Summary results of the Adult Social Care Survey in North Somerset, 2010-11 to 2015-16.

September 2016

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Summary of key results in North Somerset

North Somerset results for most questions are broadly stable over the six years of the survey, with clear majorities satisfied on all measures. For example, ‘overall satisfaction with care and support services received’ is steady, with over 90% satisfied and 3% dissatisfied.

There have been slight improvements in recent figures for two things: amount of social contact and amount of control people have over their daily lives.

2015-16 results saw a slight drop in the percentage saying their home is clean and comfortable, from a record high last year to a more typical 67% saying it is as clean and comfortable as they want.

Service users with a learning difficulty (LD), those in good health and those in residential or nursing care tend to score better on most measures: for example all these groups show far-above average scores on feeling safe, having social contact, and how they feel about getting help.

For some measures, these attributes - in combination - lead to very marked differences. For example 77% of LD residential respondents say they are ‘able to spend my time as I want’, compared to 22% of non LD respondents in a community setting.

North Somerset scores are better than the English average, for almost all measures. North Somerset also tends to score slightly better than the southwest average and the ‘similar councils’ comparison group.

North Somerset shows the clearest positive gap (over the England average) for:

- overall satisfaction with care and support services received, and
- care and support services helping you feel safe, and
- many contextual issues (e.g. amount of social contact)

There is little variation, throughout the results, according to whether respondent lives in a more or less deprived neighbourhood\(^1\), even for issues like housing standards.

1. Introduction

This is a summary of the North Somerset results of the annual Adult Social Care Survey (ASCS), including results from the most recent wave, 2015-16. The purpose of this report is to lay out the headline figures: for review and in order to inform discussion about future options for design and reporting of the ASCS.

The survey:

- asks those receiving social services about their quality of life and the impact that the services they receive have on their quality of life, and their general health and well-being
- is conducted in early spring every year

\(^1\) Derived from Overall Index of Multiple Deprivation score.
is conducted by all councils in England which have responsibility for providing adult social care services, using a standard methodology, governed by NHS Digital (formerly HSCIC)\(^2\).

A core purpose of the survey is to provide some ‘outcome measures’\(^3\), official statistics used to assess the quality of social service outcomes across England. This national, comparative analysis is done by NHS Digital using weighted data.

The North Somerset results in this report all use unweighted data. The results from other areas (England average, southwest, comparator group) use the weighted data, i.e. the official statistics as published by NHS Digital. So the North Somerset figures reported here may vary very slightly from those North Somerset figures published by NHS Digital.

In almost all cases this difference is less than one percentage point, and in the few other cases, the weighting ‘improves’ the North Somerset 2015-16 figure by one or two percentage points. For more details, see page 5.

This report also references some national average figures, based on the average for:

- all English councils,
- all councils in the southwest,
- the standard ‘comparator group’ of 16 other councils, profiled for similarity on relevant characteristics.

The total number of North Somerset respondents in 2015/16 was 510, a response rate of 56%, the highest nationally.

For more details about this survey see [http://consult.n-somerset.gov.uk/consult.ti/ASCS2016/consultationHome](http://consult.n-somerset.gov.uk/consult.ti/ASCS2016/consultationHome) or contact [business.intelligence@n-somerset.gov.uk](mailto:business.intelligence@n-somerset.gov.uk).

September 2016.

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\(^2\) [http://digital.nhs.uk/ascs1516](http://digital.nhs.uk/ascs1516)

\(^3\) Namely ASCOF measures 1a, 1b, 1i, 1j, 3a, 3d, 4a, 4b. Ascof 1a is calculated from results of 7 questions in this survey. Others are based on results of single survey questions.
2. Overall satisfaction

Every year, around 90% of North Somerset respondents say they are satisfied overall with the care and support services they receive (extremely, very or quite satisfied). And about 3% are dissatisfied (extremely, very or quite). These figures have been broadly stable over the six years the survey has been running.

Results of this question are the source of Ascof 3a.

Fig 1.

The next chart shows the same numbers, in greater detail. So, in 2015-16, 70% of respondents are ‘extremely’ or ‘very’ satisfied and a further 21% ‘quite satisfied’. Only 1% are extremely or very dissatisfied.

Fig 2.
Most groups of service users show similar satisfaction levels. There is some variation, with higher (‘extremely or very’) satisfied scores for:

- those in good health (81%)
- LD (78%)
- under 65s (77%).

And lower levels of satisfaction among:

- Those in poor health (59%).

North Somerset figures for ‘at all satisfied’ on this question are, consistently over time, very close to the national average.

When we look at the percentage saying ‘very or extremely satisfied’ (fig 3), North Somerset figures are consistently slightly higher than the figures for the southwest and the ‘comparator family’ of similar councils and the English national average. Levels of satisfaction, within these other groups, have been stable for the past five years.

Fig 3.

The figures for areas other than North Somerset (e.g. England average) all are based on the weighted, official data.

For technical reasons, all the North Somerset figures in this report use unweighted data. This is because; a) the unweighted data allows access to more in-depth, within-North Somerset analysis, and b) the effect of weighting on North Somerset

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4 For the record, the weighting scheme used here is the one used at the time the results were first reported by NHS Digital, with no retrospective reweighting applied.
data is small\(^5\). For any questions where the weighting changes the North Somerset 2015-16 figures by over 0.5 percentage points, this is noted in this report.

3. Quality of life
There has been a drop since last year to more typical levels for this question, with 65% of North Somerset service users having a quality of life which is ‘good’, ‘very good’ or ‘so good it couldn’t be better’.

Fig 4.

![Quality of life](chart1)

Fig 5.

![Quality of life](chart2)

There’s a lot of variation in quality of life scores, with higher ‘very good or better’ scores among:

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\(^5\) For the North Somerset 2015-16 results, the weighting changes only 4 of the 14 measures reported here, all 4 being an ‘improvement in the North Somerset figures by 1 or 2% percentage points.
- Good health (58%)
- LD (51%)
- LD community (51%)
- 18-44s (48%)
- LD residential (45%).

And below average among:
- 45-64s (27%)
- Non LD community (24%)
- Poor health (5%).

North Somerset respondents’ quality of life has mainly been above the national figure and similar to the other comparison groups. There is no explanation why the figures for North Somerset, increased in 2014-15, only to drop back again in 2015-16.

Fig 6.
Almost all respondents say that care and support services help them have a better quality of life, and this has hardly changed year to year.

Fig 7.

The only group which tends to say no, at above average rates, is those in poor health.

North Somerset figures are consistently slightly higher than those for the other groups.

Fig 8.
4. Control over daily life
There are signs that this has improved slightly over the past two years in North Somerset.

Results of this question are the source of Ascof 1b (and contribute to Ascof 1a).

Fig 9.

<table>
<thead>
<tr>
<th>Year</th>
<th>Adequate or better</th>
<th>Some or worse</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010/11</td>
<td>79</td>
<td>21</td>
</tr>
<tr>
<td>2011/12</td>
<td>79</td>
<td>21</td>
</tr>
<tr>
<td>2012/13</td>
<td>80</td>
<td>20</td>
</tr>
<tr>
<td>2013/14</td>
<td>79</td>
<td>21</td>
</tr>
<tr>
<td>2014/15</td>
<td>82</td>
<td>18</td>
</tr>
<tr>
<td>2015/16</td>
<td>83</td>
<td>17</td>
</tr>
</tbody>
</table>

Fig 10.

Groups with above average scores for ‘as much as I want’ are:

- Good health (53%)
- LD community & residential (48%)
- 45-64s (44%).
Groups with below average scores for ‘as much as I want’ are:

- 65-84s (30%)
- Nursing (24%)
- Poor health (16%).

There appears to have been marginal improvements for all comparison groups and slightly clearer improvement in North Somerset.

Fig 11.
Looking at whether care and support services help people have control over their lives, there has been a slight improvement in North Somerset since 2011-12.

Fig 12.

<table>
<thead>
<tr>
<th>Year</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011/12</td>
<td>88</td>
<td>13</td>
</tr>
<tr>
<td>2012/13</td>
<td>91</td>
<td>9</td>
</tr>
<tr>
<td>2013/14</td>
<td>93</td>
<td>7</td>
</tr>
<tr>
<td>2014/15</td>
<td>92</td>
<td>8</td>
</tr>
<tr>
<td>2015/16</td>
<td>93</td>
<td>7</td>
</tr>
</tbody>
</table>

There is little variation among groups, for these scores. The group with above average scores for ‘yes’ are: LD residential (100%).

Again, North Somerset figures are consistently above the English average figures and slightly but also consistently above the other comparison groups.

Fig 13.
5. Feeling clean and presentable
In North Somerset this measure has been stable over the six years.

Fig 14.

![Graph](image)

Fig 15.

![Graph](image)

Groups more likely than average to say ‘the way I like’ are:

- LD community (83%)
- LD residential (85%)
- Good health (79%)
- 18-64s (70%).

Groups less likely than average to say ‘the way I like’ are:

- Non LD community (53%)
- 65-84s (53%)
- Poor health (42%).

Apart from one year, North Somerset scores are consistently, slightly better than the English average figures. There is no explanation for the ‘North Somerset’ dip in this figure in 2012/13.

Fig 16.

<table>
<thead>
<tr>
<th>Feeling clean and presentable</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Of respondents to the question per year, % saying ‘I feel clean and am able to present myself the way I like’. NS data unweighted, other data weighted)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>North Somerset</th>
<th>Comparator Family</th>
<th>South West</th>
<th>England average</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011/12</td>
<td>61</td>
<td>58</td>
<td>57</td>
<td>56</td>
</tr>
<tr>
<td>2012/13</td>
<td>48</td>
<td>57</td>
<td>56</td>
<td>56</td>
</tr>
<tr>
<td>2013/14</td>
<td>59</td>
<td>58</td>
<td>59</td>
<td>57</td>
</tr>
<tr>
<td>2014/15</td>
<td>61</td>
<td>58</td>
<td>59</td>
<td>57</td>
</tr>
<tr>
<td>2015/16</td>
<td>62</td>
<td>59</td>
<td>59</td>
<td>57</td>
</tr>
</tbody>
</table>

6. Getting enough food and drink
There has been little change over the years.

Fig 17.

<table>
<thead>
<tr>
<th>Getting enough food and drink</th>
</tr>
</thead>
<tbody>
<tr>
<td>(% of respondents to the question per year)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>% Adequate or better</th>
<th>% Some or worse</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010/11</td>
<td>97</td>
<td>3</td>
</tr>
<tr>
<td>2011/12</td>
<td>93</td>
<td>7</td>
</tr>
<tr>
<td>2012/13</td>
<td>94</td>
<td>6</td>
</tr>
<tr>
<td>2013/14</td>
<td>96</td>
<td>4</td>
</tr>
<tr>
<td>2014/15</td>
<td>96</td>
<td>4</td>
</tr>
<tr>
<td>2015/16</td>
<td>95</td>
<td>5</td>
</tr>
</tbody>
</table>
Fig 18.

Groups more likely than average to say ‘all I want’ are:

- LD community (77%)
- LD residential (81%)
- Good health (84%)
- 18-44s (76%).

Groups less likely than average to say ‘all I want’ are:

- Poor health (41%).

As for the housing figure (see next section, Section 7) there is only modest variation in figures from respondents living in the least- and most-deprived areas; with 68% and 73% respectively saying they get all the food drink they want.
Again, North Somerset figures have been slightly above those of the benchmark groups, especially the national average, and especially in the last two years.

**Fig 19.**

**Enough food and drink**

(Of respondents to the question per year, % saying ‘I get all the food & drink I like when I want’. NS data unweighted, other data weighted).

<table>
<thead>
<tr>
<th>Year</th>
<th>North Somerset</th>
<th>Comparator Family</th>
<th>South West</th>
<th>England average</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011/12</td>
<td>67</td>
<td>65</td>
<td>65</td>
<td>64</td>
</tr>
<tr>
<td>2012/13</td>
<td>68</td>
<td>65</td>
<td>63</td>
<td>64</td>
</tr>
<tr>
<td>2013/14</td>
<td>66</td>
<td>66</td>
<td>68</td>
<td>65</td>
</tr>
<tr>
<td>2014/15</td>
<td>73</td>
<td>65</td>
<td>66</td>
<td>64</td>
</tr>
<tr>
<td>2015/16</td>
<td>70</td>
<td>65</td>
<td>65</td>
<td>63</td>
</tr>
</tbody>
</table>

**7. How clean and comfortable home is**

This indicator dipped slightly in North Somerset in early 2013, but recovered the next year. This year has seen a clear drop to the lowest figure over the six years.

**Fig 20.**

**How clean and comfortable home is**

(% of respondents to the question per year)

<table>
<thead>
<tr>
<th>Year</th>
<th>% Adequate or better</th>
<th>% Inadequate or worse</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010/11</td>
<td>97</td>
<td>3</td>
</tr>
<tr>
<td>2011/12</td>
<td>97</td>
<td>3</td>
</tr>
<tr>
<td>2012/13</td>
<td>93</td>
<td>7</td>
</tr>
<tr>
<td>2013/14</td>
<td>97</td>
<td>3</td>
</tr>
<tr>
<td>2014/15</td>
<td>97</td>
<td>3</td>
</tr>
<tr>
<td>2015/16</td>
<td>89</td>
<td>11</td>
</tr>
</tbody>
</table>
Another way to look at results (fig 21) for the same question is that the North Somerset figure for ‘as clean and comfortable as I want’ is volatile around a six-year average of 67%.

Fig 21.

### How clean and comfortable home is
(% of respondents to the question per year)

<table>
<thead>
<tr>
<th>Year</th>
<th>My home is as clean and comfortable as I want</th>
<th>My home is adequately clean and comfortable</th>
<th>My home is not quite clean or comfortable enough</th>
<th>My home is not at all clean or comfortable</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010/11</td>
<td>67</td>
<td>30</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>2011/12</td>
<td>68</td>
<td>29</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>2012/13</td>
<td>62</td>
<td>31</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>2013/14</td>
<td>64</td>
<td>33</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>2014/15</td>
<td>74</td>
<td>24</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>2015/16</td>
<td>67</td>
<td>22</td>
<td>10</td>
<td></td>
</tr>
</tbody>
</table>

Groups more likely than average to say ‘as clean and comfortable as I want’ are:

- LD community (80%)
- 85+ (75%)
- Good health (79%).

Groups less likely than average to say ‘as clean and comfortable as I want’ are:

- Non LD community (60%)
- 65-84s (61%)
- Poor health (48%).

As for the measure of ‘getting enough food drink’ (Section 6, above), the deprivation-level of the area where respondent lives has only a small impact on these figures.
The results for all comparison groups are stable, but the North Somerset figure is volatile, around a six-year average of 67%.

Fig 22.

8. Feeling safe
There has been little overall change over the years, with around 95% of North Somerset respondents feeling generally safe or better.

Results of this question are the source of Ascof 4a (and contribute to Ascof 1a).

Fig 23.
Within this overall stability, the levels of feeling as safe as I want have fluctuated (62% to 73%). Note that the percentage feeling unsafe is stable at 1 or 2%.

Fig 24.

<table>
<thead>
<tr>
<th>Feeling safe</th>
<th>% of respondents to the question per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel as safe as I want</td>
<td>69</td>
</tr>
<tr>
<td>Generally I feel adequately safe, but not as safe as I would like</td>
<td>26</td>
</tr>
<tr>
<td>I feel less than adequately safe</td>
<td>32</td>
</tr>
<tr>
<td>I don't feel at all safe</td>
<td>5</td>
</tr>
</tbody>
</table>

There are large differences between various groups’ levels of safety: community-based service users – especially non LD - clearly feel less safe than those in residential or nursing care.

Groups more likely than average to say ‘as safe as I want’ are:

- Residential (90%)
- Nursing (89%)
- LD (99%)
- 18-44s (87%) & 85+ (82%)
- Good health (91%).

Groups less likely than average to say ‘as safe as I want’ are:

- Non LD community (56%)
- 45-64s (59%)
- Poor health (52%).
North Somerset figures are, in all but 2012/13, higher than any other groups’.

Fig 25.

(The 2015-16 North Somerset weighted figure is 75%).

There has been some sign of improvement for the key issue of whether care and support services in North Somerset help people feel safe.

Results of this question are the source of Ascof 4b.

Fig 26.

Groups more likely than average to say ‘yes’ are:

- LD Residential (100%)
- LD community (98%)
- 18-44s (98%).
Groups less likely than average to say ‘yes’ are:

- 45-64s (84%)
- Poor health (83%)

There has been a general uplift in all areas’ scores over the five years. Even so, North Somerset figures are consistently and clearly higher than others’.

Fig 27.

![Chart showing the percentage of respondents saying 'yes' to whether care & support services help you in feeling safe, with North Somerset consistently higher than other regions.](chart)

(The 2015-16 North Somerset weighted figure is 93%).
9. Amount of social contact
Scores for social contact have fluctuated in North Somerset, with clear signs of improvement over the past two years.

Results of this question are the source of Ascof 1i (and contribute to Ascof 1a).

Fig 28.

![Amount of social contact graph]

Despite these improvements, 5% or one in every twenty service users, feels isolated. And this figure has been stubbornly consistent over the years.

Fig 29.

![Table of social contact data]

Groups more likely than average to say ‘as much social contact as I want, with people I like’ are:

- Non LD Residential (61%)
- LD – community and residential (76%, 95%)
- 18-44s (67%)
- Good health (70%).

Groups less likely than average to say ‘as much social contact as I want, with people I like’ are:
- Non LD community (37%)
- Nursing (41%)
- Poor health (27%).

Despite some volatility year-to-year, North Somerset figures have been consistently equal to or (recently) higher than the other groups' figures.

Fig 30.

(The 2015-16 North Somerset weighted figure is 53%).
10. Use of free time
After four years of stability, this figure ticked up in 2015 and then down a bit in 2016.

Fig 31.

<table>
<thead>
<tr>
<th>Year</th>
<th>% Enough or better</th>
<th>% Some or worse</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010/11</td>
<td>66</td>
<td>34</td>
</tr>
<tr>
<td>2011/12</td>
<td>68</td>
<td>32</td>
</tr>
<tr>
<td>2012/13</td>
<td>68</td>
<td>32</td>
</tr>
<tr>
<td>2013/14</td>
<td>66</td>
<td>34</td>
</tr>
<tr>
<td>2014/15</td>
<td>74</td>
<td>26</td>
</tr>
<tr>
<td>2015/16</td>
<td>70</td>
<td>30</td>
</tr>
</tbody>
</table>

The percentage saying they can spend time as ‘I want, doing useful or enjoyable things’ has increased slightly, more–or–less steadily, over the six years.

Fig 32.

<table>
<thead>
<tr>
<th>Year</th>
<th>I'm able to spend my time as I want, doing things I value or enjoy</th>
<th>I'm able to do enough of the things I value or enjoy with my time</th>
<th>I do some of the things I value or enjoy with my time but not enough</th>
<th>I don't do anything I value or enjoy with my time</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010/11</td>
<td>33</td>
<td>34</td>
<td>29</td>
<td>5</td>
</tr>
<tr>
<td>2011/12</td>
<td>36</td>
<td>31</td>
<td>27</td>
<td>6</td>
</tr>
<tr>
<td>2012/13</td>
<td>36</td>
<td>32</td>
<td>27</td>
<td>5</td>
</tr>
<tr>
<td>2013/14</td>
<td>34</td>
<td>32</td>
<td>28</td>
<td>6</td>
</tr>
<tr>
<td>2014/15</td>
<td>38</td>
<td>36</td>
<td>28</td>
<td>6</td>
</tr>
<tr>
<td>2015/16</td>
<td>41</td>
<td>29</td>
<td>26</td>
<td>5</td>
</tr>
</tbody>
</table>

This is an issue on which people’s experience varies enormously, especially by ‘LD-status’. 76% of LD respondents said they are ‘able to spend my time as I want, doing things I value or enjoy’ compared to 32% of non LD respondents.
Age is partly a factor too, with younger respondents showing higher scores, though this effect dwindles markedly after about age 50.

Those in community or nursing settings have far lower scores than those in residential.

Groups more likely than average to say ‘as I want, doing things I value or enjoy’ are:

- LD community & residential (76%)
- Residential (62%)
- 18-44s (63%)
- Good health (64%).

Groups less likely than average to say ‘as I want, doing things I value or enjoy’ are:

- Non LD community (22%)
- Nursing (22%)
- Community (34%)
- 65+ (33%)
- Poor health (16%).

This ‘use of free time’ measure has shown signs of slight improvement among all groups. North Somerset shows slightly better results than the others, most years.

Fig 33.
11. How it makes you feel: having help
At the headline level (fig 34), the pattern is best described as broadly stable despite slight fluctuations.

Fig 34.

![Bar chart showing how help makes you feel](chart1)

Despite the headline stability, there are signs that the percentage saying ‘better’ may have increased recently.

Fig 35.

![Bar chart showing percentages of respondents](chart2)

Groups more likely than average to say ‘makes me feel better about myself’ are:

- LD – community & residential (80%)
- Good health (76%)
- 18-44s (75%).
Groups less likely than average to say ‘makes me feel better about myself’ are:

- Non LD community (58%)
- 65-84 (58%)
- Nursing (49%)
- Poor health (49%).
12. How it makes you feel: the way you are helped and treated
Apart from a slight increase in 2014/15, the figures have been very consistent over the six years.

The broadly stable pattern (fig 36) masks more volatility at the more detailed level (fig 37).

Groups more likely than average to say ‘makes me think and feel better about myself’ are:

- LD – community & residential (75%)
- Good health (76%)
- 18-44s (76%).
Groups less likely than average to say ‘makes me think and feel better about myself’ are:

- Nursing (51%)
- Poor health (45%).

13. Finding information/advice about support, services or benefits

In a typical year, about three quarters of service users seek information of this type. Once we take out of the equation those respondents who have not tried to find such information in the previous 12 months, 76% of those in in North Somerset who have tried to do so, found it very or fairly easy to find, in 2015-16. These figures have been stable over the past six years. Results of this question are the source of Ascof 3d.

Fig 38.

![Ease of finding information and advice about support, services or benefits](image)

Groups more likely than average to say ‘very easy’ are:
- Residential and nursing (46%, 42%)
- LD (47%)
- Good health (44%).

Groups less likely than average to say ‘very easy’ are:

- Community (25%)
- Non LD community (19%)
- 65-84 (25%).

There is only one previous years’ worth of comparable data for this question. North Somerset shows slightly better results than the available comparisons.

Fig 40.

(The 2015-16 North Somerset weighted figure is 32%).
14. Summary of scores from various groups, all questions.
This table summarises the main patterns of variation (where any group is off the North Somerset average by 5 percentage points or more).

Fig 41.

<table>
<thead>
<tr>
<th>Better</th>
<th>Worse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall satisfaction with social services received</td>
<td>LD, Under 65s, in good health</td>
</tr>
<tr>
<td>Quality of life</td>
<td>Good health, LD community, 18-44s, LD Residential</td>
</tr>
<tr>
<td>Services help with QoL (Q2b)</td>
<td>Good health, LD community, LD Residential, 45-64s</td>
</tr>
<tr>
<td>Has control over daily life (Q3a)</td>
<td>Good health, LD community, LD Residential, 45-64s</td>
</tr>
<tr>
<td>Services help with control over daily life (Q3b)</td>
<td>LD residential</td>
</tr>
<tr>
<td>Feeling clean and presentable (Q4a)</td>
<td>LD community &amp; residential, Good health, 18-64s</td>
</tr>
<tr>
<td>Getting enough food and drink (Q5a)</td>
<td>LD community &amp; residential, Good health, 18-44s</td>
</tr>
<tr>
<td>How clean and comfortable home is (Q6a)</td>
<td>LD community, 85+, Good health, LD</td>
</tr>
<tr>
<td>Feeling safe (Q7a)</td>
<td>Residential, Nursing, LD, 18-44s &amp; 85+, Good health</td>
</tr>
<tr>
<td>Services help with feeling safe (Q7b)</td>
<td>LD Residential &amp; community, 18-44s</td>
</tr>
<tr>
<td>Amount of social contact (Q8a)</td>
<td>Non LD Residential, LD – community &amp; residential, 18-44s, Good health</td>
</tr>
<tr>
<td>Use of free time (Q9a)</td>
<td>Non LD residential &amp; nursing, LD – community &amp; residential, 18-44s, Good health</td>
</tr>
<tr>
<td>How it makes you feel: having help (Q10)</td>
<td>LD – community &amp; residential, 18-44s, Good health</td>
</tr>
<tr>
<td>How it makes you feel: the way you are helped and treated (Q11)</td>
<td>LD – community &amp; residential, Good health, 18-44s</td>
</tr>
<tr>
<td>Ease of finding information and advice about support, services or benefits (Q12)</td>
<td>Residential and nursing, LD, Good health</td>
</tr>
</tbody>
</table>