

Gloucestershire Adult Social Care Survey

2023/24

Gloucestershire County Council

Foreword

Adult Social Care Survey 2023-2024

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 and our CQC Inspection report.

This survey provides us with further evidence to support our continuous improvement plan and helps with our priority setting 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. The survey was sent to 1,370 people of whom 435 replied, a response rate of 31.9%. The response rate has fallen in recent years from 46.5% in 2018/19 and we need to understand why this may be.

We are really pleased to see social care related quality of life has remained steady and we benchmark well against other local authorities in this. We are also heartened to see that after a downward trend in recent years, the proportion of people who have control over their daily lives (as much control as they want or adequate control) has increased 2023/24. For the second year in a row, there has been a rise in the proportion of people who reported they had as much social contact as they would like for this year. In addition, there continued to be 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, overall, there has been a decline in the percentage of people feeling as safe as they would want in 2023/24, and although a slight improvement in people saying they have as much social contact as they want this remains low at just over half.

We will spend some time finding out the reasons for where there are statistical changes in a downward trend and what we can do differently to help. It is also notable that under 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 ethnicity 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

2023/24 Service User Survey – Results Summary

My Health



- 51.0% Said they were not anxious or depressed
- 47.7% Said they had no pain
- 17.8% Said their health was very good

Gloucestershire had a higher rate of good health, reporting no pain and a lower rate of anxiety or depression. These results are better than both England and the Peer group.

Caring for Myself

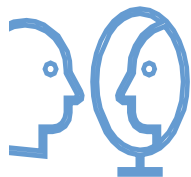
The proportion of people who can perform self-care tasks is below both England and the Peer group.

Those who can easily wash, toilet, dress and get in and out of bed is lower than England and the Peer Group and has been falling for the last few years



- 75.6% said they can feed themselves easily
- 56.0% said they can easily use the toilet by themselves
- 54.9% said they can get out of bed easily
- 41.1% said they can dress and undress themselves easily
- 30.3% said they can wash themselves easily in a bath or shower

How I feel about myself



- 71.3% said they feel as safe as they want
- 64.4% say having help makes them think and feel good about themselves.
- 60.9% said they get all the food they like when they like
- 57.5% said they are clean and present in a way they like
- 50.9% said they have as much social contact as they want with people they like
- 20.7% say they never feel lonely.

Those who have said they have as much social contact as they like, who never feel lonely and that help makes them think and feel good about themselves was higher in Gloucestershire than in England or the Peer group.

Feeling as safe as they want was the same as the England result and slightly behind the peer group

Having as much food and drink as and when they like is lower in the county than both England and Peer group.

The control and quality of my life

Those who said they have control over their daily life, those who can deal with their paperwork easily, and those who did not need help with completing the questionnaire was lower than both England and the Peer Group.

Those who rated their quality of life as could not be better was higher than both England and the peer group.

Those who were able to spend their time as they wanted rated this the same as both England and the peer group



- 39.1% said they are able to spend their time doing the things they value
- 35.4% said their lives were so good it couldn't be better
- 33.4% said they have as much control of their daily life as they would like
- 16.0% said they did not need help completing the survey
- 13.6% said they can handle their finances and paperwork themselves.

My home and local area



- 67.9% of people report that their home is as clean and comfortable as they want
- 62.0% said their home meets their needs very well
- 51.8% said they can manage to get around indoors easily by themselves.
- 32.5% of people said they can get to all the places in their local area that they want

The county scored well in this area with those happy with how comfortable and clean their home was, those saying their home meets their needs, and those able to get around their local area being better than both England and the peer group.

Those who can get around their home easily scored just lower than England and below the peer group.

How Social Care has impacted my life

The percentage of people who felt that care and support services improved their quality of life, services made them safer, and gave them better control was higher than both England and the Peer Group.

Those who said the way they are helped makes them feel better about themselves was the same as both England and the peer group.

Having choice in care and support services in the county was lower than nationally but higher than the Peer group

People who are extremely satisfied with care and support services was higher than England but lower than peers.



- 94.0% said care and support services give them a better quality of life.
- 91.0% said that care and support services help them feel safe
- 83.5% said care and support services helps them have control over their daily life
- 66.2% said they were extremely satisfied with care and support you receive
- 64.6% said the way they are helped makes them think and feel better of themselves
- 64.3% said they have enough choice of care and support services