North Somerset Council
People and Communities
Adult Social Services User Survey 2013-2014
Summary of answers
20 May 2014

The Adult Social Services User Survey forms part of a national survey sent to 780 users of adult social care in North Somerset.

394 people responded, representing a return rate of 50% and a confidence interval of ±4.61%

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?

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?

- 125 respondents: I have as much control over my daily life as I want.
- 181 respondents: I have adequate control over my daily life.
- 69 respondents: I have some control over my daily life but not enough.
- 14 respondents: I have no control over my daily life.
- 5 respondents: not answered.

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

- 351 respondents: Yes.
- 27 respondents: No.
- 16 respondents: not answered.
Q4 - Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?

- I feel clean and am able to present myself the way I like (227)
- I feel adequately clean and presentable (138)
- I feel less than adequately clean or presentable (15)
- I don't feel at all clean or presentable (4)
- not answered (10)
Q5 - Thinking about the food and drink you get, which of the following statements best describes your situation?

- 251 people said they get all the food and drink they like when they want.
- 115 people said they get adequate food and drink at ok times.
- 13 people said they don't always get adequate or timely food and drink.
- 3 people said they don't always get adequate or timely food and drink, and they think there is a risk to their health.
- 12 people did not answer the question.
Q6 - Which of the following statements best describes how clean and comfortable your home is?

- My home is as clean and comfortable as I want: 244
- My home is adequately clean and comfortable: 126
- My home is not quite clean or comfortable enough: 13
- My home is not at all clean or comfortable: 1
- Not answered: 10
Q7a - Which of the following statements best describes how safe you feel?

![Bar chart showing responses to Q7a]

- 269 respondents feel as safe as they want.
- 91 respondents feel generally adequately safe, but not as safe as they would like.
- 15 respondents feel less than adequately safe.
- 6 respondents do not feel at all safe.
- 13 respondents did not answer.

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

![Bar chart showing responses to Q7b]

- 331 respondents answered yes.
- 38 respondents answered no.
- 25 respondents did not answer.
Q8 - Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?

- 168: I have as much social contact as I want with people I like
- 122: I have adequate social contact with people
- 73: I have some social contact with people, but not enough
- 18: I have little social contact with people and feel socially isolated
- 13: not answered
Q9 - 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 (131)
- I'm able to do enough of the things I value or enjoy with my time (124)
- I do some of the things I value or enjoy with my time but not enough (109)
- I don't do anything I value or enjoy with my time (24)
- Not answered (6)
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: 208
- Having help does not affect the way I think or feel about myself: 125
- Having help sometimes undermines the way I think and feel about myself: 43
- Having help completely undermines the way I think and feel about myself: 6
- not answered: 12
Q11 - Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?

- The way I'm helped and treated makes me think and feel better about myself: 225
- The way I'm helped and treated does not affect the way I think or feel about myself: 122
- The way I'm helped and sometimes undermines the way I think and feel about myself: 29
- The way I'm helped and completely undermines the way I think and feel about myself: 8
- Not answered: 10
Q12 - In the past year, have you found it easy or difficult to find information and advice about support, services or benefits?

![Bar chart showing the distribution of responses to Q12.](chart.png)

- Very easy to find: 81
- Fairly easy to find: 143
- Fairly difficult to find: 42
- Very difficult to find: 23
- I've never tried to find information or advice: 92
- Not answered: 13
Q13 - How is your health in general?

- Very Good: 59
- Good: 91
- Fair: 172
- Bad: 45
- Very Bad: 16
- Not answered: 11
Q14a. Pain or discomfort

![Bar chart showing the distribution of responses to Q14a.]

Q14b. Anxiety or depression

![Bar chart showing the distribution of responses to Q14b.]

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?

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

![Bar chart showing responses to Q16c.]

- 234 respondents can do this easily by themselves.
- 77 respondents have difficulty doing this by themselves.
- 71 respondents cannot do this by themselves.
- 12 respondents did not answer.

Q16d. Do you usually manage to wash your face and hands by yourself?

![Bar chart showing responses to Q16d.]

- 280 respondents can do this easily by themselves.
- 63 respondents have difficulty doing this by themselves.
- 41 respondents cannot do this by themselves.
- 10 respondents did not answer.
Q17 - How well do you think your home is designed to meet your needs?

- 217 people think their home meets their needs very well.
- 116 people think their home meets most of their needs.
- 36 people think their home meets some of their needs.
- 10 people think their home is totally inappropriate for their needs.
- 15 people did not answer.
18. Thinking about getting around outside of your home, which of the following statements best describes your present situation?

- 115: 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
- 87: I am unable to get to all the places in my local area that I want
- 90: I do not leave my home
- 24: 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: 168
- Yes, from someone living in another household: 198
- No: 61
- not answered: 14
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: 116
Yes, my family pays for some more care and support for me: 37
No: 233
Not answered: 23
Q21 - Did you fill in this questionnaire by yourself or did you have help from someone else?

![Bar chart showing the distribution of responses to Q21.]

- 107 people filled it in themselves.
- 81 people had help from a care worker.
- 69 people had help from someone living in their household.
- 125 people had help from someone living outside their household.
- 12 people did not answer.

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Q22 - What type of help did you have?

- Someone answered for me, without asking me the questions: 32
- I talked through the questions with someone else: 119
- Someone else wrote down the answers for me: 144
- Someone else translated the questions for me: 57
- Someone else read the questions to me: 168
- I didn't have any help: 96
- Not answered: 20
Q23 Would you be happy to be invited to take part in more research?

- Yes: 191
- No: 173
- Not answered: 30