North Somerset Council
Adult Social Services User Survey 2012-2013
Summary of answers
23 July 2013

The Adult Social Services User Survey forms part of a national survey. 608 users of adult social care in North Somerset were randomly selected and invited to participate. Of these,

344 people responded, representing a return rate of 55% and a confidence interval of ±4.93%

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 and the easy-read formats. Therefore the responses are presented separately. All other questions are comparable in the two formats.
Q2a - 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?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Standard version</th>
<th>Easy-read for LD</th>
</tr>
</thead>
<tbody>
<tr>
<td>So good, it could not be better</td>
<td>7</td>
<td>35</td>
</tr>
<tr>
<td>Very good</td>
<td>65</td>
<td>21</td>
</tr>
<tr>
<td>Good</td>
<td>68</td>
<td>9</td>
</tr>
<tr>
<td>Alright</td>
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<td>0</td>
</tr>
<tr>
<td>Bad</td>
<td>24</td>
<td>0</td>
</tr>
<tr>
<td>Very bad</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>So bad, it could not be worse</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Not answered</td>
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</table>

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

Q2b - Do care and support services help you to have a better quality of life?
Q3a - Which of the following statements best describes how much control you have over your daily life?

- I have as much control over my daily life as I want: 108
- I have adequate control over my daily life: 157
- I have some control over my daily life but not enough: 57
- I have no control over my daily life: 10
- Not answered: 2

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

- Yes: 350
- No: 50
- Not answered: 0
Q4 - Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?

- 160: I feel clean and am able to present myself the way I like
- 155: I feel adequately clean and presentable
- 12: I feel less than adequately clean or presentable
- 3: I don't feel at all clean or presentable
- 4: Not answered
Q5 - Thinking about the food and drink you get, which of the following statements best describes your situation?

- 222: I get all the food and drink I like when I want
- 83: I get adequate food and drink at ok times
- 17: I don’t always get adequate or timely food and drink
- 4: I don’t always get adequate or timely food and drink, and I think there is a risk to my health
- 8: not answered
Q6a - Which of the following statements best describes how clean and comfortable your home is?

- My home is as clean and comfortable as I want: 198
- My home is adequately clean and comfortable: 98
- My home is not quite clean or comfortable enough: 19
- My home is not at all clean or comfortable: 3
- Not answered: 16
Q7a - Which of the following statements best describes how safe you feel?

- I feel as safe as I want: 204
- Generally I feel adequately safe, but not as safe as I would like: 105
- I feel less than adequately safe: 13
- I don’t feel at all safe: 7
- not answered: 5

Q7b - Do care and support services help you in feeling safe?
(not asked in 2010-11)

- Yes: 273
- No: 44
- not answered: 17
Q8a - Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?

- 143 respondents had as much social contact as they want with people they like.
- 110 respondents had adequate social contact with people.
- 58 respondents had some social contact with people, but not enough.
- 12 respondents have little social contact with people and feel socially isolated.
- 11 respondents did not answer.
Q9a - Which of the following statements best describes how you spend your time?

- 117 respondents: I'm able to spend my time as I want, doing things I value or enjoy.
- 105 respondents: I'm able to do enough of the things I value or enjoy with my time.
- 87 respondents: I do some of the things I value or enjoy with my time but not enough.
- 16 respondents: I don't do anything I value or enjoy with my time.
- 9 respondents: Not answered.
Q10 - Which of these statements best describes how having help to do things makes you think and feel about yourself?
Q11 - Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?
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?

<table>
<thead>
<tr>
<th>Health Status</th>
<th>Count</th>
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<tbody>
<tr>
<td>Very Good</td>
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<td>Good</td>
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<tr>
<td>Fair</td>
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<td>Bad</td>
<td>44</td>
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<tr>
<td>Very Bad</td>
<td>17</td>
</tr>
<tr>
<td>not answered</td>
<td>3</td>
</tr>
</tbody>
</table>
Q14a. Pain or discomfort

I have no pain or discomfort
I have moderate pain or discomfort
I have extreme pain or discomfort
not answered

117
157
52
8

Q14b. Anxiety or depression

I am not anxious or depressed
I am moderately anxious or depressed
I am extremely anxious or depressed
not answered

170
130
29
5
Q15a. Do you usually manage to get around indoors (except steps) by yourself?

Q15b. Do you usually manage to get in and out of a bed (or chair) by yourself?
Q15c. Do you usually manage to feed yourself?

- I can do this easily by myself: 259
- I have difficulty doing this myself: 50
- I can't do this by myself: 17
- Not answered: 8

Q15d. Do you usually deal with finances and paperwork - for example, paying bills, writing letters - by yourself?

- I can do this easily by myself: 78
- I have difficulty doing this myself: 71
- I can't do this by myself: 174
- Not answered: 11
Q16a. Do you usually manage to wash all over by yourself, using either a bath or shower?

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

- My home meets my needs very well: 174
- My home meets most of my needs: 120
- My home meets some of my needs: 19
- My home is totally inappropriate for my needs: 4
- Not answered: 17
18. Thinking about getting around outside of your home, which of the following statements best describes your present situation?

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

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, from someone living in my household</td>
<td>143</td>
</tr>
<tr>
<td>Yes, from someone living in another household</td>
<td>173</td>
</tr>
<tr>
<td>No</td>
<td>52</td>
</tr>
<tr>
<td>not answered</td>
<td>16</td>
</tr>
</tbody>
</table>
Q20 Do you buy any additional care or support privately or pay more to ‘top up’ your care and support?

- 124: Yes, I buy some more care and support with my own money
- 21: Yes, my family pays for some more care and support for me
- 179: No
- 18: not answered
Q21 - Did you fill in this questionnaire by yourself or did you have help from someone else?

- 111 people filled it in themselves
- 70 people had help from a care worker
- 57 people had help from someone living in their household
- 85 people had help from someone living outside their household
- 11 people did not answer
Q22 - What type of help did you have?

- 106 people didn't have any help
- 125 people had someone else read the questions to them
- 59 people had someone else translated the questions for them
- 103 people had someone else write down the answers for them
- 96 people talked through the questions with someone else
- 22 people had someone else answer for them without asking them the questions

13 people did not answer the question.

Adult Social Care User Survey 2011-12