North Somerset Council
Adult Social Services User Survey 2011-12
Summary of answers
24 July 2012

The Adult Social Services User Survey forms part of a national survey undertaken annually.

The survey was sent to 615 users of adult social care in North Somerset of whom 344 people responded, representing a return rate of 55% and a confidence interval of ±4.98%.

Further information can be obtained by contacting Kam Govind by email to Kam.Govind@n-somerset.gov.uk or by telephone to 01275 884 908 between 10am and 12pm or 2pm to 4pm Monday to Friday.
Q1 - Overall, how satisfied or dissatisfied are you with the care and support services you receive?

Question 1 and question 2 were presented differently in the standard version and the easy-read version. Therefore the responses are presented separately. All other questions are comparable in the two formats.
Q2 - 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?

Question 1 and question 2 were presented differently in the standard version and the easy-read version. Therefore the responses are presented separately. All other questions are comparable in the two formats.
Q3a - Which of the following statements best describes how much control you have over your daily life?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 I have as much control over my daily life as I want</td>
<td>116</td>
</tr>
<tr>
<td>2 I have adequate control over my daily life</td>
<td>149</td>
</tr>
<tr>
<td>3 I have some control over my daily life but not enough</td>
<td>58</td>
</tr>
<tr>
<td>4 I have no control over my daily life</td>
<td>11</td>
</tr>
<tr>
<td>Not answered</td>
<td>10</td>
</tr>
</tbody>
</table>

Q3b Do care and support services help you in having control over your daily life?

<table>
<thead>
<tr>
<th>Help</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>292</td>
</tr>
<tr>
<td>No</td>
<td>41</td>
</tr>
<tr>
<td>Not answered</td>
<td>11</td>
</tr>
</tbody>
</table>
Q4a - Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?

- 205 respondents feel clean and able to present themselves the way they like.
- 111 respondents feel adequately clean and presentable.
- 18 respondents feel less than adequately clean or presentable.
- 10 respondents did not answer the question.
Q5a - Thinking about the food and drink you get, which of the following statements best describes your situation?

- 221 respondents: I get all the food and drink I like when I want.
- 87 respondents: I get adequate food and drink at ok times.
- 18 respondents: I don't always get adequate or timely food and drink.
- 4 respondents: I don't always get adequate or timely food and drink, and I think there is a risk to my health.
- 14 respondents: not answered.
Q6a - Which of the following statements best describes how clean and comfortable your home is?

- 225 respondents chose: My home is as clean and comfortable as I want.
- 96 respondents chose: My home is adequately clean and comfortable.
- 8 respondents chose: My home is not quite clean or comfortable enough.
- 2 respondents chose: My home is not at all clean or comfortable.
- 13 respondents did not answer.
**Q7a - Which of the following statements best describes how safe you feel?**

- 237 respondents feel as safe as they want.
- 76 respondents feel generally adequately safe, but not as safe as they would like.
- 6 respondents feel less than adequately safe.
- 10 respondents don’t feel at all safe.
- 15 respondents did not answer.

**Q7b - Do care and support services help you in feeling safe?**

- 271 respondents answered ‘Yes’.
- 42 respondents answered ‘No’.
- 31 respondents did not answer.
Q8a - Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?

- 167 respondents: I have as much social contact as I want with people I like
- 103 respondents: I have adequate social contact with people
- 46 respondents: I have some social contact with people, but not enough
- 15 respondents: I have little social contact with people and feel socially isolated
- 13 respondents: not answered
Q9a - Which of the following statements best describes how you spend your time?

- I'm able to spend my time as I want, doing things I value or enjoy: 120
- I'm able to do enough of the things I value or enjoy with my time: 102
- I do some of the things I value or enjoy with my time but not enough: 87
- I don't do anything I value or enjoy with my time: 18
- Not answered: 17
Q10 - Which of these statements best describes how having help to do things makes you think and feel about yourself?

- Having help make me think and feel better about myself: 190
- Having help does not affect the way I think or feel about myself: 99
- Having help sometimes undermines the way I think and feel about myself: 34
- Having help completely undermines the way I think and feel about myself: 5
- Not answered: 16
Q11 - Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?

- 192 respondents: The way I'm helped and treated makes me think and feel better about myself.
- 101 respondents: The way I'm helped and treated does not affect the way I think or feel about myself.
- 26 respondents: The way I'm helped and treated sometimes undermines the way I think and feel about myself.
- 5 respondents: The way I'm helped and treated completely undermines the way I think and feel about myself.
- 20 respondents: Not answered.
Q12 - In the past year, have you found it easy or difficult to find information and advice about support, services or benefits?
Q13- How is your health in general?

- Very Good: 43
- Good: 89
- Fair: 141
- Bad: 36
- Very Bad: 16
- not answered: 19
Q14a. Pain or discomfort

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have no pain or discomfort</td>
<td>110</td>
</tr>
<tr>
<td>I have moderate pain or discomfort</td>
<td>190</td>
</tr>
<tr>
<td>I have extreme pain or discomfort</td>
<td>29</td>
</tr>
<tr>
<td>not answered</td>
<td>15</td>
</tr>
</tbody>
</table>

Q14b. Anxiety or depression

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am not anxious or depressed</td>
<td>0</td>
</tr>
<tr>
<td>I am moderately anxious or depressed</td>
<td>134</td>
</tr>
<tr>
<td>I am extremely anxious or depressed</td>
<td>26</td>
</tr>
<tr>
<td>not answered</td>
<td>18</td>
</tr>
</tbody>
</table>
Q15a. Do you usually manage to get around indoors (except steps) by yourself?

[Bar chart showing responses]

Q15b. Do you usually manage to get in and out of a bed (or chair) by yourself?

[Bar chart showing responses]
Q15c. Do you usually manage to feed yourself?

Q15d. Do you usually deal with finances and paperwork - for example, paying bills,
Q16a. Do you usually manage to wash all over by yourself, using either a bath or shower?

![Bar chart for Q16a]

Q16b. Do you usually manage to get dressed and undressed by yourself?

![Bar chart for Q16b]
Q16c. Do you usually manage to use the WC/toilet by yourself?

Q16d. Do you usually manage to wash your face and hands by yourself?
Q17 - How well do you think your home is designed to meet your needs?

- 193 respondents said their home meets their needs very well.
- 102 respondents said their home meets most of their needs.
- 28 respondents said their home meets some of their needs.
- 3 respondents said their home is totally inappropriate for their needs.
- 18 respondents did not answer.
18. Thinking about getting around outside of your home, which of the following statements best describes your present situation?

- 110: I can get to all the places in my local area that I want
- 78: At times I find it difficult to get to all the places in my local area that I want
- 56: I am unable to get to all the places in my local area that I want
- 75: I do not leave my home
- 25: not answered
Q19 - Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?

Yes, from someone living in my household: 127
Yes, from someone living in another household: 170
No: 75
Not answered: 17

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Q20 Do you buy any additional care or support privately or pay more to 'top up' your care and support?

- Yes, I buy some more care and support with my own money: 103
- Yes, my family pays for some more care and support for me: 30
- No: 201
- Not answered: 23
Q21 - Did you fill in this questionnaire by yourself or did you have help from someone else?

- I filled it in myself: 108
- I had help from a care worker: 70
- I had help from someone living in my household: 42
- I had help from someone living outside my household: 107
- Not answered: 17
Q22 - What type of help did you have?

- 98 people didn't have any help.
- 145 people had help with the questions read to them.
- 54 people had help with the questions translated for them.
- 126 people had help with the answers written down for them.
- 92 people had help with the questions answered by someone else.
- 23 people had help with the questions answered by someone else, without asking them.

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Q23 - If we had made this questionnaire available online would you choose to complete it online or would you prefer to return a booklet like this one?

- Post: 283
- Both: 5
- Online: 31
- Not answered: 25