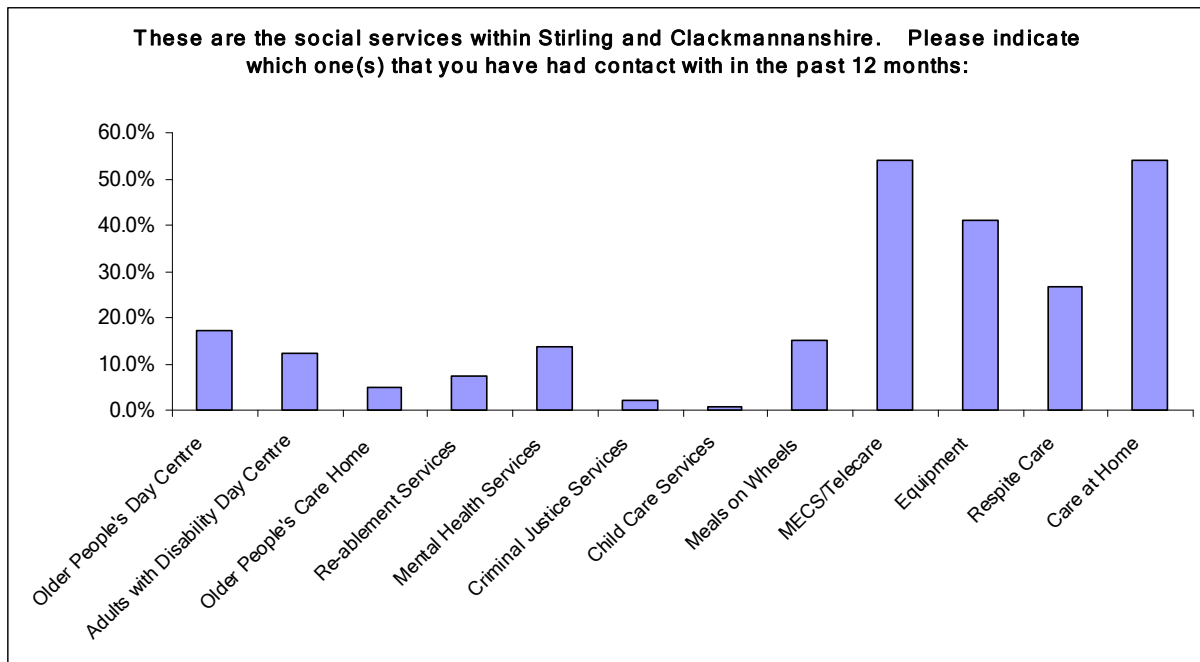
Recommendations for improvement of survey

- Throughout the survey there was a fairly high percentage of respondents who opted for the neither agree nor disagree option. This merits discussion at the communication sub group to decide whether this option should be kept or removed from future surveys as there may be other ways to enable respondents who use this option to answer the questions in a more productive way.
- Although there was a good range of comments received, to get a fuller picture of how service users view the service, the format should be changed to enable comments to be made under each question

where appropriate. This should be discussed at the communication sub group for next year.

Q1 (139 of 144 respondents answered this question)

These are the Services within Stirling and Clackmannanshire. Please indicate which one(s) that you have had contact with in the past 12 months:



The majority of respondents across both Council areas were in receipt of 1 or more of the above.

The services people have had most contact with are:

- MECS/Telecare and Care at home with 54% of respondents respectively
- Equipment including adaptations 41%
- Day Centres 29.5% (*majority of whom are respondents from Clackmannanshire*)
- Respite 26.6%. (*majority of whom are respondents from Clackmannanshire*)
- Meals on Wheels 15.1% (*majority of whom are respondents from Clackmannanshire*)
- Mental Health Services 13.7% (*majority of whom are respondents from Stirling*)

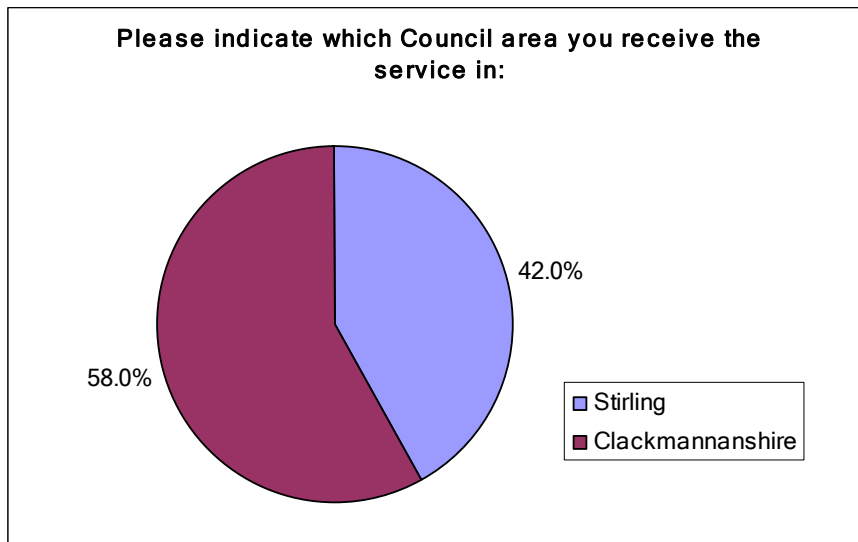
The main difference between the two Council areas in respect of survey sample was:

- The percentage of people who have had contact with Mental Health Services is much higher in Stirling at 19.6% compared to Clackmannanshire at 9.8%
- Those accessing respite is higher in Clackmannanshire 36% compared to 12.5% in Stirling
- Those having contact with Adults with Disability Day centre is higher in Clackmannanshire at 17.1% compared to 3.6% in Stirling
- Those having contact with Meals on Wheels is higher in Clackmannanshire 22% compared to 5.4% in Stirling
- Those having contact with older peoples day centre is higher in Clacks at 23.2% compared to 8.9% in Stirling.

The latter could in part be explained by the higher number of older people responding to the survey in Clackmannanshire compared to Stirling.

Q2 (143 of 144 respondents answered this question)

Please indicate which Council area you receive the Adult Care Service in:

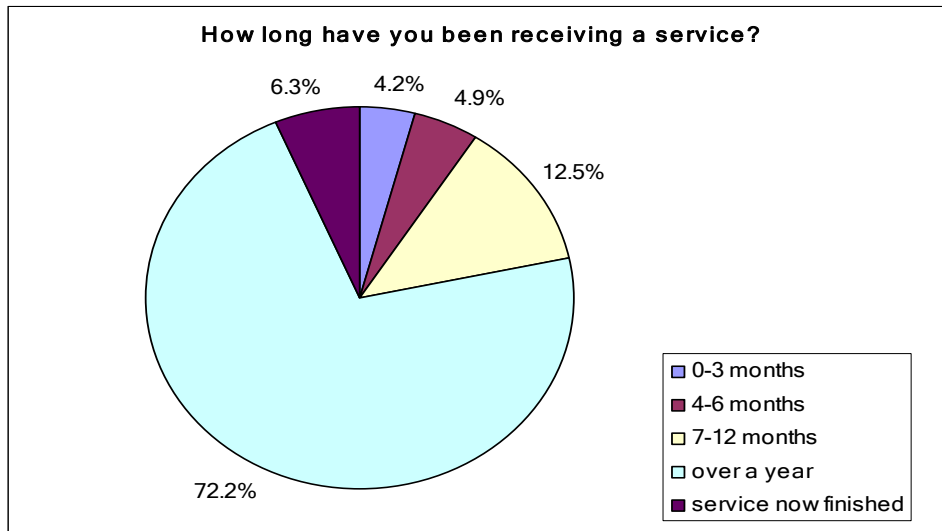


The majority of responses were received from people living in the Clackmannanshire Council Area.

83 people responded from Clackmannanshire and 60 from Stirling

Q3 (All respondents answered this question)

How long have you been receiving an Adult Care Service?

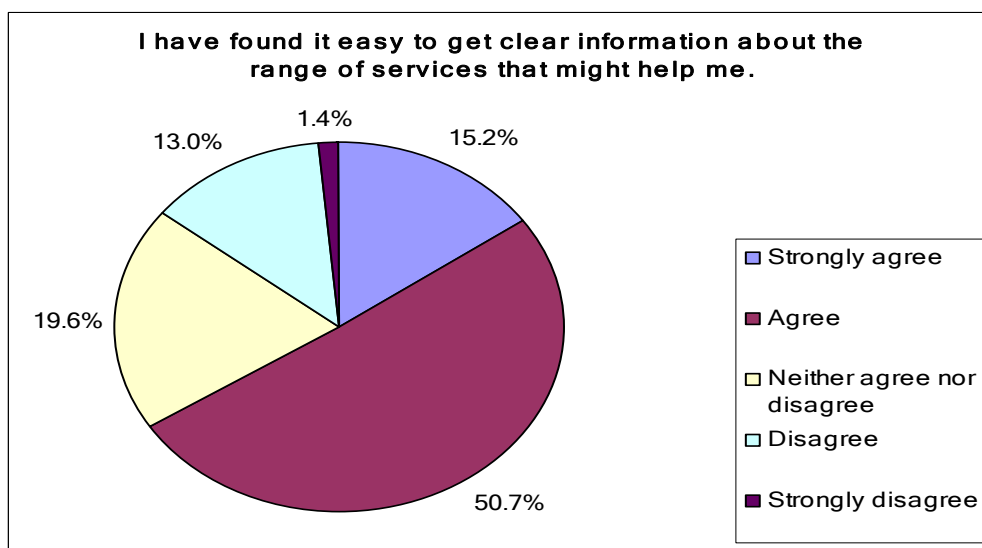


Almost 75% of respondents said they had been receiving the service for longer than 12 months

This is to be expected as the majority of respondents are older people and in receipt of MECS/Telecare, equipment/adaptations, respite and care at home all of which are longer term services.

Q4 (138 of 144 respondents answered this question)

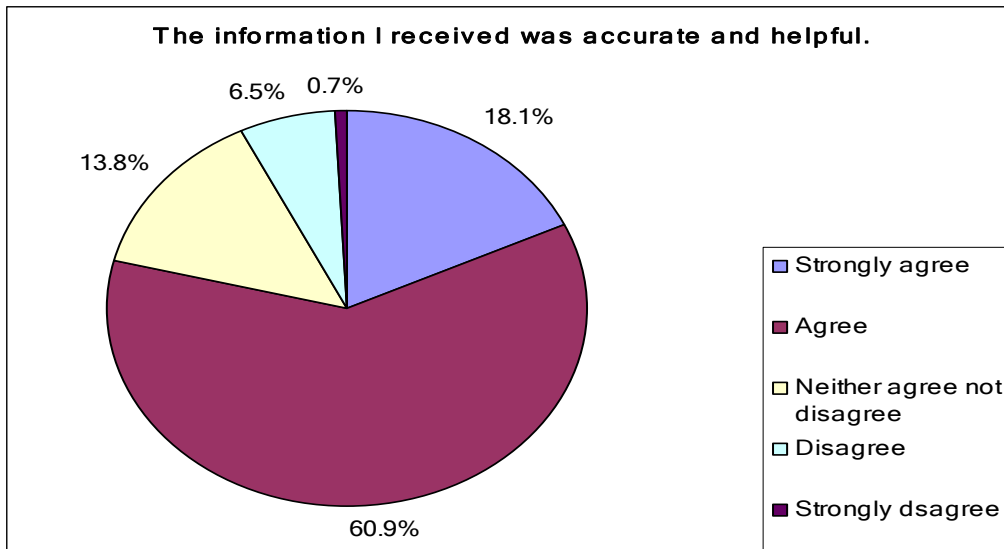
I have found it easy to get clear information about the range of Services that might help me.



Approximately 66% of respondents agree/strongly agree that they have found it easy to get clear information about the range of services that may help them. 14.4% strongly disagree/disagree.

Q5 (138 of 144 respondents answered this question)

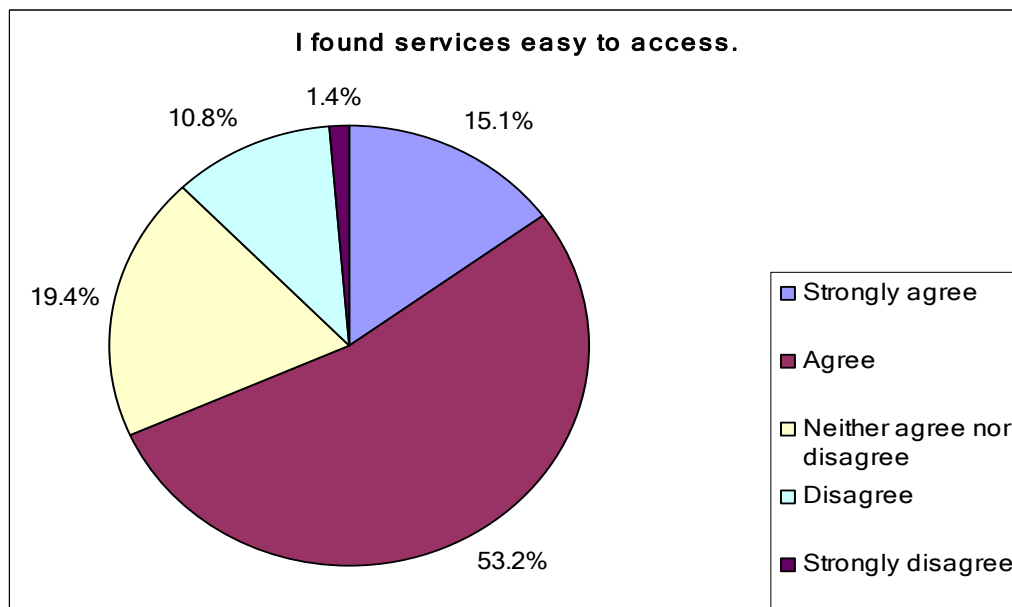
The information I received was accurate and helpful.



79% of respondents felt that they received information that was accurate and helpful. 7% strongly disagree/disagree.

Q6 (139 of 144 respondents answered this question)

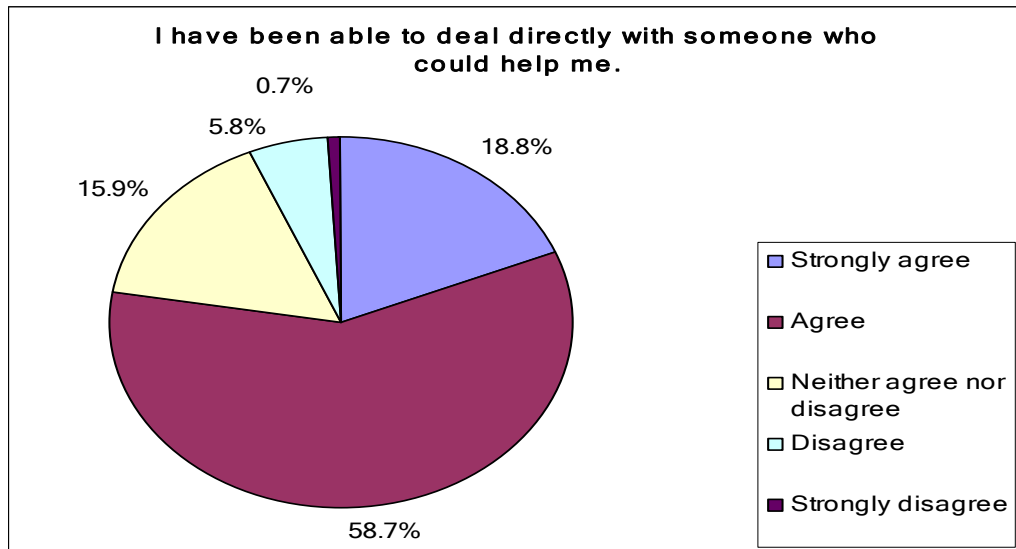
I found Services easy to access.



68.3% Of respondents strongly agreed/agreed that services were easy to access, 12.2% strongly disagree/disagree.

Q7 (138 of 144 respondents answered this question)

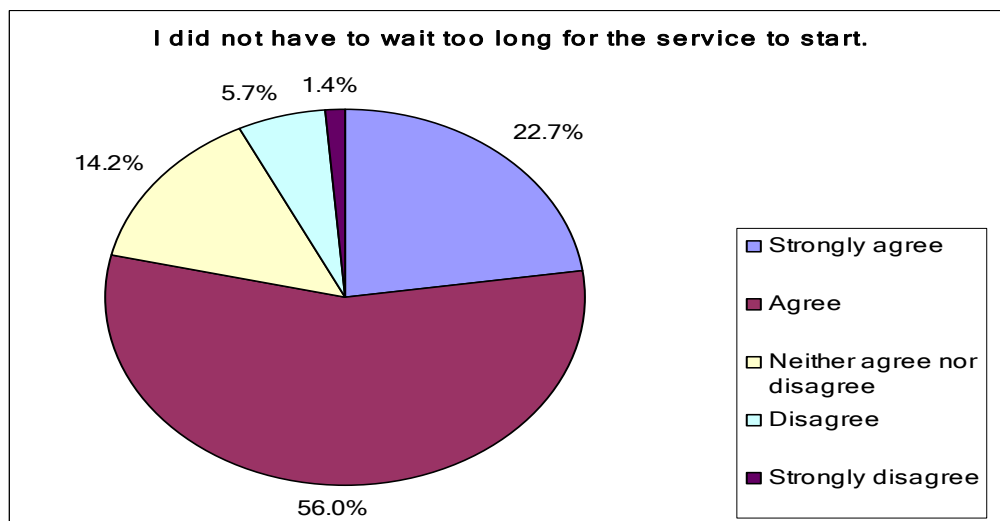
I have been able to deal directly with someone who could help me.



77% of respondents strongly agree/agree that they were able to deal directly with someone who could help them, 6% strongly disagree/disagree.

Q8 (141 of 144 respondents answered this question)

I did not have to wait too long for the Adult Care Service to start



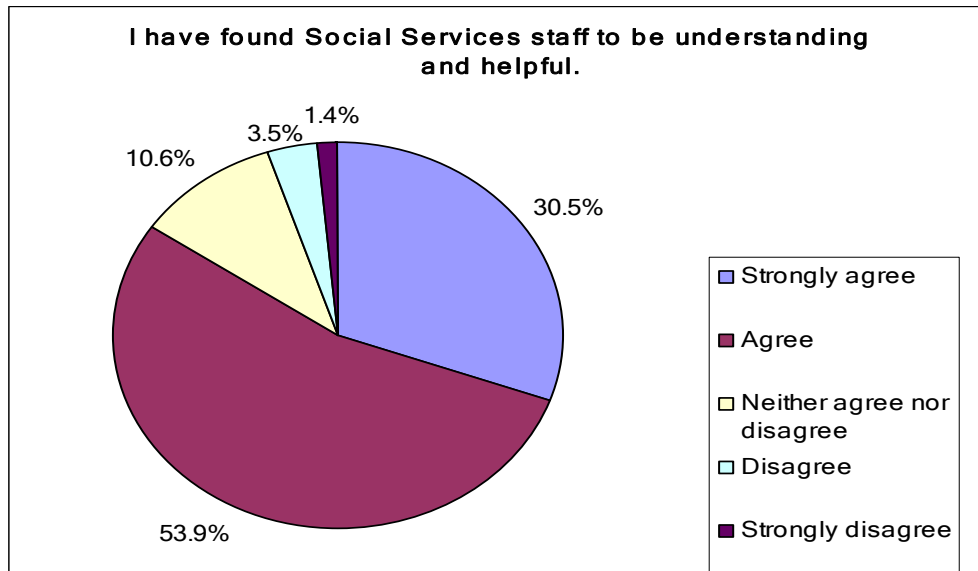
78.7% of respondents agree/strongly agree that they didn't have to wait too long for the service to start, 7.1% strongly disagree/disagree.

There is a difference between the two council areas, 85% of respondents from Clackmannanshire agree that they didn't have to wait too long for the service to start. In Stirling however this was 72% (difference of 13%).

From the comments received those who felt they waited a long time for the service to start were people waiting to be allocated an OT or a community care worker to undertake an assessment particularly for adaptations and/or equipment. All comments made on this were from Stirling respondents.

Q9 (141 of 144 respondents answered this question)

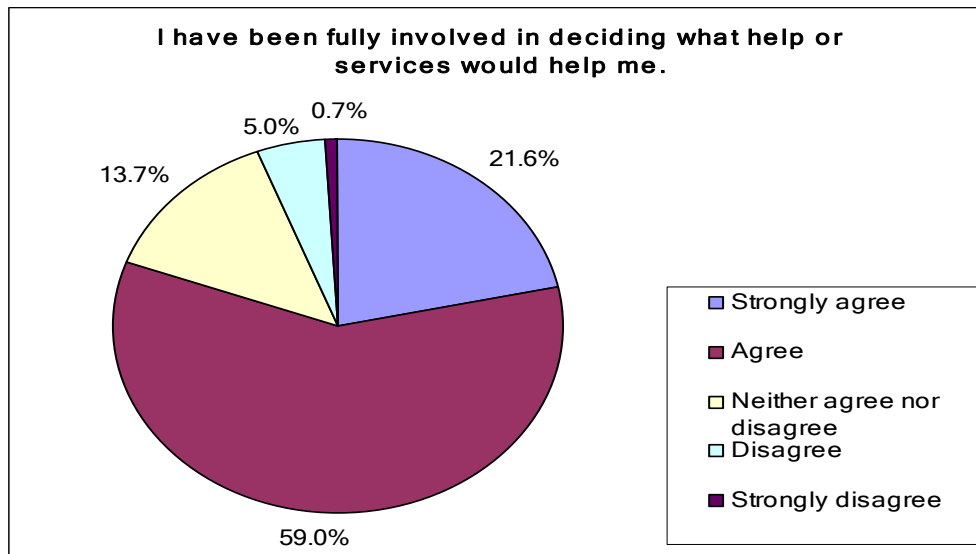
I have found Social Services staff to be understanding and helpful.



84.4% of respondents strongly agree/agree that social services adult care staff are understanding and helpful, 4.9% strongly disagree/disagree.

Q10 (139 of 144 respondents answered this question)

I have been fully involved in deciding what help or Services would help me.

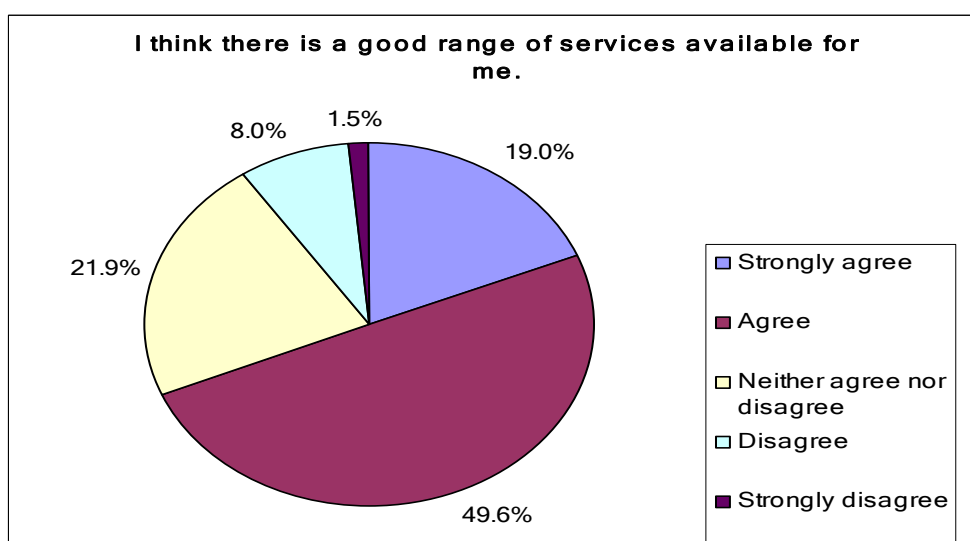


80.6% strongly agree/agree that they have been involved in deciding what services would help them, 5.7% strongly disagree/disagree.

A Slightly higher percentage of Clackmannanshire respondents agree with this than those respondents from Stirling.

Q11 (137 of 144 respondents answered this question)

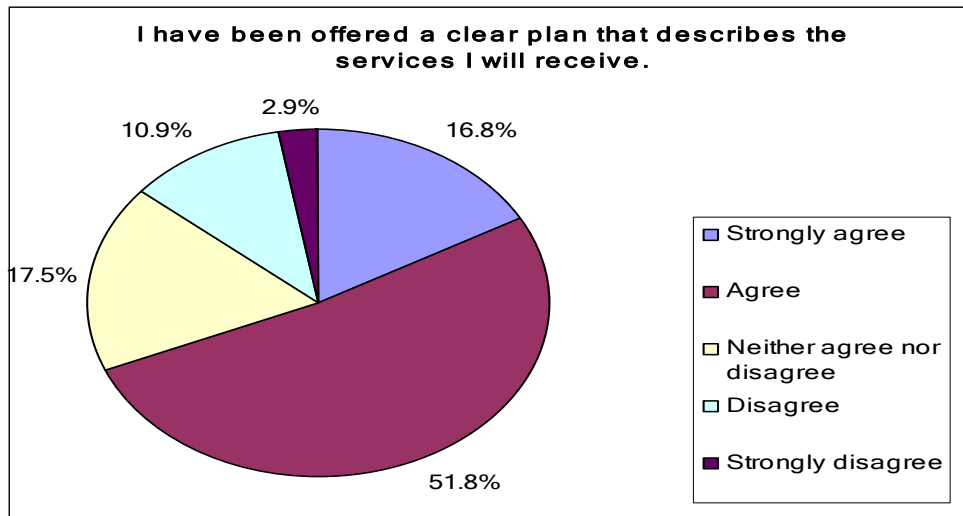
I think there is a good range of Services available for me.



68.6% of respondents strongly agree/agree that there are a good range of services available to them, 9.5% strongly disagree/disagree.

Q12 (137 of 144 respondents answered this question)

I have been offered a clear plan that describes the Services I will receive.



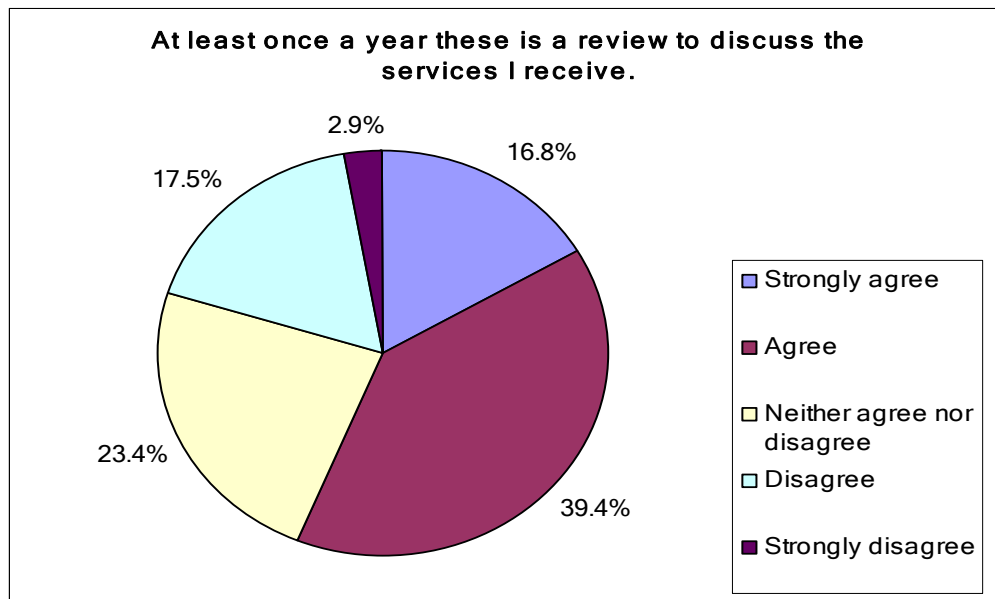
68.6% of respondents strongly agreed/agreed that they had been offered a clear plan, 13.8% strongly disagree/disagree.

8% more respondents in Clacks than Stirling agree that they have been offered a clear plan.

This is not a very high number and we should be striving to offer all our clients a clear plan.

Q13 (137 of 144 respondents answered this question)

At least once a year there is a review to discuss the Services I receive.



56.2% of respondents strongly agree/agree that they have an annual review

20.4% strongly disagree/disagree with this statement and a high percentage (23.4%) neither agree nor disagree

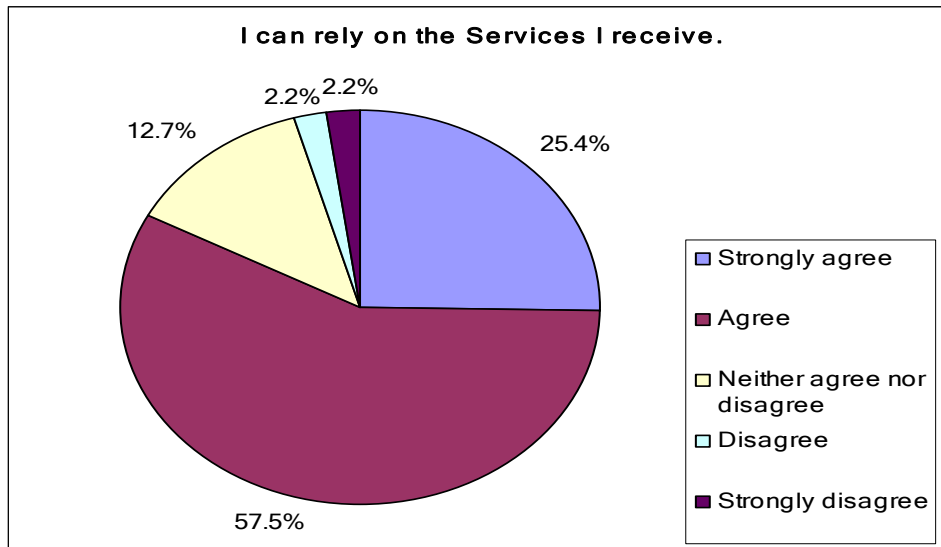
56% is not a very high percentage and is well below the 80% target that has been set. More needs to be done to ensure that clients receive an annual review

A fairly high percentage of respondents neither agree nor disagree that they have an annual review and this merits further investigation determine why this may be the case.

There is a big difference between the Councils with regards to question. In Clackmannanshire 64% agree that at least once a year there is a review, whereas in Stirling only 46% agree. Also 31% of Stirling respondents said they neither agree/disagree whilst in Clackmannanshire it is 17.9%.

Q14 (134 of 144 respondents answered this question)

I can rely on the Services I receive.

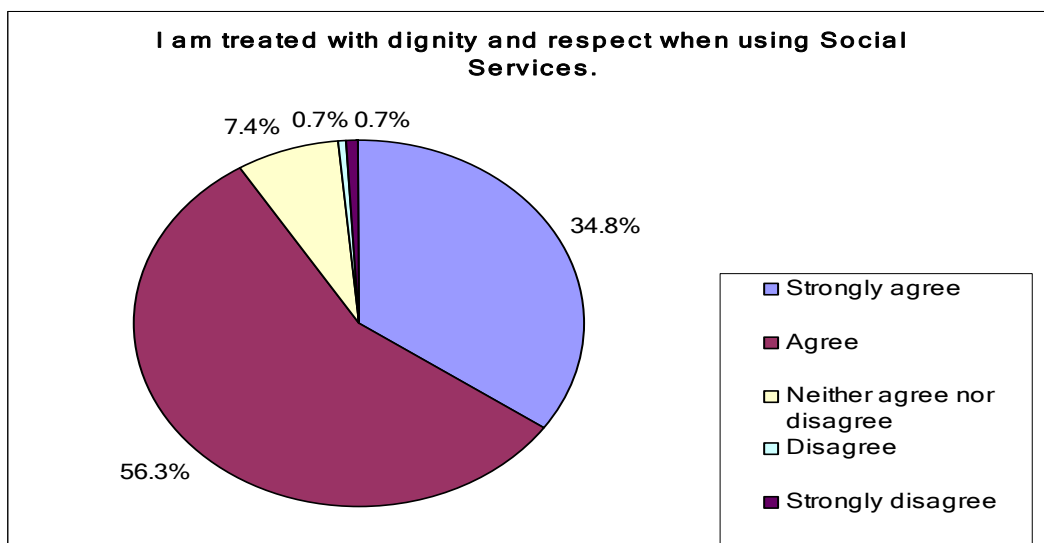


83% of respondents strongly agreed/agreed that the services they receive are reliable, 4.4% strongly disagree/disagree.

Slightly more respondents 7% in Clacks agree they can rely on the services they receive than those from Stirling.

Q15 (135 of 144 respondents answered this question)

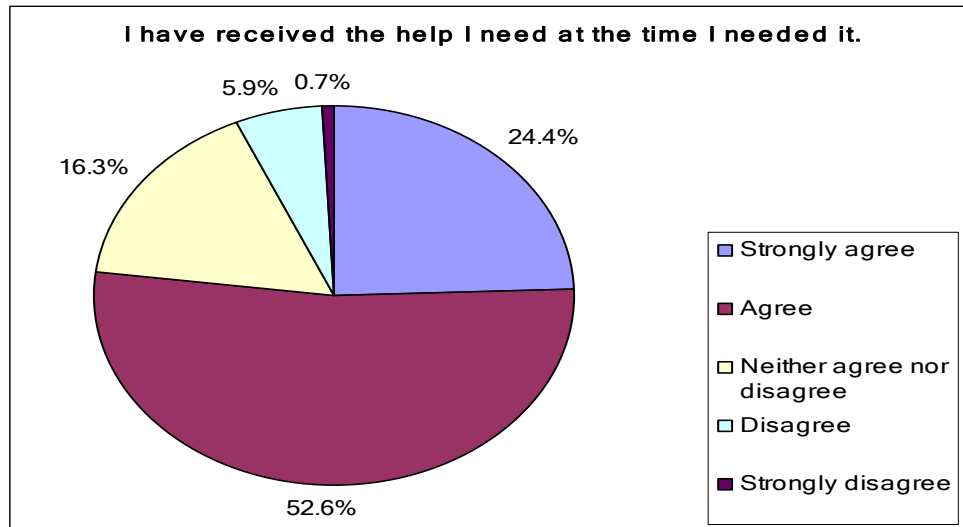
I am treated with dignity and respect when using Social Services.



91.1% of respondents strongly agree/agree that they are treated with dignity and respect, 1.4% strongly disagree/disagree. Overall respondents feel they are treated with dignity and respect. Although we need to continue to ensure that this remains the case.

Q16 (135 of 144 respondents answered this question)

I have received the help I need at the time I needed it.

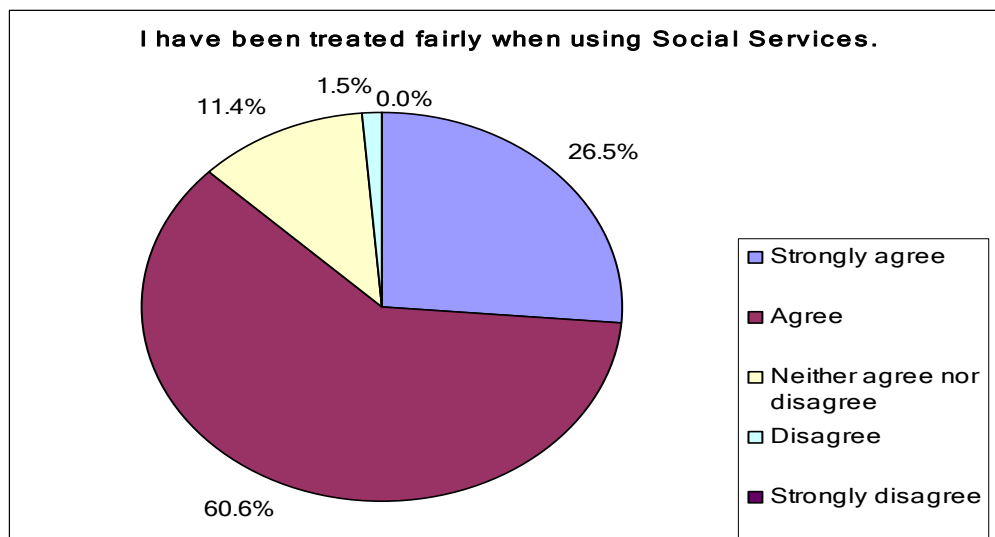


77% of respondents strongly agreed/agreed that they received help when they needed it, 6.6% strongly disagree/disagree.

Slightly more respondents in Clacks (81.8%) agree they received help when they needed it than those from Stirling (72%).

Q17 (132 of 144 respondents answered this question)

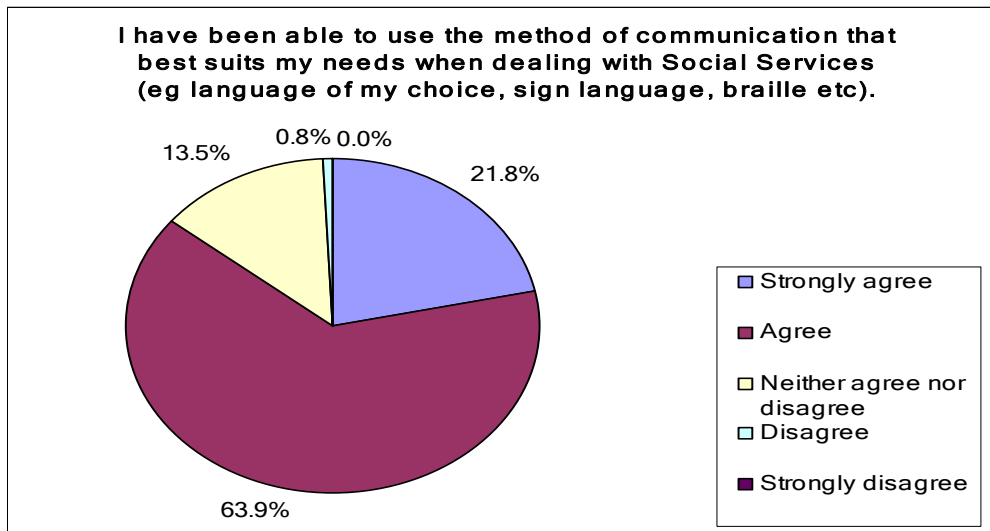
I have been treated fairly when using Social Services.



87.1% of respondents strongly agree/agree that they had been treated fairly, 1.5% disagree. Although a high percentage of respondents agree with this question, we should be striving to ensure that all clients to feel they have been treated fairly.

Q18 (133 of 144 respondents answered this question)

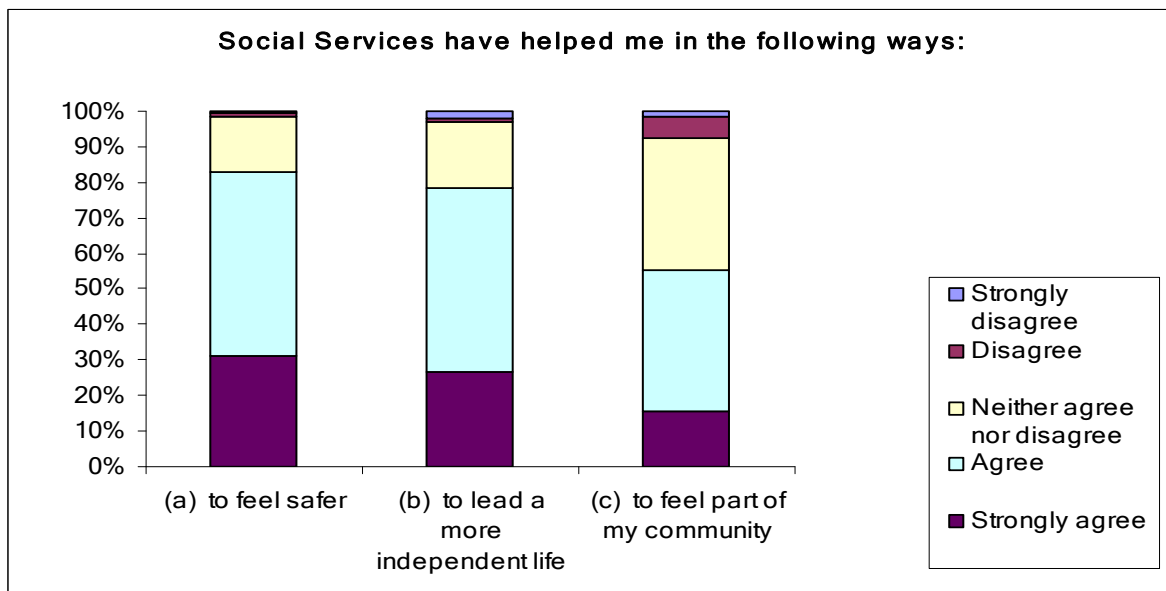
I have been able to use the method of communication that best suits my needs when dealing with Services.



85.7% of respondents strongly agreed/agreed that they had been able to use their preferred communication method, 0.8% disagree.

Q19 (141 of 144 respondents answered this question)

Social Services have helped me in the following ways:



Of those who responded:

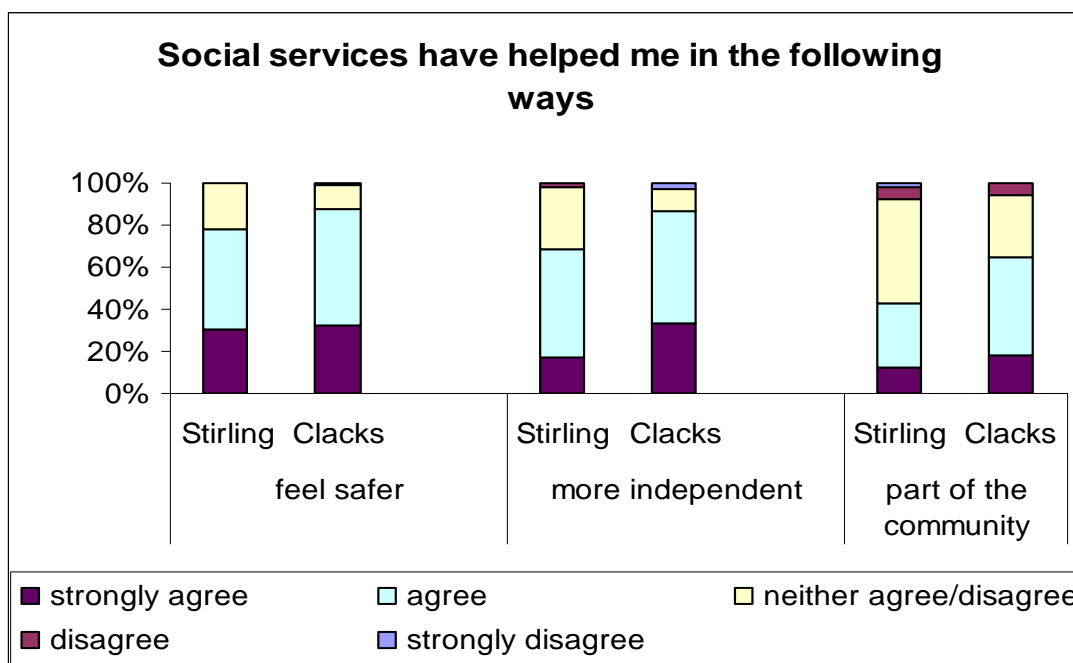
83% strongly agree/agree that they felt safer, 1.4% strongly disagree/disagree.

78% strongly agree/agree that they were more independent, 2.8% strongly disagree/disagree

The above exceeded the target of 75%

55.1% strongly agree/agree that they felt more part of their community, 7.4% strongly disagree/disagree

There was a very high percentage (37.5%) of respondents who neither agree nor disagree with 'feeling part of their community'. This may be due to lack of understanding of the question and it may be worth rewording the question for future surveys or adding a comments box to this question to find out more information from respondents.

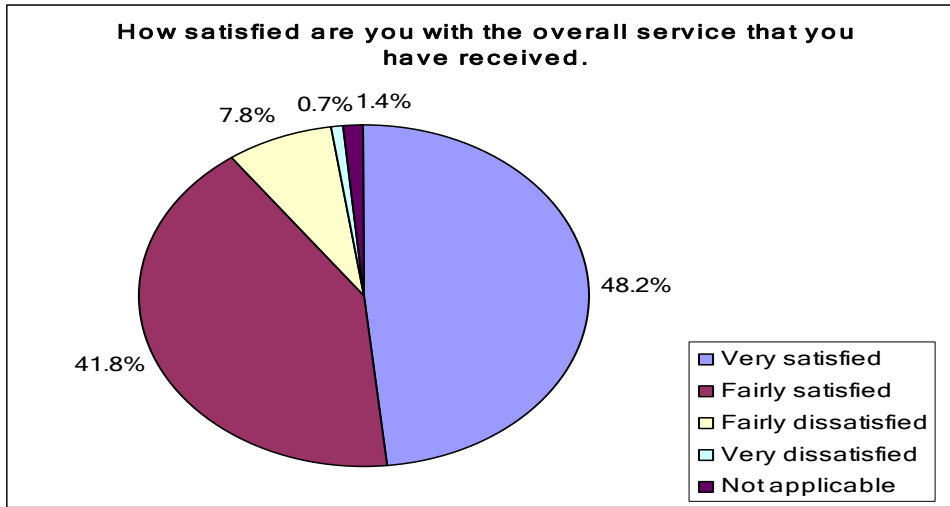


There is a much higher percentage of respondents from Clackmannanshire agreeing with all 3 statements than those from Stirling and less neither agreeing nor disagreeing than Stirling particularly with regard feeling part of the community.

This could be in part due a higher percentage of respondents from Clackmannanshire using or having had used day care centres, where they have met and interacted with many other people.

Q20 (141 of 144 respondents answered this question)

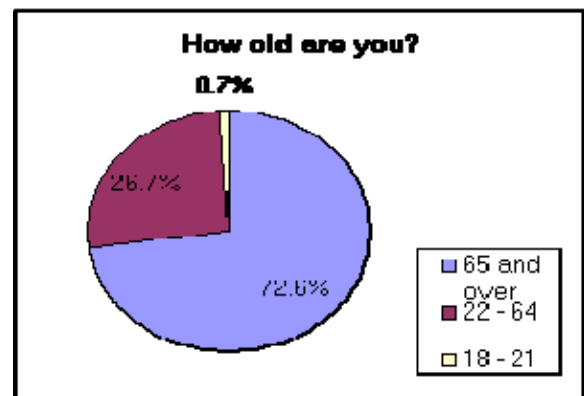
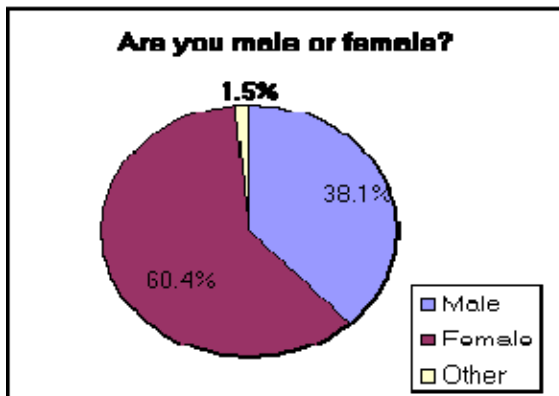
How satisfied are you with the overall service that you have received.



90% of respondents strongly agree/agree that they are satisfied with the overall service received, 7.8% are fairly dissatisfied, with only 1.2% (1 respondent very) very dissatisfied.

Q21 and 22

Service user profile



134 of 144 respondents answered the gender question

The majority (60.4%) of all respondents were female
In Clackmannanshire (61%) of respondents were Female
In Stirling (58.6%) respondents

135 of 144 respondents answered the age question

The majority (72%) of all respondents were older people
In Clackmannanshire (78.7%) respondents were older people
In Stirling (66%) respondents older people

Q 23 - 28

Ethnic Origin

Of the 144 people who responded to the survey 133 answered the ethnicity question and of these:

- 88% were white Scottish
- 9% were white British
- 1.5% other white
- 0.75% were Asian Scottish
- 0.75% white Irish

Q29 Service User Comments

There were 59 comments made overall, 6 of which were not related to the services provided by Social Work Services. Comments made in the survey will be fed back to Service Managers and help shape the Services we provide.

What People said	What we will do
ISSUES	
Carers <ul style="list-style-type: none">• Some people believe that some carers are not as well trained as others, and that sometimes the care received is not as good as it should be.• Some people feel that there is no continuity of carers and that some carers (particularly if filling in for carers on holiday) don't know much about the person they are providing the service for.• Carers are not all on the same level as some do more than others, inconsistency in what carers do and don't do.	These issues will be fed into the consultation process about to take place across both Councils in April and May with regard to care at home provision.
Communication <ul style="list-style-type: none">• Some people feel that there is an issue with getting in touch with Social Services, and when they do there can be a delay, particularly if the request requires someone to call you back	These issues will be passed on to Service Managers

<ul style="list-style-type: none"> • People have found that if a Social Worker goes on holiday or is off sick nobody informs them • Some people feel that at times there is a lack of communication between services • Some people feel that they only see their Social Worker when they have an issue and that it would be nice if follow up visits could be made so that people don't feel neglected. • A couple of respondents feel that they could have been given more information with regards to services available 	
<p>Assessments</p> <ul style="list-style-type: none"> • A few people who have requested adaptations and /or equipment have found it takes a while to be allocated a key worker and to get an assessment of need carried out. • One person felt that there is a lack of information on adaptations and equipment available to them 	<p>The Community Care assessment process across both Councils is under review and will take into account the issues identified</p> <p>An adaptations review for Clackmannanshire is underway, which will take into account the issues identified in the survey.</p>
<p>Patient Transport to and from day centres</p> <ul style="list-style-type: none"> • Some people feel that there is an issue with transport running to time • some people feel there is inconsistency in the help provided by carers to enable people to get into and out of the transport • One person believes that wheel chair users cannot use the transport to and from adult care day care services. 	<p>These comments will be fed back to Service Managers.</p>
<p>Other comments included</p> <ul style="list-style-type: none"> • Lack of respite/care home choices for those who are severely disabled 	<p>This comment will be fed back to Service Managers.</p>

Positive Feedback

Almost 2/3 of all comments received were positive.

- Those who indicated that they had MECS/Telecare, were very happy with the service they had received and with the product in general.
- Those who had received direct payments thought it was excellent, although more support with these would be welcome.
- There were a lot of very positive comments about service provision in general and the staff. Many people are very happy with the services they have received and with the staff they have come in contact with.
- Respondents who had issues with assessment times were very positive about the service received once it began