

# ASCS Survey 2018/19

## Main Findings



## VERSION CONTROL

Confidentiality
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### Contact:

Population Knowledge & Intelligence Team (KIT)  
Derbyshire County Council  
County Hall  
Matlock  
Derbyshire  
DE4 3AG

Email: [KIT@derbyshire.gov.uk](mailto:KIT@derbyshire.gov.uk)

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## 1 INFOGRAPHIC

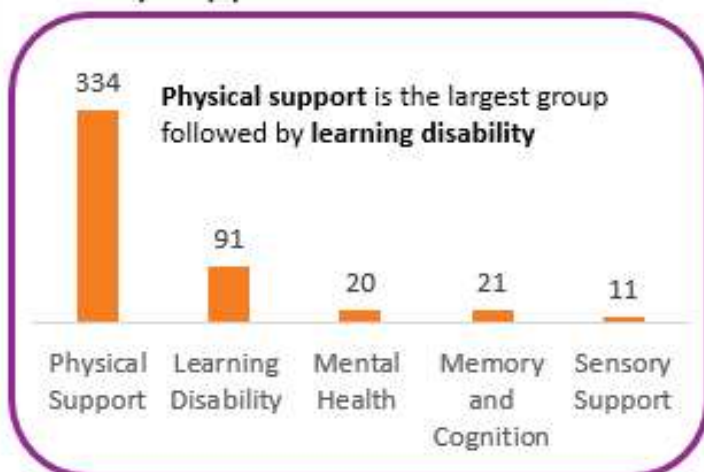
This infographic will be sent out to service users completing the survey who requested a copy of the results, and is reproduced here to serve as an executive summary to the main report alongside the main findings.

### Adult Social Care users in Derbyshire 2019

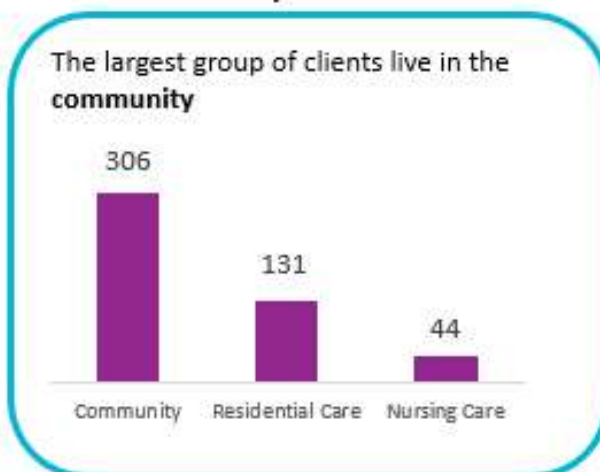
This infographic gives a summary of the ASCS survey carried out by all councils with social services responsibility, focussing on the results for Derbyshire. It is for social care clients and staff.

- There are 9,691 people receiving social services care or support in Derbyshire, which is about 15 in every 1,000 adults in Derbyshire (Census mid year estimate for Derbyshire 642,870)
- In 2019 a random sample of 1326 people receiving services were sent a survey, and 497 completed it (38%)

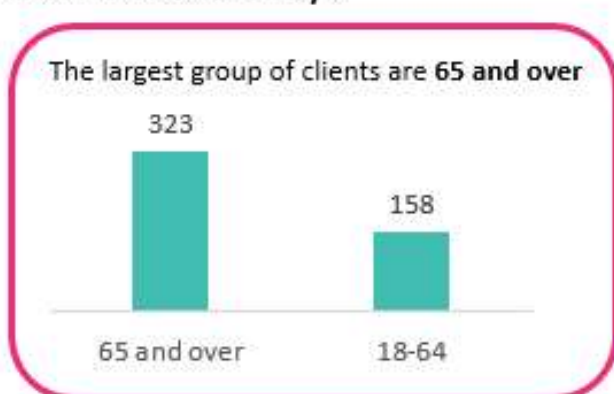
#### Primary support reasons



#### Where do they live?



#### How old are they?



#### What's their Quality of Life like?



(Figures may not all add up to 516 as not all questions were answered by all respondents)

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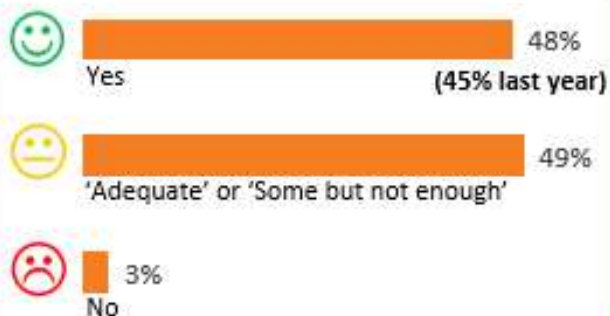
**DERBYSHIRE**  
County Council



# Adult Social Care users in Derbyshire 2019

This infographic gives a summary of the ASCS survey carried out by all councils with social services responsibility, focussing on the results for Derbyshire. It is for social care clients and staff.

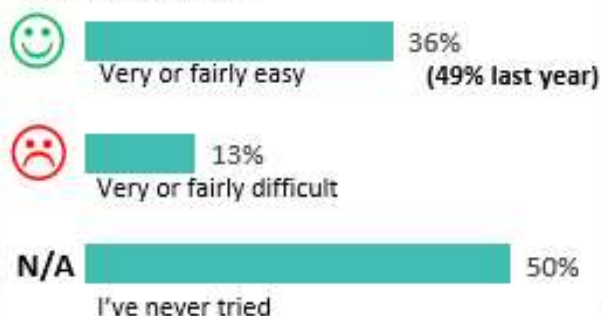
## Enough social contact?



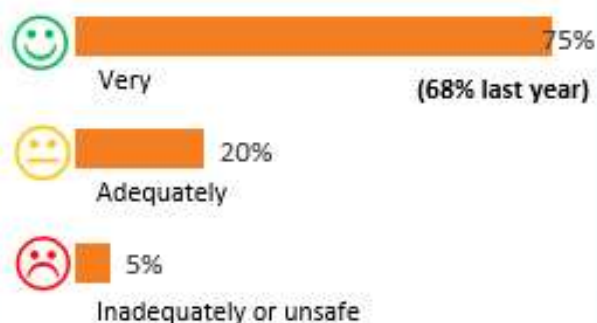
## Satisfaction with social care



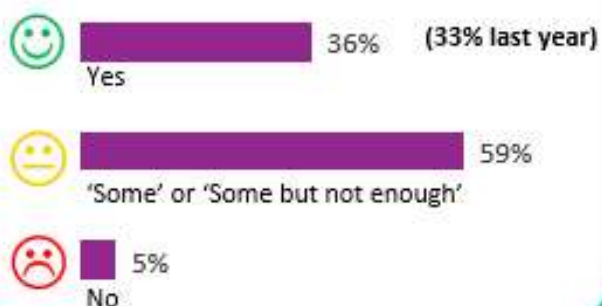
## Do you find it easy to find information?



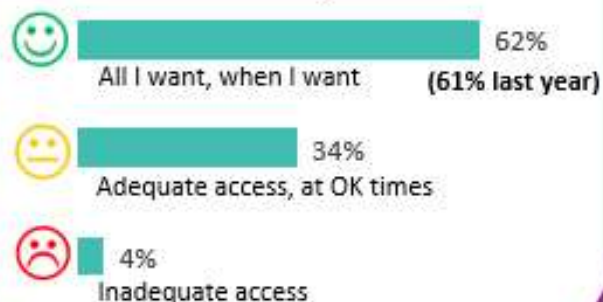
## Do you feel safe?



## Do you spend your time doing things you value and enjoy?



## Do you get access to all the food and drink you want?



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## Summary

This section summarises the main findings from the report.

- The response rate to the survey was greatest amongst those with learning disability, those living in the community and those aged 18-64.
- All of the ASCOFs have seen small increases from the previous year although these increases are not statistically significant. Measure 1A (Overall satisfaction of people who use services with their care and support) was the only measure to be significantly higher than England and East Midlands. However, when considered over time, this measure has recovered to 2015/16 levels in Derbyshire having dropped in the intervening years.
  - (1A) Social care-related quality of life score 19.3 (19.0)
  - (1B) Proportion of people who have control over their lives 77.6% (76.1%).
  - (111) Proportion of people who use services who have as much social contact as they would like 47.8% (44.6%).
  - (3A) Overall satisfaction of people who use services with their care and support 70.6% (65.9%).
  - (3D1) Proportion of people who use services who find it easy to find information about services 74.8% (75.5%).
  - (4A) Proportion of people who use services who feel safe 74.3% (68.1%).
  - (4B) Proportion of people who use services who say that those services have made them feel safe and secure 86.3% (84.7%).
- Service user satisfaction of the services they receive is high, 94% being either extremely, very or quite satisfied.
- Quality of life was higher in service users that completed an Easy Read questionnaire (i.e. those with a PSR of Learning Disability) compared with those that completed a standard questionnaire (i.e. those with non-Learning Disability PSRs).
- The majority of service users feel the care and services they receive help with various aspects of their life including having control of their life, keeping clean and presentable, getting food and drink, feeling safe, having social contact and helping to spend time doing the things they like.

## Recommendations

- We need to continue to focus effort on trying to maximise response to the survey in residential settings, which is lower than the community.
- Continue to focus attention on the ASCOF indicators which are not performing well, and consider reasons and possible solutions covering:
  - quality of life
  - control
  - social contact
  - satisfaction
  - finding information
  - feeling safe
- Consider what we could do to improve access to food and drink.
- Consider how we could improve social contact in our service users.
- Consider how we could improve perception of control over daily life.

## 2 INTRODUCTION

All Councils with Adult Social Services Responsibilities (CASSRs) in England are required to conduct an annual postal survey of those individuals in receipt of services from the department. The Adult Social Care Survey (ASCS) asks Adult Care service users questions about quality of life and what impact care and support services have on this. 2018/19 was the ninth year the ASCS has taken place.

Overseen nationally by NHS Digital, the ASCS is run according to strict guidance; the materials used in the 2018/19 survey can be viewed [here](#). This robust approach and methodology means that we can be confident in the reliability of the results and the ability to generalise the survey findings to the broader Adult Care population in Derbyshire. It also means that the results of different local authorities can be examined alongside one another.

The results of the ASCS populate several measures in the Adult Social Care Outcomes Framework (ASCOF) and are used by the Care Quality Commission (CQC), NHS Digital and the Department of Health to assess the experiences of people using care and support services.

Locally, Derbyshire County Council (DCC) uses the ASCS data to monitor the department's performance and compare this with average results for England, the East Midlands and our 'nearest neighbour' authorities, known as the CIPFA<sup>1</sup> family.

Internally, the published results are made available on the DCC Adult Care Service Trends internal dashboard [here](#) and APEX.

This report provides an in-depth analysis of the level of need within the Adult Care population of Derbyshire based on the results for the 2018/19 ASCS and ASCOFs. A separate infographic is also produced and distributed to clients that requested a copy of the results, plus Adult Care staff, representing an at-a-glance summary of the findings.

## 3 METHODS

An eligible population of all individuals receiving services from DCC (9,691 people) was extracted from Mosaic, the client record system used by Adult Care in Derbyshire. In line with the guidance, a sample was selected at random from this population, and 1,326 individuals were sent a postal survey; those who didn't reply to the first mailing were sent reminders. This fieldwork took place during January, February and March 2018.

497 completed questionnaires were returned, representing a response rate of 37.5%. The information collected through the questionnaires was then collated in-house and submitted to NHS Digital along with demographic information on service users. Following a period of validation, the results were published by NHS Digital in October 2018 and subsequently analysed by the Knowledge & Intelligence Team.

Pages 9 to 38 of this report examine the survey results. The next few pages look into the gender of respondents, their Primary Support Reasons (PSRs), their age groups; next, the results of the ASCOFs are examined before turning to the responses to the individual ASCS questions.

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<sup>1</sup> This includes 15 local authorities that share similar characteristics to Derbyshire including population size and spread, levels of social deprivation, how rural it is, and so on.



## 4 RESPONSE RATES AND DEMOGRAPHICS

Figure 1 shows the response rates by support setting and gender. Although the majority of responses were received from service users based in the community (45%), when combining the response rate from both nursing (22%) and residential (33%) settings, most came from service users residing in care homes (55%).

Figure 2 tells us that, of those individuals sent the survey, nearly half (45%) of the 18-64 year olds responded, compared with around a third of individuals aged over 65 (35%).

**Figures 1 & 2:** Response rate by setting and gender

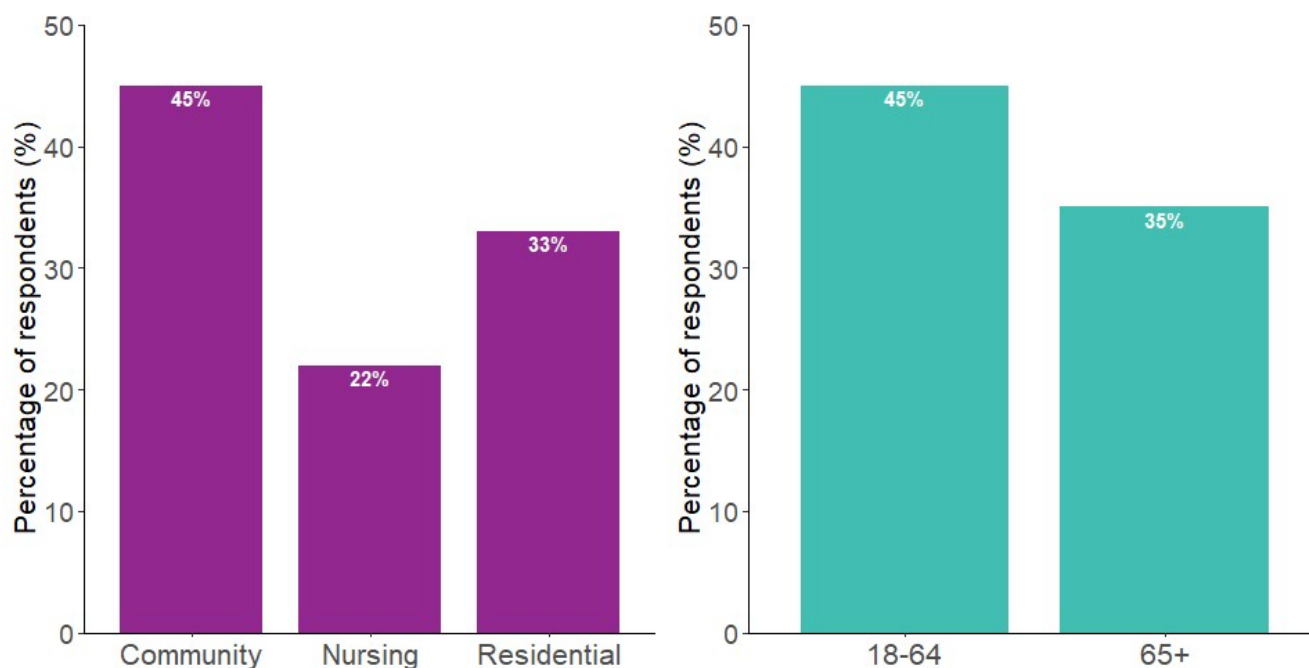


Figure 3 below breaks down the level of response split by PSR. The highest response came from those individuals who were sent a survey and who had a PSR of Learning Disability (44%), closely followed by those with a PSR of Physical Support (41%).

**Figure 3:** Response rate by PSR

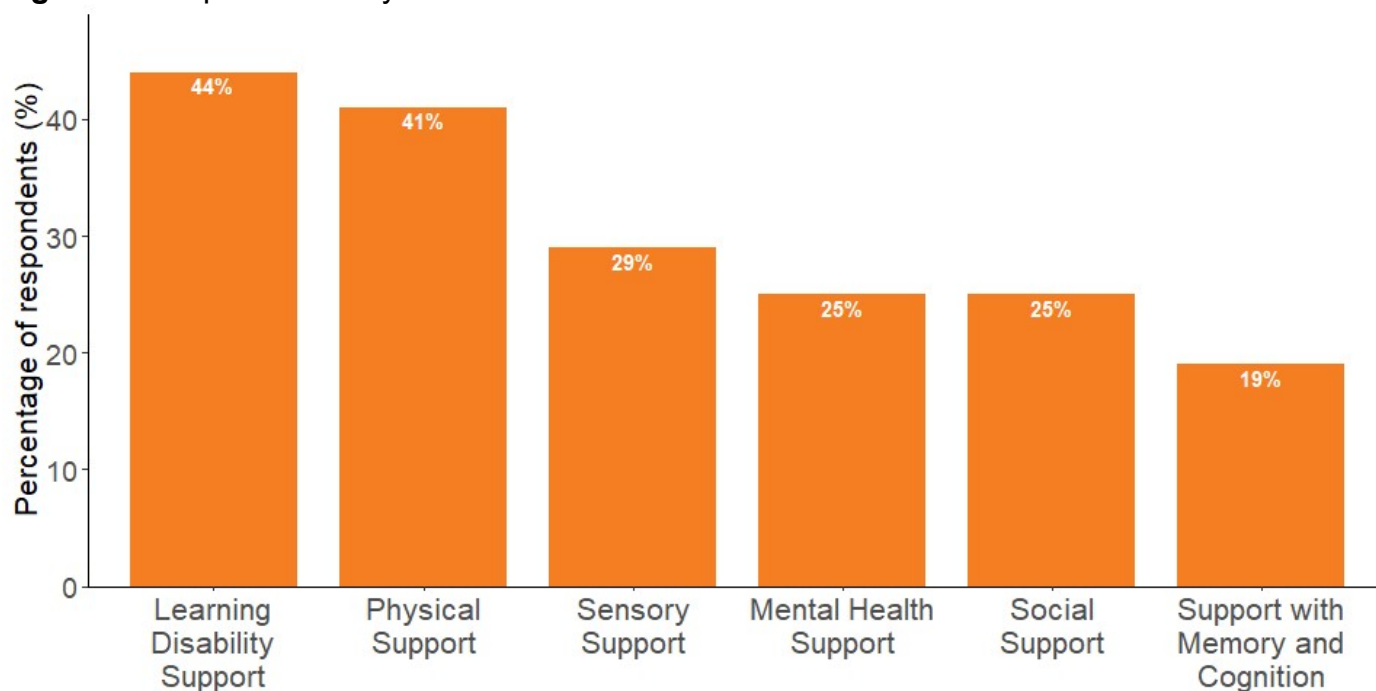
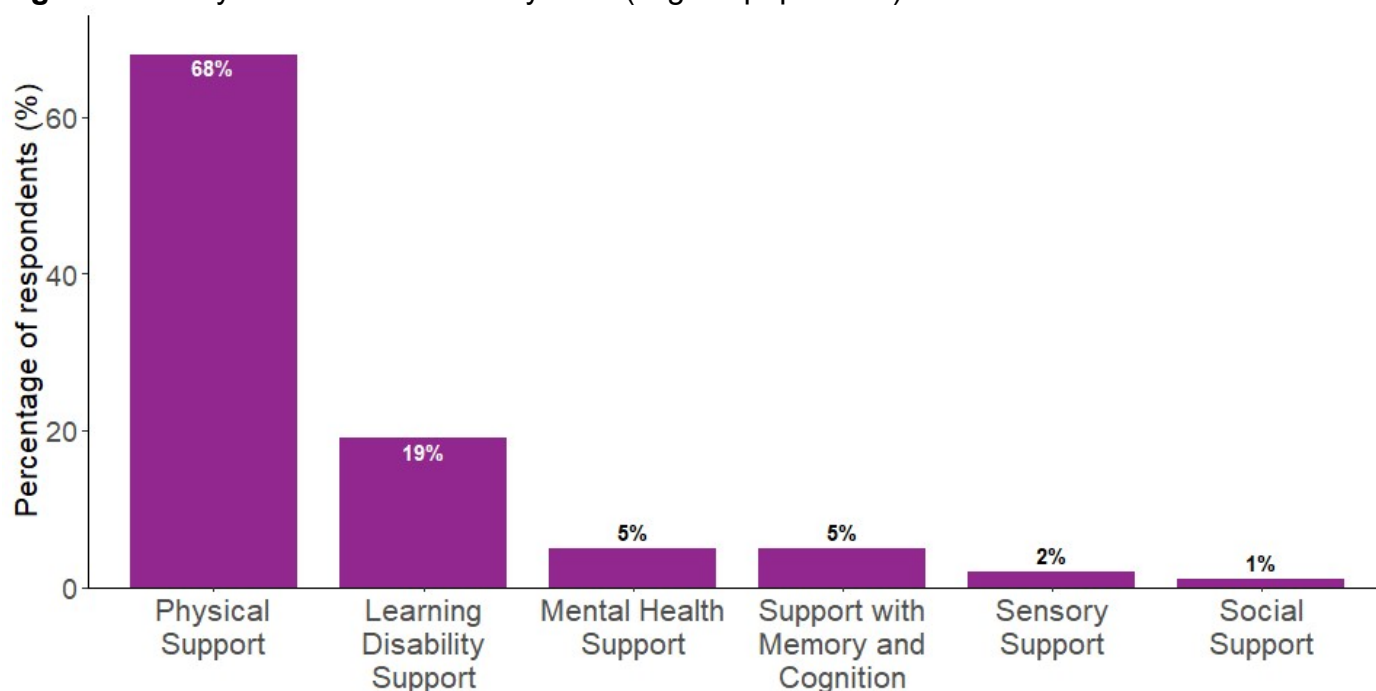


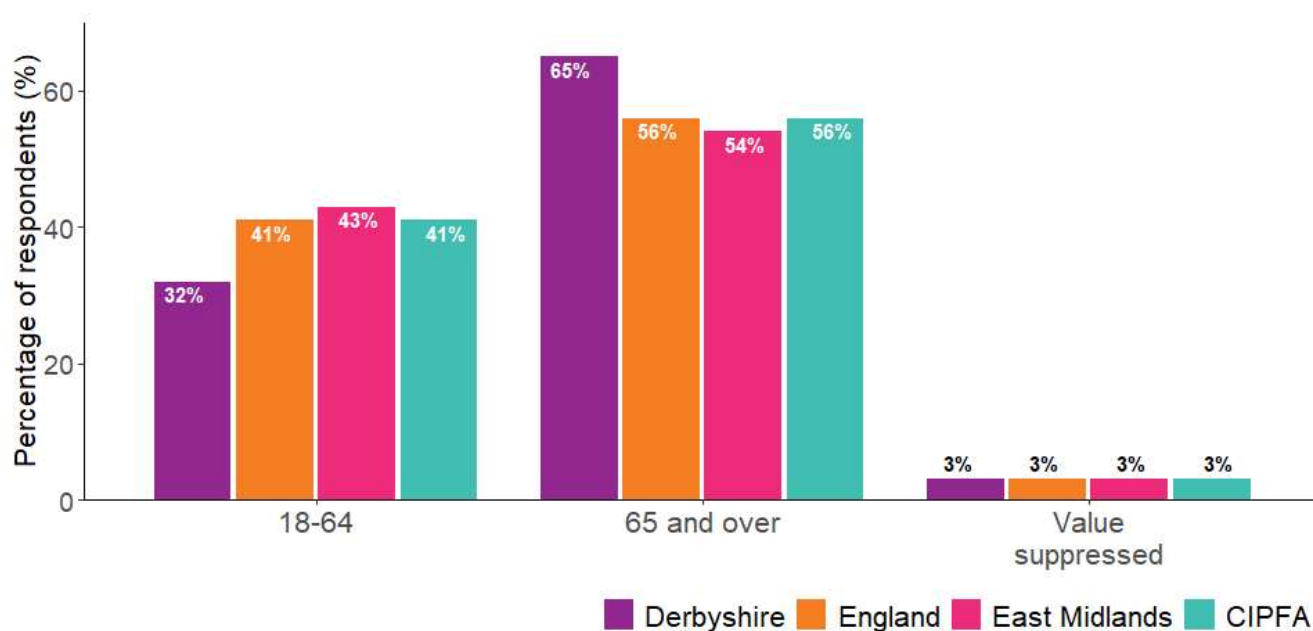
Figure 4 represents a breakdown, by PSR, of the 9,691 individuals that made up the eligible population for the ASCS in Derbyshire. The majority of service users need Adult Care support to assist with physical needs (note that service users can receive more than one type of support, however only the *primary* reason is recorded).

**Figure 4:** Derbyshire service users by PSR (eligible population)



Of the 497 questionnaires returned, 481 service users responded to the question asking for their age. Figure 5 shows that, when comparing this to other authorities, similar proportions (3%) were suppressed (some values were suppressed due to small numbers and the possible identification of individuals).

**Figure 5:** Service user age groups compared with other local authorities



When grouped by age group and gender, the majority of respondents (65%) were aged 65 and over, see Figure 6 below. Over a third (37%) of those who responded were male and nearly two thirds (63%) female.

Further analysis indicates that a large proportion (43%) of the female respondents were aged 85 and over.

**Figure 6:** Service user age group by gender

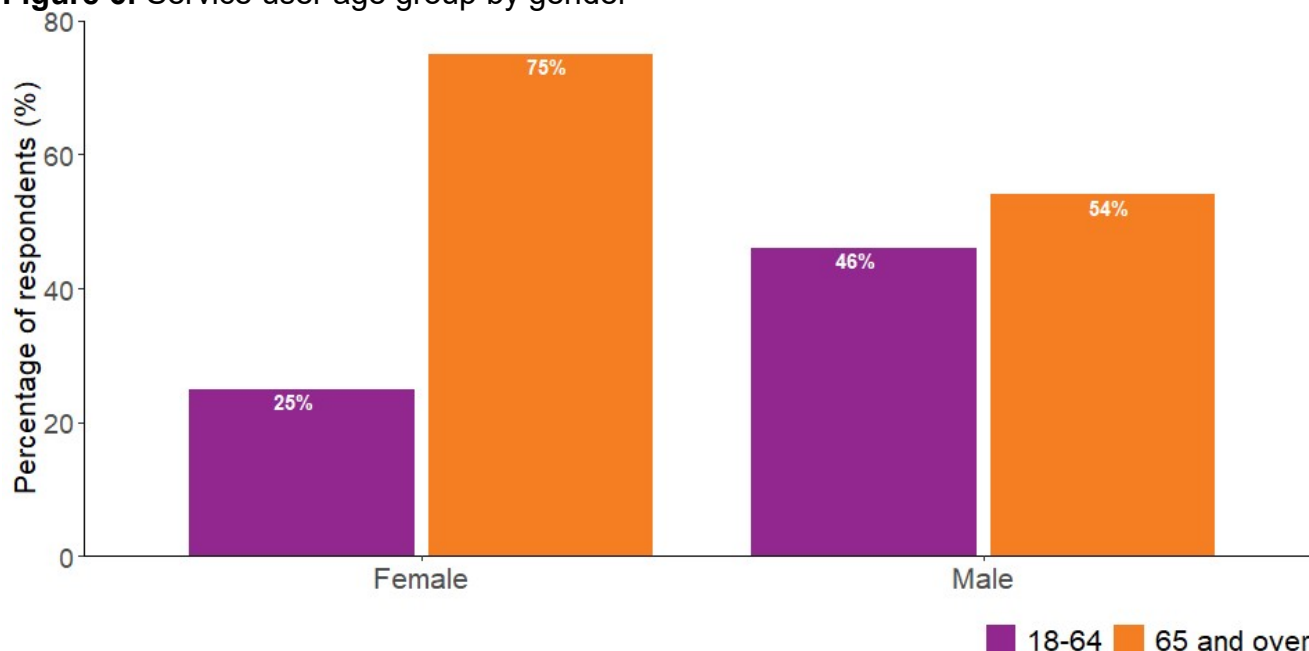
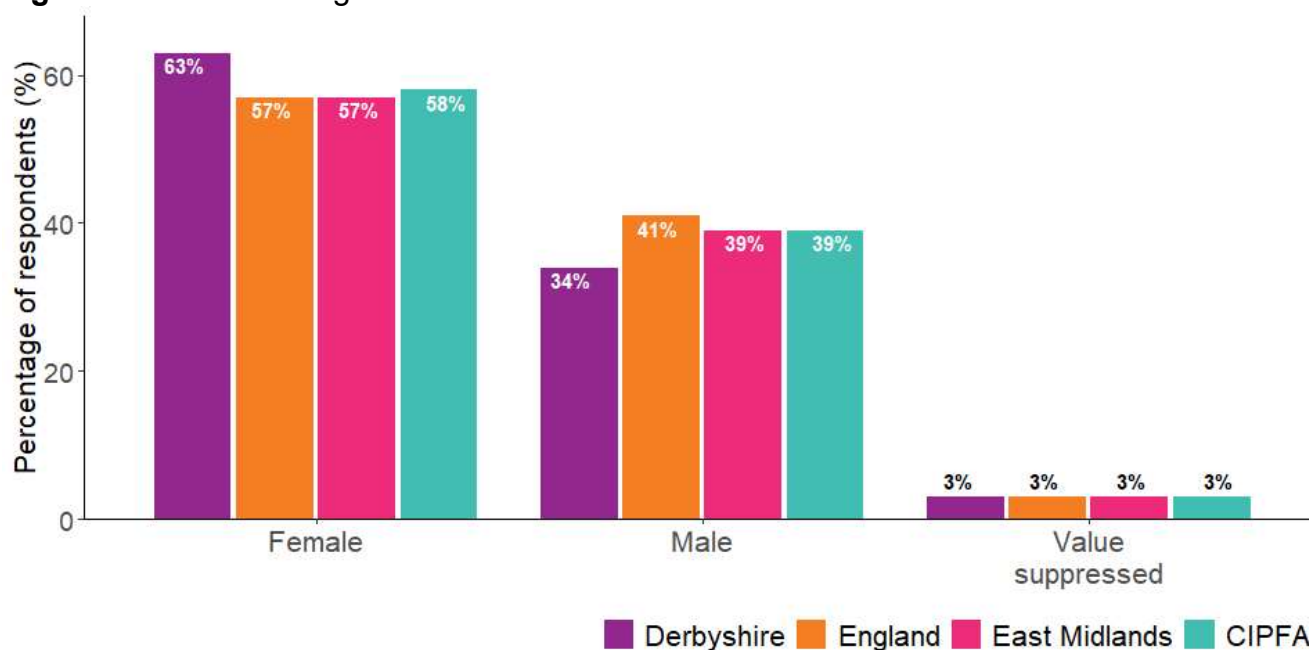


Figure 7 below examines the gender of respondents compared with other local authorities. It tells us that, although more female and fewer male service users responded across the comparators, the differences were greater between the proportions in Derbyshire.

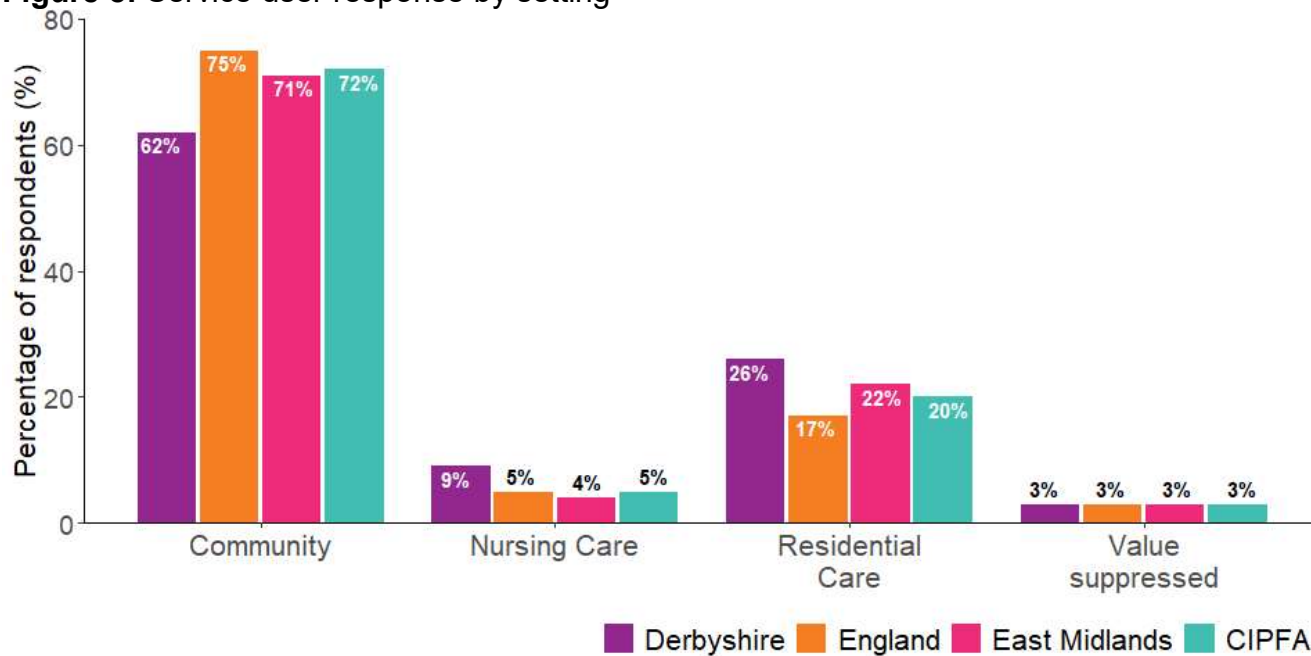
**Figure 7:** Service user gender



## Setting

Figure 8 examines the support settings of the survey respondents.

**Figure 8:** Service user response by setting



## 5 ADULT SOCIAL CARE FRAMEWORK (ASCOFS)

The ASCOF is a set of national indicators which are used as a benchmark against which all CASSRs are measured.

Seven of the ASCOF indicators are sourced from the results of the ASCS; these are presented in this section of the report, with performance trends shown over time and also measured against the results of our comparator local authorities.

The confidence intervals for Derbyshire are also shown (illustrated by the intervals ('T') around the data points) to help show the *range* of values that is likely to include the *true* value.

This is important as it helps to determine the *statistical significance* of the results when compared with other local authorities. In other words, it indicates the extent to which any differences are likely to be caused by something other than chance. The larger the confidence intervals, the less reliable the data are, reflecting, for example, the small sample size derived from the response rate to a particular question.

The following pages examine each of the ASCOF measures in turn. These can be viewed in conjunction with the tables at Appendix One, detailing the individual scores for each comparator.

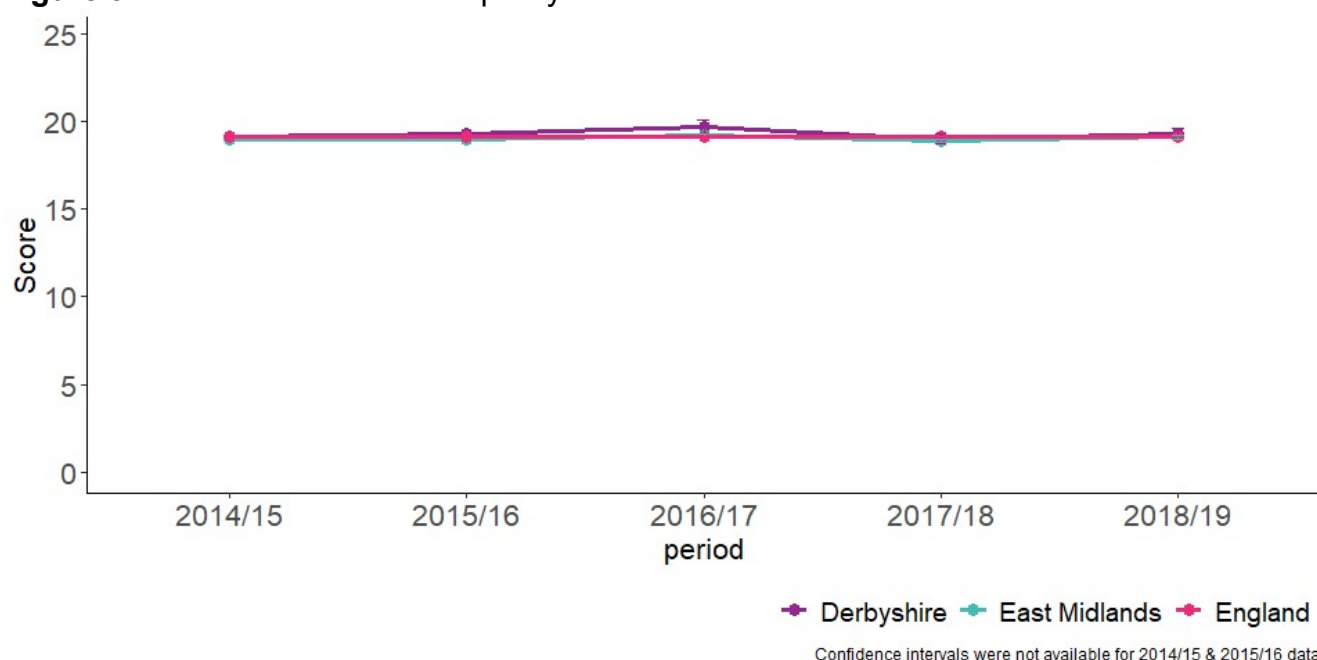
### 1A Social care-related quality of life score

Indicator 1A, Social care-related quality of life, is shown in Figure 9. This is a composite measure developed by the Personal Social Services Research Unit and calculated from several of the questions in the survey. See Appendix Two for details of how this score is derived.

Figure 9 shows that social care related quality of life increased slightly in Derbyshire in 2018/19 to (19.3) compared to the previous year (19) although this was not statistically significant, and was also not significantly different from the score for England (19.1), or the East Midlands (19.1) as the confidence intervals for Derbyshire overlap with all these areas.

Looking at the trend back to 2014/15, social care-related quality of life is fairly static in Derbyshire.

**Figure 9:** 1A Social care-related quality of life score



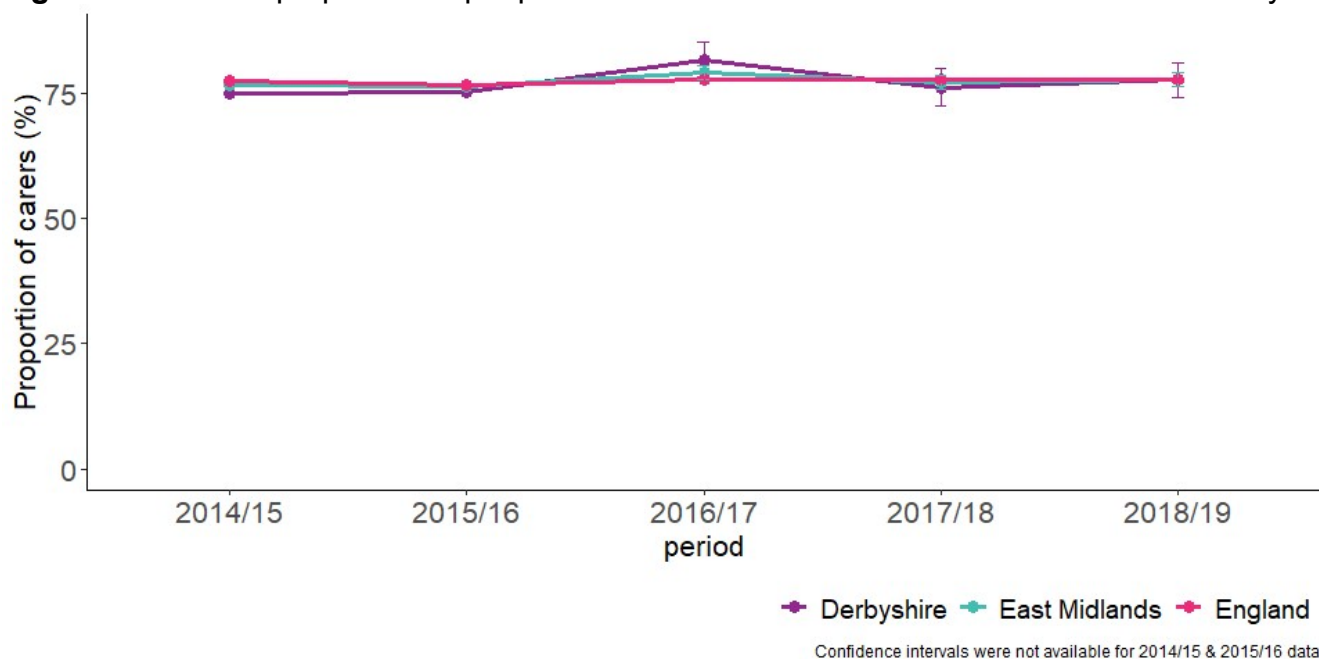


## 1B The proportion of people who use services who have control over their daily life

Figure 10 shows that, over the past few years, there has been very little change in the proportion of people who use services and who say they have control over their daily life.

There have been very slight fluctuations but these are not statistically significant (as indicated by the overlapping confidence intervals). The most recent data point for 2018/19 (77.6%) shows Derbyshire with the same scores as England (77.6%), and the East Midlands (77.6%).

**Figure 10:** 1B The proportion of people who use services who have control over their daily life

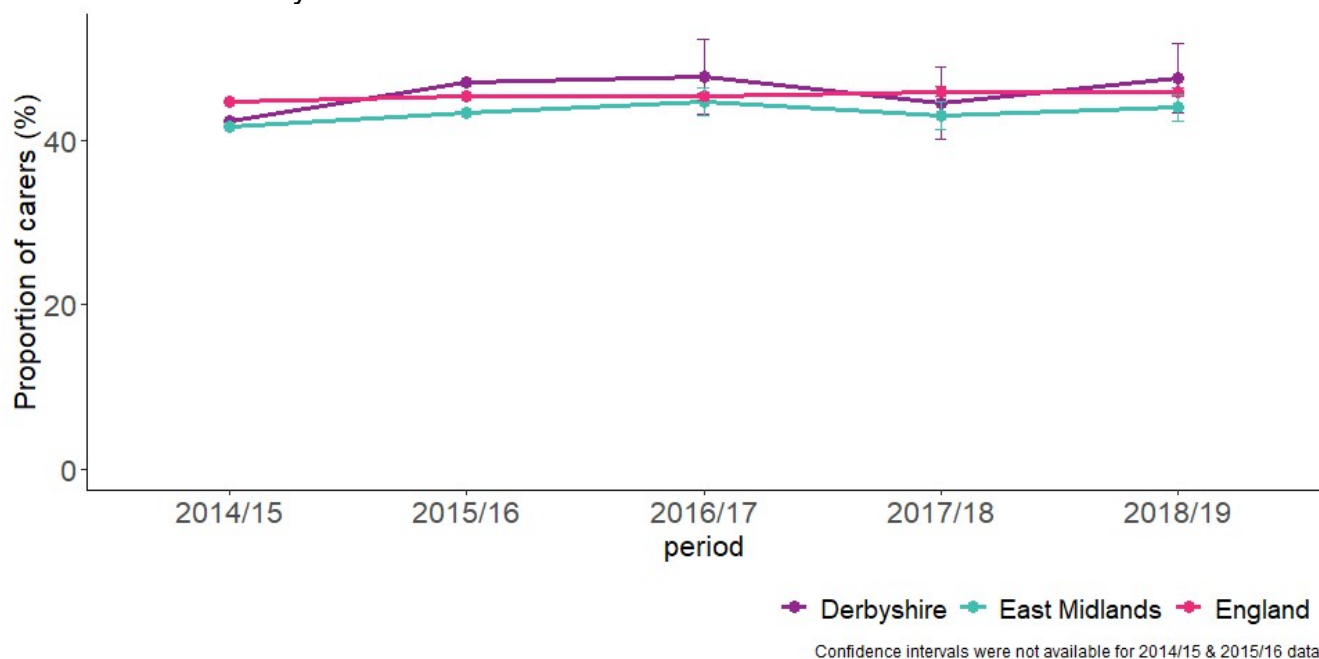


## 1I1 The proportion of people who use services who reported that they had as much social contact as they would like

There was a slight increase in the proportion of people who said they had as much social contact as they would like (from 44.6% to 47.6%); this is higher than the scores for England (45.9%) and the East Midlands (44%).

However, the confidence intervals are overlapping, indicating that this is *not* statistically different. The interesting finding here is that less than half of the people who use services have as much social contact as they would like.

**Figure 11:** 111 The proportion of people who use services who reported that they had as much social contact as they would like



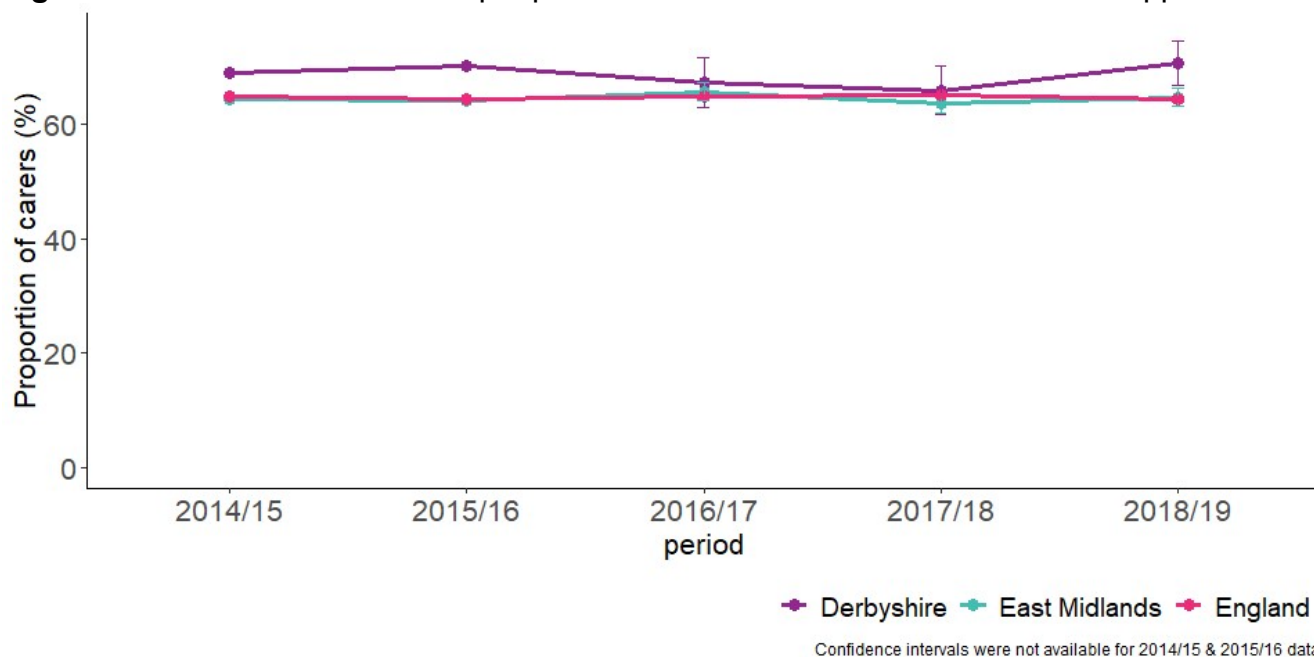
### 3A Overall satisfaction of people who use services with their care and support

Over the last two years there has been a *decrease* in the levels of satisfaction measured by this indicator.

The 2018/19 results show that the rate has increased from 65.9% to 70.6%. The England and East Midlands rates have continued to decrease slightly, so - for this year - Derbyshire's satisfaction levels are *significantly higher* than the comparators.

It is worth pointing out, however, that while this appears to be an increase in satisfaction levels for Derbyshire, the rate for 2018/19 has returned to close to the levels recorded in 2015/16 (70.1%) which then dropped in the subsequent two years.

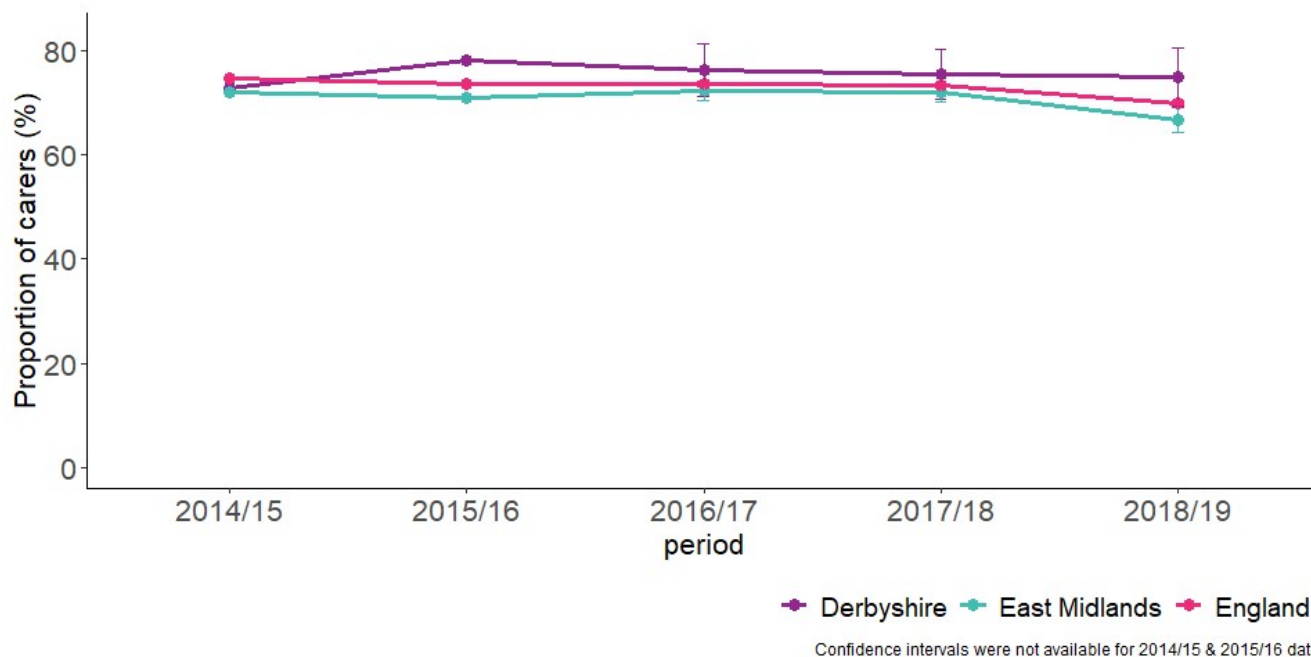
**Figure 12:** Overall satisfaction of people who use services with their care and support



### 3D1 Proportion of people who use services who find it easy to find information about services

Indicator 3D1 explores the proportion of those who find it easy to find information about services. There has been a slight drop this year (74.8%) in Derbyshire compared to last year (75.5%) but this is *not* statistically significant. This year's results are slightly higher than England (69.7%), and the East Midlands (66.6%).

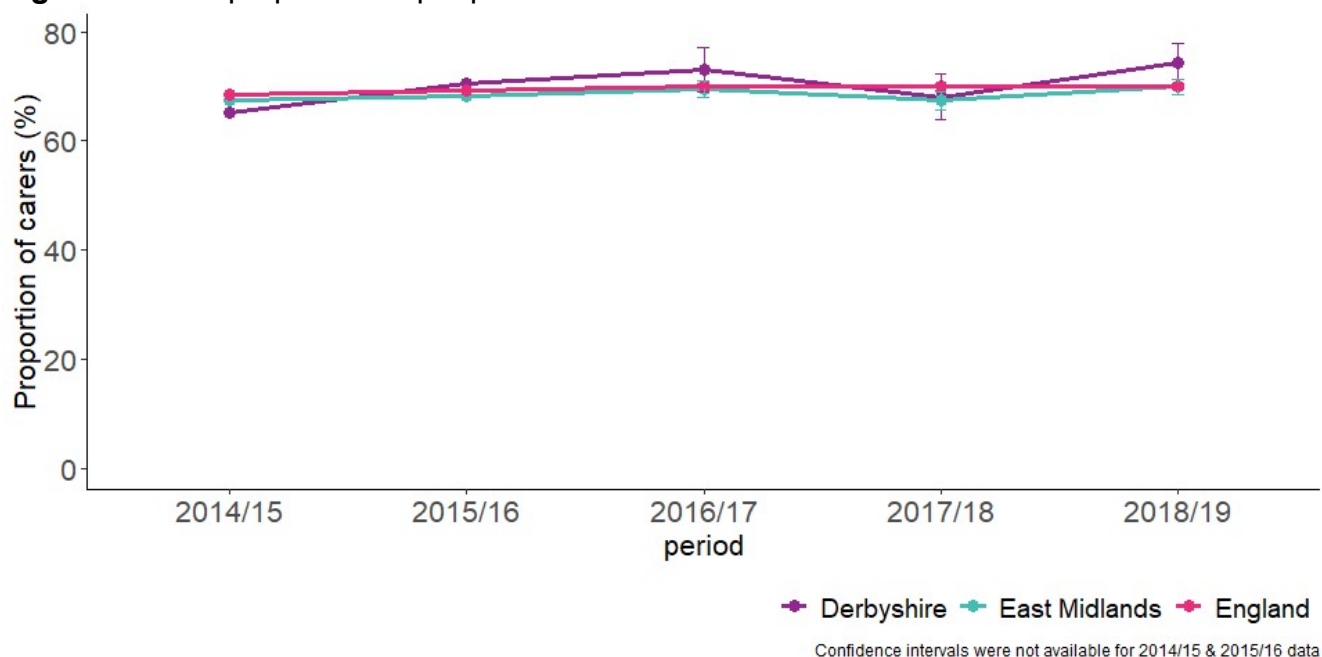
**Figure 13:** Proportion of people who use services who find it easy to find information about services



### 4A The proportion of people who use services who feel safe

Figure 14 shows the proportion of people who use services and feel safe. While not significant, there has been an increase in the rate for Derbyshire (74.3%) and, when considered alongside the results for England and the East Midlands, a high proportion of services users in Derbyshire reported feeling safe.

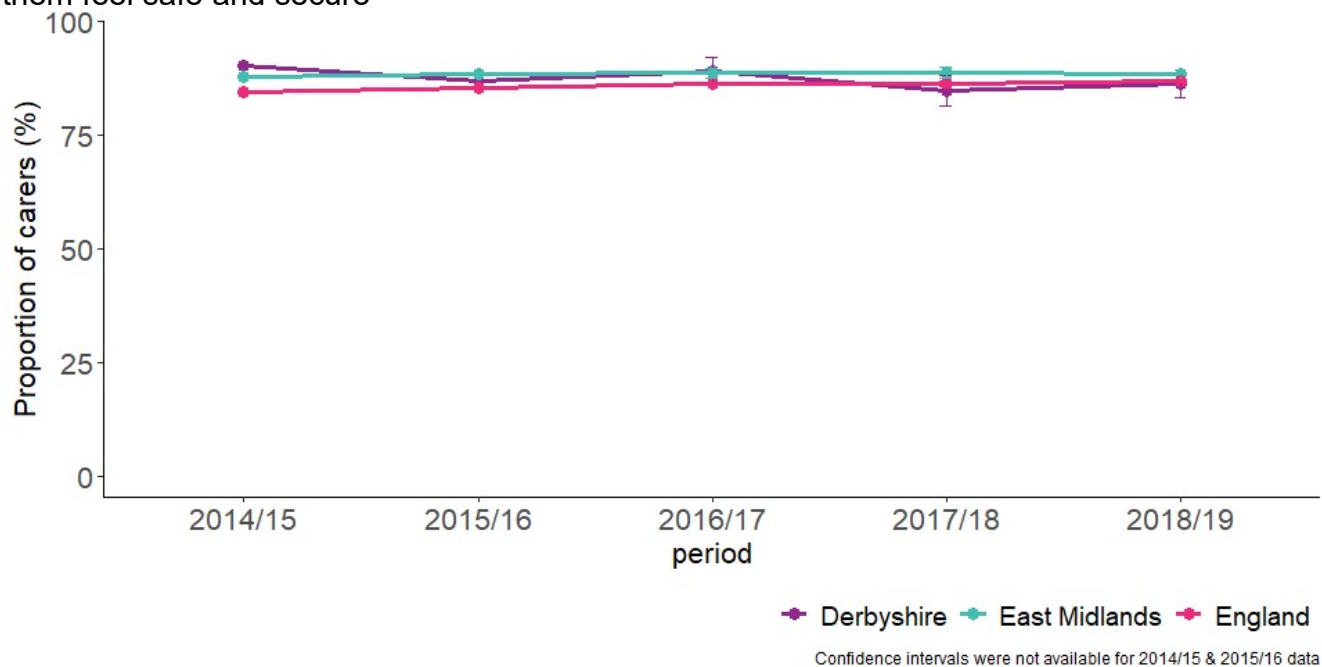
**Figure 14:** The proportion of people who use services who feel safe



#### 4B The proportion of people who use services who say that those services have made them feel safe and secure

There was a slight increase from last year in Derbyshire in the proportion of people who use services who say that those services have made them feel safe, 86.3% compared to 84.7%. This was not significantly different to the previous years; it is also similar to the results for the comparators.

**Figure 15:** The proportion of people who use services who say that those services have made them feel safe and secure

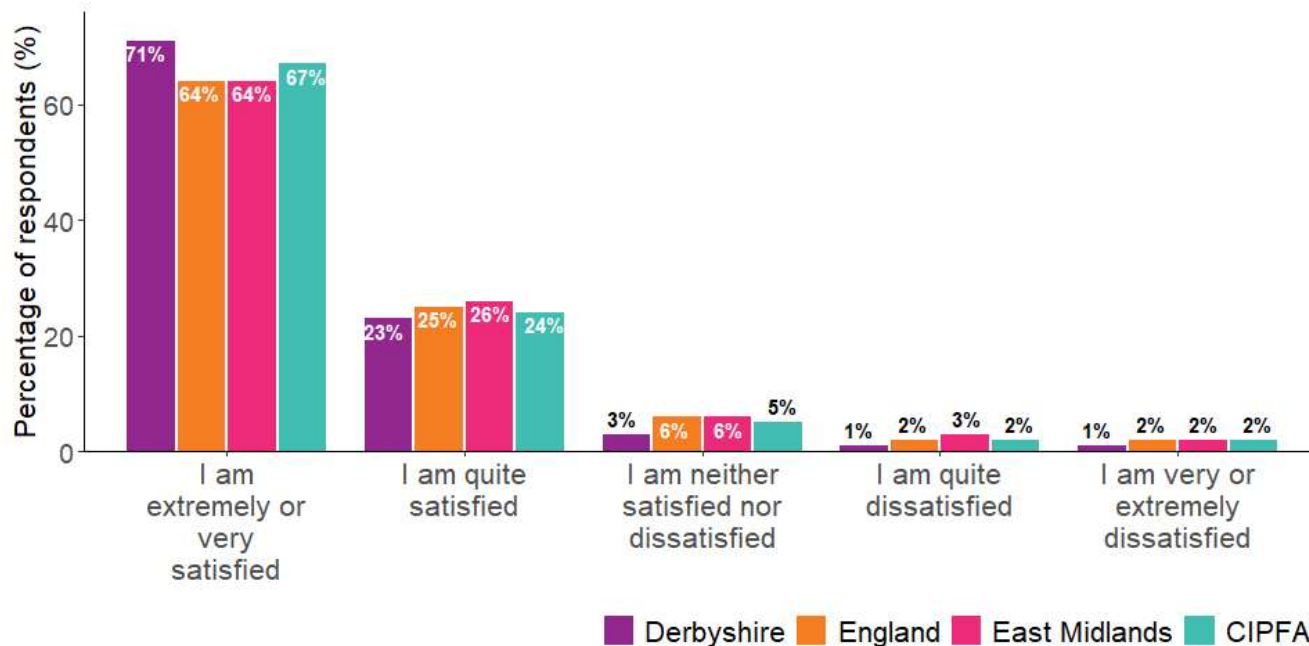


## 6 ASCS QUESTION RESPONSES

### 6.1 Satisfaction with services

When services users were asked how satisfied they were with the care and support they receive, the majority (71%) said they were either extremely satisfied or very satisfied. This proportion is slightly higher than for both England and the East Midlands.

**Figure 16:** Overall, how satisfied or dissatisfied are you with the care and support services you receive?



### Quality of life

As stated earlier, 1A, Social care-related quality of life is a composite ASCOF measure calculated from data collected in several questions in the ASCS. The 2018/19 results show the score for Derbyshire as close to that of England and the East Midlands.

The ASCS also includes a question that asks respondents to rate their quality of life as a whole. Figure 17 examines the combined responses for those service users with a PSR of Learning Disability (LD)<sup>2</sup> and those with non-LD PSRs alongside the average scores for England, the East Midlands and the CIPFA family of local authorities.

It indicates that the majority of non-LD services users in Derbyshire (63%) reported that their quality of life was *good* or *alright*. This is higher than England and East Midlands (59%) and the CIPFA average (60%).

<sup>2</sup> All individuals with a PSR of Learning Disability received an Easy Read version of the questionnaire.



**Figure 17:** 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?

Note: data derived from both Easy Read and non-Easy Read (standard) questionnaire responses.

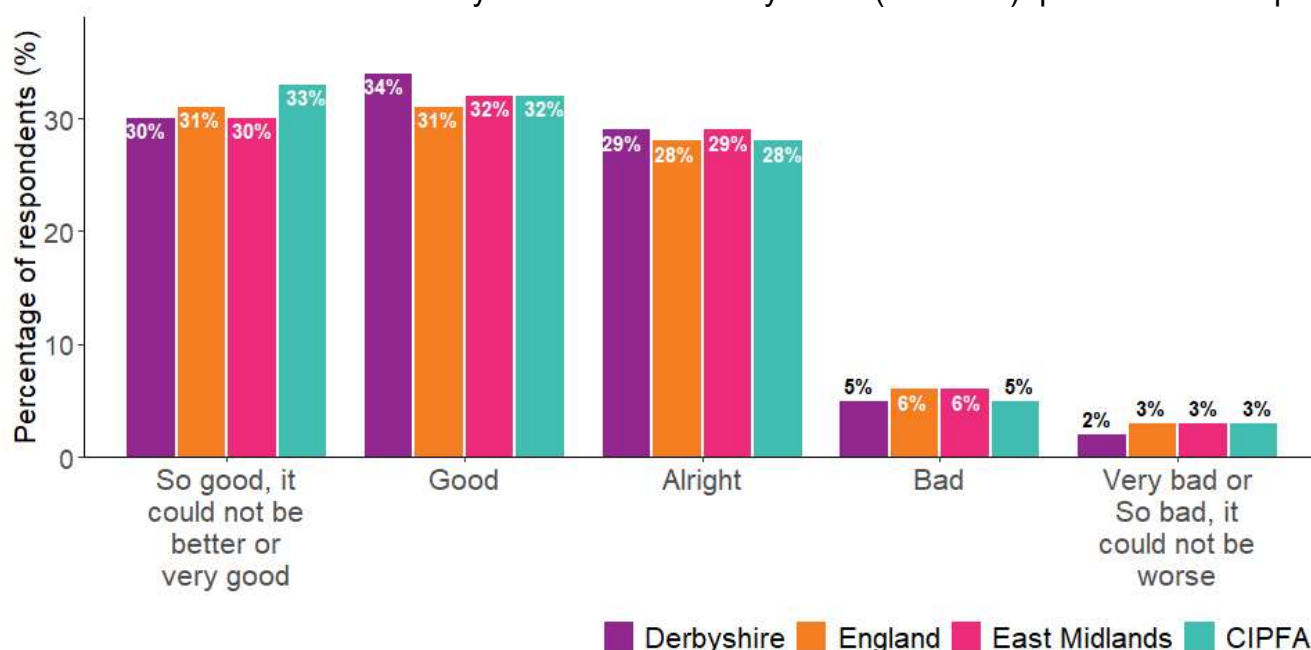
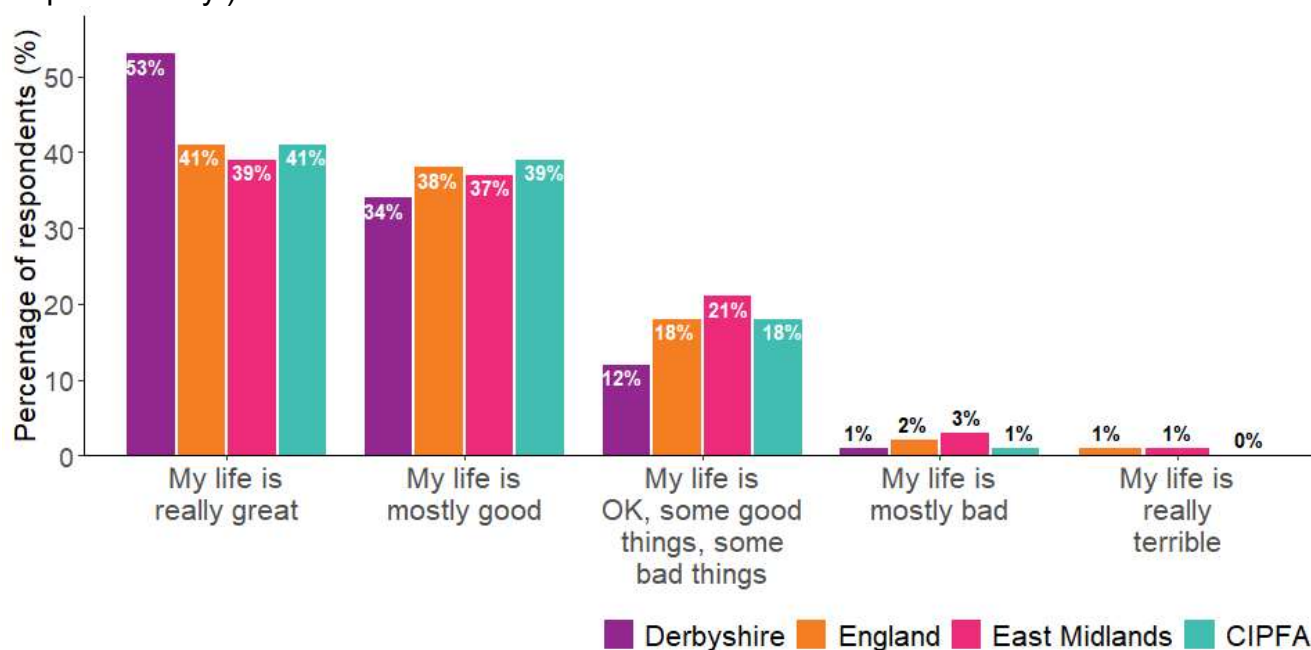


Figure 18 examines the responses of LD service users to the question on quality of life in the Easy Read version of the questionnaire; it shows that the majority of Derbyshire's LD service users (53%) consider their lives to be *really great* compared with the England and CIPFA averages (41%) and East Midlands average (39%).

**Figure 18:** 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? (Note: data derived from Easy Read questionnaire responses only.)



Collectively, more non-LD service users rated their quality of life as *very good* or *good* in Derbyshire (59%) compared with the comparator authorities; see Figure 19 below.

**Figure 19:** 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? (Note: data derived from non-Easy Read questionnaires only)

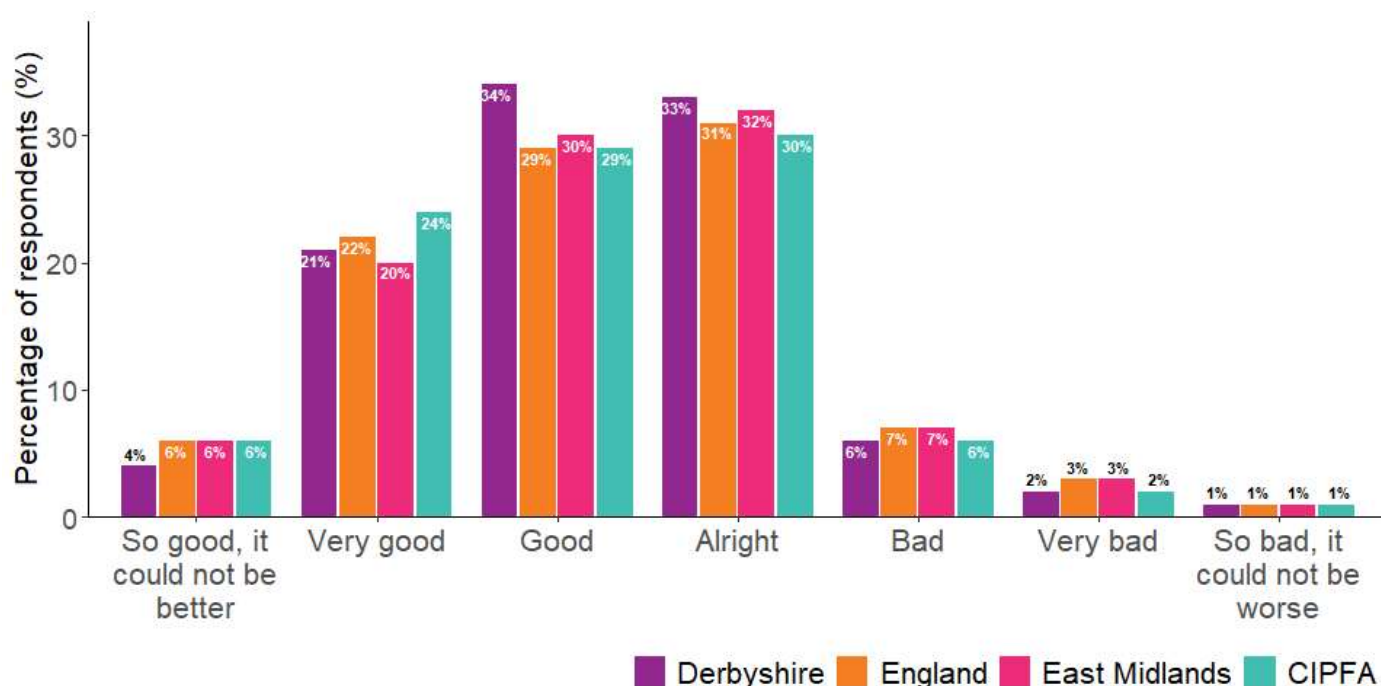
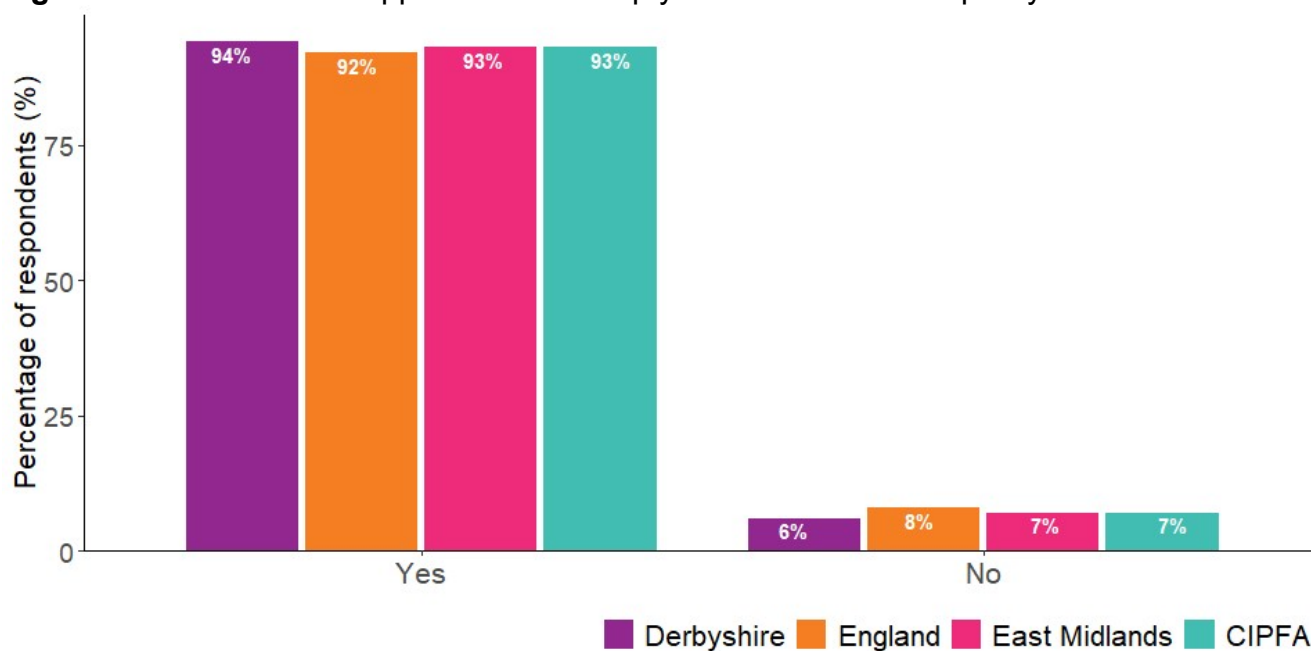


Figure 20 shows that the majority of Derbyshire ASCS respondents (94%) said that the support services they receive help them to have a better quality of life.

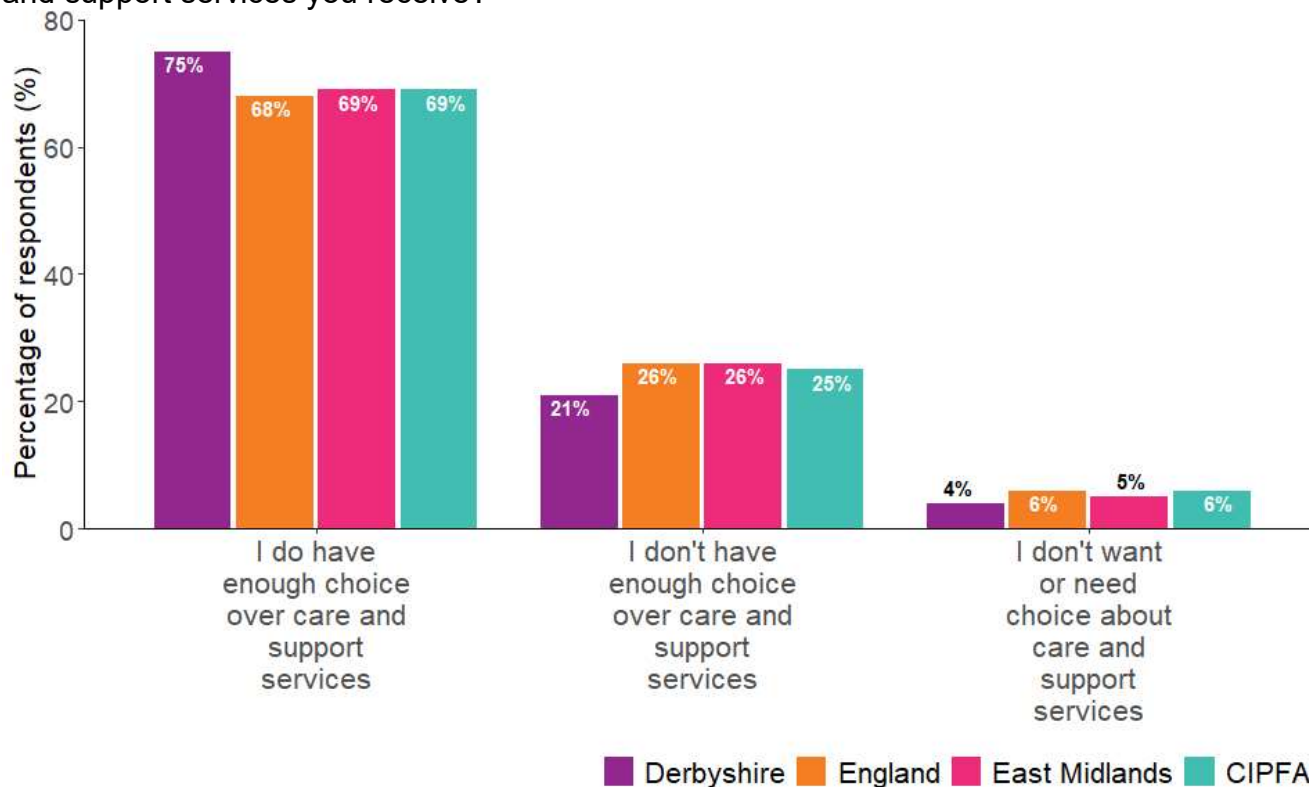
**Figure 20:** Do care and support services help you to have a better quality of life?



## Choice over care and support services

Non-LD service users who live in the community were asked how much choice they had over the care and support they receive. Three quarters (75%) of respondents said that they had enough choice over the care and support they receive. Figure 21 shows that this was higher than the percentages recorded in the comparator areas.

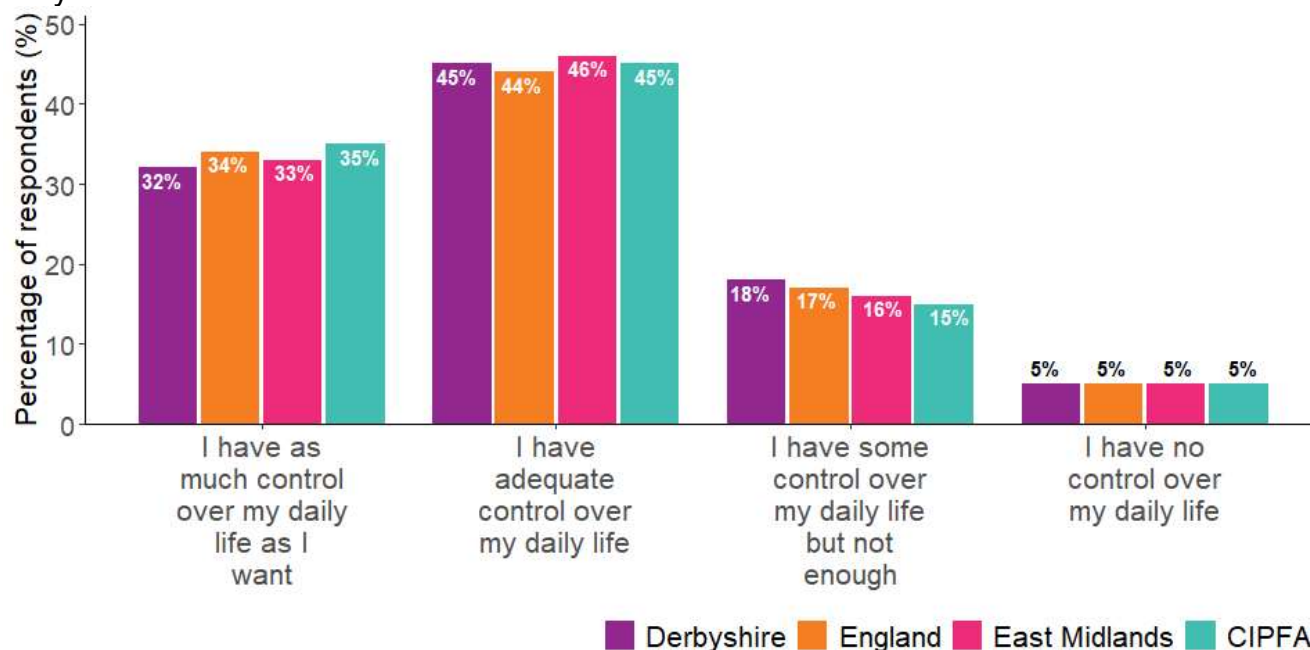
**Figure 21:** Which of the following statements best describes how much choice you have over care and support services you receive?



## Having control over daily life

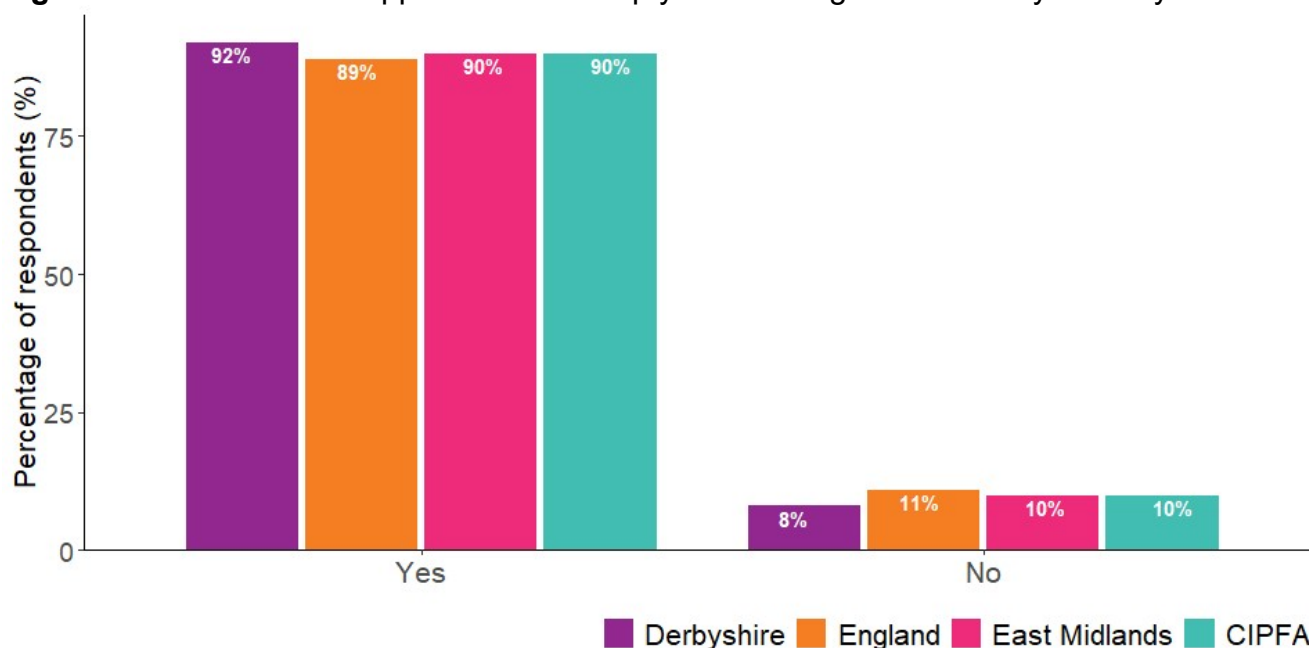
The majority of Derbyshire service users said they had as much control or *adequate control* of their life (77%). There was a small proportion (5%) that said they had no control of their daily life, see Figure 22.

**Figure 22:** Which of the following statements best describes how much control you have over your daily life?



Service users were also asked whether the care and support services they received help them to have control of their life. Derbyshire's performance (92%) was better than the comparators; see below, Figure 23.

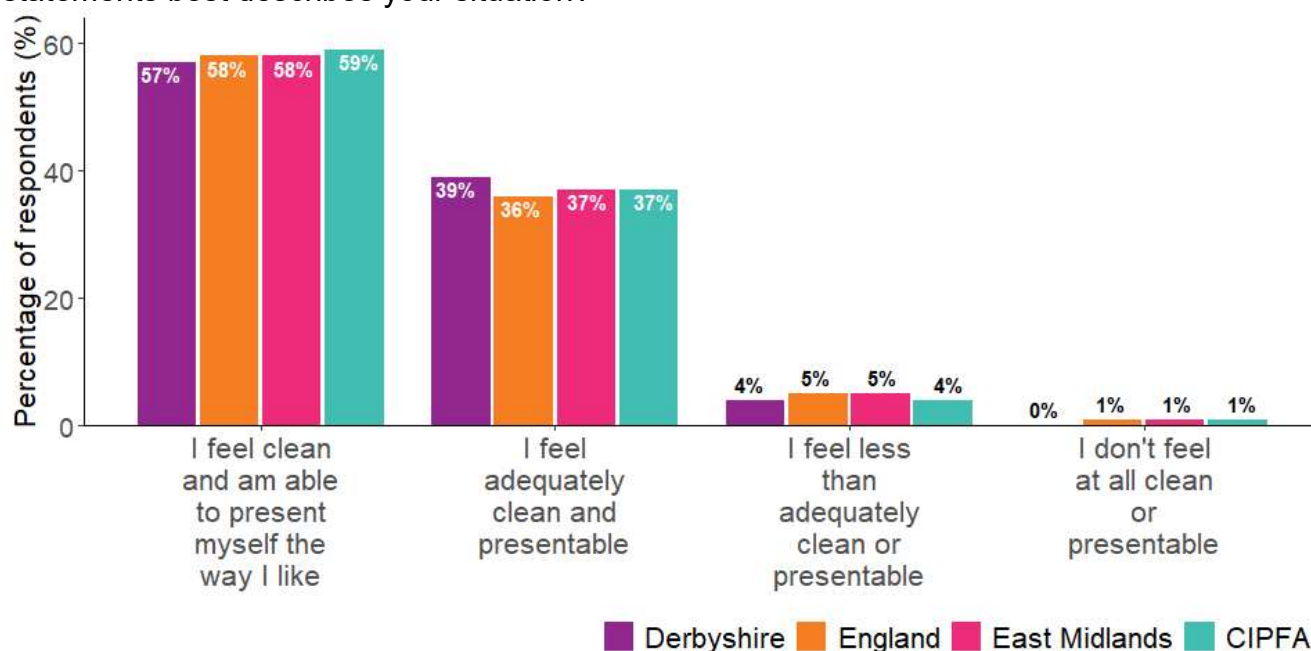
**Figure 23:** Do care and support services help you in having control over your daily life?



## Keeping clean and presentable

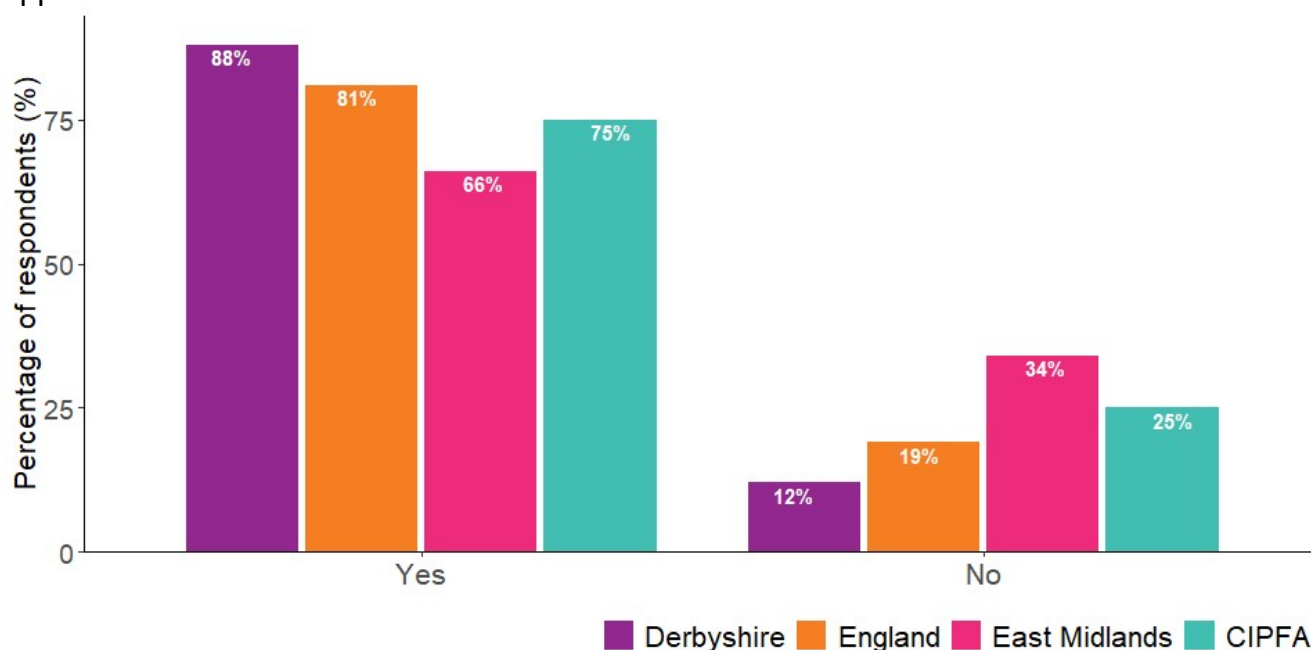
Figure 24 shows that 57% of service users reported being clean and able to present themselves in way that they like, and 39% said that they were *adequately* clean and presentable. These are similar proportions to the comparator local authorities.

**Figure 24:** Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?



In Derbyshire, 88% of survey respondents reported that the services they receive help them to keep clean and presentable, see Figure 25. This was higher than the figure for East Midlands which was split almost two thirds 'yes' with one third 'no'.

**Figure 25:** Do care and support services help you in keeping clean and presentable in appearance?



## Access to food and drink

The majority of services users reported that they get all the food and drink they want (62%), or get adequate food and drink *at ok times* (34%).



**Figure 26:** Thinking about the food and drink you get, which of the following statements best describes your situation?

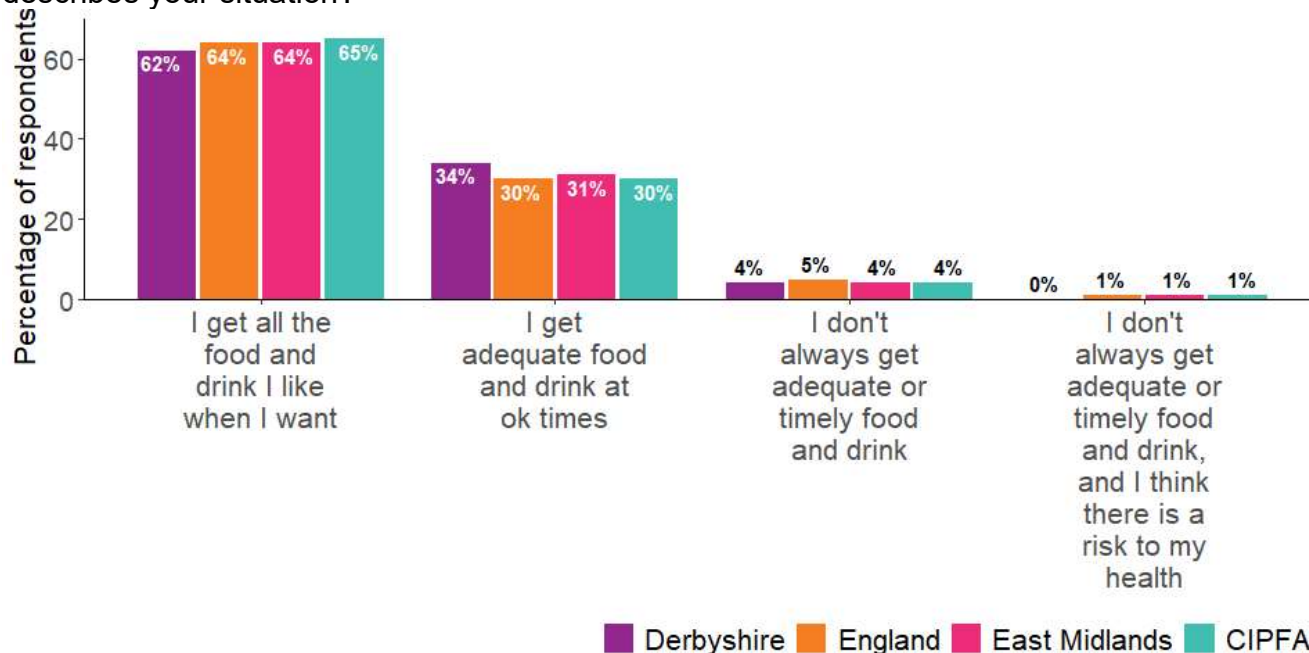
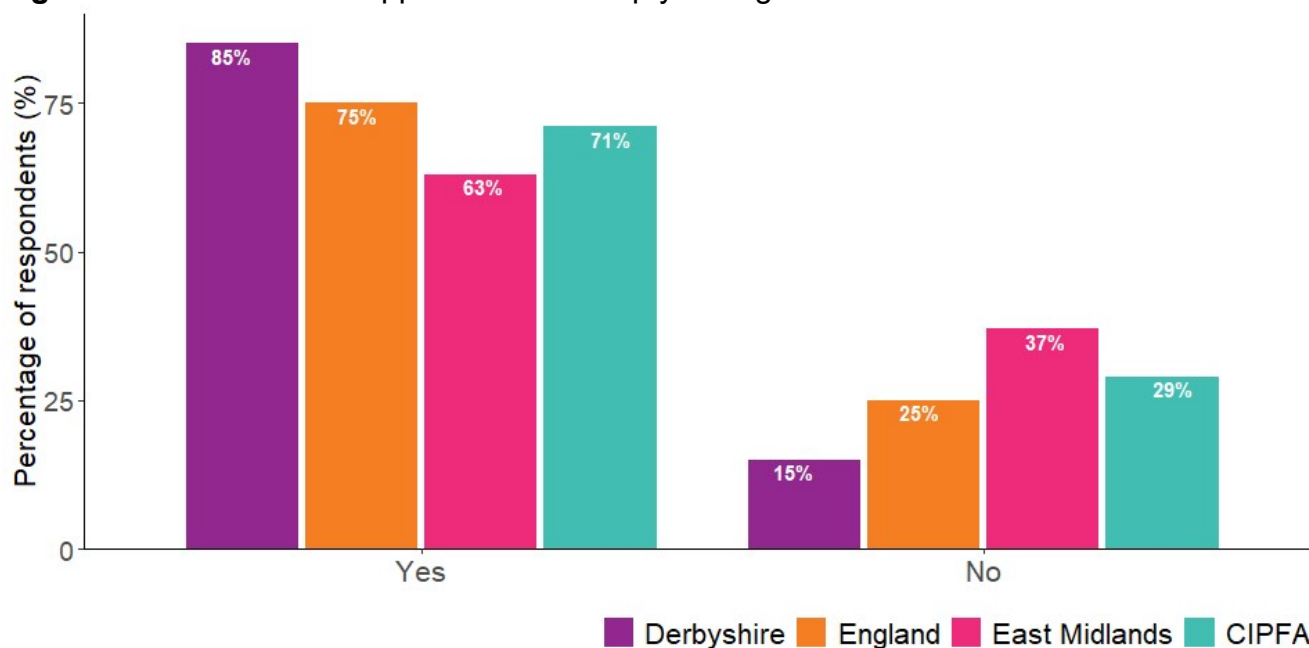


Figure 27 shows that the majority of Derbyshire's service users (85%) believe that the care and support services help them to get food and drink; this proportion is higher than the average for England, the East Midlands and the CIPFA comparators.

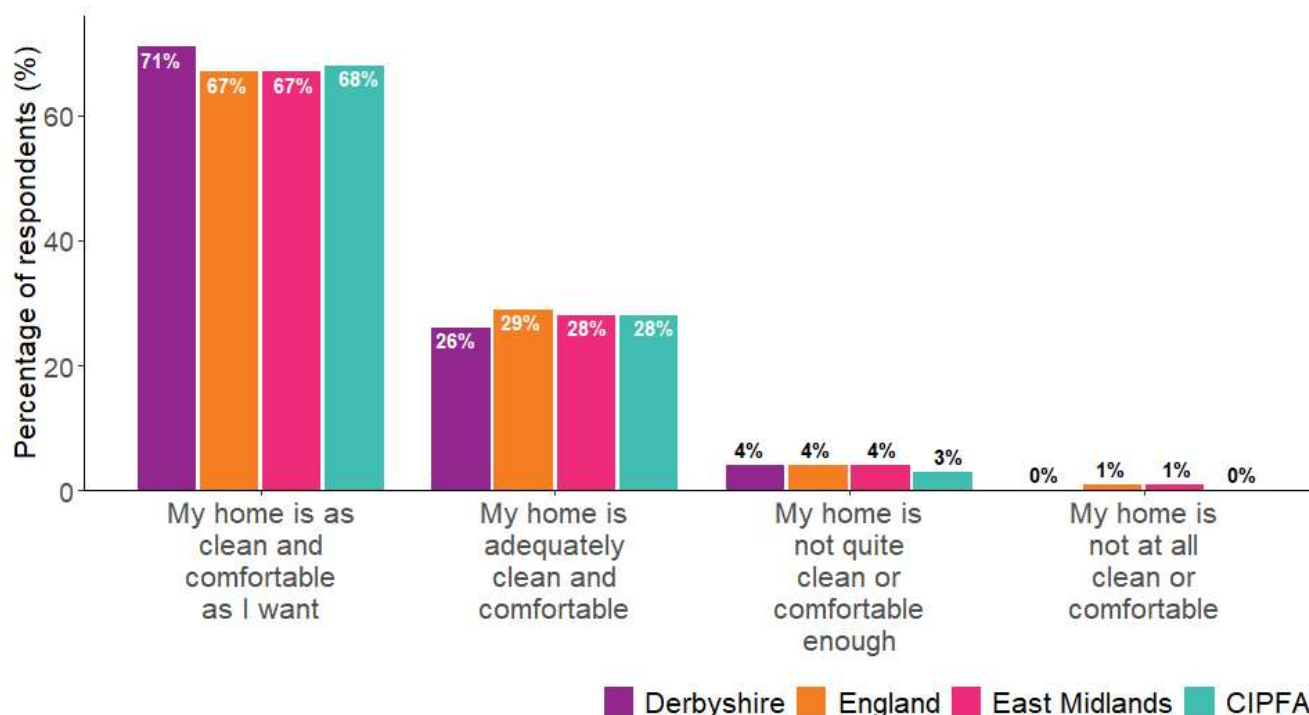
**Figure 27:** Do care and support services help you to get food and drink?



### How clean and comfortable your home is

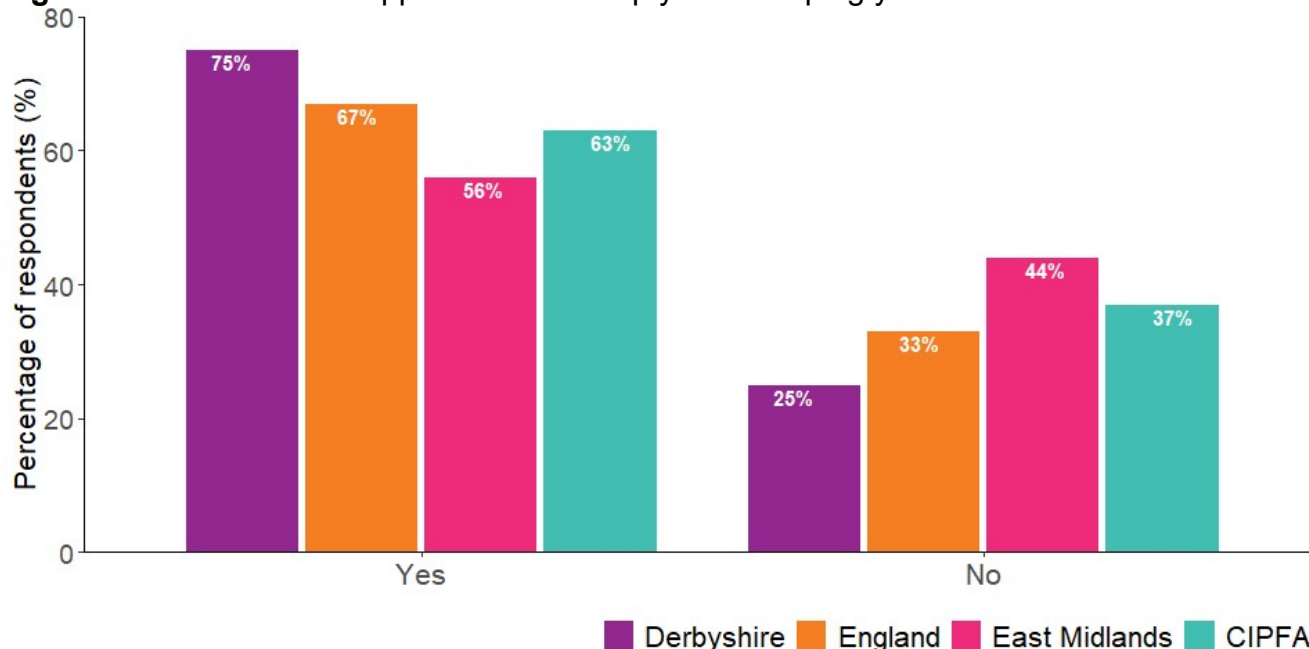
Figure 28 shows that the majority of respondents had a home that was as clean and comfortable as they wanted (71%), or adequately clean (26%), these rates are similar to the comparator areas.

**Figure 28:** Which of the following statements best describes how clean and comfortable your home is?



Three quarters of respondents reported that they thought the services and care they received helped in keeping their home clean and comfortable, see Figure 29 below. This is an area where Derbyshire performs better than the comparators.

**Figure 29:** Do care and support services help you in keeping your home clean and comfortable?



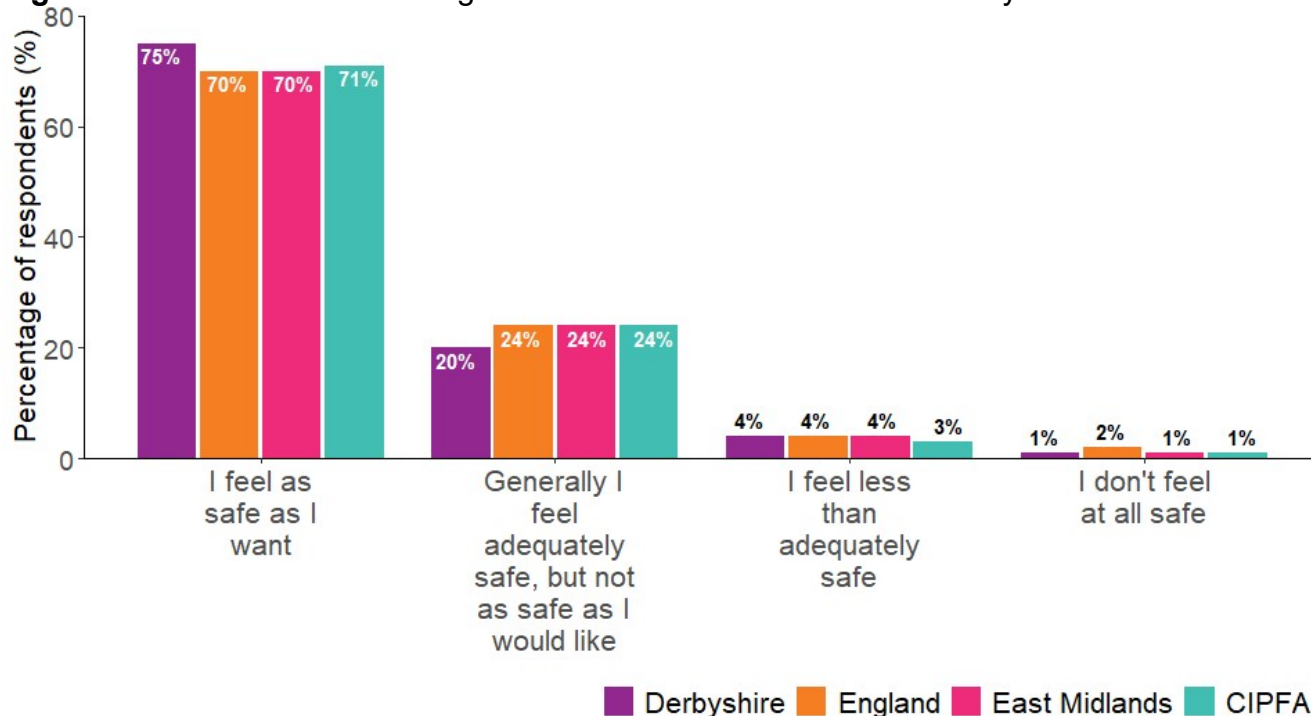
## How safe you feel

Service users were asked how safe they feel both inside and outside their home. Three quarters of respondents said they feel as safe as they want; this was higher than the figures for England, East Midlands and CIPFA. One fifth (20%) said they feel adequately safe, but not as safe as they want. 4% of respondents said they felt less than adequately safe or did not feel safe, see Figure

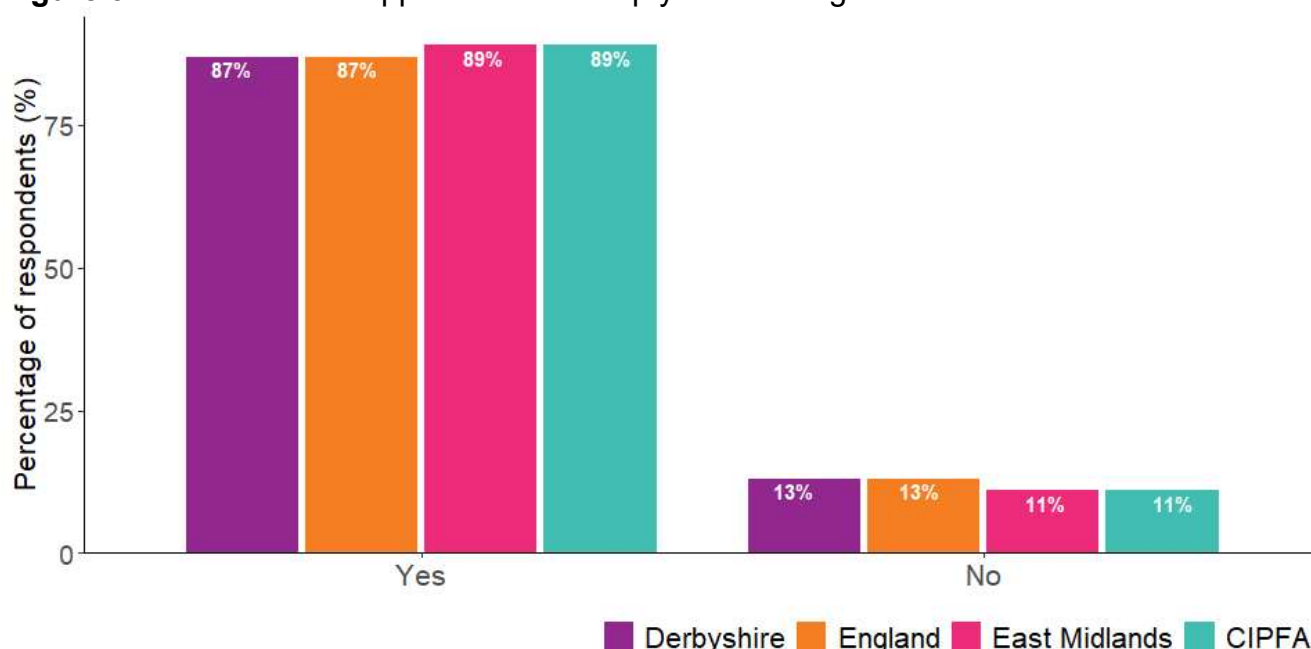
30. As with previous years. The **safeguarding team** were notified of services users that reported they did not feel at all safe as part of the survey collection process.

However, as Figure 31 shows, the majority of respondents stated that the care and support they receive helps them feel safe (87%), which is similar to levels reported in the comparator authorities.

**Figure 30:** Which of the following statements best describes how safe you feel?



**Figure 31:** Do care and support services help you in feeling safe?

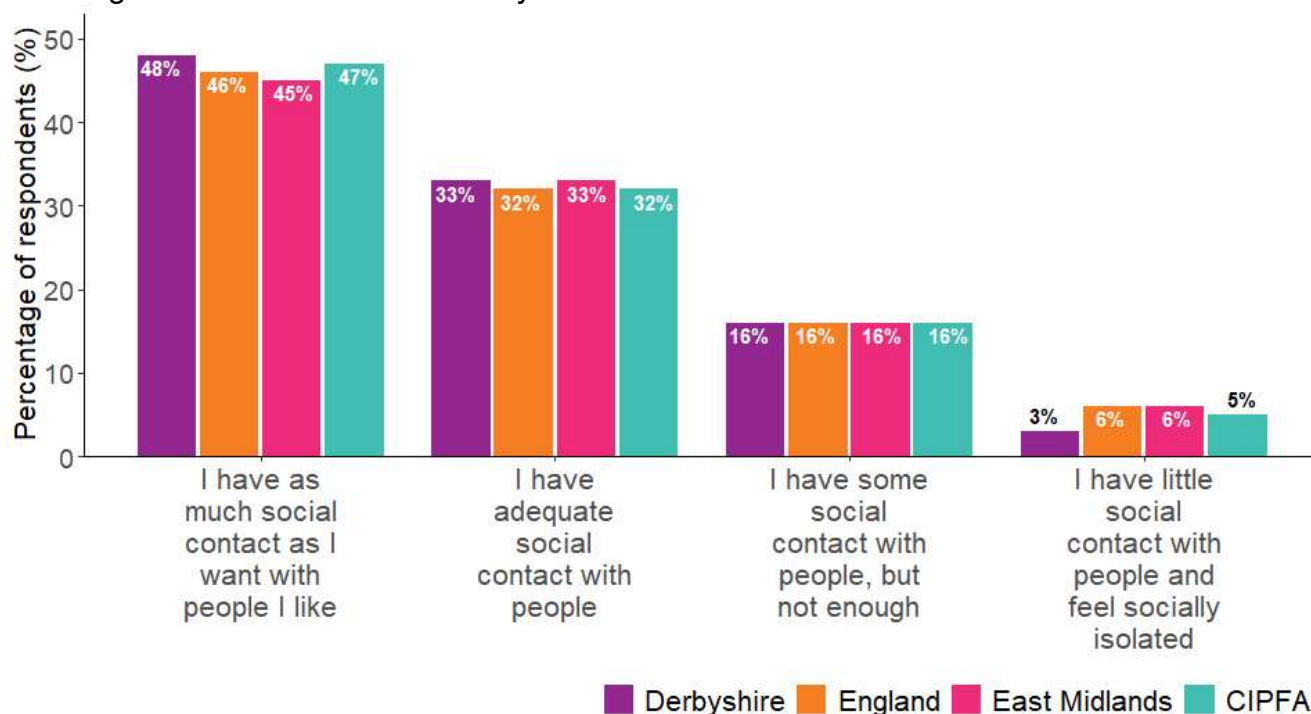


## Level of contact with people you like

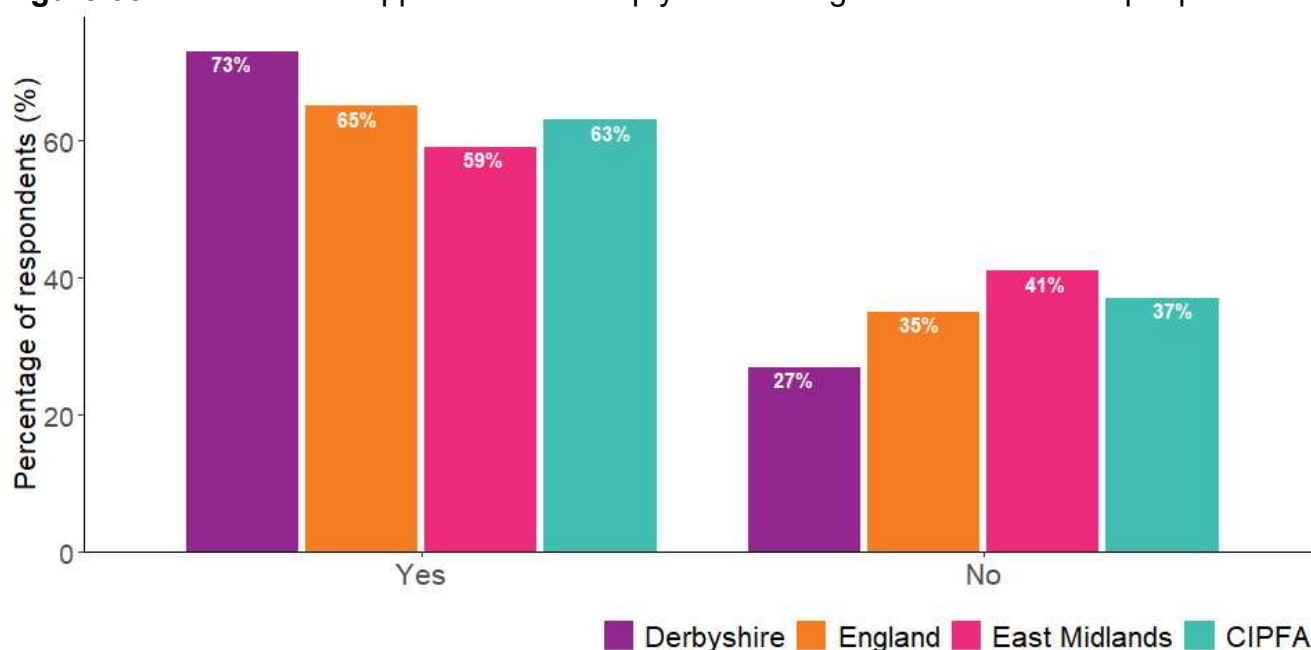
Ensuring that services users have social contact is very important in maintaining wellbeing levels. Figure 32 shows that 48% had as much social contact as they would like and 33% said they had adequate social contact.

In Derbyshire, 73% said that the care and support helps in having contact with people; this was higher than the comparator levels.

**Figure 32:** Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?



**Figure 33:** Do care and support services help you in having social contact with people?

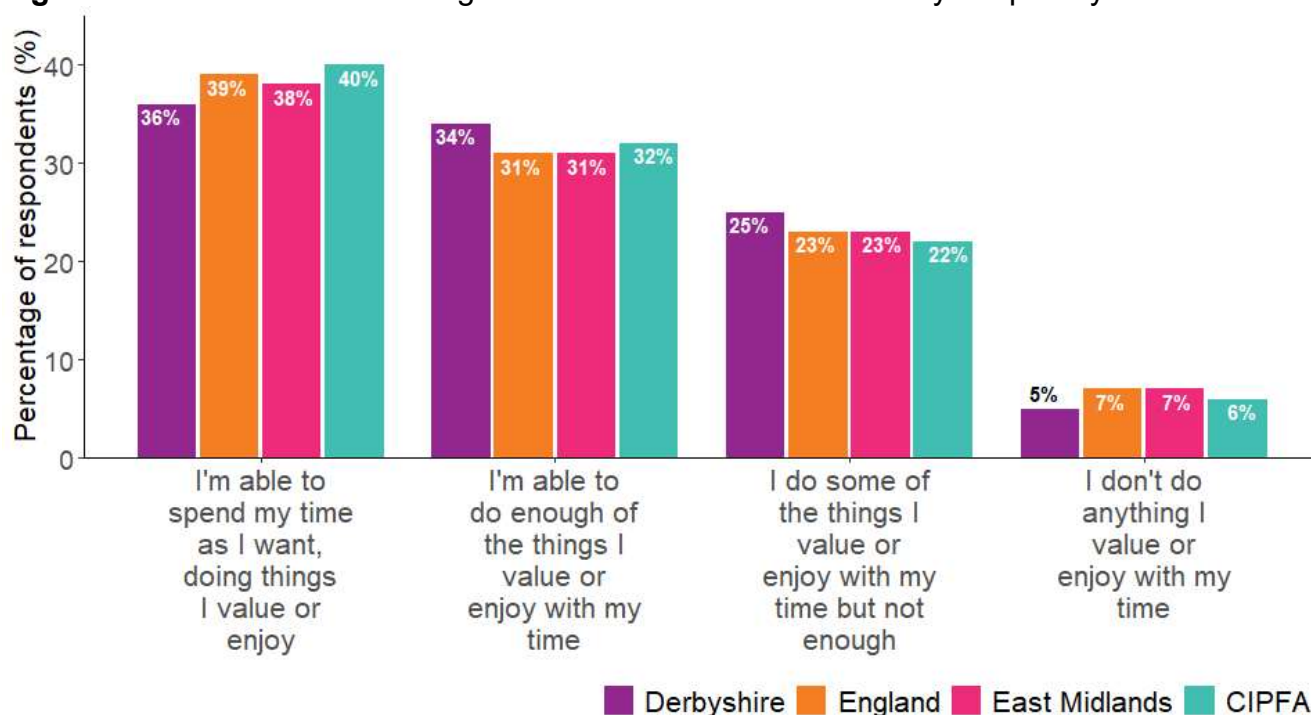


## How you spend your time

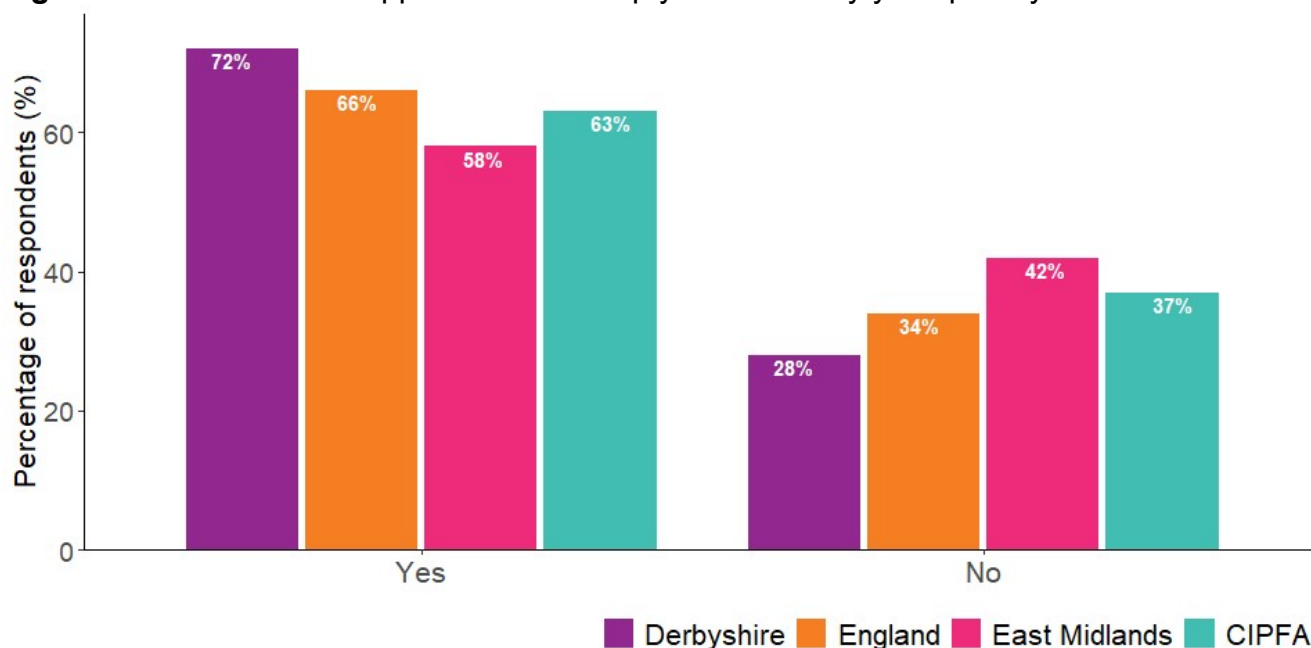
Probably a reflection of the eligibility threshold that must be met in order to be in receipt of social care support, only a small percentage of people (34%) are able to spend time as they want, doing things they value or enjoy.

This was slightly lower than the figure for England (31%). A similar percentage (36%) were able to do 'enough' of the things they value. Of concern was the proportion in Derbyshire (5%) that stated they do not do anything they value or enjoy with their time, see Figure 34.

**Figure 34:** Which of the following statements best describes how you spend your time?



**Figure 35:** Do care and support services help you in the way you spend your time?



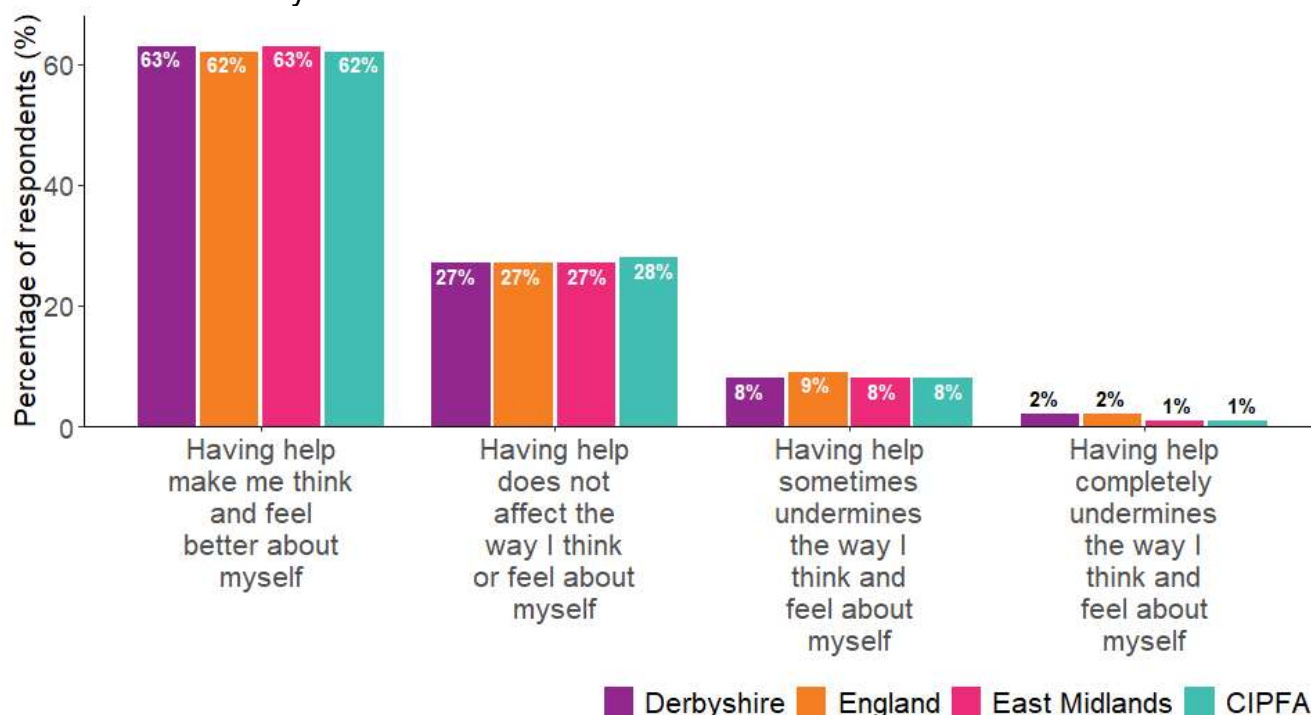
### The effect of having help on how you think and feel about yourself

Receiving Adult Care support in order to do things can be perceived differently by different people. 63% said that having help made them feel better about themselves. However, 8% of respondents said that it sometimes undermines the way they feel about themselves; 2% said that it completely undermines the way they feel.

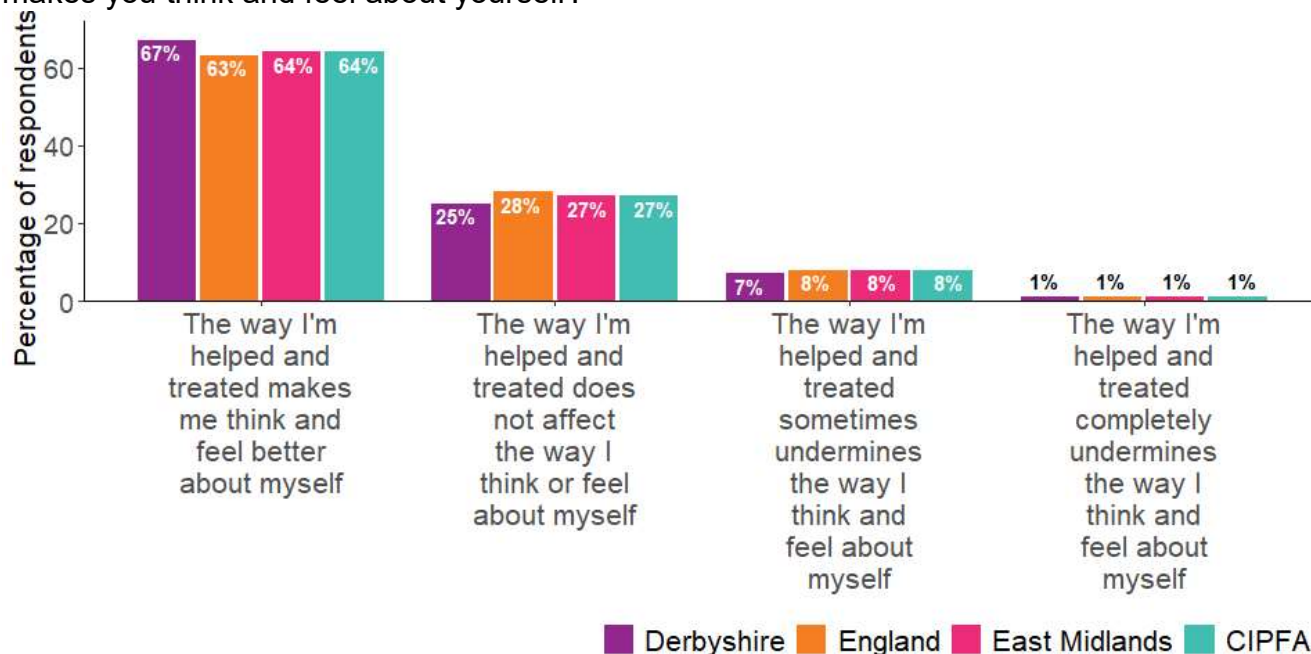
Figure 3 shows how the way people are treated and helped makes them feel about themselves. The majority (67%) said that it made them think and feel better themselves.



**Figure 36:** Which of these statements best describes how having help to do things makes you think and feel about yourself?



**Figure 37:** Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?



## 6.2 Knowledge and Information

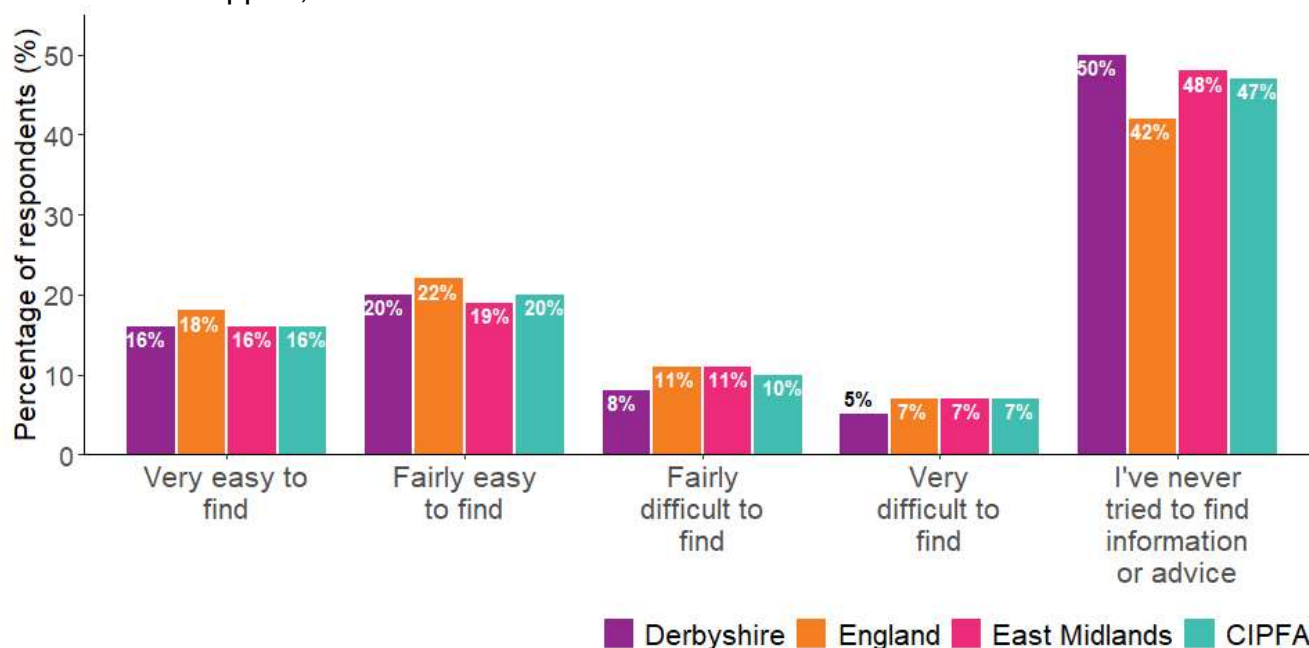
### Finding information and advice

Services users were asked how easy or difficult they found it to find information and advice about support services and benefits; this could be information from voluntary organisations, private agencies as well as Derbyshire County Council.

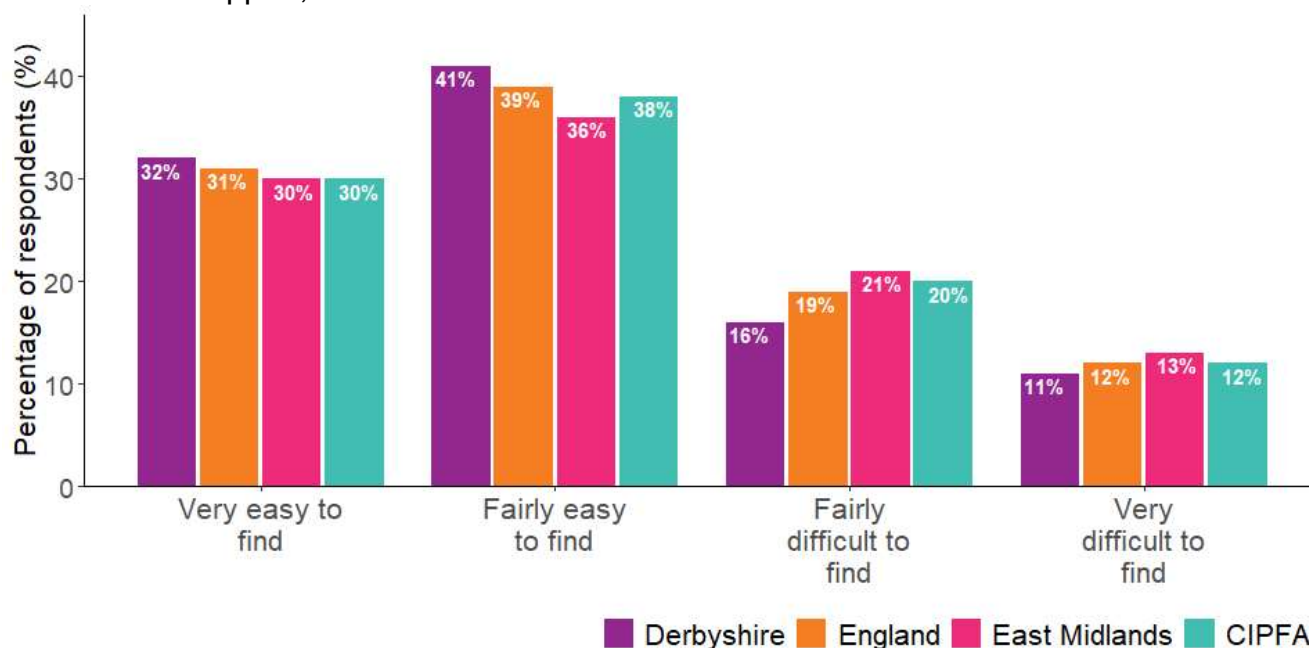
Figure 38 shows that half of respondents had never tried to find information or advice.

When exploring data from those that said they had tried to find information or advice, around one third (32%) responded that they find it very easy to find information. 11% stated that it was very difficult to find information.

**Figure 38:** In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?



**Figure 39:** In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits? - Those that have not received a service



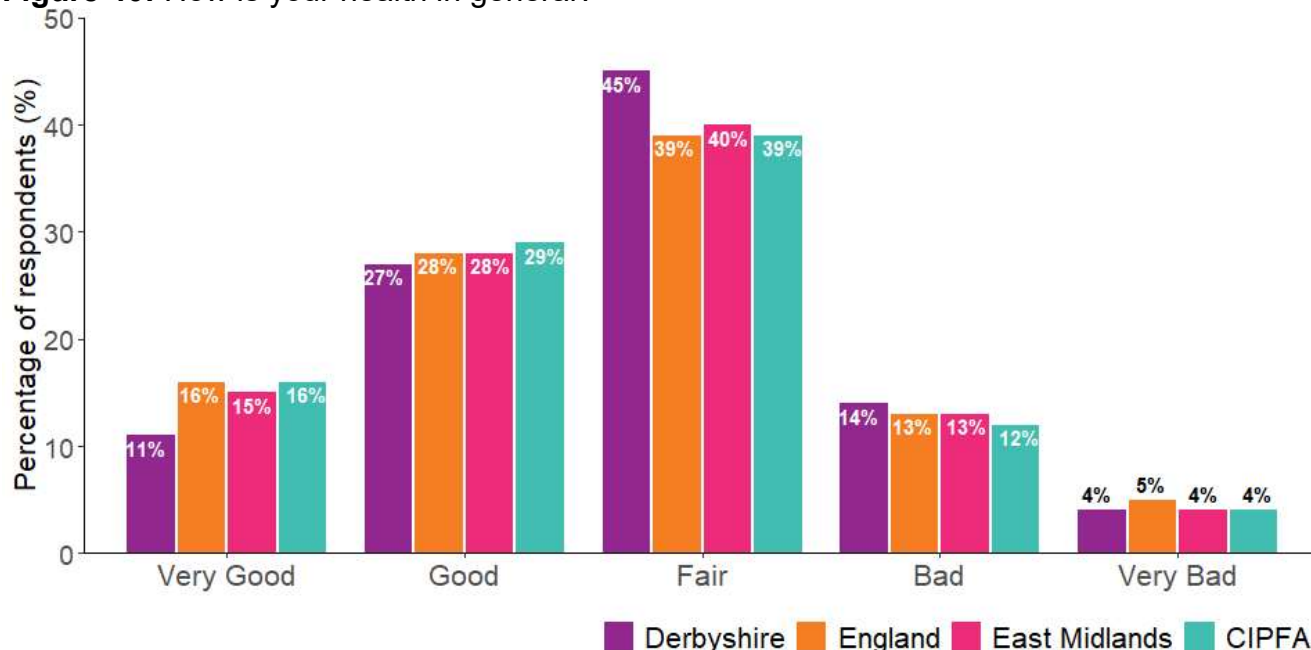
## 6.3 Health

This section of the report explores the health of service users and their ability to undertake everyday tasks.

When asked to describe their health, the majority of Derbyshire service users reported their health as fair (45%). 11% responded that their health was very good; this was lower than the comparators.

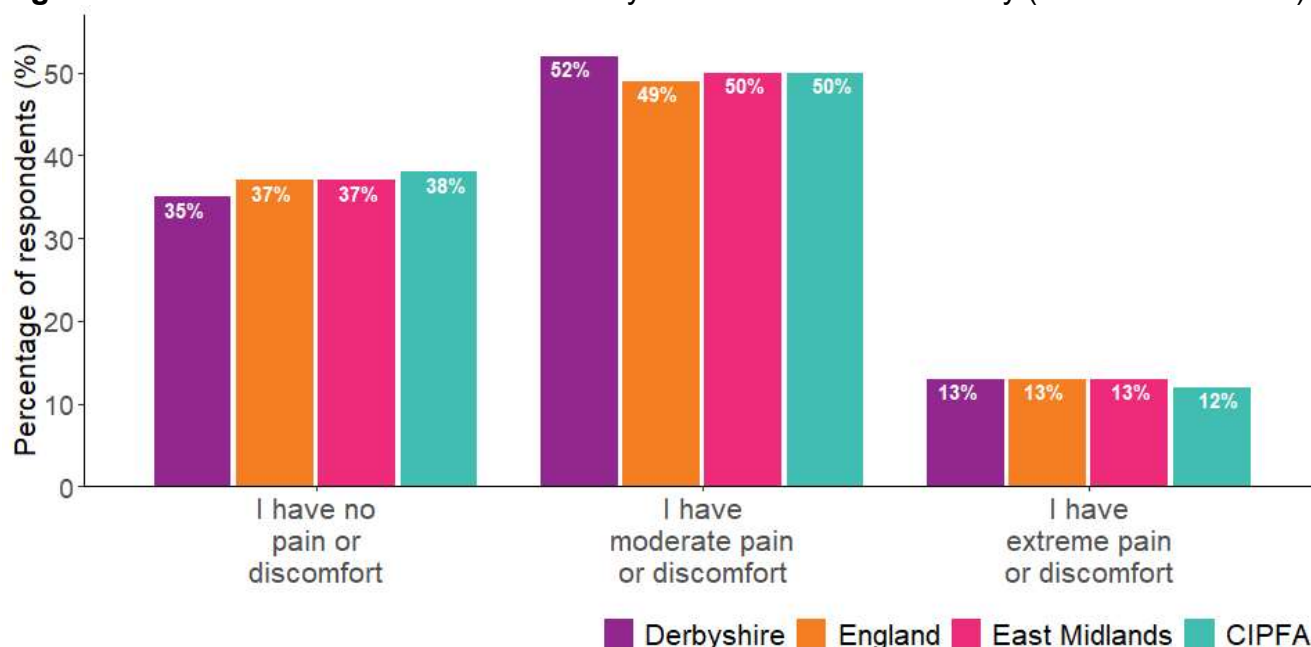
Respondents were asked about their health state on the day they answered the questionnaire and whether they were experiencing any pain or discomfort, anxiety or depression. Figure 41 shows that 13% were experiencing extreme pain or discomfort; figure 42 shows that nearly half the respondents were *moderately or extremely* anxious or depressed.

**Figure 40:** How is your health in general?



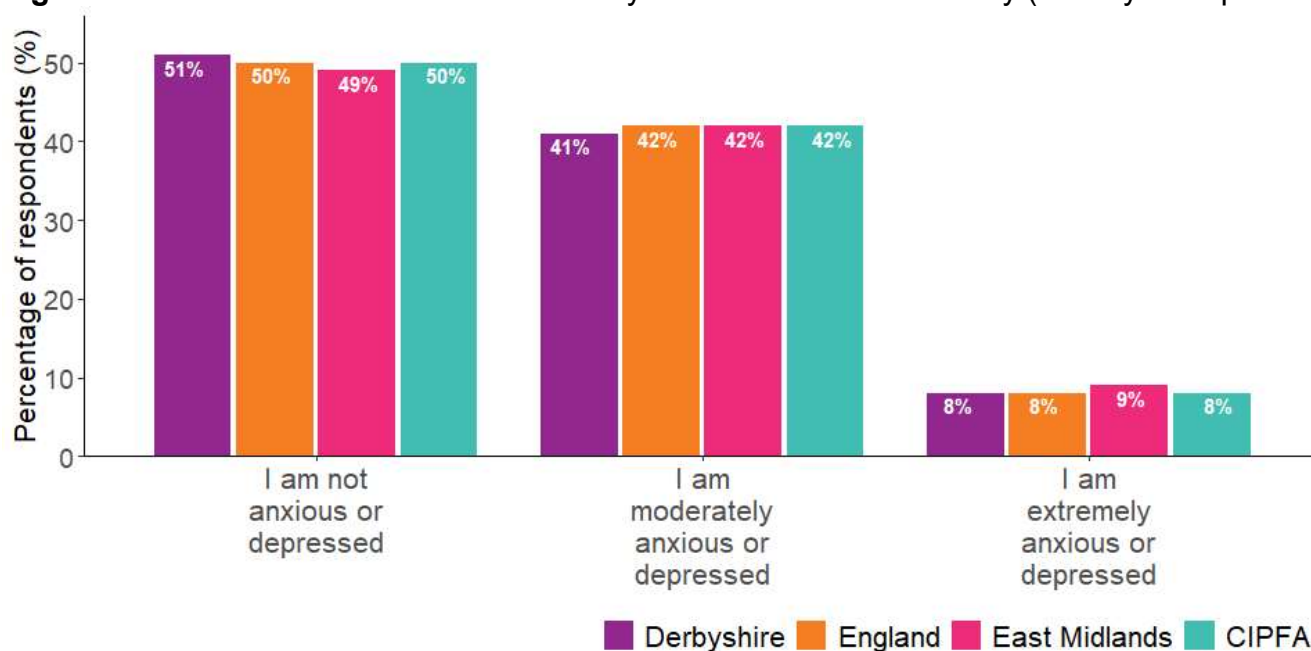
### Your own health state today (pain or discomfort)

**Figure 41:** Which statements best describe your own health state today (Pain or discomfort)



## Your own health state today (anxiety or depression)

**Figure 42:** Which statements best describe your own health state today (anxiety or depression)



## Ability to undertake everyday tasks

The following two questions asked service users how they coped with a range of everyday tasks. Figure 43 shows that majority of services users need help with their finances and paperwork.

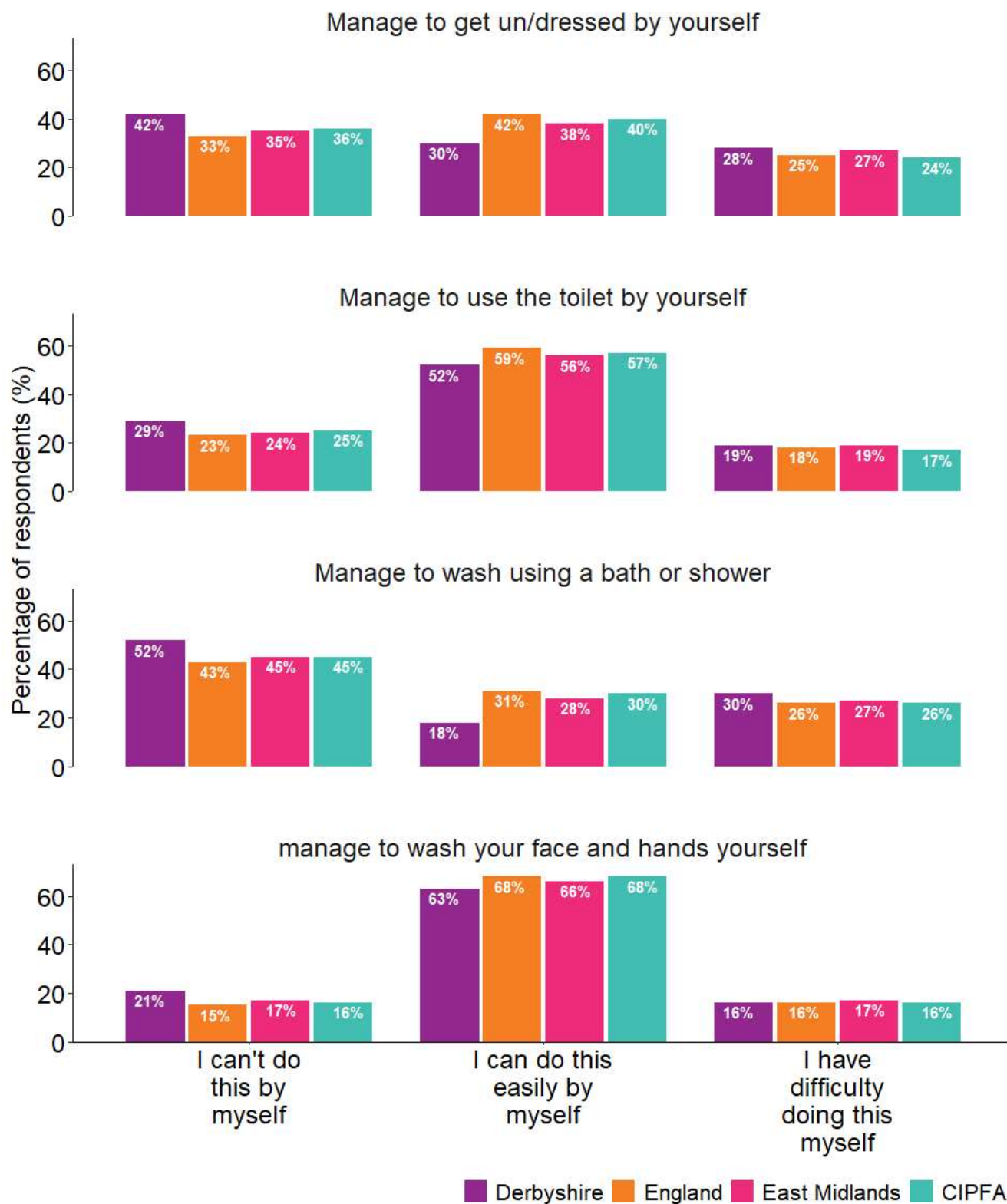
**Figure 43:** Please place a tick in the box that best describes your abilities for each of the following questions.



Similar to the previous question, this asked service users how they coped with a range of everyday tasks including getting dressed, using the toilet, having a bath/shower or washing their face. The results varied across the different task and can be seen in figure 44.



**Figure 44:** Please place a tick in the box that best describes your abilities for each of the following questions.

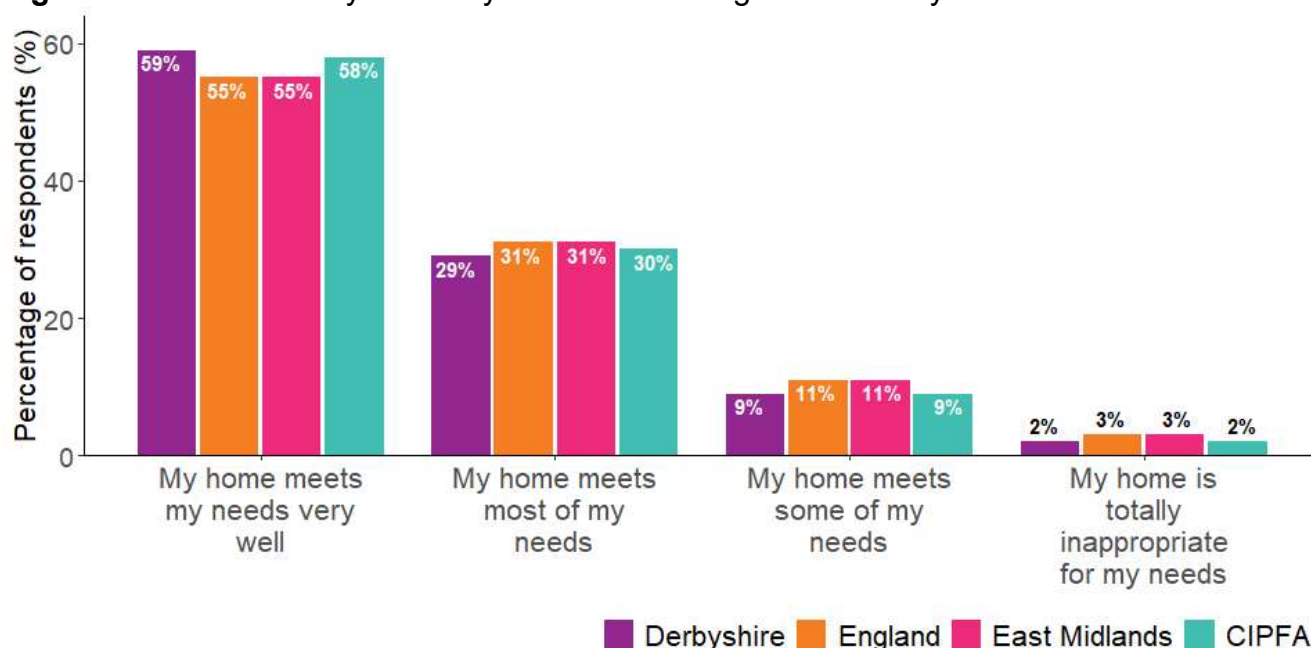


### How well the home meets needs

Figure 45 illustrates what services users thought about how their home or care home met their needs. The majority in Derbyshire (59%) thought their home met their needs very well; this is slightly higher than in the comparator authorities.



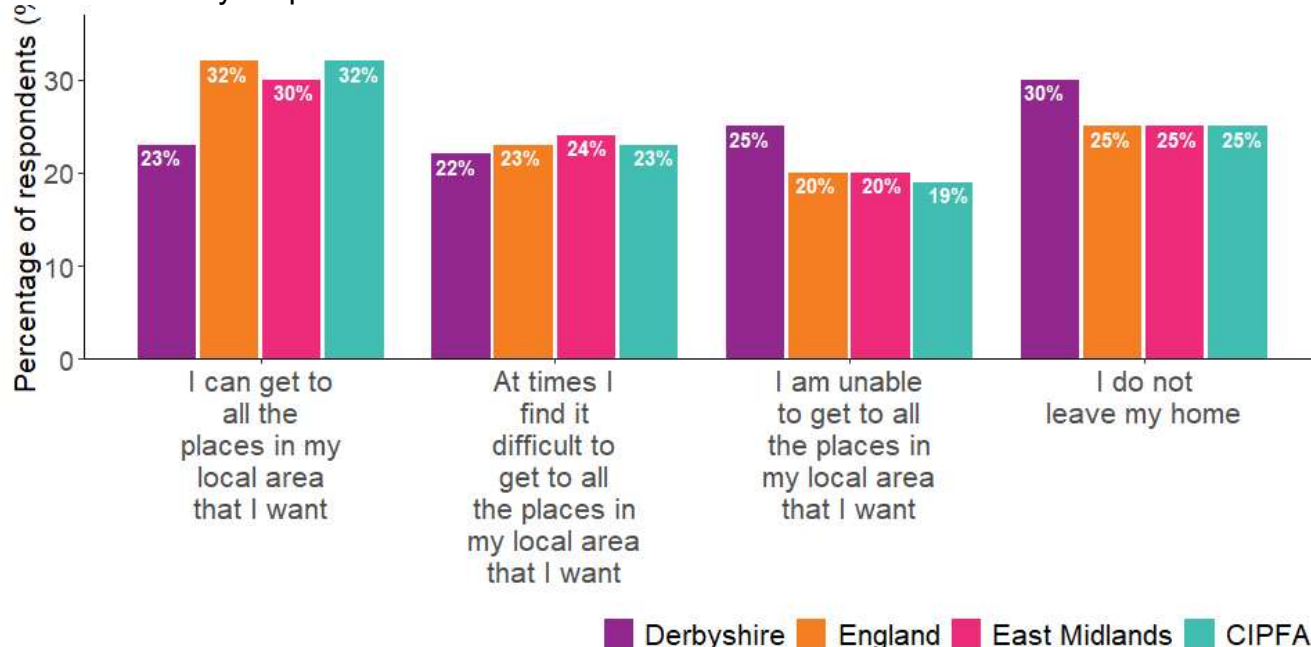
**Figure 45:** How well do you think your home is designed to meet your needs?



### Getting around outside the home

In terms of being able to get around outside the home, there is quite an even split between the different levels reported by people. Compared with the proportions for England, the East Midlands and CIPFA authorities, Derbyshire had more services users that did not leave their home (30%) and who were unable to get to all the places in their local area (25%).

**Figure 46:** Thinking about getting around outside of your home, which of the following statements best describes your present situation?

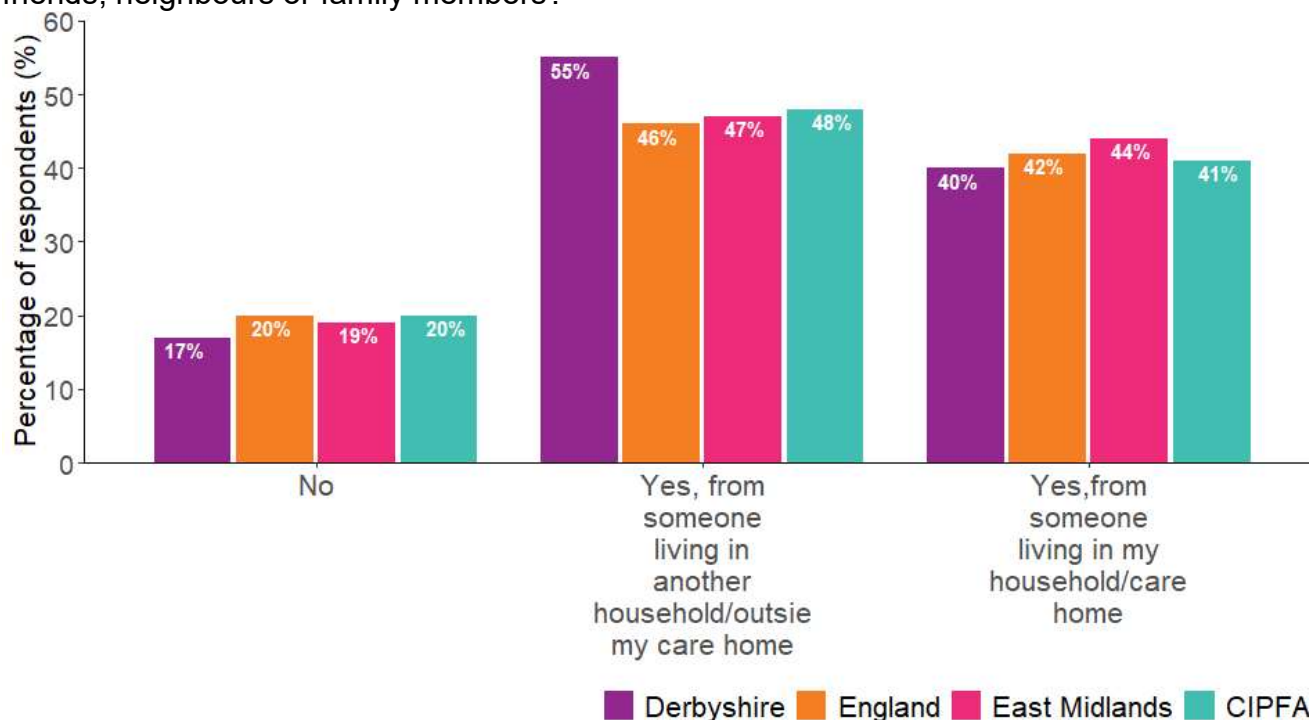


## 6.4 About yourself

### Practical help from others

Over half (55%) of respondents said that they received help on a regular basis from someone not at home or outside of their care home, which was higher than the comparators, see Figure 47.

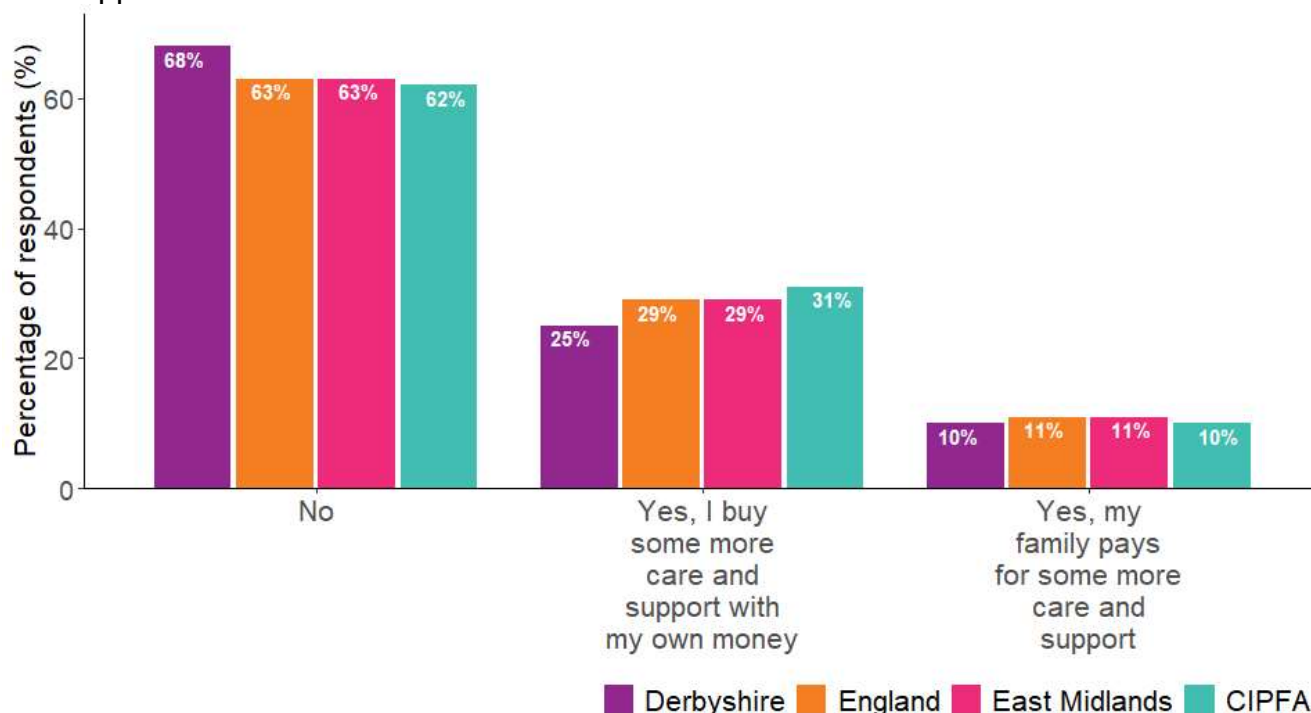
**Figure 47:** Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?



### Buying additional care or support

A quarter of service users reported that they buy more care and support with their own money, and 10% said that their family provides money for extra care/support.

**Figure 48:** Do you buy any additional care or support privately or pay more to 'top up' your care and support?

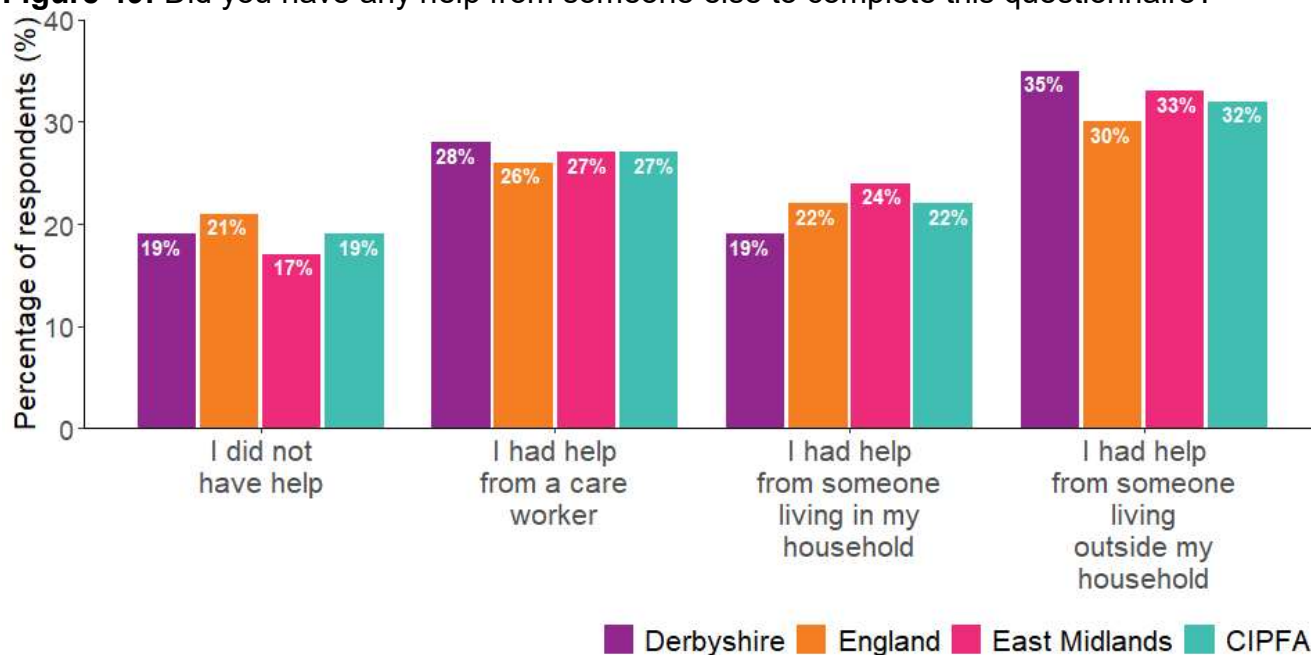


## 6.5 About the survey

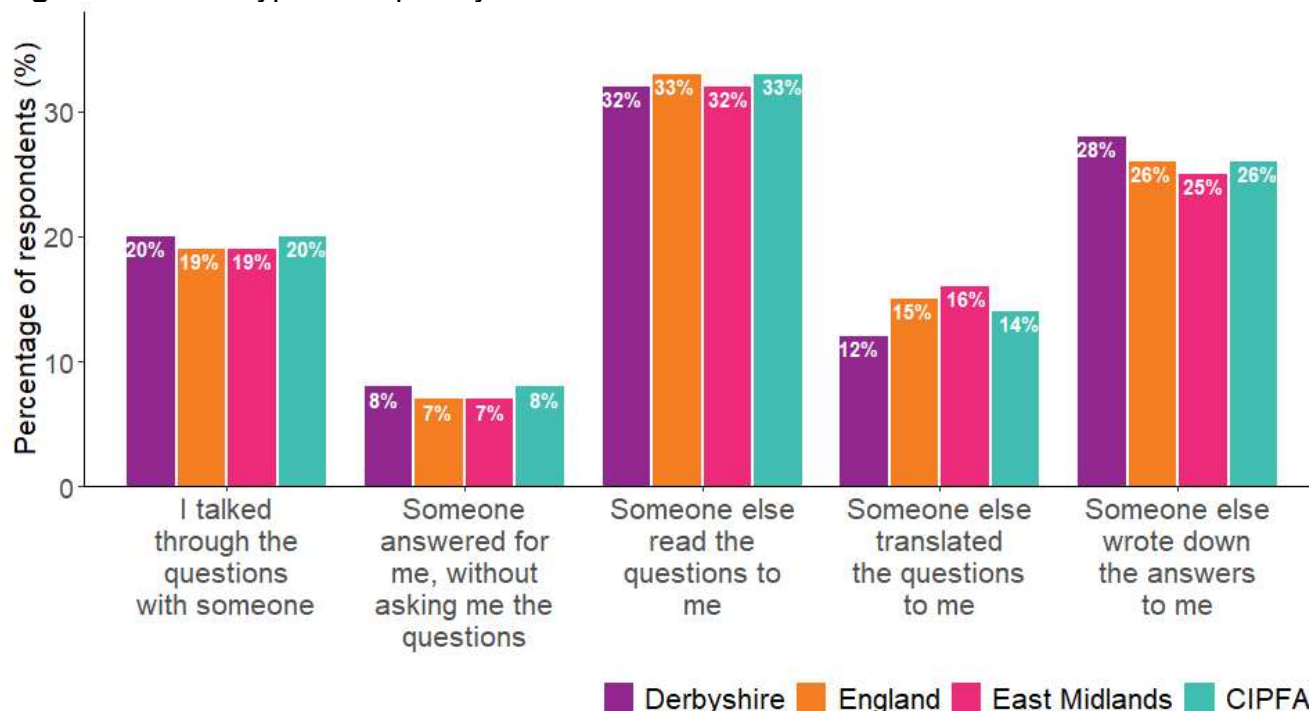
### Help in completing the questionnaire

Only a fifth of respondents *did not* have help completing the questionnaire. Those who said they had had help were supported by care workers, people living at home and people living outside the home, see Figure 49. They reported having various types and levels of help; some just were talked through the questions, others had the questions read out to them and in 8% of cases another person answered the questionnaire *for* the services user.

**Figure 49:** Did you have any help from someone else to complete this questionnaire?



**Figure 50:** What type of help did you have?



## 7 CONCLUSION

This section summarises the main findings from the report.

- The response rate to the survey was greatest amongst those with learning disability, those living in the community and those aged 18-64.
- All of the ASCOFs have seen small increases from the previous year although these increases are not statistically significant. Measure 1A (Overall satisfaction of people who use services with their care and support) was the only measure to be significantly higher than England and East Midlands. However, when considered over time, this measure has recovered to 2015/16 levels in Derbyshire having dropped in the intervening years.
  - (1A) Social care-related quality of life score 19.3 (19.0)
  - (1B) Proportion of people who have control over their lives 77.6% (76.1%).
  - (111) Proportion of people who use services who have as much social contact as they would like 47.8% (44.6%).
  - (3A) Overall satisfaction of people who use services with their care and support 70.6% (65.9%).
  - (3D1) Proportion of people who use services who find it easy to find information about services 74.8% (75.5%).
  - (4A) Proportion of people who use services who feel safe 74.3% (68.1%).
  - (4B) Proportion of people who use services who say that those services have made them feel safe and secure 86.3% (84.7%).
- Service user satisfaction of the services they receive is high, 94% being either extremely, very or quite satisfied.
- Quality of life was higher in service users that completed an Easy Read questionnaire (i.e. those with a PSR of Learning Disability) compared with those that completed a standard questionnaire (i.e. those with non-Learning Disability PSRs).

## Adult Social Care Survey 2018/19: main findings for Derbyshire

- The majority of service users feel the care and services they receive help with various aspects of their life including having control of their life, keeping clean and presentable, getting food and drink, feeling safe, having social contact and helping to spend time doing the things they like.

## 8 RECOMMENDATIONS

- We need to continue to focus effort on trying to maximise response to the survey in residential settings, which is lower than the community.
- Continue to focus attention on the ASCOF indicators which are not performing well, and consider reasons and possible solutions covering:
  - quality of life
  - control
  - social contact
  - satisfaction
  - finding information
  - feeling safe
- Consider what we could do to improve access to food and drink.
- Consider how we could improve social contact in our service users.
- Consider how we could improve perception of control over daily life.

## 9 APPENDICES

### 9.1 Appendix one: ASCOF TABLES

#### 1A Social care-related quality of life score

Area	2014/15	2015/16	2016/17	2017/18	2018/19
Derbyshire	19.1	19.3	19.7	19.0	19.3
East Midlands	19.0	19.0	19.2	18.9	19.1
England	19.1	19.1	19.1	19.1	19.1

#### 1B Proportion of people who have control over their lives

Area	2014/15	2015/16	2016/17	2017/18	2018/19
Derbyshire	75.0	75.3	81.4	76.1	77.6
East Midlands	76.6	76.4	79.0	77.1	77.6
England	77.3	76.6	77.7	77.7	77.6

#### 111 Proportion of people who use services who have as much social contact as they would like

Area	2014/15	2015/16	2016/17	2017/18	2018/19
Derbyshire	42.4	47.2	47.8	44.6	47.6
East Midlands	41.7	43.4	44.8	43.1	44.0
England	44.8	45.4	45.4	46.0	45.9

#### 3A Overall satisfaction of people who use services with their care and support

Area	2014/15	2015/16	2016/17	2017/18	2018/19
Derbyshire	69.0	70.1	67.3	65.9	70.6
East Midlands	64.4	64.1	65.6	63.6	64.6
England	64.7	64.4	64.7	65.0	64.3

#### 3D1 Proportion of people who use services who find it easy to find information about services

Area	2014/15	2015/16	2016/17	2017/18	2018/19
Derbyshire	72.8	78.0	76.2	75.5	74.8
East Midlands	72.0	71.0	72.3	72.0	66.6
England	74.5	73.5	73.5	73.3	69.7



**4A Proportion of people who use services who feel safe**

Area	2014/15	2015/16	2016/17	2017/18	2018/19
Derbyshire	65.2	70.6	73.0	68.1	74.3
East Midlands	67.4	68.2	69.6	67.4	69.9
England	68.5	69.2	70.1	69.9	70.0

**4B Proportion of people who use services who say that those services have made them feel safe and secure**

Area	2014/15	2015/16	2016/17	2017/18	2018/19
Derbyshire	90.3	86.9	89.1	84.7	86.3
East Midlands	87.7	88.5	88.6	88.7	88.3
England	84.5	85.4	86.4	86.3	86.9

## 9.2 Appendix two: Social care-related quality of life score

Indicator 1A, Social care-related quality of life, is a composite measure developed by the Personal Social Services Research Unit (PSSRU) and calculated from several of the questions in the ASCS.

- Control - Q3a: Which of the following statements best describes how much control you have over your daily life?
- Personal care - Q4a: Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?
- Food and Nutrition - Q5a: Thinking about the food and drink you get, which of the following statements best describes your situation?
- Accommodation - Q6a: Which of the following statements best describes how clean and comfortable your home/care home is?
- Safety - Q7a: Which of the following statements best describes how safe you feel?
- Social participation - Q8a: Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?
- Occupation - Q9a: Which of the following statements best describes how you spend your time?
- Dignity - Q11: Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?

Each of the questions has four possible answers which relate to:

- No unmet needs
- Needs adequately met
- Some needs met, and
- No needs met.

Data is collected from these questions and combined to produce the *quality of life* score out of a maximum of 24.