

Adult Social Care User Survey 2017-18 Results

**People who receive care and support services from
Brighton and Hove City Council share their views**

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Introduction

This paper provides the results of the annual Adult Social Care User Survey 2017-18. The survey is a national initiative which the Government requires all councils providing adult social care services to carry out. This is the fifth time this annual survey has taken place.

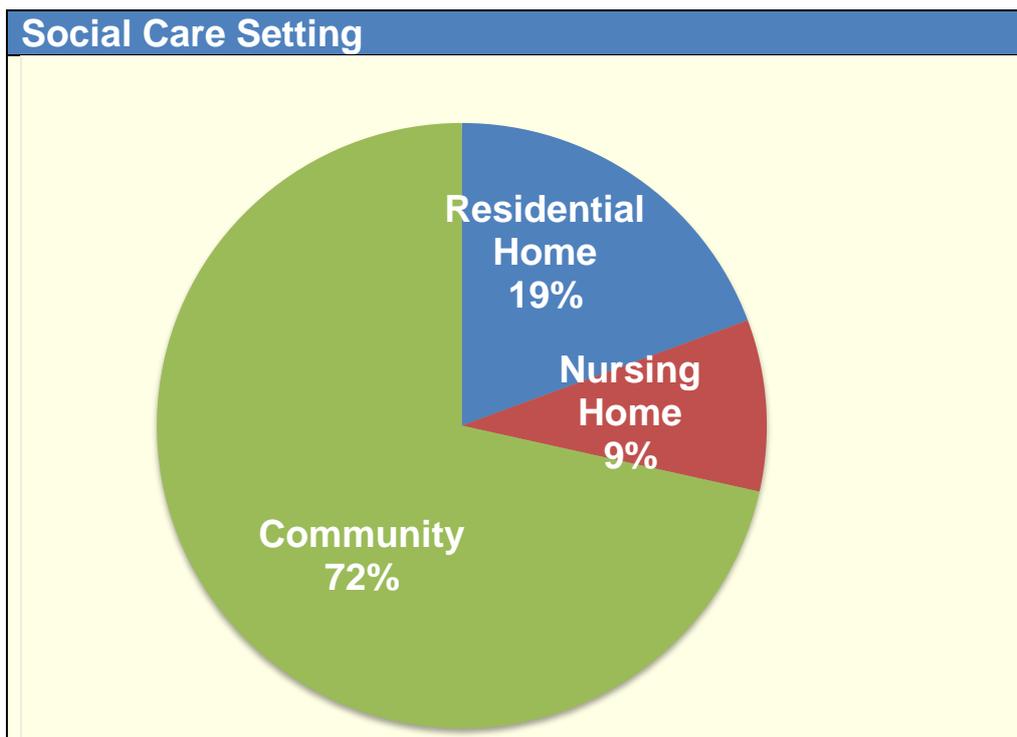
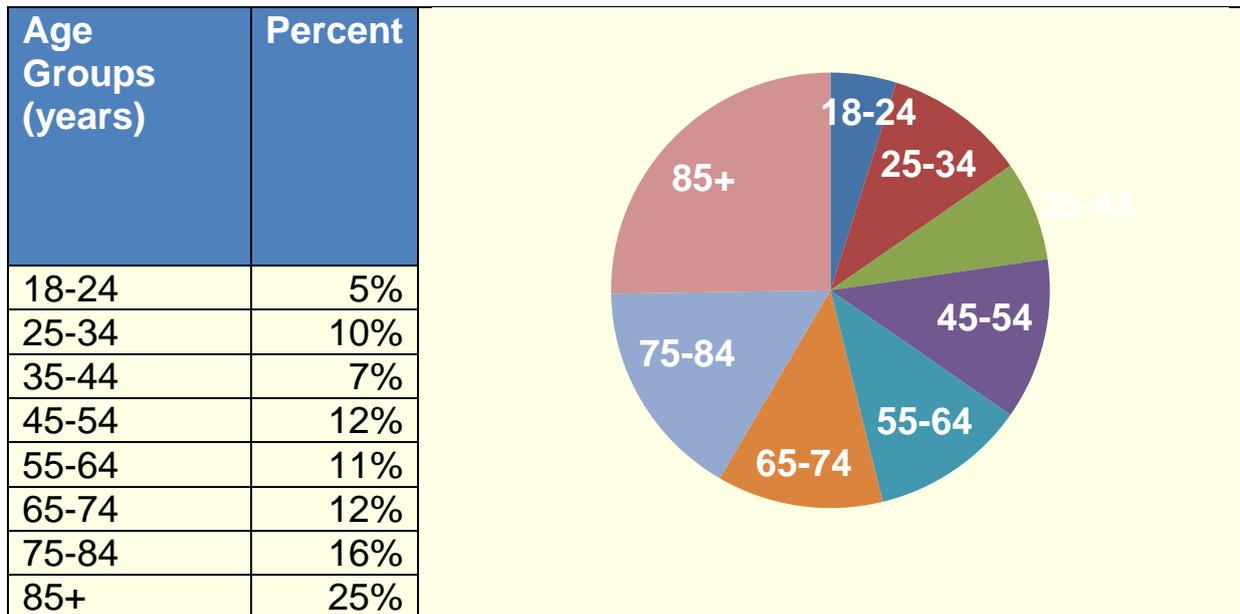
The survey is designed to cover all service users aged 18 and over in receipt of services funded wholly or in part by Social Services during 2017-18. It seeks to learn more about how effectively services are helping service users to live safely and independently in their own homes, and what impact services have on their quality of life.

This report covers a sample of respondents that were selected randomly and who either lived in the community or in a residential setting. There were three versions of the survey available; one for adults living in the community, another for adults living in residential care and an easy read version developed for service users with a learning disability.

Response rates and administration

A total of 1133 surveys were sent out to a sample of service users, of which 393 people responded (34.69%). There were no requests for the survey to be translated.

Profile of people who responded



Gender	Percent
Female	58%
Male	42%

Ethnic Background	Percent
White	90.6
Asian	2.3
Black	1.8
Mixed	1.0
Other	0.8
Unknown	3.6

Compared to the ethnicity breakdown of all service users, the sample of survey responders contains a slightly higher proportion of responders from “Black” & “Asian” backgrounds, and a slightly lower proportion of responders from “White” and “Other” backgrounds.

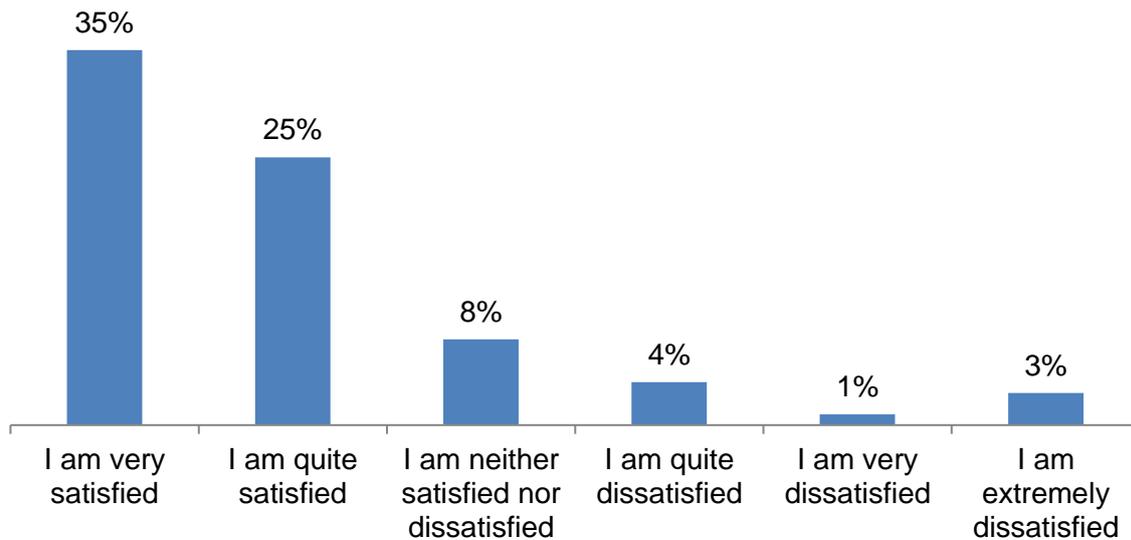
Primary Support Reason	Percent
Physical Support	60%
Learning Disability Support	23%
Mental Health Support	10%
Memory and Cognition Support	4%
Sensory Support	2%
Social Support	1%

Survey responses

SECTION 1: OVERALL SATISFACTION

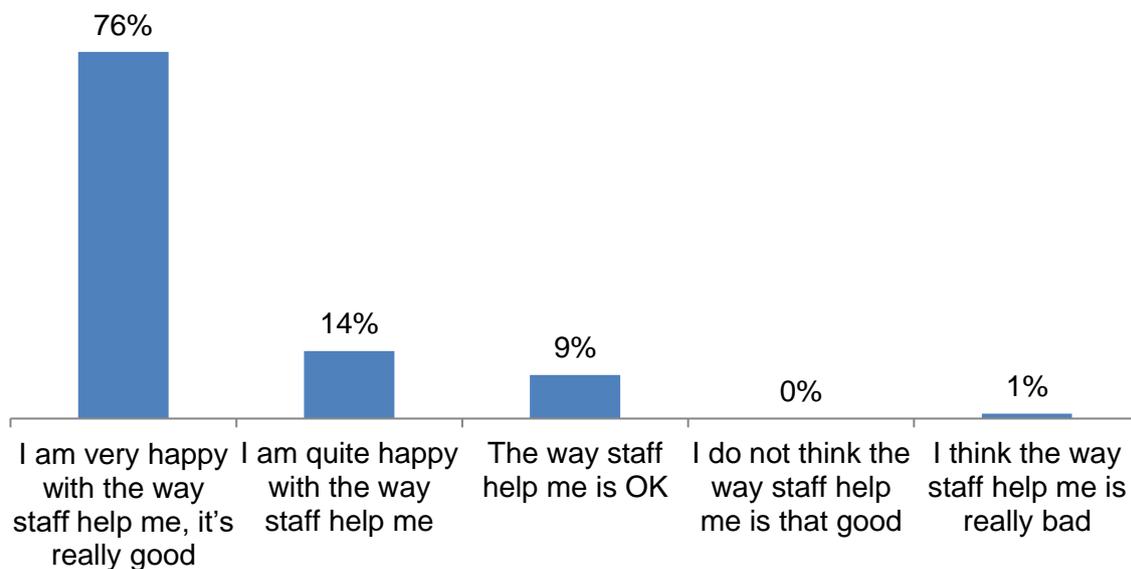
Overall, how satisfied or dissatisfied are you with the care and support services you receive?

(Standard Version)



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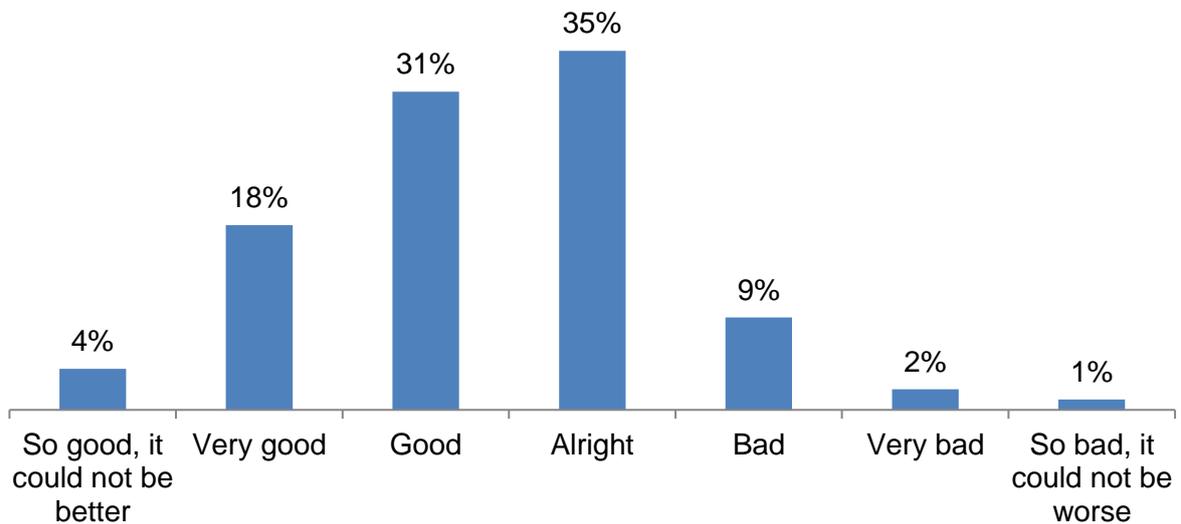
(Learning Disability Version)



SECTION 2: YOUR QUALITY OF LIFE

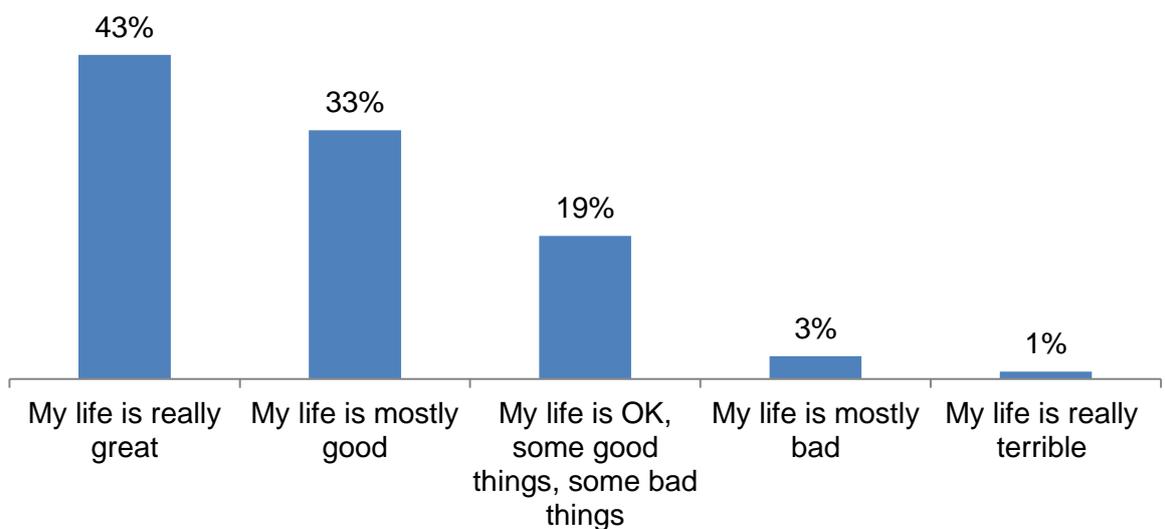
Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?

(Standard Version)

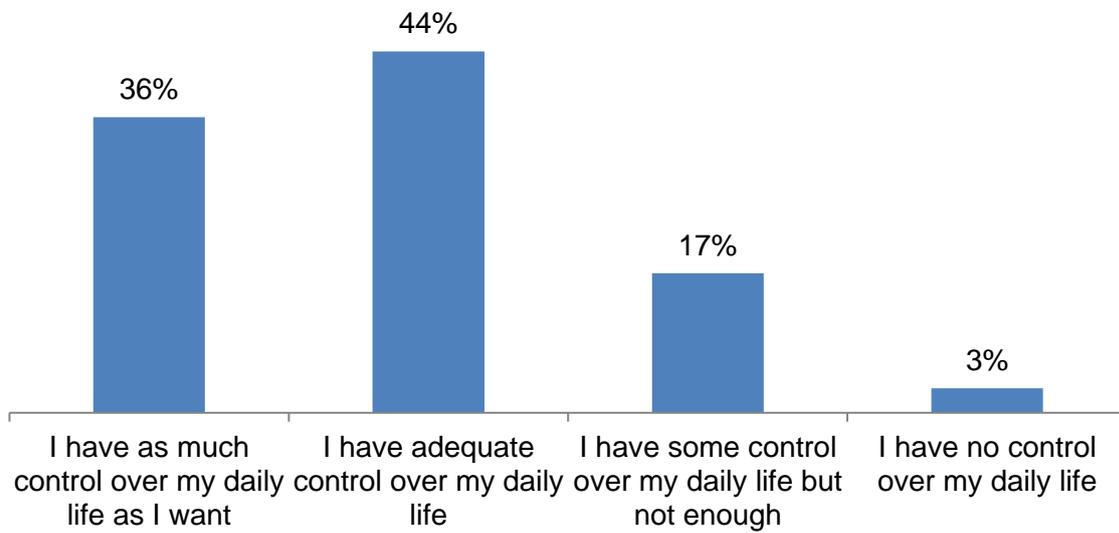


Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?

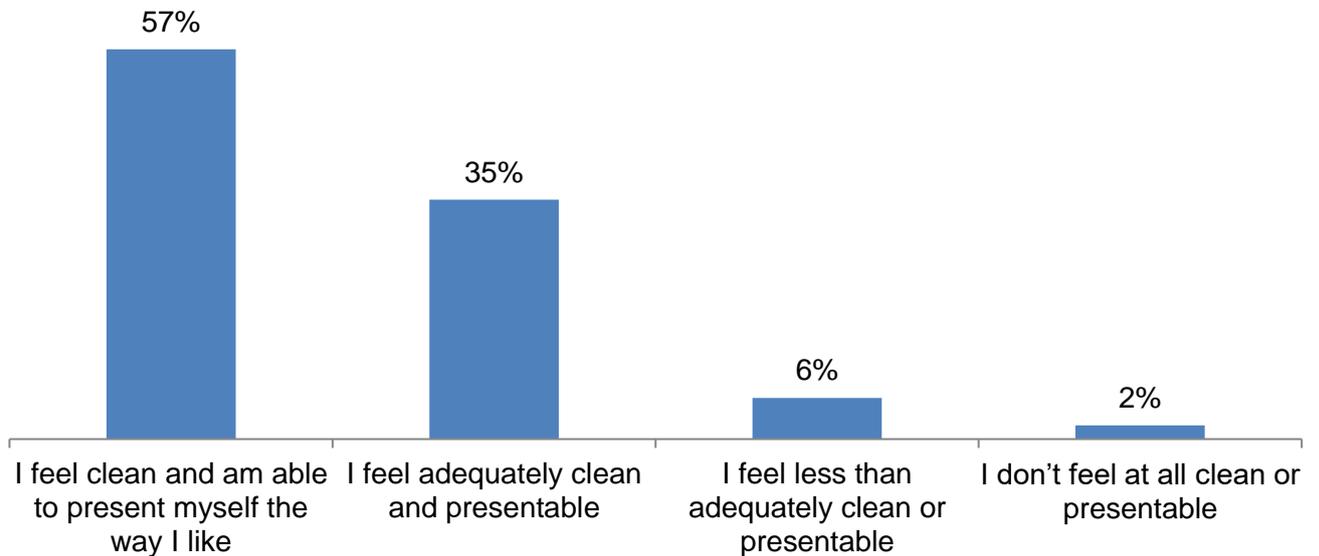
(Learning Disability Version)



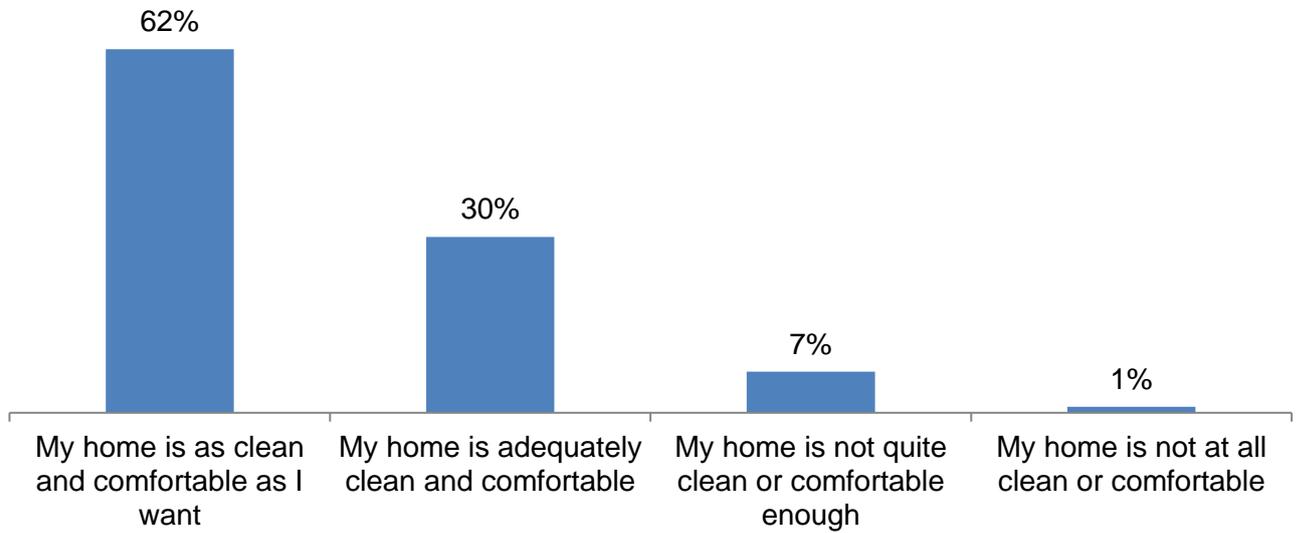
Which of the following statements best describes how much control you have over your daily life?



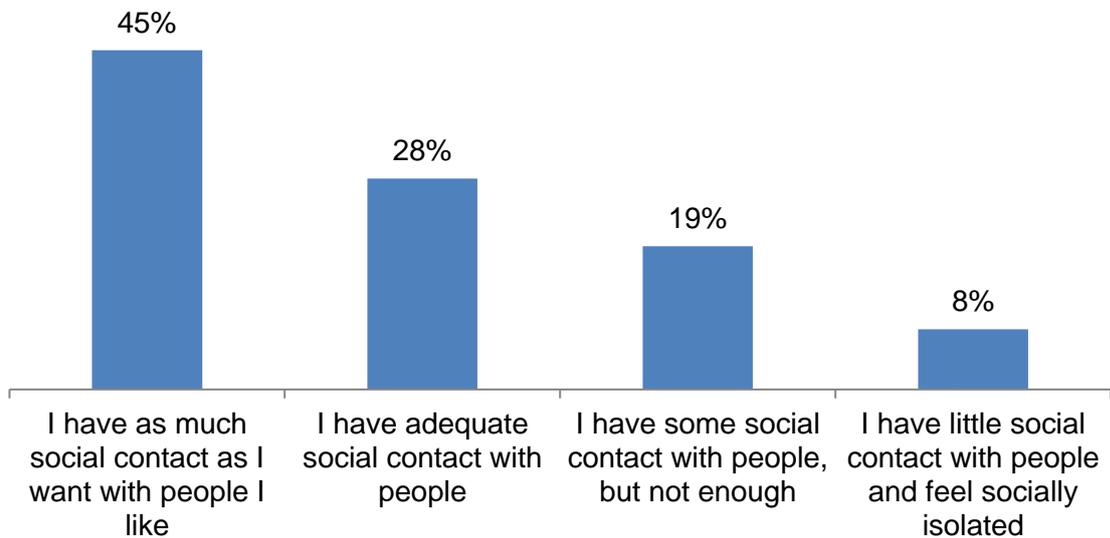
Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?



Which of the following statements best describes how clean and comfortable your home is?

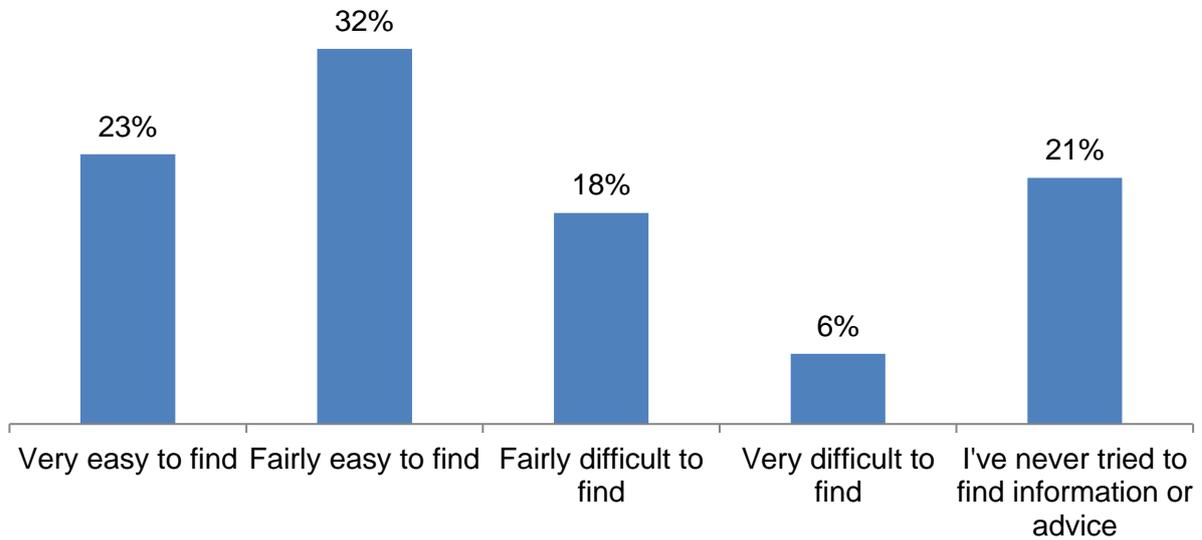


Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?



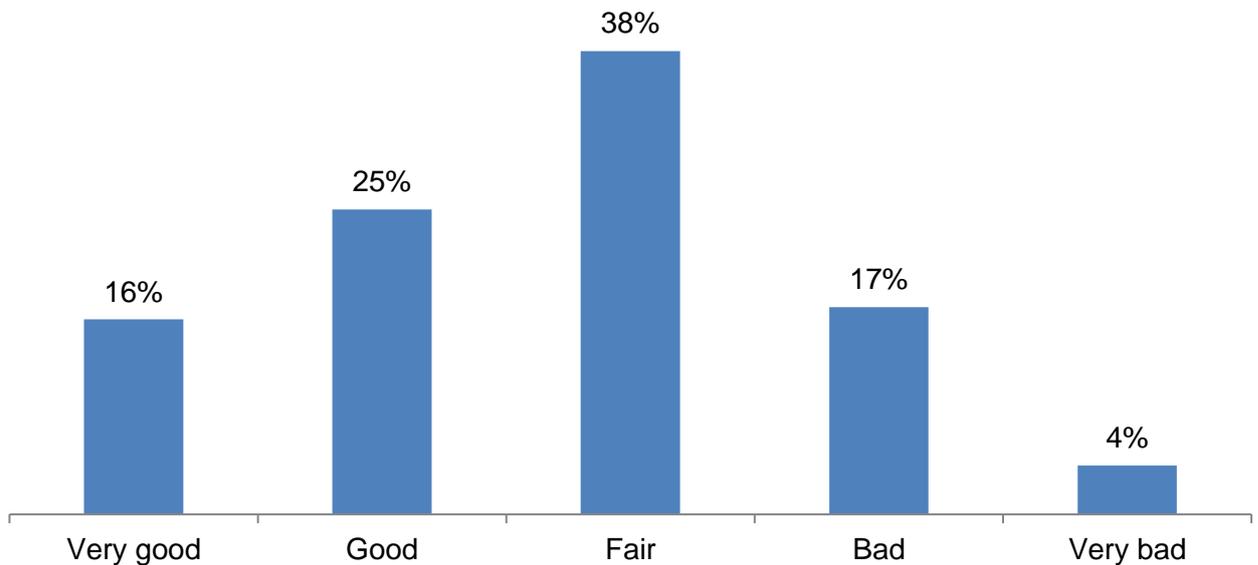
SECTION 3: KNOWLEDGE AND INFORMATION

In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?



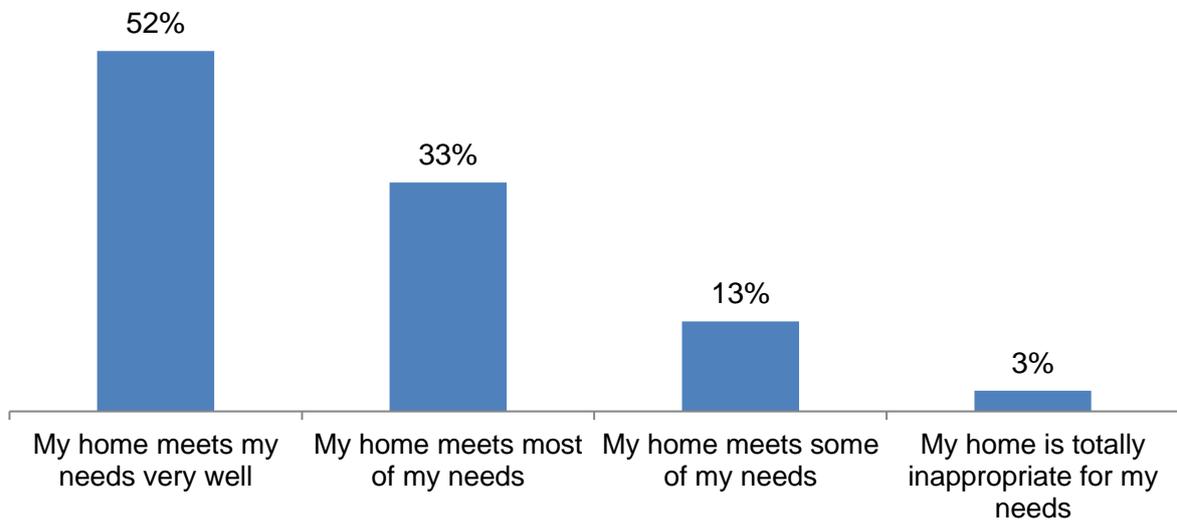
SECTION 4: HEALTH

How is your health in general?

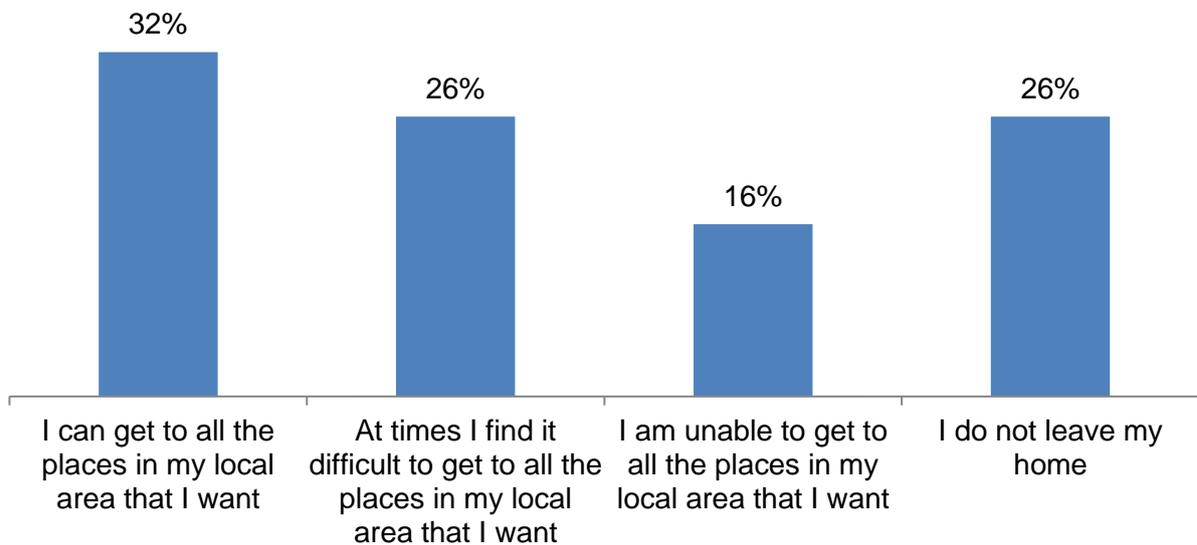


SECTION 5: ABOUT YOUR SURROUNDINGS

How well do you think your home is designed to meet your needs?



Thinking about getting around outside of your home, which of the following statements best describes your present situation?



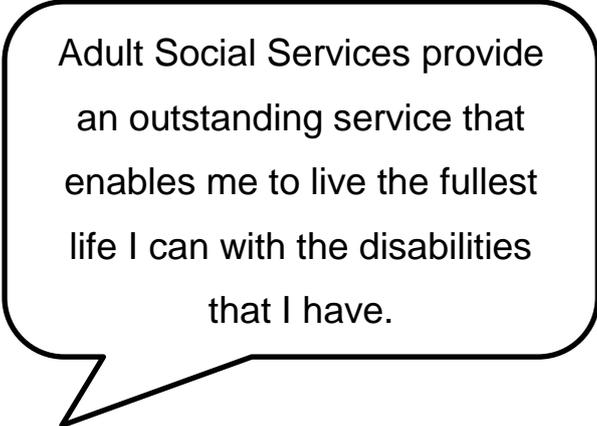
Qualitative comments and associated actions

Survey responders were invited to write down any other general comments about the care and support services they received and/or any additional concerns about their safety. If there was any indication through the feedback that a service user was at risk, or that the quality of care provided was not satisfactory, these concerns were immediately shared with the appropriate assessment teams.

Key themes established through this process are summarised below and shared with care providers and care commissioners in the city.

Theme 1: Positive experiences of care

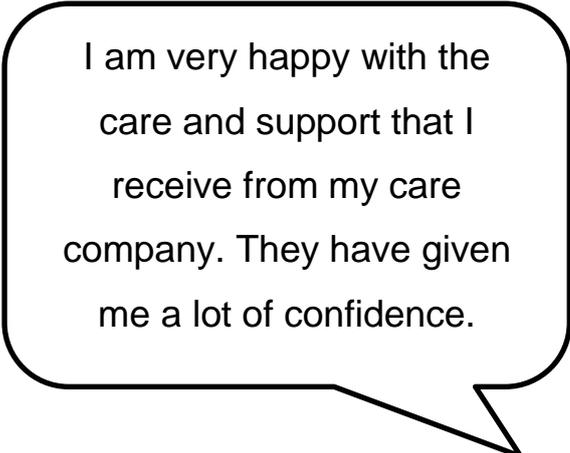
- **Feeling happy & satisfied**
- **Positive relationships with carers**
- **Supported to live independently**



Adult Social Services provide an outstanding service that enables me to live the fullest life I can with the disabilities that I have.



Very satisfied with my community mental health nurse and support worker.



I am very happy with the care and support that I receive from my care company. They have given me a lot of confidence.



I am very pleased with the care home. Excellent help in every way.

Theme 2: Homecare provision

- **Good relationships with individual staff members**
- **Continuity of care staff**
- **Timing of calls**
- **Staff training and experience**
- **Communication with care providers**

It is so nice to see the same face every day and to have someone to take me to hospital and doctors' appointments.

My carer is really excellent and has been with me 2 years. He is really very considerate and helps me so much not only physically but mentally by talking.

I find it difficult to have so many different carers coming to my home not knowing my condition or how it affects me.

The times for my care at teatime are often changed and can be too early with not enough time between meals.

Whenever I have needed to contact my cleaners or left a message the information never seems to get through.

The company I am very pleased with. Any problems or worries I have the office manager sorts out at once.

ASSOCIATED WORK & ACTIONS:

Care Governance

We know that the quality of care to our most vulnerable residents in care homes and in the community is a high priority for people in the city.

We recognise that the care market is increasingly fragile, with providers struggling to maintain and recruit staff. We hold a regular Homecare Forum where the commissioners of homecare services meet providers to discuss market issues.

We monitor care and support services across the city and report regularly into our Care Governance Board on quality of provision. We continually gather information from multiple sources about quality and we review all CQC (the national regulator) compliance records.

We commission Healthwatch who recruit volunteers to undertake visits to people living in the community in receipt of home care services; this information is fed back to our Quality Monitoring Team.

Our aim is to work with our partners to promote improvement, identify any concerns early and take quick action.

Our approved homecare provider framework contract includes key performance indicators which support us to monitor the performance of home care provision, key areas of scrutiny are timeliness of care & continuity of staffing.

Training

We want people who need social care and support to be treated with dignity and respect. We offer a range of training to all staff working for our providers. Modules offered include Person Centred Care, Dignity in Care & Communication.

Theme 3: Social Support and Isolation

- Sources of social support
- Barriers to socialising

The care and support services I receive enable me to attend my groups and social activities.

If it were not for my family who visit every day and take me out my quality of life would not be so good.

I like my cookery sessions and going to the club.

Need more community spaces that are actually accessible for multiple different disability needs.

I live with my parents. I feel very isolated as I have no friends of my age with special needs and disabilities.

Due to the cost I am worried that I will have to stop going out.

It would be helpful to know what Day centres, social groups are available for the elderly.

ASSOCIATED WORK & ACTIONS:

We have:

- **Delivered the ‘What’s Out There?’ free event** showcasing the information, support, services and activities available for people with learning disabilities and autism in the city.
- **Worked with 70 local community sport, dance and exercise providers on ‘TAKEPART Festival of Sport & Physical Activity**, to showcase activities in the city for all ages and abilities to over 6000 people
- **Funded the two-week Older People’s Festival to promote healthy, active aging and celebrate older people** in our city. This included ‘Active Forever’, a full day event promoting the benefits of leading healthy lifestyles as we age.
- **Provided a weekly programme of 48 free or low cost Active for Life sessions and volunteer led Health walks**, supporting people to lead more active lifestyles.
- **Launched the single contact point for Befriending Brighton & Hove** to improve access to information about befriending services

We will:

- **Commission an integrated Ageing Well Service for older people**, making sure that transport provision is incorporated

Ageing Well Service for 50+

The service will offer information and advice, befriending, group and one to one activities, volunteering opportunities and health promotion through 'one front door'.

Open to anyone aged 50 years and over, but targeted at those older people identified as being most at risk of a decline in their independence and wellbeing, the service will:

- Reduce social isolation
- Reduce loneliness
- Promote good health and wellbeing,
- Prevent ill health
- Enable older people to remain independent for as long as possible

Theme 4: Experiences of Direct Payments

- **Some positive experiences**
- **Challenges re: flexibility and ease of use**

If it wasn't for the support of my mother and Personal Assistant, I would not be living a full and independent life; therefore direct payments have been great.

Direct Payments are OK, but don't offer enough choice and flexibility.

Many of the rules around shopping create a great deal of difficulty and are inappropriate for my health problems.

Lots of support to employ Personal Assistants and be an employer. I also use their payroll service which takes away pressure of paperwork and tax etc.

Paying for these services with direct payments using prepaid financial services website is not user friendly.

ASSOCIATED WORK AND ACTIONS:

We have:

- **Commissioned a new Direct Payments provider** in 2018/19 to provide increased choice and high quality services for Direct Payment users. There was a smooth transition to the new provider in April 2018.
- **Commissioned a new Advice & Guidance Service** for people who use Direct Payments or are thinking of using them.
- **Consulted with all people who use Direct Payments as part of the recommissioning** to ensure that the features that they identified as most important to the service were included in the specification.
- **Trained staff** so that they have better knowledge and increased confidence to offer new and existing clients Direct Payments at every opportunity.

We will:

- **Undertake Quarterly contract monitoring** with the new provider and commissioners from Health and Adult Social Care.
- **Host regular Practitioners groups** to discuss operational issues with Direct Payments.

- **Continue to offer Direct Payments** to increase choice and control for service users

Theme 5: Fear of falling

- **Feeling of vulnerability**
- **Both inside and outside the home**

When outside my home I only feel safe if I have someone with me to help me if I fall.

If I fell over I can't stand up on my own. I can't physically defend myself if threatened.

I fall over on the uneven pavements surrounding my flat.

I feel unsafe without my walker.

Anxious about the possibility of falling.

ASSOCIATED WORK AND ACTIONS:

We have:

- **Recruited a falls prevention coordinator**, who has supported ten individuals who work with older people to qualify as Otago strength and balance instructors and they are now incorporating these skills into their classes.
- **Worked with a range of organisations to train their staff about falls prevention**; so that they can support and advise residents.
- **Distributed several thousand booklets across the city, so that residents have a practical guide to falls prevention**, which includes a visual reminder of exercises that can support improved strength and balance.

<http://www.csp.org.uk/publications/get-go-guide-staying-steady>

We will:

- **Continue to work with organisations across the city to train their staff about falls prevention.** Those staff will then be able to talk confidently about potential risks and preventative actions, which should help to reduce the numbers of people who fall.
- **Provide falls prevention awareness raising sessions at key events** e.g. at the Older People's Festival, and at the Sussex County Cricket club.

Theme 6: Safety in the community

- **Hate Crime**
- **Neighbours**
- **Mental Health**

I get lots of abuse for being disabled when I go out. So I try and only go out when I have to.

Where I live has drug users, rough sleepers and drunks coming and going.

Outside fears, not understanding people, what's expected of me, fear of abuse, verbal & physical.

I don't feel safe when I am out as I have mental health problems.

She will not go outside because of her anxieties

ASSOCIATED WORK AND ACTIONS:

Everyone in Brighton & Hove has a right to feel safe. The Partnership Community Safety Team can support you in dealing with crime and community safety issues: <http://www.safeinthecity.info/>

We have:

- Ensured through the work of the Adults Safeguarding Board that there is strong strategic leadership to safeguard adults with care and support needs in Brighton & Hove and that preventing, detecting and reporting neglect and abuse is 'everyone's business'. For the full programme of work please see: The Adult Social Care Adults Safeguarding Board Annual report 2017-18

<https://www.brightonandhovelscb.org.uk/safeguarding-adults-board/annual-reports/>

- **Continued to provide support and advice through the Partnership Community Safety Team** for people who experience harassment, victimisation, intimidation or abuse because of their race, faith, religion, disability or because they are lesbian, gay, bisexual or transgender.
- **Continued the work of the Brighton and Hove Casework team** to work with victims, witnesses and communities to tackle, prevent and reduce the harm caused by hate crimes, hate incidents and anti-social behaviour.

The Learning Disabilities Partnership board have:

- Undertaken an engagement activity which focused on exploring people with Learning Disabilities' Experience of Hate Crime.
- Developments since this work was undertaken includes:
 - working with Sussex Police to improve phone conversations for people with learning disabilities
 - The development of a protocol for reporting 'mate crime' which has been shared with housing support services
 - partnership working with the community safety team and Patching Lodge which has raised awareness of 'Hate and Mate Crime'.

Speak out have also :

- **Completed a full evaluation of the Thumbs Up Scheme**, which has led to improved publicity materials for people with learning disabilities (including key rings, plastic cards for wallets) to enable greater awareness of the scheme.
- **Facilitated 3 general awareness raising training events** for the Sussex Police witness statements team, Brighton Open Air Theatre and Occupational Therapists at University of Brighton. Training to Occupational Therapists will be ongoing (twice a year).
- **Re- designed the Thumbs up training**, so it can be delivered to both clinical and non-clinical staff.

Survey safeguarding process

Survey respondents were referred for review if their answers or qualitative comments suggested that they needed some kind of help to ensure their ongoing safety.

Eighty referrals were made to the Access Point and/or Social Work teams and outcomes included: provision of information/signposting or referrals to specialist teams for action (including Learning Disabilities; Mental Health; Welfare Rights); allocations for further assessment/review or Section 42 enquiry (possible safeguarding).