

# **Gloucestershire Adult Social Care Survey**

**2022/23**

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

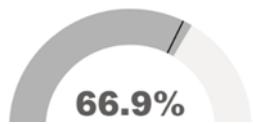
Gloucestershire County Council

## Key Findings: All people who responded (471 respondents)

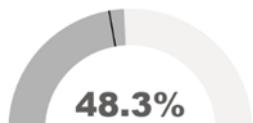
Black line denotes  
England score.



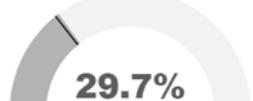
66.9% of people were very or extremely satisfied with the care and support they received; this is in line with the figure for 2021/22.



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.



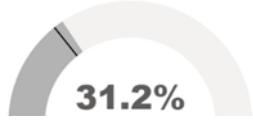
77.0% of people said they felt as safe as they want, an increase from 75.9% in 2021/22.



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.



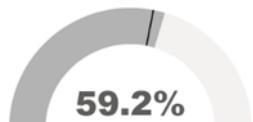
The percentage of people who felt they did not have enough choice over care and support services, increased from 28.4% in 2021/22 to 31.2% in 2022/23.



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.



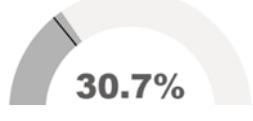
59.2% of people said they felt clean and able to present themselves the way they would like, an increase from 56.8% in 2021/22.



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.



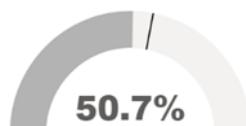
Comments made by people included concerns about the timekeeping of carers, the turnover of care staff, lack of access to activities during the day, accessibility of accommodation, access to transport, and problems with financial assessments.

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

Black line denotes  
England score.



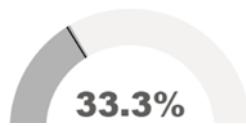
50.7% of people aged 65 or over, receiving social care support in a community setting, were very or extremely satisfied with the care and support they received.



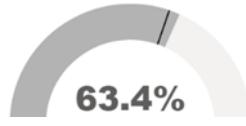
28.0% said they had as much social contact as they wanted.



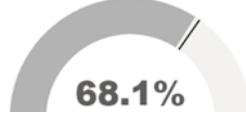
33.3% said they felt lonely some of the time.



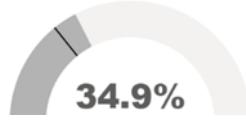
63.4% said they felt as safe as they want



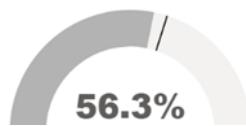
68.1% felt they have as much control as they want over their daily lives or adequate control.



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



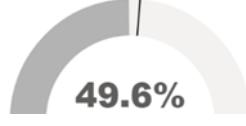
56.3% said that they get all the food and drink they like when they want.



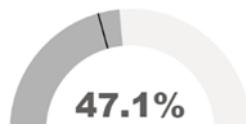
50.0% said they felt clean and able to present themselves the way they would like



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)

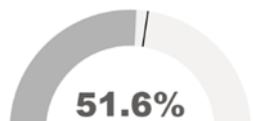
Black line denotes  
England score.



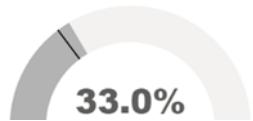
71.0% of people aged 65 or over, in a residential or nursing care home, were very or extremely satisfied with the care and support they received.



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



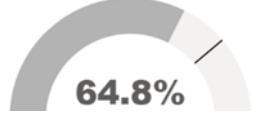
33.0% said they felt lonely some of the time



86.0% said they felt as safe as they want.



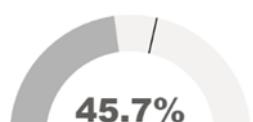
64.8% felt they have as much control as they want over their daily lives or adequate control.



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



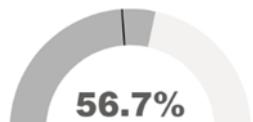
45.7% said they felt clean and able to present themselves the way they would like.



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.



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

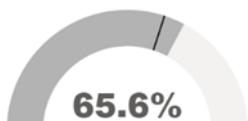
Black line denotes  
England score.



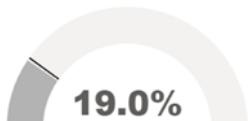
81.0% of people receiving learning disability support were very or extremely satisfied with the care and support they received



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



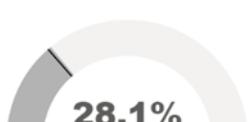
81.9% said they felt clean and able to present themselves the way they would like.



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.

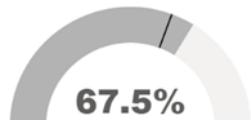


## Key Findings: People aged 18-64, excluding Learning Disability support (79 respondents).

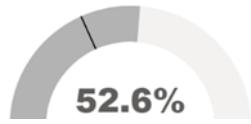
Black line denotes  
England score.



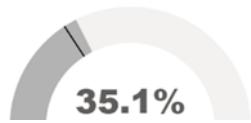
67.5% of people were very or extremely satisfied with the care and support they received.



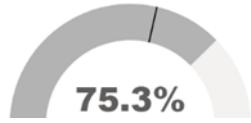
52.6% said they have as much social contact as they want.



35.1% said they felt lonely some of the time.



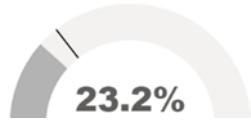
75.3% said they felt as safe as they want



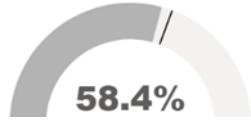
74.0% felt they have as much control as they want over their daily lives or adequate control.



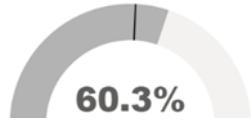
23.2% felt they did not have enough choice over care and support services.



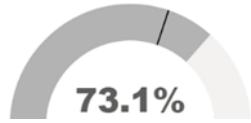
58.4% said that they get all the food and drink they like when they want



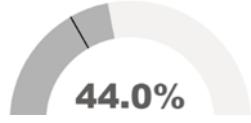
60.3% said they felt clean and able to present themselves the way they would like.



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



## Contents

Key Findings: All people who responded (471 respondents) .....	iii
Key Findings: People aged 65+ in Community Settings, excluding Learning Disability Support (137 respondents).....	iv
Key Findings: People aged 65+ in Residential or Nursing care, excluding Learning Disability Support (93 respondents) .....	v
Key Findings: People with Learning Disability support .....	vi
(162 respondents).....	vi
Key Findings: People aged 18-64, excluding Learning Disability support (79 respondents).	vii
1.    Introduction .....	1
2.    The Survey Population .....	1
2.1 Age Band and Gender .....	1
2.2 Primary Support Reason (PSR) .....	1
2.3 Ethnicity .....	2
2.4 Support Setting.....	2
2.5 Survey Groups.....	2
3.    The Survey Sample.....	3
3.1 Response Rate .....	3
3.2 Help with Completing the Form .....	3
4.    Findings.....	4
4.1 Services and Support.....	4
4.2 Quality of Life.....	10
4.3 Knowledge and Information .....	17
4.4 Health .....	18
4.5 Additional Help.....	21
4.6 Respondents' comments.....	23
Appendix .....	24
1.    Weighting .....	24
2.    Confidence Intervals.....	24

## 1. Introduction

The Adult Social Care Survey asks people who are receiving long-term adult social care, questions about their quality of life and the services and support they receive. The survey is carried out annually by all Local Authorities in England. This report uses data collected from 471 people who took part in the survey, to make estimates to the 4,775 people who were receiving long-term services at the time of the survey.

Section 2 of the report gives a brief description of the people who receive long-term support from adult social care (the 'survey population'), whilst section 3 gives information on the survey sample.

Section 4 looks at the responses to the survey questions in five areas: services and support, quality of life, knowledge and information, health, and additional help.

## 2. The Survey Population

People are eligible to take part in the survey if they are receiving a long-term social care service funded or managed by the county council. At the time of the survey, there were 4,775 people in this eligible population.

### 2.1 Age Band and Gender

- 57.8% were female and 42.0% were male.
- Less than 5 people did not identify as male or female, and gender was not known for 7 people.
- 60.2% of people were aged 65 or over and 39.8% aged between 18 and 64.
- 52.8% of males were aged 18-64 compared with 30.3% of females.

**57.8%** of people were female.

**60.2%** of people were aged 65 and over.

### 2.2 Primary Support Reason (PSR)

- 55.6% had a primary support reason (PSR) of physical support, followed by 26.7% who were receiving learning disability support, 7.0% mental health support, 6.7% support with memory and cognition, 3.4% social support and less than 1% sensory support.
- 62.7% of females received physical support compared with 45.7% of males.
- 35.9% of males received learning disability support compared with 20.1% of females.

**55.6%** of people had a PSR of physical support.

**26.7%** had a PSR of learning disability support.

## 2.3 Ethnicity

Ethnicity was not recorded for 13.7% of the survey population. 84.3% were recorded as White/White British, 1.0% were Black/Black British, 0.6% were Asian/Asian British, 0.1% were Chinese, 0.2% were from a mixed heritage background, and 0.1% were from another ethnic group.

## 2.4 Support Setting

- 66.2% were receiving a service in the community, 23.4% were in residential care and 10.4% were in nursing care.
- 79.4% of people with a learning disability PSR were receiving services in the community compared with 60.4% of people with a physical support PSR.
- 81.6% of people aged 18-64 were receiving a service in the community compared with 56.1% of people aged 65 or over.

**66.2%** of people were receiving services in the community.

**23.4%** were receiving services in residential care.

**10.4%** were receiving services in nursing care.

## 2.5 Survey Groups

For the purposes of the survey, the people in receipt of long-term services are divided into four groups and random samples taken from each group. The survey results are then weighted to reflect the percentage of people in each of these groups. The four groups are:

- people with a primary support reason of learning disability (LD) support, all ages, all support settings (26.7% of people receiving long-term care)
- people aged 18-64 who are not in the LD group, all support settings (17.1% of people receiving long-term care)
- people aged 65 and over, who are not in the LD group, receiving a residential or nursing support setting (25.5% of people receiving long-term care)
- people aged 65 and over, who are not in the LD group, receiving a service in the community (30.7% of people receiving long-term care).

**26.7%** of people were in the Learning Disability (LD) group.

**17.1%** were in the 18-64 group

**25.5%** were in the 65+ residential/nursing group

**30.7%** were in the 65+ community group.

### 3. The Survey Sample

#### 3.1 Response Rate

- The survey was sent to 1,370 people randomly sampled from each of the survey groups: 311 people in the LD group, 243 in the 18-64 group, 452 in the 65+ Residential/Nursing group and 364 in the 65+ community group.
- 471 people replied, a response rate of 34.4%.
- 52.1% (162 people) of people in the LD group responded, compared with 37.6% (137 people) in the 65+ community group, 32.5% (79 people) in the 18-64 group, and 20.6% (93 people) in the 65+ residential/nursing group.
- 34.9% of males replied compared with 34.0% of females.
- Of the 28 people in the sample whose ethnic origin was not White British, 11 (39.3%) responded.
- Response rates have fallen over the last four years, from 46.5% in 2018/19.

**1,370** people were surveyed.

**34.4%** responded.

**52.1%** of the LD group responded compared with **20.6%** of the 65+ Residential /Nursing group.

#### 3.2 Help with Completing the Form

- 83.6% of respondents had help with completing the form; 34.9% had help from a care worker, 32.1% had help from someone living outside the household, and 16.6% had help from someone living in the household.
- People in the LD group were most likely to have had help with the survey (92.5%), followed by the 65+ residential/nursing group (87.1%), the 65+ community group (79.7%) and the 18-64 group (71.8%).
- Of those who had help, people in the LD and 18-64 groups were most likely to have had help from a care worker whereas people in the 65+ residential/nursing group and 65+ community group were most likely to have had help from someone living outside their household.
- Looking at the type of help given, 21.1% of people in the 65+ residential/nursing group and 12.4% of people in the 65+ community group had someone answer for them, without asking them the questions, compared with 2.5% of the LD group and 1.4% of the 18-64 group.

**83.6%** of respondents had help with completing the form.

**92.5%** of people in the LD group had help completing the form compared with

**71.8%** of people in the 18-64 group.

## 4. Findings

### 4.1 Services and Support

#### 4.1.1 Satisfaction with Services and Support

- 66.9% of people were very satisfied or extremely satisfied with the care and support they received; this is in line with the figures for 2019/20 and 2021/22.
- 21.4% of people were quite satisfied and 8.3% were neither satisfied nor dissatisfied.
- 2.3% were quite dissatisfied and 1.1% were very or extremely dissatisfied.
- For the fourth year there was a fall in the percentage who were quite satisfied and for the third year a rise in those who were neither satisfied nor dissatisfied.

**66.9%** of people were very satisfied or extremely satisfied.

**1.1%** were very dissatisfied or extremely dissatisfied.

Table 1: Satisfaction with services, 2018/19 to 2022/23

	2018 /19	2019 /20	2021 /22	2022 /23	Change since 2021/22	England 2022/23
Extremely or very satisfied	67.4	66.9	67.0	66.9	↓ - 0.1	64.4
Quite satisfied	24.9	24.3	22.9	21.4	↓ - 1.5	23.7
Neither satisfied nor dissatisfied	5.1	5.1	6.3	8.3	↑ 2.0	6.7
Quite dissatisfied	2.0	2.3	2.0	2.3	↑ 0.3	2.7
Extremely or very dissatisfied	0.6	1.4	1.8	1.1	↓ - 0.7	2.5

- People in the LD group were the most likely to say they were very satisfied or extremely satisfied with services (81.0% in 2022/23), and people in the 65+ community group were the least likely (50.7% in 2022/23); this difference is statistically significant.
- 71.0% of people in the 65+ Residential/Nursing group were extremely or very satisfied compared with 50.7% of people in the 65+ Community group; this difference is statistically significant.

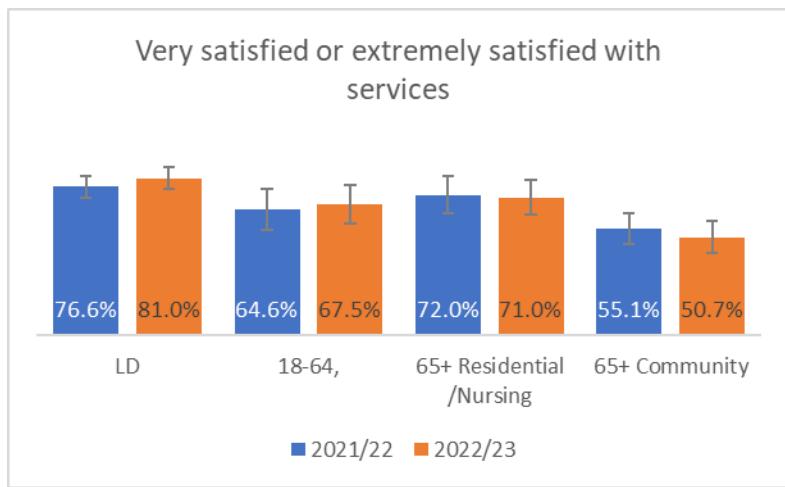


Figure 1: Percentage of people who are very satisfied or extremely satisfied with services, by client group, 2021/22 to 2022/23.

**71.0%** of people in the 65+ Residential/Nursing group were very or extremely satisfied with services compared with

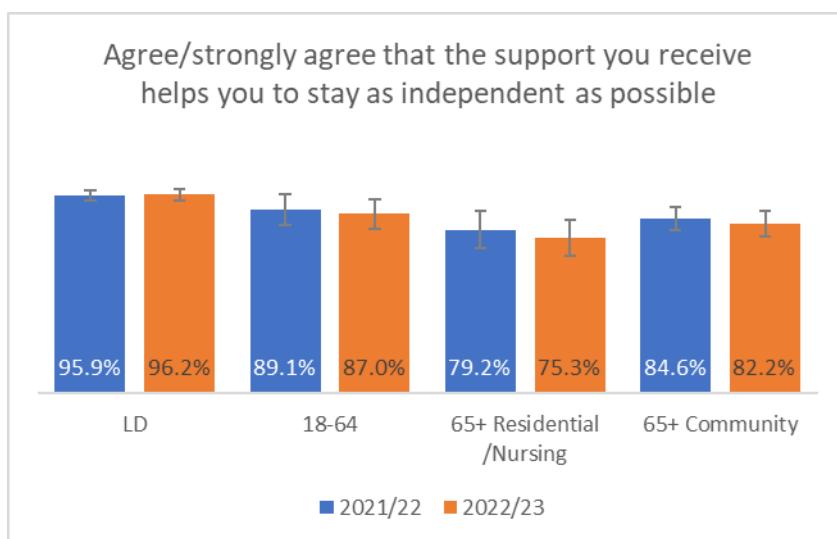
**50.7%** of people in the 65+ community group.

#### 4.1.2 Choice over Care and Support Services

The percentage of people who felt they did **not** have enough choice over care and support services increased from 28.4% in 21/22 to 31.2% in 22/23; the figure for England was 28.6%. This question is only answered by people in the 65+ community group and the 18-64 group; an increase occurred in the 65+ community group (from 26.3% to 34.9%) whilst in the 18-64 group there was a fall from 32.7% to 23.2%; neither of these changes was statistically significant.

#### 4.1.3 Feeling Independent

Overall, 85.0% of people agreed or strongly agreed that the support they get helps them to stay as independent as possible, compared with 86.5% in 2021/22. People in the LD group were most likely to say this and people in the 65+ Residential/Nursing group were the least likely.



**96.2%** of people in the LD group agree or strongly agree that the support they get helps them to stay as independent as possible compared with

**75.3%** of people in the 65+ residential/nursing group.

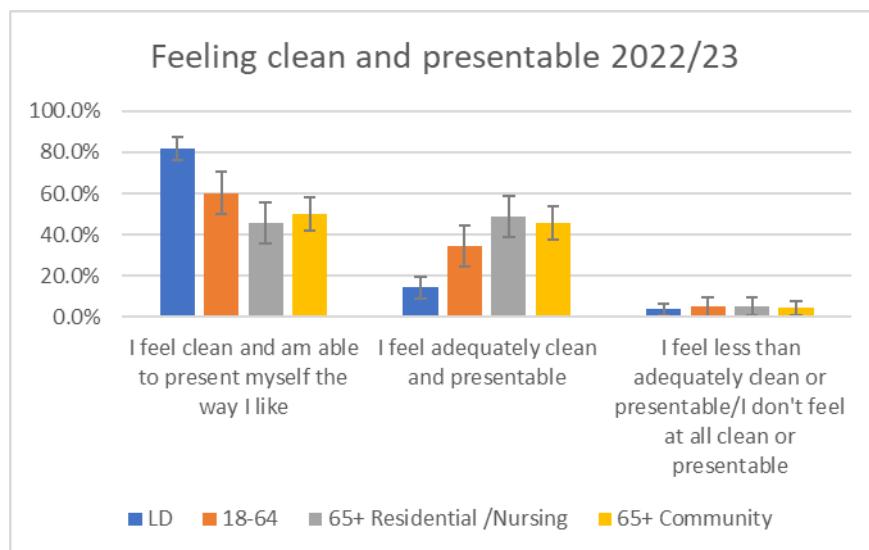
Figure 2: Percentage of people who agree or strongly agree that the support they get helps them to stay as independent as possible, by client group, 2021/22 to 2022/23

#### 4.1.4 Feeling Clean and Presentable.

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; a further 36.2% felt adequately clean. People in the LD group were most likely to say they felt clean and able to present themselves as they like (81.9%) and people in the 65+ residential/nursing group were the least likely to say this (45.7%); this difference is statistically significant.

Table 2: Feeling clean and presentable, 2018/19 to 2022/23, (%)

	2018 /19	2019 /20	2021 /22	2022 /23	Change since 2021/22	England 2022/23
I feel clean and am able to present myself the way I like	62.1	62.4	56.8	59.2	↑ 2.4	56.1
I feel adequately clean and presentable	33.0	32.1	37.1	36.2	↓ - 0.9	36.8
I feel less than adequately clean or presentable	4.3	4.2	6.0	4.1	↓ - 1.9	5.9
I don't feel at all clean or presentable	0.6	1.3	0.1	0.5	↑ 0.4	1.1



**81.9%** of people in the LD group feel clean and able to present themselves as they like compared with **45.7%** of people in the 65+ residential /nursing group.

Figure 3: Feeling clean and presentable by client group, 2022/23

#### 4.1.5 Food and Drink

There was a fall in the proportion of people who get all the food and drink they like when they want (from 66.2% in 2021/22 to 61.0% in 2022/23) and a similar rise in the proportion who get 'adequate food and drink at OK times' (from 27.2% to 33.2%). People in the LD group were most likely to say they get all the food and drink they like when they want (70.3%) and people in the 65+ community group were the least likely (56.3%).

Table 3: Food and drink, 2018/19 to 2022/23 (%)

	2018/ 19	2019/ 20	2021 /22	2022 /23	Change since 2021/22	England 2022/23
I get all the food and drink I like when I want	66.1	64.3	66.2	61.0	↓ - 5.2	63.0
I get adequate food and drink at OK times	28.0	30.7	27.2	33.2	↑ 6.0	30.4
I don't always get adequate or timely food and drink	4.5	3.8	6.4	4.6	↓ - 1.8	5.4
I don't always get adequate or timely food and drink, and I think there is a risk to my health	1.4	1.1	0.2	1.2	↑ 1.0	1.3

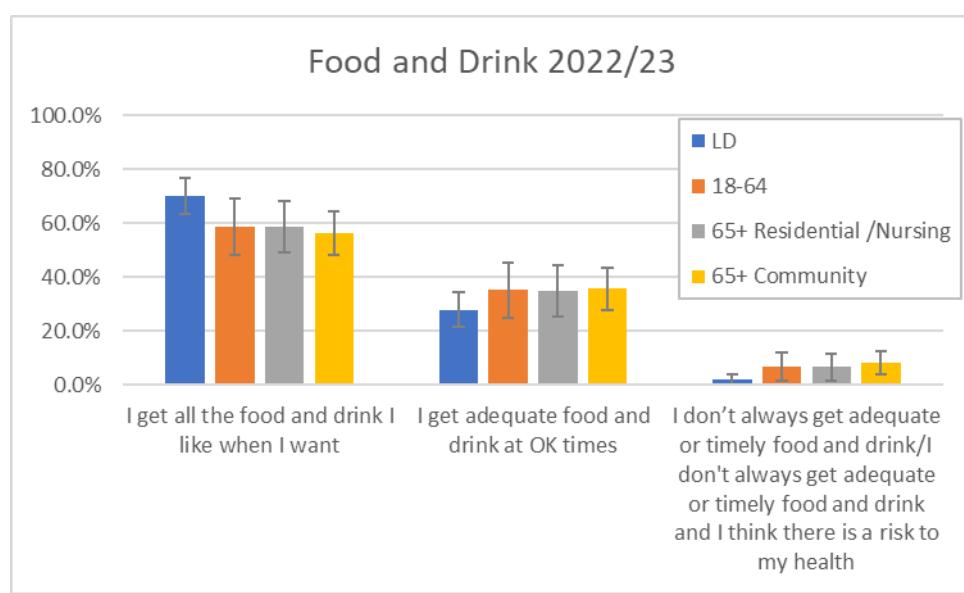


Figure 4: Food and drink by client group, 2022/23

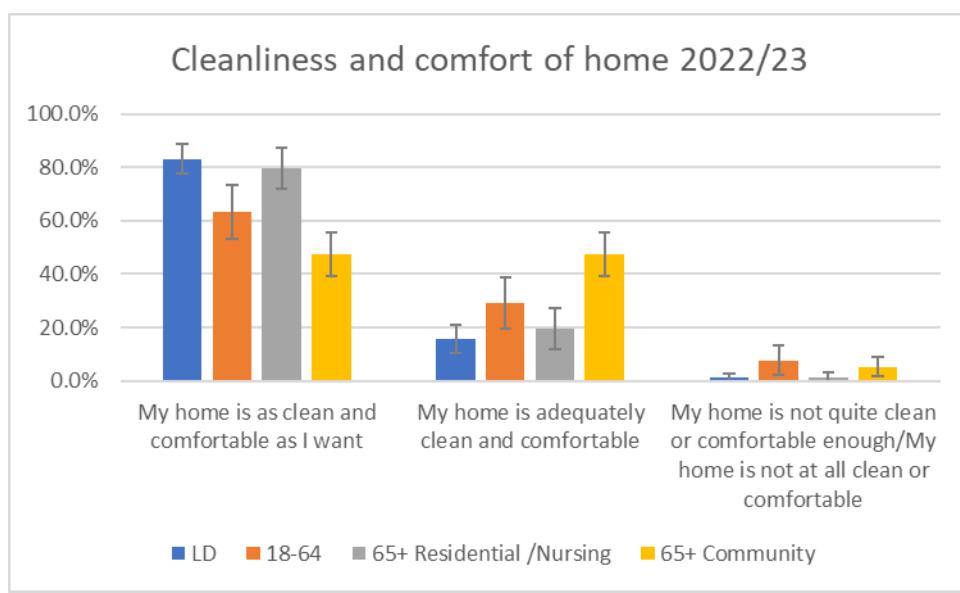
**70.3%** of people in the LD group said they get all the food and drink they like when they want compared with **56.3%** in the 65+ community group.

#### 4.1.6 Cleanliness of Home

67.9% of people said their home was as clean and comfortable as they want (compared with 69.3% in 2022/23), and a further 28.6% said their home was adequately clean and comfortable. People in the LD group were most likely to say their home was as clean and comfortable as they would like (83.1%) and people in the community 65+ group were the least likely (47.4%); this difference is statistically significant.

Table 4: Cleanliness of home, 2018/19 to 2022/23 (%)

	2018 /19	2019/ 20	2021/ 22	2022/ 23	Change since 2021/22	England 2022/23
My home is as clean and comfortable as I want	68.9	71.4	69.3	67.9	↓ -1.5	64.7
My home is adequately clean and comfortable	27.4	24.3	27.8	28.6	↑ 0.9	29.6
My home is not quite clean or comfortable enough	3.2	3.8	2.5	3.0	↑ 0.5	4.8
My home is not at all clean or comfortable	0.5	0.6	0.4	0.5	↑ 0.1	0.9



**83.1%** of people in the LD group said they home is as clean and comfortable as they want compared with **47.4%** in the 65+ community group

Figure 5: Cleanliness and comfort of home, by client group, 2022/23

The percentage of people in the 65+ community group who say their home is as clean and comfortable as they want has fallen for the last four years, from 62.1% in 2018/19. This fall has been accompanied by an increase in the proportion of people in this group who say their home is adequately clean, from 32.8% in 2018/19 to 47.4% in 2022/23.

#### 4.1.7 Feeling Safe

77.0% of people said they felt as safe as they want, an increase from 75.9% in 2021/22. People in the 65+ residential/nursing group were the most likely to say they felt as safe as they want (86.0%) and people in the 65+ community group were the least likely (63.4%); this difference is statistically significant.

Table 5: Safety, 2018/19 to 2022/23 (%)

	2018 /19	2019 /20	2021 /22	2022 /23	Change since 2021/22	England 2022/23
I feel as safe as I want	75.3	72.3	75.9	77.0	↑ 1.1	69.7
Generally, I feel adequately safe, but not as safe as I would like	20.7	22.6	22.0	19.4	↓ - 2.6	24.2
I feel less than adequately safe	3.0	2.7	1.7	2.2	↑ 0.5	4.1
I don't feel at all safe	1.0	2.4	0.4	1.3	↑ 1.0	2.0

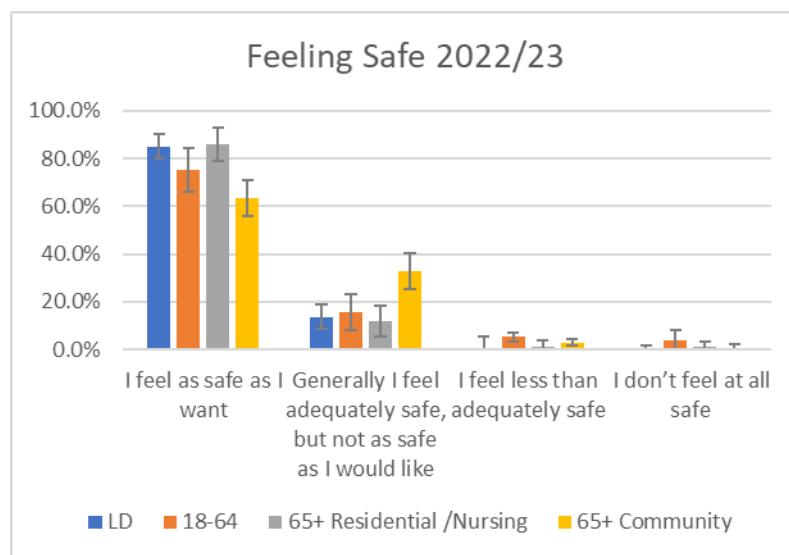


Figure 6: Safety by client group, 2022/23

**86.0%** of people in 65+ residential/nursing group feel as safe as they want compared with **63.4%** of people in the 65+ community group.

92.5% of people said that care services helped them to feel safe, an increase from 90.9% in 2021/22. The figure for England was 87.1%. People in the community 65+ group were less likely than the other groups to say that care services helped them feel safe (see Figure 7 on the next page).

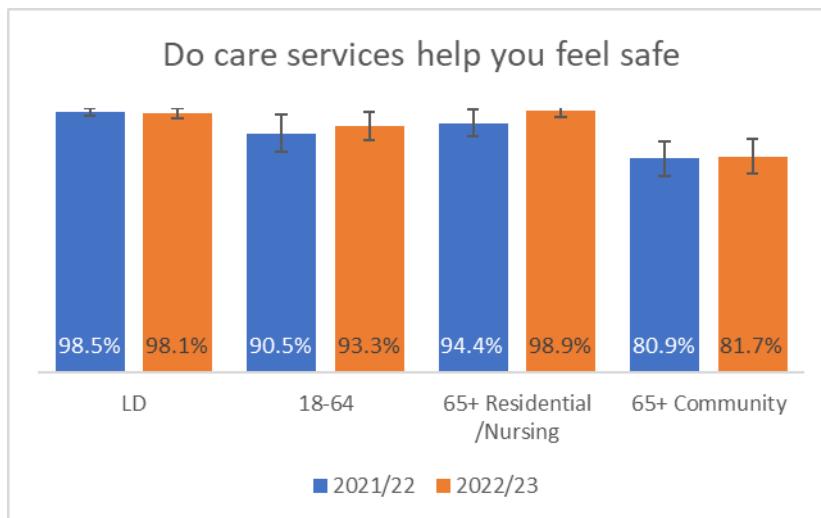


Figure 7: Percentage of people who say care services help them feel safe, by client group, 2021/22 to 2022/23

**81.7%** of people in the 65+ community group said care services help them feel safe compared with **93.3%** of people in the 18-64 group.

## 4.2 Quality of Life

### 4.2.1 Overall Quality of Life

- 63.6% of people reported that their quality of life was good, very good or so good it could not be better, a similar figure to that for 2021/22 (63.8%)
- The percentage of people who reported that their quality of life was bad or very bad or so bad it could not be worse rose from 7.6% to 9.3%; increases occurred in both the 18-64 group and the 65+ residential/nursing group.
- People in the LD group were most likely to report their quality life as good, very good or so good it could not better (86.7%) and people in the 65+ Community group were the least likely (45.9%); the difference between these two groups is statistically significant.

**63.6%** of people rated their quality of life as good, very good, or so good it could not be better.

**9.3%** of people rated their quality of life as bad, very bad, or so bad it could not be worse.

Table 6: Quality of life, 2018/19 to 2022/23 (%)

	2018 /19	2019 /20	2021 /22	2022 /23	Change since 2021/22	England 2022/23
Good, very good, or so good it could not be better	66.3	65.3	63.8	63.6	↓ -0.2	61.4
Alright	26.4	26.8	28.7	27.1	↓ -1.6	28.1
Bad, very bad, or so bad it could not be worse	7.4	7.9	7.6	9.3	↑ 1.7	10.5

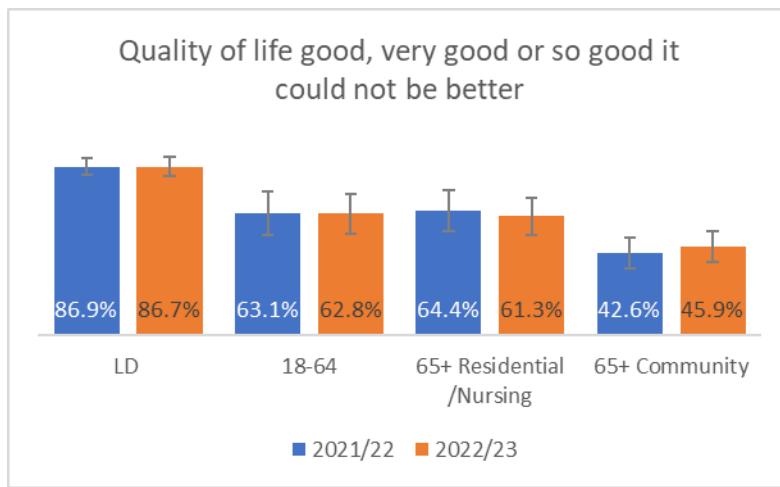


Figure 8: Percentage of people who report their quality of life is good, very good or so good it could not be better, by client group, 2021/22 to 2022/23.

**86.7%** of people in the LD group rated their quality of life as good, very good or so good it could not be better compared with

**45.9%** of people in the 65+ community group.

#### 4.2.2 Control over Daily Life

- 76.0% of people reported they had as much control as they wanted over their daily life or adequate control; this was a fall from 77.8% in 2021/22 and the fourth year that this rate has fallen.
- The proportion of people who reported they had no control over their daily life rose from 5.5% to 7.5%.
- People in the LD group were most likely to report they had control over their daily life (96.8%) and people in the 65+ Residential/Nursing group were the least likely (64.8%). The difference between these two groups is statistically significant.

**76.0%** of people report they have as much control as they want or adequate control over their daily life.

**7.5%** of people said they had no control over their daily life.

Table 7: Control over daily life, 2018/19 to 2022/23 (%)

	2018 /19	2019 /20	2021 /22	2022 /23	Change since 2021/22	England 2022/23
As much control as I want/adequate control	79.7	79.0	77.8	76.0	↓ -1.9	77.2
Some control over my daily life	15.1	13.3	16.7	16.5	↓ -0.2	17.6
No control over my daily life	5.3	7.7	5.5	7.5	↑ 2.1	5.2

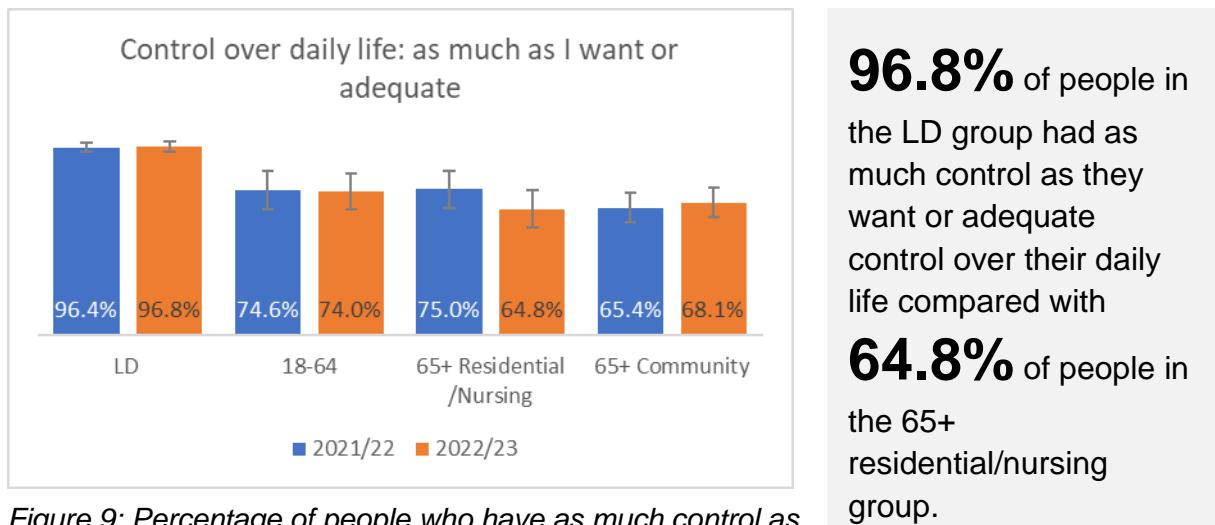


Figure 9: Percentage of people who have as much control as they want or adequate control over their daily life, by client group, 2021/22 to 2022/23

**96.8%** of people in

the LD group had as much control as they want or adequate control over their daily life compared with

**64.8%** of people in

the 65+ residential/nursing group.

#### 4.2.3 Social Contact

After a fall in 2021/22, there has been a rise in the proportion of people who reported they had as much social contact as they would like, from 41.3% in 2021/22 to 48.3% in 2022/23; increases occurred in all the client groups.

The percentage of people who reported they had little social contact and feel socially isolated fell to 4.9% in 2022/23 from 7.3% in 2021/22.

Table 8: Social contact, 2018/19 to 2022/23 (%)

	2018 /19	2019 /20	2021 /22	2022 /23	Change since 2021/22	England 2022/23
I have as much social contact as I want with people I like	49.9	50.1	41.3	48.3	↑ 7.0	44.4
I have adequate social contact with people	31.1	29.8	30.7	31.6	↑ 0.8	31.4
I have some social contact with people, but not enough	14.9	15.0	20.8	15.3	↓ -5.5	17.5
I have little social contact with people and feel socially isolated	4.0	5.1	7.3	4.9	↓ -2.4	6.7

People in the LD group are most likely to report they have as much social contact as they would like (65.6%) and people in the 65+ community group are the least likely (28.0%); this difference is statistically significant. The most common response for people in the 65+ community group was that they had adequate social contact (40.2%).

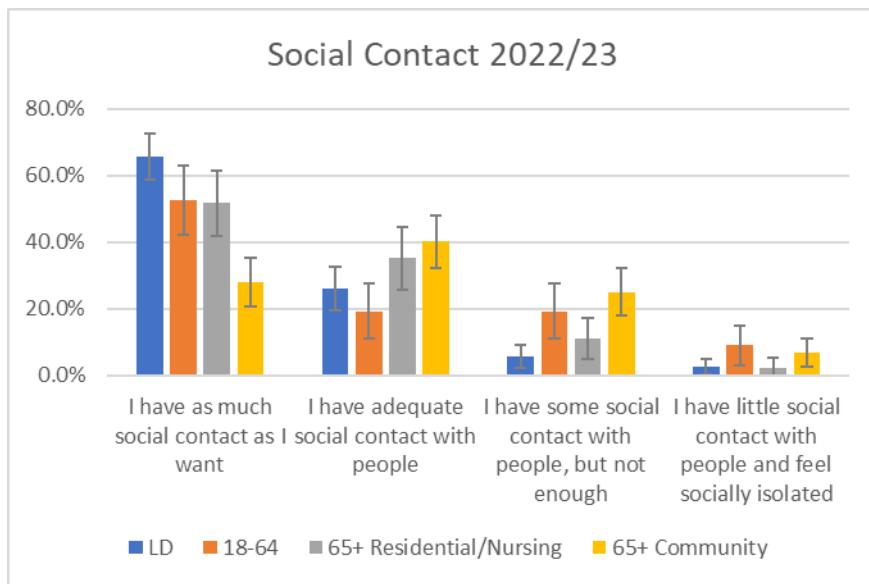


Figure 10: Social contact by client group, 2022/23

**51.6%** of people in the 65+ Residential/Nursing group had as much social contact as they wanted compared with **28.0%** of people in the 65+ community group.

#### 4.2.4 Loneliness

- 41.8% of people reported they never or hardly ever felt lonely compared with an England figure of 35.7%
- 20.5% said they occasionally felt lonely compared with an England figure of 23.3%
- 29.7% said they sometimes felt lonely compared with an England figure of 28.7%
- 8.0% said they often or always felt lonely compared with an England figure of 12.3%.

People in the LD group were most likely to say they never or hardly ever felt lonely (60.8%) and people in the 18-64 group were the least likely (28.6%).

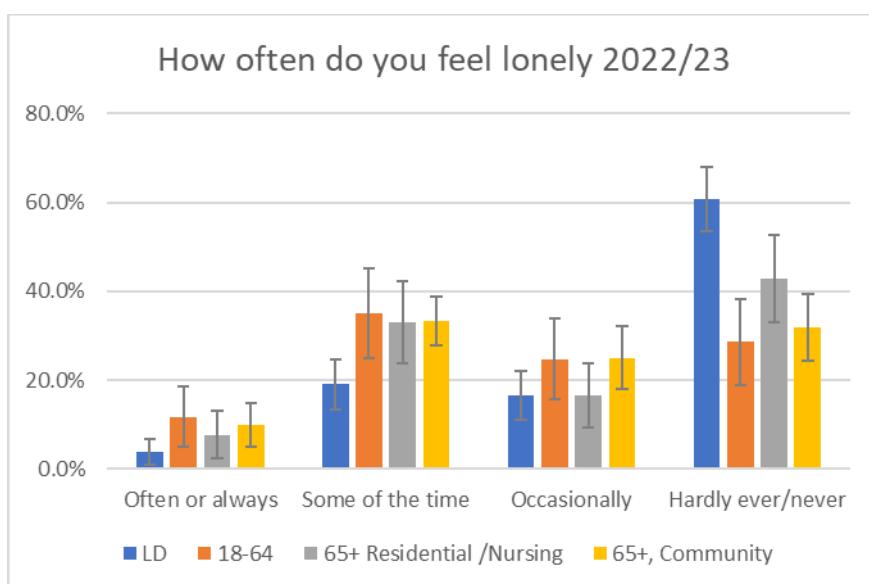


Figure 11: Loneliness by client group, 2022/23

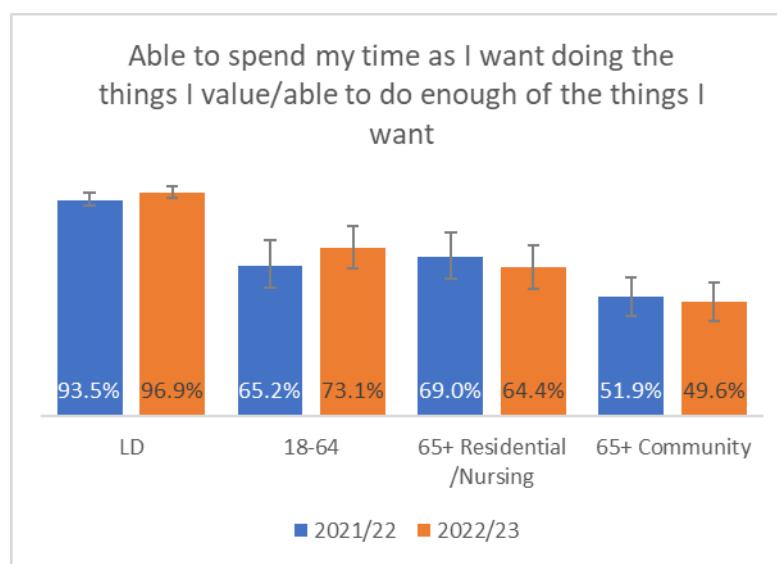
**60.8%** of people in the LD group said they never or hardly ever felt lonely compared with **28.6%** in the 18-64 group.

#### 4.2.5 Spending Time

70.0% of people 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; this was similar to the figure for 2021/22 of 69.8%. People in the LD group were most likely to say this (96.9%) and people in the 65+ community group were the least likely (49.6%); this difference is statistically significant.

Table 9: Spending time, 2018/19 to 2022/23 (%)

	2018 /19	2019 /20	2021 /22	2022 /23	Change since 2021/22	England 2022/23
I'm able to spend my time as I want, doing things I value or enjoy/ I'm able to do enough of the things I value or enjoy with my time	74.3	73.4	69.8	70.0	↑ 0.2	68.2
I do some of the things I value or enjoy with my time but not enough	19.0	20.2	22.2	22.2	0.0	24.1
I don't do anything I value or enjoy with my time	6.7	6.3	8.0	7.8	↓ -0.2	7.7



**96.9%** of people in the LD group are able to spend their time doing the things they value or enjoy or are able to do enough of the things they want compared with **49.6%** of people in the 65+ community group.

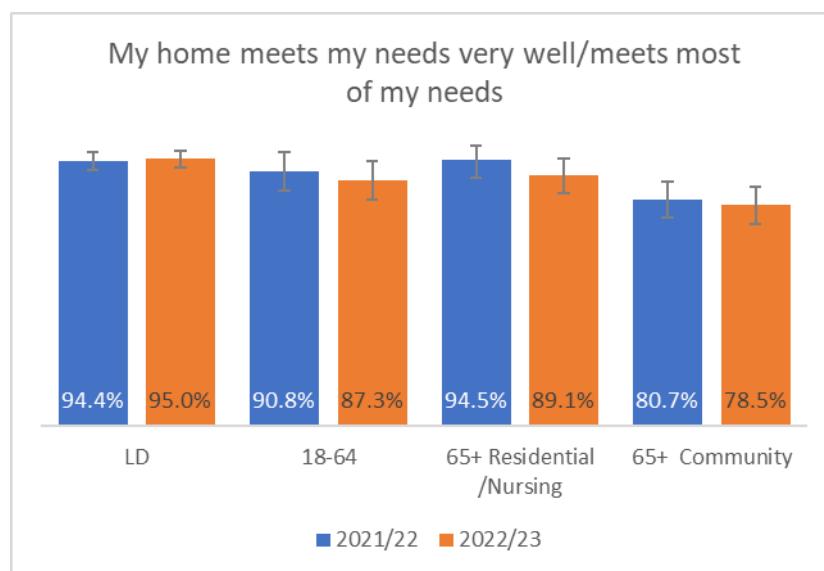
Figure 12: Percentage of people able to spend their time as they want doing the things they value or able to do enough of the things they want 2021/22 to 2022/23.

#### 4.2.6 Design of Home

The proportion of people who said their home met their needs very well or that their home met most of their needs fell from 89.8% in 2021/22 to 87.1% in 2022/23, whilst the proportion who said their home met some of their needs increased from 7.7% to 10.9%. People in the LD group were most likely to say their home met their needs very well or met most of their needs (95.0%) and people in the 65+ community group were the least likely (78.5%); this difference is statistically significant.

Table 10: Design of home, 2018/19 to 2022/23

	2018 /19	2019 /20	2021 /22	2022 /23	Change since 2021/22	England 2022/23
My home meets my needs very well/my home meets most of my needs	91.2	88.9	89.8	87.1	↓ - 2.6	84.3
My home meets some of my needs	7.1	8.8	7.7	10.9	↑ 3.2	12.0
My home is totally inappropriate for my needs	1.8	2.3	2.5	2.0	↓ - 0.5	3.7



**78.5%** of people in the 65+ Community group said their home met their needs very well or met most of their needs compared with **95.0%** of people in the LD group.

Figure 13: Percentage of people who say their home meets their needs very well or meets most of their needs, 2021/22 to 2022/23

#### 4.2.7 Getting Around Outside the Home

32.9% of people said they could get to all the places in the local area that they wanted (a fall for the fourth year) whilst 30.7% said they did not leave the home at all.

Table 11: People getting around outside the home, 2018/19 to 2022/23 (%)

	2018 /19	2019 /20	2021 /22	2022 /23	Change since 2021/22	England 2022/23
I can get to all the places in my local area that I want	37.3	35.4	34.3	32.9	↓ - 1.4	29.8
At times I find it difficult to get to all the places in my local area that I want	20.8	20.6	18.4	20.3	↑ 1.9	22.8
I am unable to get to all the places in my local area that I want	16.2	15.9	15.7	16.1	↑ 0.4	19.2
I do not leave my home	25.7	28.1	31.7	30.7	↓ - 0.9	28.2

The most common response in the 65+ community group was that they do not leave their home; 47.1% of this group gave this response, an increase for the fourth year from 35.8% in 2018/19. Only 11.8% of this group could get to all the places that they wanted to.

The most common response for the 65+ residential/nursing group was that they do not leave their home (56.7%) but this was followed by 25.6% who said they were able to get to all the places that they want to in their local area.

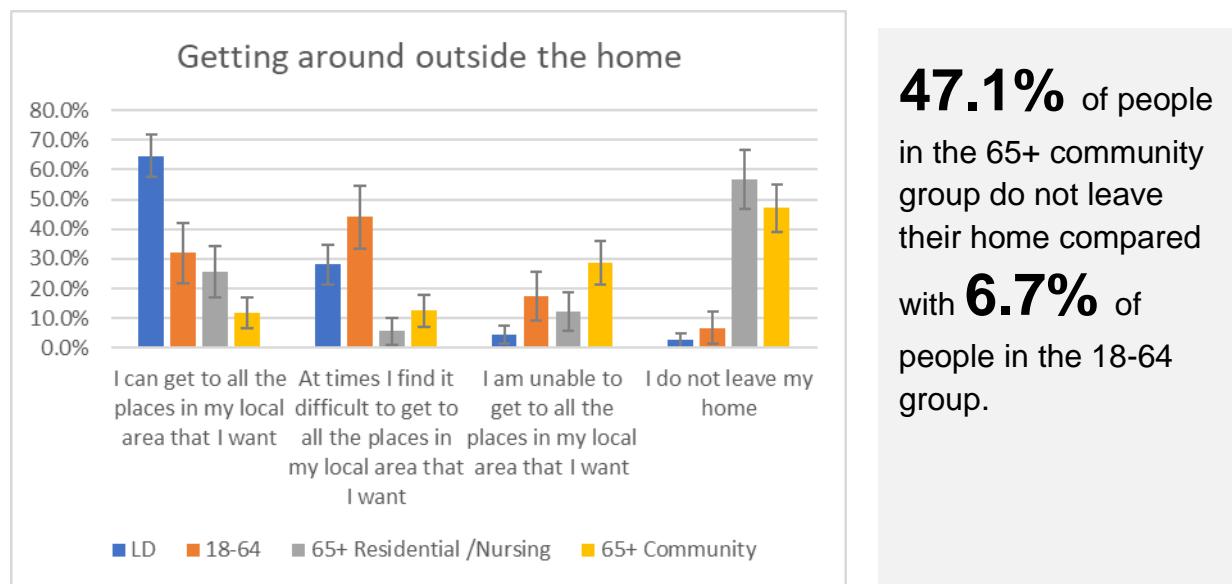


Figure 14: People getting around outside the home by client group, 2022-23.

## 4.3 Knowledge and Information

### 4.3.1 Ease of Finding Advice and Information

48.7% of people have never tried to find information and advice about support and services. People in the 65+ residential/nursing group were most likely to say they had never tried to find information or advice (70.5%) and people in the 18-64 group were the least likely (32.0%).

Of the people who had tried to find information or advice (236 respondents), 36.3% found it very easy to find, 35.6% found it fairly easy to find, 20.7% found it fairly difficult to find and 7.4% found it very difficult to find.

From 2021/22 to 2022/23, there was a decrease in the proportion of people who found advice very easy to find (from 37.7% to 36.3%) and in those who found it fairly easy to find (from 41.8% to 35.6%) and an increase in the proportion who found it fairly difficult to find (from 9.0% to 20.7%).

Table 12: Ease of finding advice and information about services, 2018/19 to 2022/23.

	2018 /19	2019 /20	2021 /22	2022 /23	Change since 2021/22	England 2022/23
I have never tried to find advice	48.9	44.6	48.7	48.7	0.0	41.7
<b>Of the people who tried to find advice</b>						
Very easy to find	33.3	34.0	37.7	36.3	↓ - 1.4	28.6
Fairly easy to find	37.6	38.9	41.8	35.6	↓ - 6.2	38.6
Fairly difficult to find	18.5	19.7	9.0	20.7	↑ 11.8	19.9
Very difficult to find	10.6	7.4	11.5	7.4	↓ - 4.1	12.9

The fall in the proportion of people who found it fairly easy to find advice and the rise in the proportion who found it fairly difficult was driven in particular by the 65+ residential/nursing group. However, it should be noted that the number of respondents in this group who tried to find advice has been low in the last 2 surveys (26 people in 2022/23 and 17 people in 2021/22) and the percentages for this group will therefore be subject to larger fluctuations year to year compared with the other groups<sup>1</sup>.

### 4.3.2 Advice and Information Sources

The most common source of advice and information about support and services was family and friends (73.0%) followed by the internet (26.2%) and advice from a professional (23.8%).

<sup>1</sup> The data is weighted as if all the service user population had tried to find information or advice.

52.2% of people in the 18-64 group used the internet for advice and information compared with 28.2% in the 65+ residential/nursing group, 20.2% in the 65+ Community group and 14.7% in the LD group.

People in the LD group and 18-64 group were more likely to use professionals for advice (just over 30% of each group) compared with people in the 65+ residential/nursing and 65+ community groups.

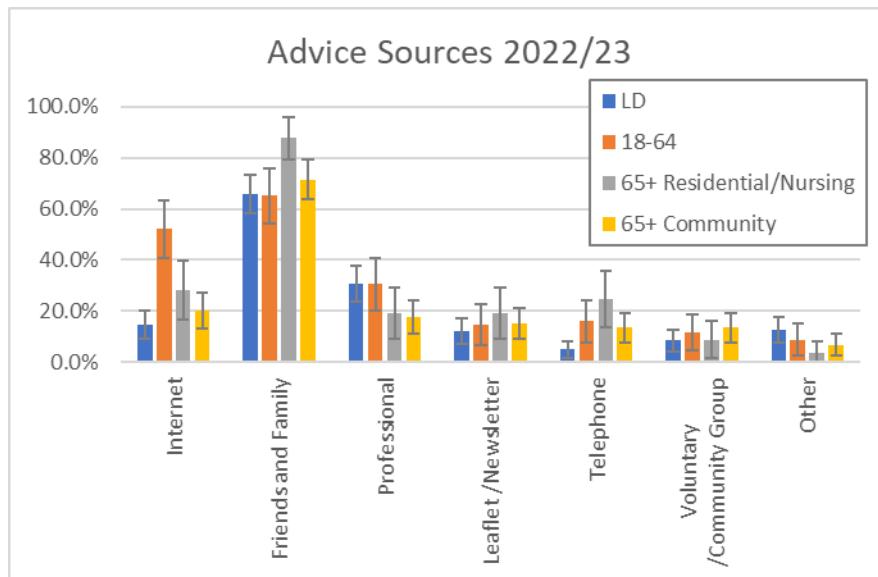


Figure 15: Advice sources: percentage of people who access this advice source by client group, 2022/23.

The most common source of advice for all groups was friends and family.

**52.2%** of people in the 18-64 group used the internet for advice and information compared with **20.2%** in the 65+ community group.

## 4.4 Health

### 4.4.1 General Health

There was an increase in the proportion of people reporting their health as fair from 30.7% in 2021/22 to 37.4% in 2022/23. This was mostly driven by a fall in the proportion of people reporting their health as bad/very bad (from 16.2% to 11.6%); this fall occurred in both the 18-64 group and the 65+ community group.

Table 13: General health 2018/19 to 2022/23 (%)

	2018 /19	2019 /20	2021 /22	2022 /23	Change since 2021/22	England 2022/23
Good/very good	52.9	52.1	53.1	51.0	↓ - 2.1	42.8
Fair	33.5	34.7	30.7	37.4	↑ 6.8	38.8
Bad/very bad	13.7	13.2	16.2	11.6	↓ - 4.6	18.4

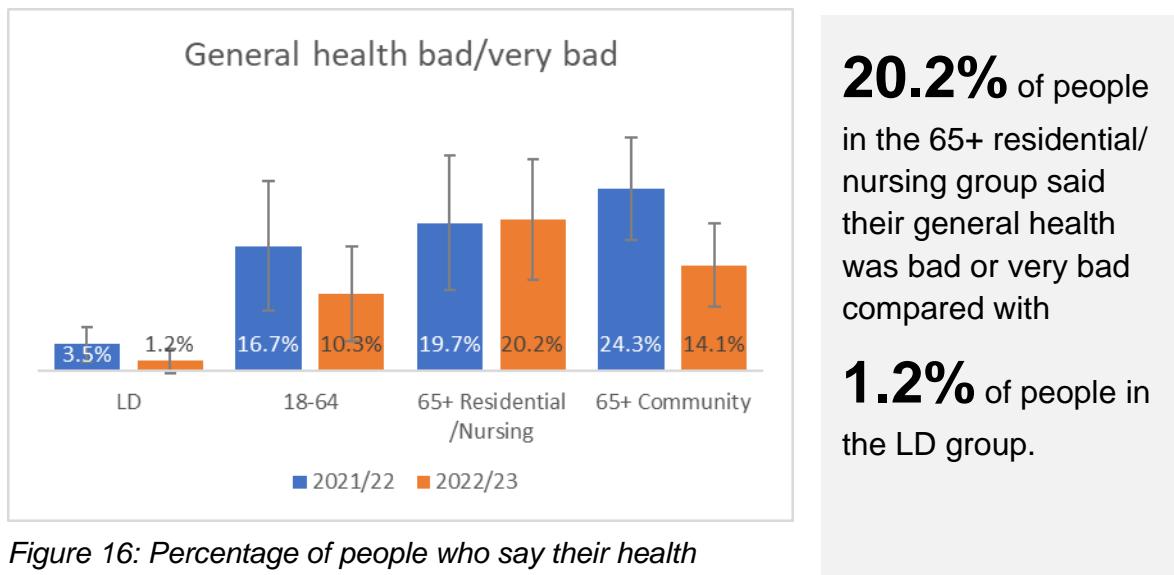


Figure 16: Percentage of people who say their health is bad or very bad, by client group, 2021/22 to 2022/23

**20.2%** of people

in the 65+ residential/nursing group said their general health was bad or very bad compared with

**1.2%** of people in the LD group.

#### 4.4.2 Pain and Discomfort

There was an increase in the proportion of people reporting moderate pain or discomfort from 44.2% in 2021/22 to 46.5% in 2022/23; a further 8.6% reported extreme pain or discomfort in 2022/23, a similar figure to that for 2021/22 (8.7%).

Table 14: Pain and discomfort, 2018/19 to 2022/23 (%)

	2018 /19	2019 /20	2021 /22	2022 /23	Change since 2021/22	England 2022/23
I have no pain or discomfort	42.0	40.5	47.0	44.9	↓ - 2.1	37.1
I have moderate pain or discomfort	47.6	46.9	44.2	46.5	↑ 2.3	49.8
I have extreme pain or discomfort	10.5	12.6	8.7	8.6	↓ - 0.1	13.1

People in the 65+ community group are noticeably more likely to report experiencing pain or discomfort when compared with the other groups; 16.9% report that they have no pain or discomfort, a fall from 23.7% in 2021/22. The differences between the 65+ community group and the other groups is statistically significant.

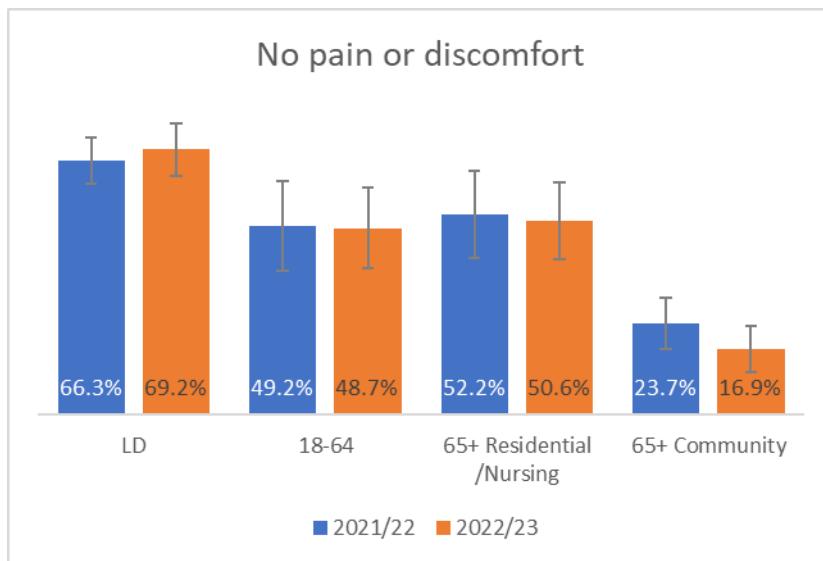


Figure 17: Percentage of people who report no pain or discomfort, by client group, 2021/22 to 2022/23

**16.9%** of people

in the 65+ community group said they had no pain or discomfort compared with

**50.6%** of people

in the 65+ Residential/Nursing group.

#### 4.4.3 Anxiety and Depression

53.6% of people said they were not anxious or depressed, a fall from 55.1% in 2019/20. This was driven by a fall in the proportion of people in the 18-64 group who said they were not depressed, from 52.4% to 38.7% (see figure 16 on the following page).

41.1% of people reported that they were moderately anxious or depressed compared with 39.6% in 2021/22. 5.3% reported they were extremely anxious or depressed, which was the same as the figure for 2021/22.

Table 15: Anxiety and depression, 2018/19 to 2022/23 (%)

	2018 /19	2019 /20	2021 /22	2022 /23	Change since 2021/22	England 2022/23
I am not anxious or depressed	56.5	51.2	55.1	53.6	↓ -1.6	49.1
I am moderately anxious or depressed	36.9	42.6	39.6	41.1	↑ 1.5	42.0
I am extremely anxious or depressed	6.7	6.2	5.3	5.3	0.0	8.9

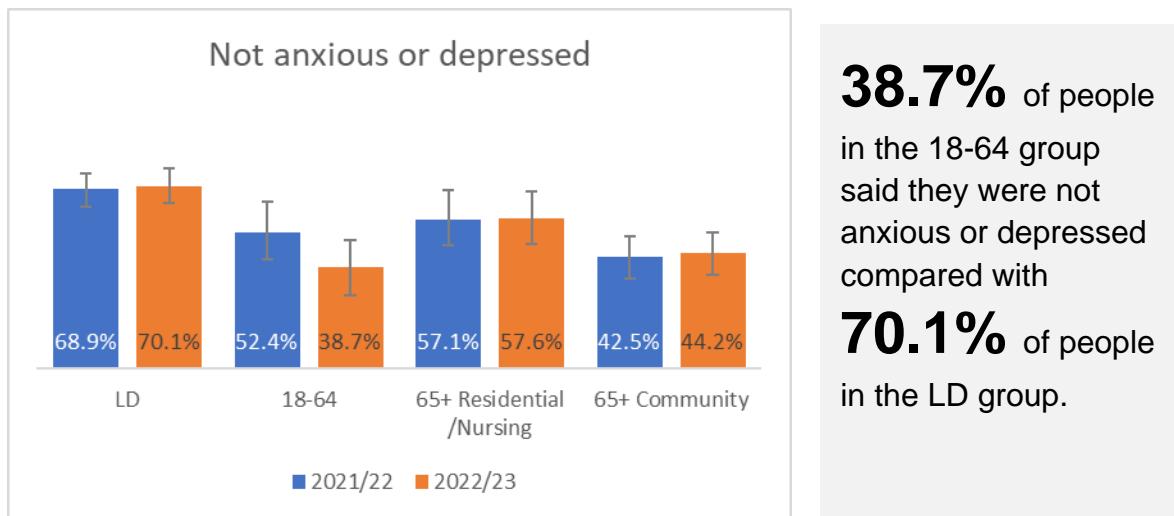


Figure 18: Percentage of people not anxious or depressed by client group, 2021/22 to 2022/23

**38.7%** of people

in the 18-64 group  
said they were not  
anxious or depressed  
compared with

**70.1%** of people  
in the LD group.

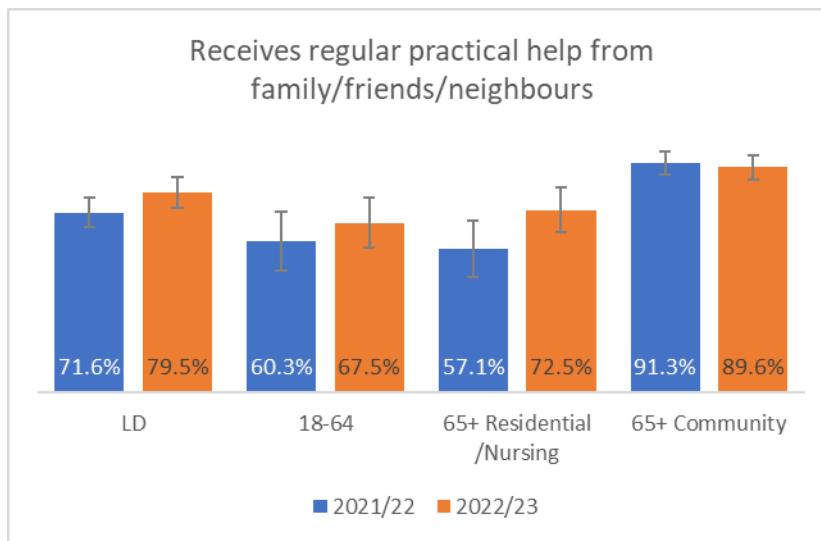
#### 4.5 Additional Help

The proportion of people receiving practical help on a regular basis from family, friends, or neighbours, increased from 71.6% to 78.8% after a fall from 82.3% in 2021/22.

Table 16: People who receive practical help on a regular basis 2018/19 to 2022/23 (%)

	2018 /19	2019 /20	2021 /22	2022 /23	Change since 2021/22	England 2022/23
Receiving practical help on a regular basis from husband/wife, partner, friends, neighbours or family members	75.2	82.3	71.6	78.8	↑ 7.1	76.5
- From someone living in my household	39.4	42.8	35.3	37.0	↑ 1.7	39.1
- From someone living in another household	46.1	53.0	47.5	50.1	↑ 2.6	46.1

Increases in practical help occurred in all the client groups apart from the 65+ community group. People in the 65+ community group are the most likely to have such help (89.6%) and people in the 18-64 group are the least likely (67.5%). This difference is statistically significant.



*Figure 19: Percentage of people who receive regular practical help from family/friends/neighbours by client group, 2021/22 to 2022/23*

**89.6%** of people in the 65+ community group receive regular, practical help from family /friends /neighbours compared with

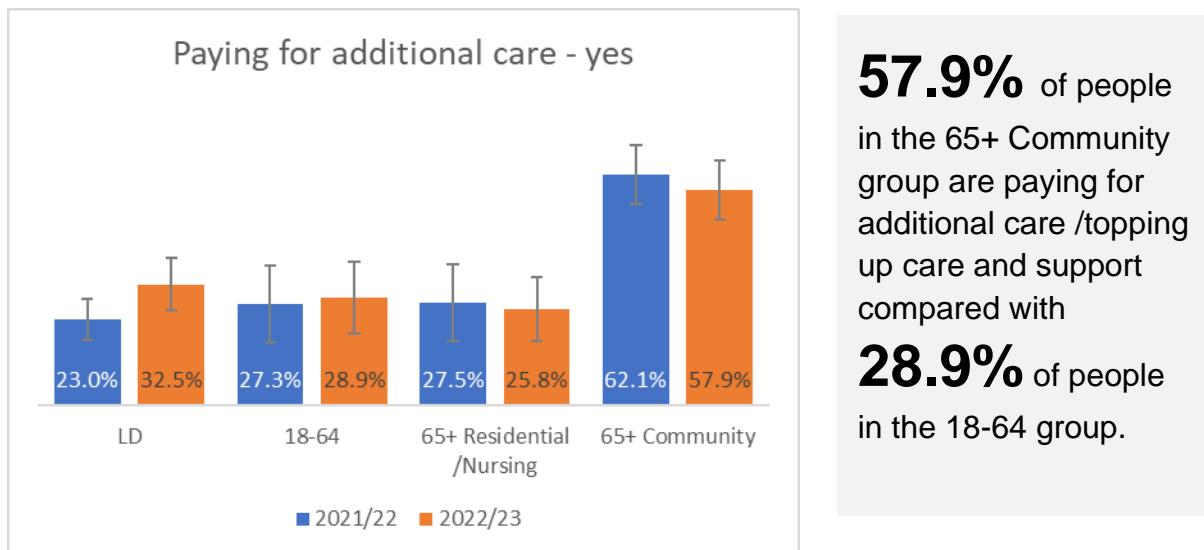
**67.5%** of people in the 18-64 group.

The proportion of people paying for additional care (or topping up their care and support) increased from 36.5% in 2021/22 to 38.0% in 2022/23.

*Table 17: People paying for additional care/topping up care and support, 2018/19 to 2022/23 (%)*

	2018 /19	2019 /20	2021 /22	2022 /23	Change since 2021/22	England 2022/23
Paying for additional care/topping up care and support	32.9	37.8	36.5	38.0	↑ 1.5	35.4
- Yes, I buy some more care and support with my own money	28.1	29.5	31.1	29.5	↓ - 1.5	27.4
- Yes, my family pays for some more care and support for me	6.5	11.6	8.5	11.2	↑ 2.8	10.2

People in the 65+ community group are most likely to be paying for additional care (57.9%) and people in the residential 65+ group were least likely to be doing this (25.8%). This difference is statistically significant.



*Figure 20: Percentage of people who are paying for additional care/topping up care and support, by client group, 2021/22 to 2022/23*

#### 4.6 Respondents' comments

176 people made comments at the end of the survey, of whom 56 were adding context to their answers rather than raising concerns or giving praise. Of the remaining 120 people, 28% made comments which were purely positive, 21% gave a combination of praise and criticism and 51% were voicing concerns only.

Concerns were raised in a number of areas including:

- carers arriving late causing anxiety as well as inconvenience.
- carers not having enough time and being overworked.
- turnover of staff leading to inconsistency in the care provided.
- changes to rotas and call times not being communicated by the care agency.
- lack of access to activities during the day for people in residential/nursing care and people in community-based settings.
- accessibility of accommodation – front doors/entrance ways not being wheelchair accessible and unsuitable bathrooms/kitchens.
- financial assessments – the level of top-up required and delays in assessments.
- transport – people needing help with transport, for example travelling to appointments and activities. Lack of transport in rural areas resulting in lack of access to daytime activities (carers not allowed to use their own cars).
- health issues and appointments not being understood and/or dealt with by care staff.

## **Appendix**

### **1. Weighting**

The sampling method used for the survey is known as stratified random sampling. This involves splitting the eligible population (people who use long-term social care services) into discrete groups and drawing an independent sample from within each group. This helps to make the sample more representative of the eligible population. The use of stratified sampling means that there is a need to weight the data to adjust the results to represent the eligible population from which the sample is drawn.

### **2. Confidence Intervals**

The survey uses data from a sample to make estimates about all the people who receive long-term social care services. These estimates are subject to a degree of uncertainty that can be expressed as a 'margin of error'. The margin of error of an estimate is related to the proportion of the population that responds to the survey; as this proportion increases, the margin of error decreases. Therefore, the margin of error can be reduced by increasing the survey sample size and/or response rate. Councils are required to select a sample such that the survey results have a margin of error of less than five percentage points.

The variation, or margin of error, present in the sampled data can be used to produce a range of values, or a confidence interval, within which the true value is likely to sit for each measure. When comparing two estimates, where confidence intervals do not overlap, the difference between the estimates can be considered as statistically significant.