

Gloucestershire Adult Social Care Survey 2022/23

Summary of Findings

Gloucestershire County Council

Adult Social Care Survey 2022-2023

Adult Social Care welcomes the findings from this survey which asked for feedback from people who use our long-term services. Overall, the findings are similar to other feedback we have received in the last year including a Local Government Association Peer Challenge (Sept 2023), Healthwatch Report on Adult Social Care (October 2023) and our preparation and engagement in writing our self-assessment for the Care Quality Commission Assessment process.

This survey provides us with evidence to support our continuous improvement plan and priorities and is an important part of how we hear from people with lived experience of adult social care services. We thank those people and their networks of support who took the time to complete the survey.

We are really pleased to see such positive feedback about people feeling satisfied with the care and support they receive, feeling safe, and feeling they can do the things they value or enjoy with their time. However, there has been a fall in the percentage of people saying they have enough control over their lives and choice over their support services, and a fall in the percentage of people saying they have all the food and drink they want, when they want. This is concerning feedback and not what we aspire to for people with needs for care and support.

We will spend some time finding out the reasons for this change and what we can do differently to help. It is also notable that just 2.0% of people who were eligible to take part in the survey were from a minority ethnic community. We have started work to make sure we are identifying all of people's protected characteristics, such as race or sexual orientation, to ensure we are improving equity in access to care and in people's experiences of care.

Emily White

Director of Quality, Performance and Strategy

Adult Social Care

Gloucestershire County Council

Introduction

Every year the government asks councils to carry out a survey of people receiving long term adult care services which are funded by the council. The survey asks people questions about their quality of life and the services and support they receive.

In Gloucestershire, the survey took place between January and March 2023. Surveys were sent to a randomly selected sample of 1,370 people who receive long-term adult social care services and 471 people replied, giving a response rate of 34.4%. This report uses the answers given by these 471 people, to make estimates to the 4,775 people who were receiving long-term services at the time of the survey.

Who was surveyed?

Surveys were sent to:

- 311 people receiving learning disability support of whom 162 replied.
- 243 people aged 18-64 years (excluding people receiving learning disability support) of whom 79 replied.
- 452 people aged 65 years and over in residential or nursing care (excluding people receiving learning disability support) of whom 93 replied.
- 364 people aged 65 years and over in a community setting (excluding people receiving learning disability support) of whom 137 replied.

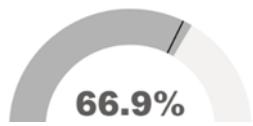
The following pages show the key findings for all respondents (page 3) and then for each of the four groups above (pages 4 to 7).

Key Findings: All people who responded (471 respondents)

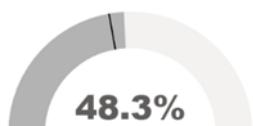
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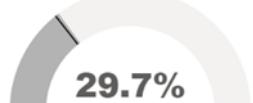
66.9% of people were very or extremely satisfied with the care and support they received; this is in line with the figure for 2021/22.



The percentage of people who felt they have as much social contact as they want, increased from 41.3% in 2021/22 to 48.3% in 2022/23.



29.7% of people said they felt lonely some of the time. We did not ask this question in 2021/22.



77.0% of people said they felt as safe as they want, an increase from 75.9% in 2021/22.



The percentage of people who felt they have as much control as they want over their daily lives, or adequate control, fell for the fourth year, from 77.8% in 2021/22 to 76.0% in 2022/23.



The percentage of people who felt they did not have enough choice over care and support services, increased from 28.4% in 2021/22 to 31.2% in 2022/23.



The percentage of people who said that they get all the food and drink they like when they want, fell from 66.2% in 2021/22 to 61.0% in 2022/23.



59.2% of people said they felt clean and able to present themselves the way they would like, an increase from 56.8% in 2021/22.



70.0% of people said they were able to spend their time as they want, doing the things they value or enjoy or were able to do enough of the things they value or enjoy with their time; this was in line with the figure for 2021/22.



30.7% of people said they do not leave their home compared with 31.7% in 2021/22.



Comments made by people included concerns about the timekeeping of carers, the turnover of care staff, lack of access to activities during the day, accessibility of accommodation, access to transport, and problems with financial assessments.

Key Findings: People with Learning Disability support (162 respondents)

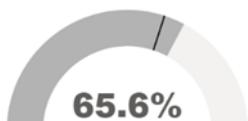
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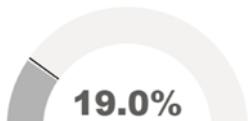
81.0% of people receiving learning disability support were very or extremely satisfied with the care and support they received



65.6% felt they have as much social contact as they want.



19.0% said they felt lonely some of the time



85.0% said they felt as safe as they want.



96.8% felt they have as much control as they want over their daily lives or adequate control.



70.3% said that they get all the food and drink they like when they want



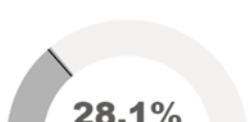
81.9% said they felt clean and able to present themselves the way they would like.



96.9% said they were able to spend their time as they want doing the things they value or enjoy or that they were able to do enough of the things they value or enjoy with their time



28.1% said at times they find it difficult to get to all the places they want in their local area.

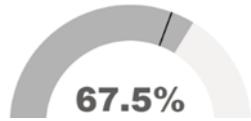


Key Findings: People aged 18-64, excluding Learning Disability support (79 respondents).

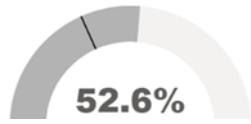
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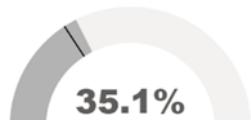
67.5% of people were very or extremely satisfied with the care and support they received.



52.6% said they have as much social contact as they want.



35.1% said they felt lonely some of the time.



75.3% said they felt as safe as they want



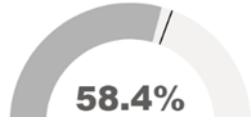
74.0% felt they have as much control as they want over their daily lives or adequate control.



23.2% felt they did not have enough choice over care and support services.



58.4% said that they get all the food and drink they like when they want



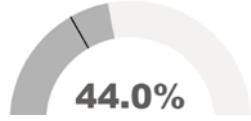
60.3% said they felt clean and able to present themselves the way they would like.



73.1% said they were able to spend their time as they want doing the things they value or enjoy or that they were able to do enough of the things they value or enjoy with their time



44.0% said at times they find it difficult to get to all the places they want in their local area



Key Findings: People aged 65+ in Community Settings, excluding Learning Disability Support (137 respondents)

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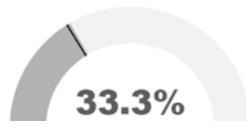
50.7% of people aged 65 or over, receiving social care support in a community setting, were very or extremely satisfied with the care and support they received.



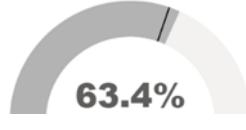
28.0% said they had as much social contact as they wanted.



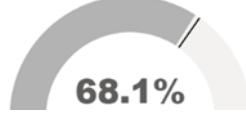
33.3% said they felt lonely some of the time.



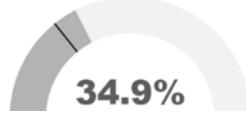
63.4% said they felt as safe as they want



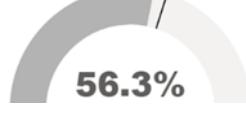
68.1% felt they have as much control as they want over their daily lives or adequate control.



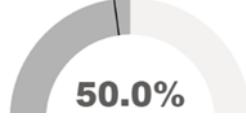
34.9% felt they did **not** have enough choice over care and support services



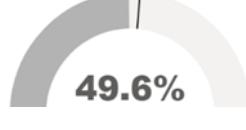
56.3% said that they get all the food and drink they like when they want.



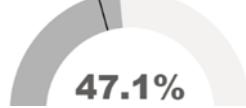
50.0% said they felt clean and able to present themselves the way they would like



49.6% said they were able to spend their time as they want doing the things they value or enjoy or that they were able to do enough of the things they value or enjoy with their time



47.1% said they do not leave their home at all.



Key Findings: People aged 65+ in Residential or Nursing care, excluding Learning Disability Support (93 respondents)

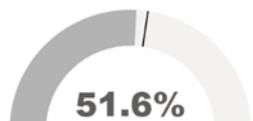
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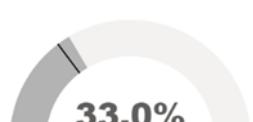
71.0% of people aged 65 or over, in a residential or nursing care home, were very or extremely satisfied with the care and support they received.



51.6% felt they had as much social contact as they wanted.



33.0% said they felt lonely some of the time



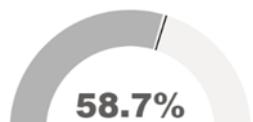
86.0% said they felt as safe as they want.



64.8% felt they have as much control as they want over their daily lives or adequate control.



58.7% said that they get all the food and drink they like when they want



45.7% said they felt clean and able to present themselves the way they would like.



64.4% said they were able to spend their time as they want doing the things they value or enjoy or that they were able to do enough of the things they value or enjoy with their time.



56.7% said they do not leave their home at all.

