Eligible population, sample size and response rates

- In Gloucestershire, just over 5,600 residents were eligible for the 2017/18 survey.
- A random sample of 1,308 people were selected for the survey. The questionnaires were sent out in January 2018 and again in February as a reminder.
- Gloucestershire received one of the highest response rates in the country. A total of 557 questionnaires were completed and returned, giving a response rate of 42%.

Key findings

- 94% of respondents said the care and support services they received had helped them to achieve a better quality of life.
- Overall, 64% of respondents were extremely or very satisfied with the care and support services they received, with a further 28% who were quite satisfied.
- 59% reported that they had enough choice over care and support services and 53% found it very or fairly easy to find information and advice about support, services or benefits.
- While 46% of respondents felt as though they only have ‘adequate control’ over their lives, 90% of respondents felt care and support services had helped them in having control over their daily life.
- 92% of respondents felt the services had helped them in feeling safe.

The following pages provide the survey results for each question in the questionnaire as published by NHS Digital. For details please go to [http://digital.nhs.uk/pubs/adusoccaresurv1718](http://digital.nhs.uk/pubs/adusoccaresurv1718)
Overall satisfaction with your social care and support

Question 1 - Overall, how satisfied or dissatisfied are you with the care and support services you receive?

<table>
<thead>
<tr>
<th>Satisfied Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely or very satisfied</td>
<td>63.5%</td>
</tr>
<tr>
<td>Quite satisfied</td>
<td>27.7%</td>
</tr>
<tr>
<td>Neither satisfied or dissatisfied</td>
<td>6.1%</td>
</tr>
<tr>
<td>Quite dissatisfied</td>
<td>1.2%</td>
</tr>
<tr>
<td>Extremely or very dissatisfied</td>
<td>1.5%</td>
</tr>
</tbody>
</table>
Your quality of life

**Question 2 - 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?**

- So good, it could not be better or very good: 32.3%
- Good: 32.6%
- Alright: 25.8%
- Bad: 4.8%
- Very bad or so bad, it could not be worse: 4.5%

**Question 2b - Do care and support services help you to have a better quality of life?**

- Yes: 94.0%
- No: 6.0%

**Question 2c - Which of the following statements best describes how much choice you have over the care and support services you receive?**

- I do have enough choice over care and support services: 59.0%
- I don't have enough choice over care and support services: 32.1%
- I don't want or need choice about care and support services: 8.9%

**Question 3a - Which of the following statements best describes how much control you have over your daily life?**

- I have as much control over my daily life as I want: 31.9%
- I have adequate control over my daily life: 45.6%
- I have some control over my daily life but not enough: 15.6%
- I have no control over my daily life: 6.9%
Your quality of life .... continued

**Question 3b - Do care and support services help you in having control over your daily life?**

- Yes: 89.8%
- No: 10.2%

**Question 4a - Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?**

- I feel clean and am able to present myself the way I like: 57.0%
- I feel adequately clean and presentable: 36.6%
- I feel less than adequately clean or presentable: 5.2%
- I don't feel at all clean or presentable: 1.2%

**Question 5a - Thinking about the food and drink you get, which of the following statements best describes your situation?**

- I get all the food and drink I like when I want: 62.5%
- I get adequate food and drink at OK times: 31.1%
- I don't always get adequate or timely food and drink: 5.2%
- I don't always get adequate or timely food and drink, and I think there is a risk to my health: 1.1%

**Question 6a - Which of the following statements best describes how clean and comfortable your home is?**

- My home is as clean and comfortable as I want: 68.2%
- My home is not quite as clean and comfortable as I want: 26.7%
- My home is not quite clean or comfortable enough: 4.5%
- My home is not at all clean or comfortable: 0.6%
Your quality of life .... continued

**Question 7a - Which of the following statements best describes how safe you feel?**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel as safe as I want</td>
<td>70.9</td>
</tr>
<tr>
<td>Generally I feel adequately safe, but not as safe as I would like</td>
<td>24.3</td>
</tr>
<tr>
<td>I feel less than adequately safe</td>
<td>3.1</td>
</tr>
<tr>
<td>I don’t feel at all safe</td>
<td>1.7</td>
</tr>
</tbody>
</table>

**Question 7b - Do care and support services help you in feeling safe?**

<table>
<thead>
<tr>
<th>Help Available</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>91.6</td>
</tr>
<tr>
<td>No</td>
<td>8.4</td>
</tr>
</tbody>
</table>

**Question 8a - Thinking about how much contact you’ve had with people you like, which of the following statements best describes your social situation?**

<table>
<thead>
<tr>
<th>Contact Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have as much social contact as I want with people I like</td>
<td>49.2</td>
</tr>
<tr>
<td>I have adequate social contact with people</td>
<td>28.2</td>
</tr>
<tr>
<td>I have some social contact with people, but not enough</td>
<td>17.9</td>
</tr>
<tr>
<td>I have little social contact with people and feel socially isolated</td>
<td>4.7</td>
</tr>
</tbody>
</table>

**Question 9a - Which of the following statements best describes how you spend your time?**

<table>
<thead>
<tr>
<th>Time Spent Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>I’m able to spend my time as I want, doing things I value or enjoy</td>
<td>40.3</td>
</tr>
<tr>
<td>I’m able to do enough of the things I value or enjoy with my time</td>
<td>29.2</td>
</tr>
<tr>
<td>I do some of the things I value or enjoy with my time but not enough</td>
<td>23.6</td>
</tr>
<tr>
<td>I don’t do anything I value or enjoy with my time</td>
<td>6.9</td>
</tr>
</tbody>
</table>
Your quality of life .... continued

**Question 10 - Which of these statements best describes how having help to do things makes you think and feel about yourself?**

- Having help makes me think and feel better about myself: 61.2%
- Having help does not affect the way I think or feel about myself: 27.9%
- Having help undermines the way I think and feel about myself: 8.7%
- Having help completely undermines the way I think and feel about myself: 2.2%

**Question 11 - Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?**

- The way I'm helped and treated makes me think and feel better about myself: 60.5%
- The way I'm helped and treated does not affect the way I think or feel about myself: 28.6%
- The way I'm helped and treated undermines the way I think and feel about myself: 9.9%
- The way I'm helped and treated completely undermines the way I think and feel about myself: 1.0%
Knowledge and information

**Question 12 - In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?**

- Very easy to find: 18.9%
- Fairly easy to find: 33.7%
- Fairly difficult to find: 12.7%
- Very difficult to find: 5.5%
- I've never tried to find information or advice: 29.2%

**Question 12 excluding those who answered "I've never tried to find information or advice" - In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?**

- Very easy to find: 26.4%
- Fairly easy to find: 48.0%
- Fairly difficult to find: 18.3%
- Very difficult to find: 7.4%
Your health

**Question 13 - How is your health in general?**

- Very good: 14.7%
- Good: 31.2%
- Fair: 37.5%
- Bad: 10.8%
- Very bad: 5.9%

**Question 14a - Which statements best describe your own health state today - Pain or discomfort**

- I have no pain or discomfort: 39.4%
- I have moderate pain or discomfort: 48.5%
- I have extreme pain or discomfort: 12.1%

**Question 14b - Which statements best describe your own health state today - Anxiety or depression**

- I am not anxious or depressed: 44.5%
- I am moderately anxious or depressed: 48.0%
- I am extremely anxious or depressed: 7.5%

**Question 15a - Do you usually manage to get around indoors (except steps) by yourself?**

- I can do this easily by myself: 47.8%
- I have difficulty doing this myself: 22.5%
- I can't do this by myself: 29.7%
Your health .... continued

**Question 15b - Do you usually manage to get in and out of a bed (or chair) by yourself?**

- I can do this easily by myself: 48.4%
- I have difficulty doing this myself: 17.8%
- I can't do this by myself: 33.8%

**Question 15c - Do you usually manage to feed yourself?**

- I can do this easily by myself: 73.4%
- I have difficulty doing this myself: 18.7%
- I can't do this by myself: 7.9%

**Question 15d - Do you usually deal with finances and paperwork - for example, paying bills, writing letters - by yourself?**

- I can do this easily by myself: 12.2%
- I have difficulty doing this myself: 12.7%
- I can't do this by myself: 75.2%

**Question 16a - Do you usually manage to wash all over by yourself, using either a bath or shower?**

- I can do this easily by myself: 27.7%
- I have difficulty doing this myself: 19.4%
- I can't do this by myself: 52.9%
Your health .... continued

**Question 16b - Do you usually manage to get dressed and undressed by yourself?**

- I can do this easily by myself: 38.9%
- I have difficulty doing this myself: 19.2%
- I can't do this by myself: 41.8%

**Question 16c - Do you usually manage to use the WC/toilet by yourself?**

- I can do this easily by myself: 52.1%
- I have difficulty doing this myself: 13.8%
- I can't do this by myself: 34.2%

**Question 16d - Do you usually manage to wash your face and hands by yourself?**

- I can do this easily by myself: 63.5%
- I have difficulty doing this myself: 14.5%
- I can't do this by myself: 22.0%
About your surroundings

**Question 17 - How well do you think your home is designed to meet your needs?**

- My home meets my needs very well: 56.6%
- My home meets most of my needs: 30.6%
- My home meets some of my needs: 10.8%
- My home is totally inappropriate for my needs: 1.9%

**Question 18 - Thinking about getting around outside of your home, which of the following statements best describes your present situation?**

- I can get to all the places in my local area that I want: 29.6%
- At times I find it difficult to get to all the places in my local area that I want: 20.6%
- I am unable to get to all the places in my local area that I want: 17.8%
- I do not leave my home: 32.1%
About yourself, the service user

**Question 19 - Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?**

- Yes, from someone living in my household: 41.3%
- Yes, from someone living in another household: 50.1%
- No: 20.9%

**Question 20 - Do you buy any additional care or support privately or pay more to ‘top up’ your care and support?**

- Yes, I buy some more care and support with my own money: 31.1%
- Yes, my family pays for some more care and support for me: 10.1%
- No: 61.6%

**Question 21 - Did you have any help from someone else to complete this questionnaire?**

- No, I did not have help: 16.1%
- I had help from a care worker: 32.7%
- I had help from someone living in my household: 16.1%
- I had help from someone living outside my household: 35.1%

**Question 22 - What type of help did you have?**

- I didn’t have any help: 15.5%
- Someone else read the questions to me: 56.7%
- Someone else translated the questions for me: 24.0%
- Someone else wrote down the answers for me: 47.7%
- I talked through the questions with someone else: 32.1%
- Someone else answered the questions for me, without asking me the questions: 11.0%