



Durham Adult Social Care Survey June 2023

Feedback results



June 2023

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EXECUTIVE SUMMARY

Three hundred and eighty-three completed surveys were received in total, with a summary of the findings below.

Ensuring Safety Survey



94% Agreed Adult Social Care Services treated their safety as a priority.



91% Felt safe and not discriminated against when dealing with Adult Social Care Services.

Working with People Survey



92% Felt involved in decision making when arranging their care and support.



79% Agreed care providers appointed by Adult Social Care Services to support their independence, are responsive and work to a high standard.

Providing Support Survey



91% Agreed Adult Social Care Services work well with others to understand what clients need.



54% Understood that Adult Social Care Services can arrange temporary replacement care should the unpaid carer need to take a short break from providing care.

INTRODUCTION

Durham County Council Adult Social Care Services are a learning service and committed to listening to the views of their service users. The service is currently involved in the process of compiling a self-assessment of how it discharges Adult Social Care duties under Part 1 of The Care Act (2014). Information gained from this survey will inform this self-assessment process.

The self-assessment will be used to respond to Care Quality Commission (CQC) assessment activity in relation to the way that local authorities discharge Adult Social Care duties under Part 1 of The Care Act (2014).

When the CQC assess local authorities, they use four Quality Themes from their overarching Quality Assurance Framework. They are: Working with People; Providing Support; Ensuring Safety; and Leadership.

Each Quality Statement is interpreted for service users as “I” statements and the local authority as “We” statements. The service user “I” statements relate to Working with People; Providing Support; and Ensuring Safety. Leadership does not have a set of “I” statements associated with it.

The CQC Themes & Quality “I” Statements are shown below.

Working with People: assessing needs, care planning and review, direct payments, charging, supporting people to live healthier lives, prevention, wellbeing, information and advice		
Assessing Needs	Supporting people to live healthier lives	Equity in experiences and outcomes
I have care and support that is co-ordinated, and everyone works well together and with me. I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals.	I can get information and advice about my health, care and support and how I can be as well as possible – physically, mentally and emotionally. I am supported to plan ahead for important changes in my life that I can anticipate.	I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and goals

Providing Support: shaping, commissioning, workforce capacity and capability, integration and partnership working	
Care provision, integration and continuity	Partnerships and communities
I have care and support that is co-ordinated, and everyone works well together and with me.	Leaders work proactively to support staff and collaborate with partners to deliver safe, integrated, person-centred and sustainable care and to reduce inequalities.

Ensuring Safety: safeguarding enquiries, reviews, Safeguarding Adults Board, safe systems, pathways and continuity of care	
Safe systems, pathways and transitions	Safeguarding
When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place. I feel safe and am supported to understand and manage any risks.	I feel safe and am supported to understand and manage any risks.

The evidence used by CQC to support assessments of the local authority against these themes and quality statements is drawn from:

1. information about people’s experience of adult social care;
2. feedback from staff and leaders about adult social care;
3. feedback from partners about adult social care;
4. information about processes within adult social care;
5. information about outcomes of adult social care

Durham County Council have been engaging with all stakeholders to obtain their views on Adult Social Care Services. Direct Data Analysis, an independent research organisation, were commissioned by Durham County Council Adult Social Care Services to undertake a postal survey of care service users.

The feedback from all of the engagement work will support their evidence base and feed into their self-assessment process.

Method

Durham County Council provided the content for the questionnaires following the checklist outlined in the Local Government Authority (LGA) and the Association of Directors of Adult Social Care (ADASS) publication “Getting Ready for Assurance:

A guide to support the development of the “Your Adult Social Care Self-Assessment” (October 2022) was used. Durham County Council shared checklist statements for each of the three quality themes: Working with People, Providing Support and Ensuring Safety.

We designed a questionnaire and covering letter for each of the three quality themes and Durham County Council completed quality assurance checks with leads in those areas and their Head of Adult Care

The three questionnaires were designed and tested over a five-week period.

Selection of the three groups

The Adult and Health Services Data and Systems Team at Durham County Council generated a randomly selected list of 1500 active service users.

The list of 1500 service users were extracted from a list of all service users currently listed on the adult care case management system, Azeus. They applied exclusion criteria to reduce the list before completing a random selection, for example, they excluded anyone who has previously opted to not receive surveys. The final list of 1500 was subdivided into three groups of 500. Each group received one of the three themed questionnaires.

Fieldwork

Each survey pack consisted of the following:

- Cover letter
- Questionnaire
- Pre-paid return envelope

Survey packs were sent out, via Royal Mail, on the 9th May 2023. Respondents were asked to return their completed questionnaire by the 31st May 2023. To allow for any late returns, the survey was kept open until the 5th June 2023.

Durham County Council communicated with their customer service team, front line staff and social care direct team prior to the surveys being distributed, in case they were contacted around the authenticity of this document and to confirm who to direct queries too.

Respondent assistance

The invite letter included a freephone helpline for service users to call should they have any queries or require assistance with the survey. Service users were also able to contact Direct Data Analysis via email with any queries.

Safeguarding

Although the survey was anonymous, respondents were informed that Adult Social Care Services may make contact regarding their answers if they indicated that there is a risk to their, or someone else's, health and safety, or that they are experiencing a serious problem with their care.

Direct Data Analysis, when entering the survey data compiled a list of any respondents where a response to a question indicated a potential safeguarding concern. Any serious concerns would be notified to Adult Social Care Services as soon as possible using the contact agreed prior to the surveys being disseminated.

Risk

Durham County Council and Direct Data Analysis completed a Data Processing Schedule for the processing of personal data and data subjects. Data was shared using secure channels and the documents were password protected.

SURVEY RESULTS

A total of 383 completed surveys were received by the cut-off point of 5th June 2023. This represented an overall response rate of 25.5%. Eleven completed returns received after this date were excluded from the analysis.

Reminders were not sent to non-respondents on this occasion.

After each question, respondents were given the opportunity to provide additional information surrounding their response. Selected comments are shown throughout this report, with a full list of comments provided in a separate document.

The questions shown correspond with the question number for each of the three surveys. The results from each of the three surveys are shown below.

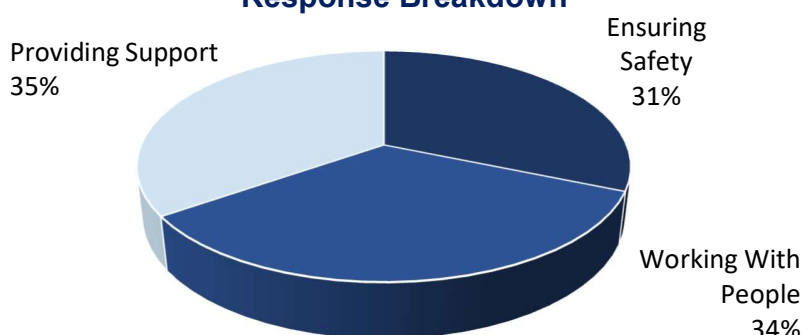
Survey Overview



Completion Method



Response Breakdown



Ensuring Safety Survey

Survey Overview

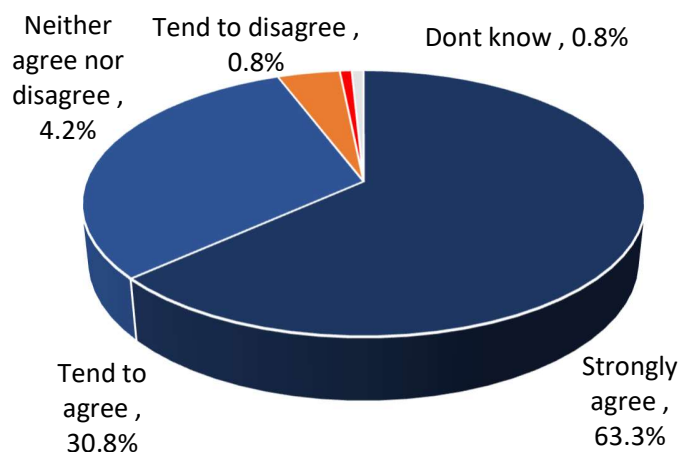


Completion Method



Section 1 – Providing safe care

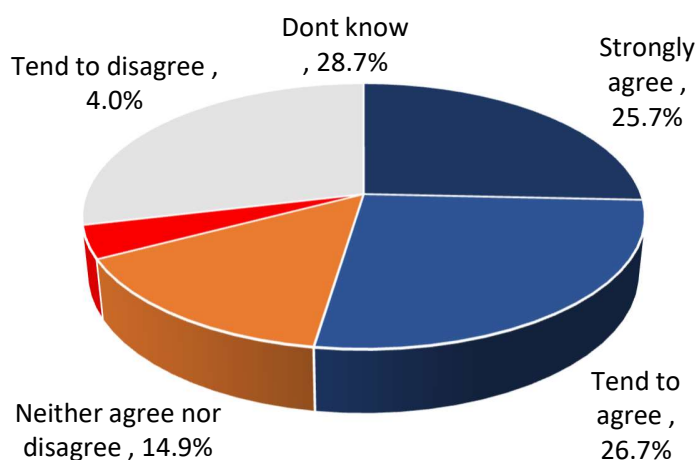
Question 1. Adult Social Care Services treat my safety as a priority.



Response	Percent	Count
Strongly agree	63.3%	76
Tend to agree	30.8%	37
Neither agree nor disagree	4.2%	5
Tend to disagree	0.8%	1
Strongly disagree	0.0%	0
Don't know	0.8%	1
Totals		120

“The carer noticed redness on my right leg and phoned for advice. I was taken to hospital by ambulance and treated for a suspected blood clot”.

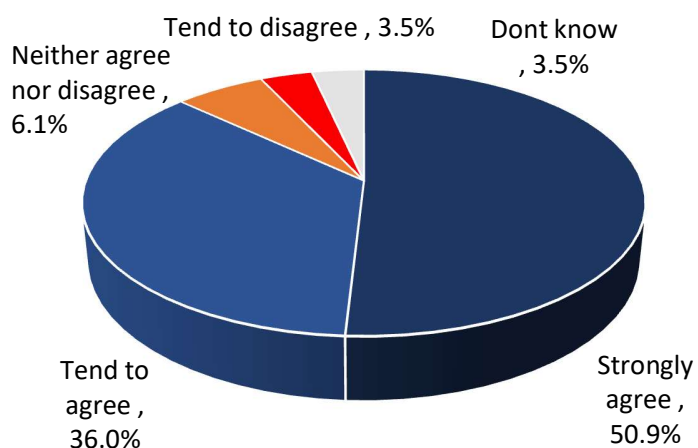
Question 2. Where mistakes around my safety are made, Adult Social Care Services are open about the mistake.



Response	Percent	Count
Strongly agree	25.7%	26
Tend to agree	26.7%	27
Neither agree nor disagree	14.9%	15
Tend to disagree	4.0%	4
Strongly disagree	0.0%	0
Don't know	28.7%	29
Totals		101

“The situation has not happened yet. However, I feel they would be open about any mistake.”

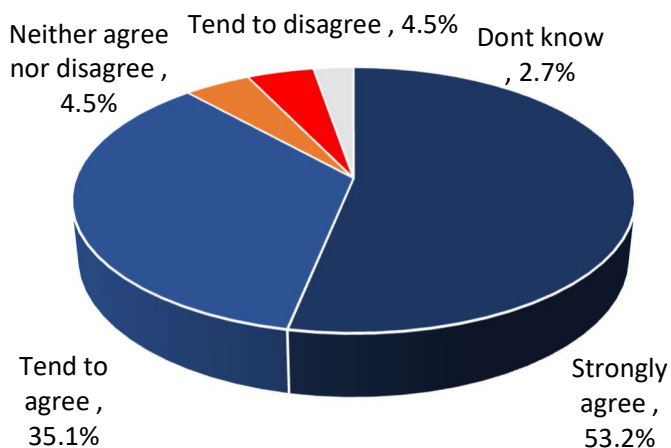
Question 3. Adult Social Care Services check I am okay and will act where they feel I am unsafe.



Response	Percent	Count
Strongly agree	50.9%	58
Tend to agree	36.0%	41
Neither agree nor disagree	6.1%	7
Tend to disagree	3.5%	4
Strongly disagree	0.0%	0
Don't know	3.5%	4
Totals		114

“My carers ask if I am ok, but I cannot recall social services phoning to see if I am ok. They have given me a number to call if I have any problems, so I assume they think that because I have not called them, I am OK.”

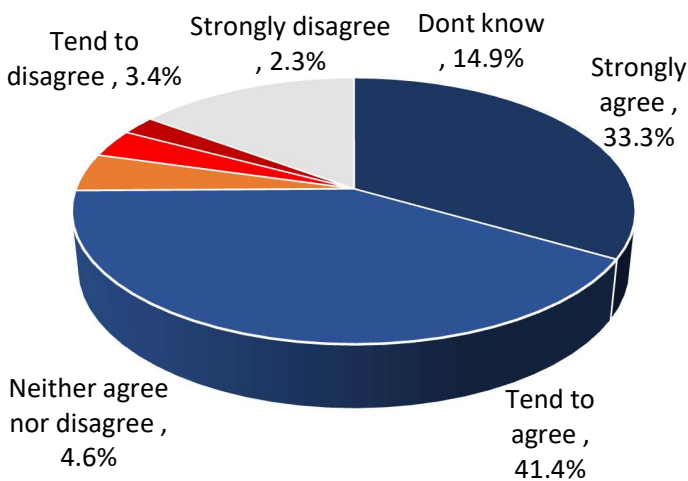
Question 4. Adult Social Care Services work well together to ensure my care is safe and reliable, especially when my care needs or circumstances change.



Response	Percent	Count
Strongly agree	53.2%	59
Tend to agree	35.1%	39
Neither agree nor disagree	4.5%	5
Tend to disagree	4.5%	5
Strongly disagree	0.0%	0
Don't know	2.7%	3
Totals		111

“They worked quickly when the need to change provider arose.”

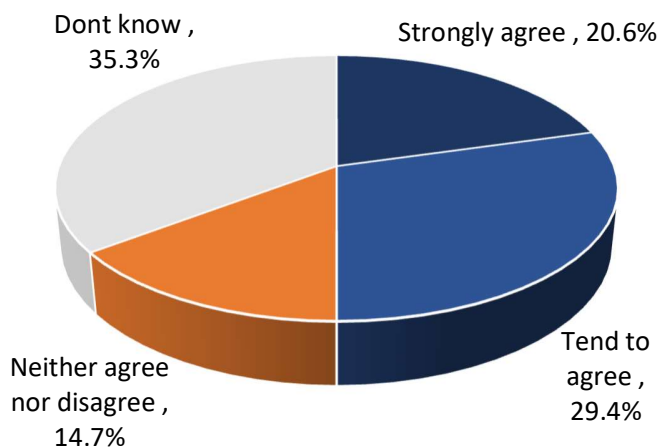
Question 5. Where you requested funding towards your care and support. Funding for my care was arranged in a timely manner.



Response	Percent	Count
Strongly agree	33.3%	29
Tend to agree	41.4%	36
Neither agree nor disagree	4.6%	4
Tend to disagree	3.4%	3
Strongly disagree	2.3%	2
Don't know	14.9%	13
Totals		87

“Little bit of a delay, but I expected that.”

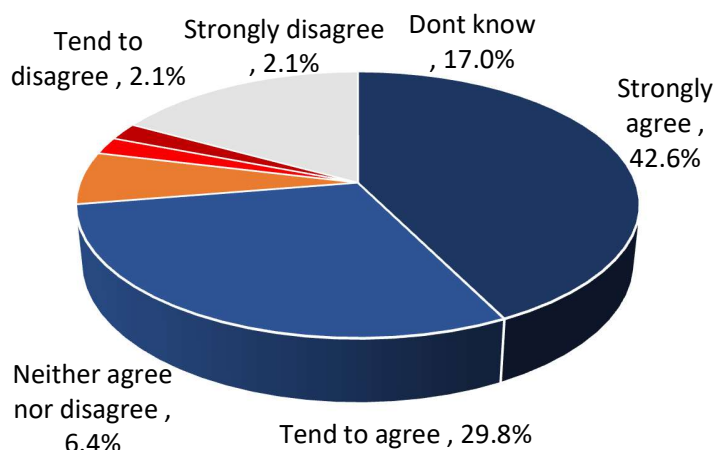
**Question 6. Where you moved from another area into Durham.
Adult Social Care Services ensured there was no interruption to my care when moving.**



Response	Percent	Count
Strongly agree	20.6%	7
Tend to agree	29.4%	10
Neither agree nor disagree	14.7%	5
Tend to disagree	0.0%	0
Strongly disagree	0.0%	0
Don't know	35.3%	12
Totals		34

"I live on a border area, so it is often confusing as to who is responsible."

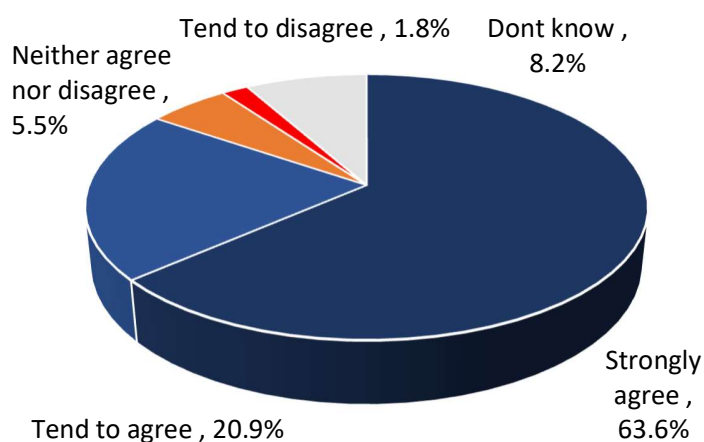
Question 7. Adult Social Care Services will respond quickly should I have an emergency care need.



Response	Percent	Count
Strongly agree	42.6%	40
Tend to agree	29.8%	28
Neither agree nor disagree	6.4%	6
Tend to disagree	2.1%	2
Strongly disagree	2.1%	2
Don't know	17.0%	16
Totals		94

"Crisis team came immediately when there was a change in needs."

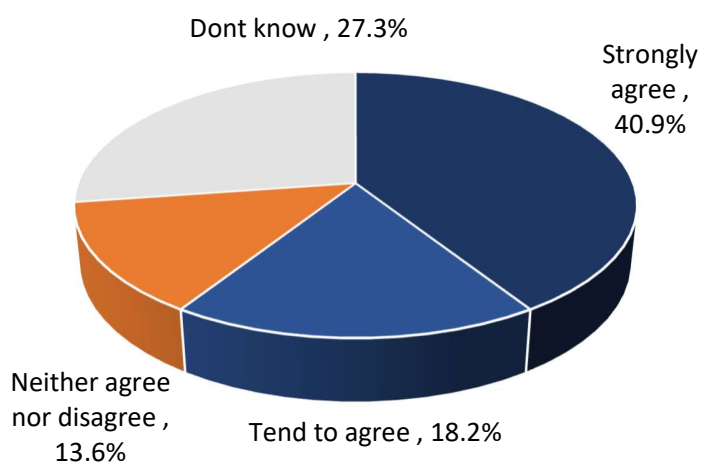
Question 8. I have a care plan which details my care needs and who is responsible for my care needs.



Response	Percent	Count
Strongly agree	63.6%	70
Tend to agree	20.9%	23
Neither agree nor disagree	5.5%	6
Tend to disagree	1.8%	2
Strongly disagree	0.0%	0
Don't know	8.2%	9
Totals		110

“Can’t remember if I have a care plan or not.”

Question 9. If you were cared for by Social Services as a young person. Adult Social Care Services carried out a care needs assessment when I moved from children’s services to adult care.

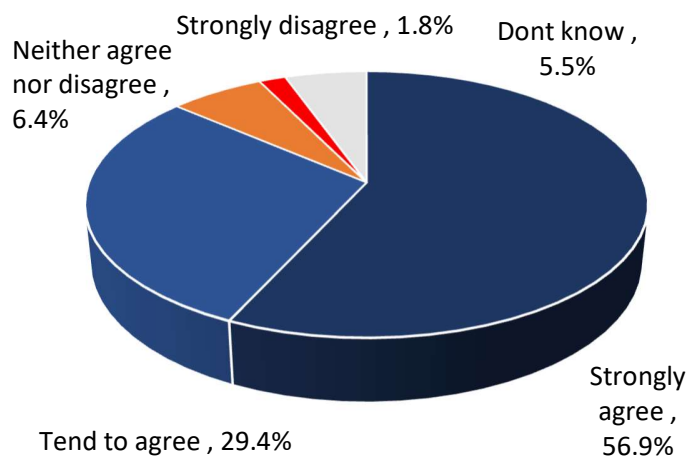


Response	Percent	Count
Strongly agree	40.9%	9
Tend to agree	18.2%	4
Neither agree nor disagree	13.6%	3
Tend to disagree	0.0%	0
Strongly disagree	0.0%	0
Don't know	27.3%	6
Totals		22

“Social workers and care staff have always been there for me, as a child and now as an adult.”

Section 2 – Raising concerns about your safety

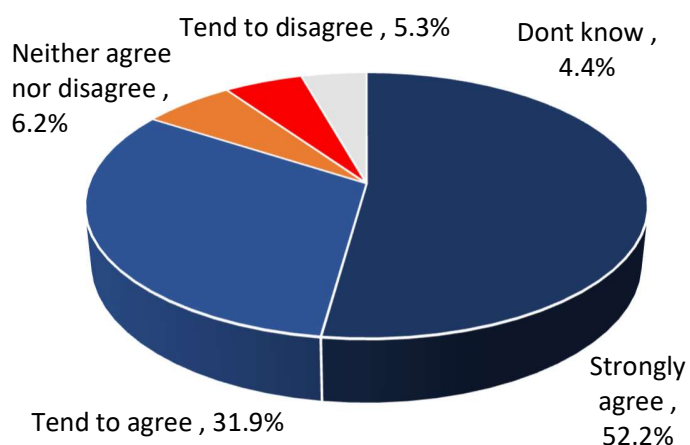
Question 10. I feel that Adult Social Care Services work hard to keep me safe from harm and abuse.



Response	Percent	Count
Strongly agree	56.9%	62
Tend to agree	29.4%	32
Neither agree nor disagree	6.4%	7
Tend to disagree	0.0%	0
Strongly disagree	1.8%	2
Don't know	5.5%	6
Totals		109

“Questions are asked, and my situation is assessed during reviews.”

Question 11. I know who I need to contact if I have any concerns relating to my safety or care given to me.

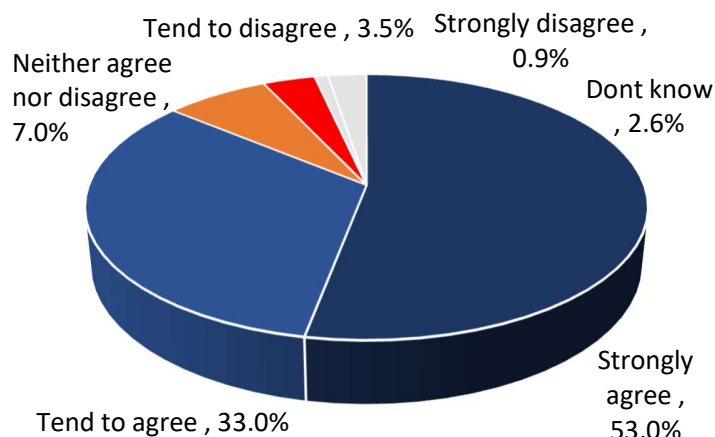


Response	Percent	Count
Strongly agree	52.2%	59
Tend to agree	31.9%	36
Neither agree nor disagree	6.2%	7
Tend to disagree	5.3%	6
Strongly disagree	0.0%	0
Don't know	4.4%	5
Totals		113

“I cannot reach my social worker or care provider by telephone (nobody answers).”

“I have a number to call if I have any concerns.”

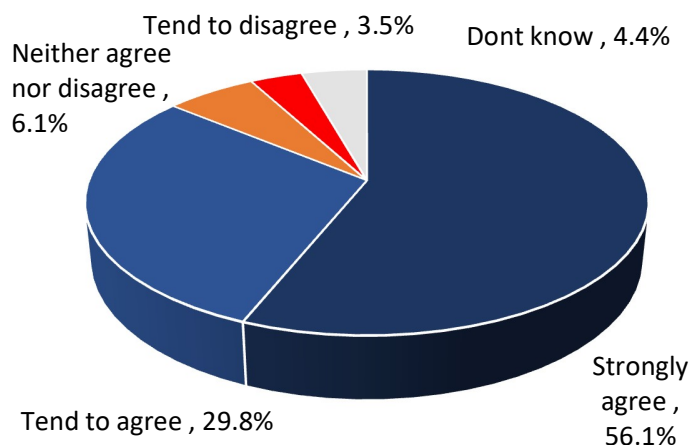
Question 12. I feel I can raise any concerns about my safety and well-being, and these will be dealt with promptly.



Response	Percent	Count
Strongly agree	53.0%	61
Tend to agree	33.0%	38
Neither agree nor disagree	7.0%	8
Tend to disagree	3.5%	4
Strongly disagree	0.9%	1
Don't know	2.6%	3
Totals		115

“I can call my social worker, or the care office should I have any concerns.”

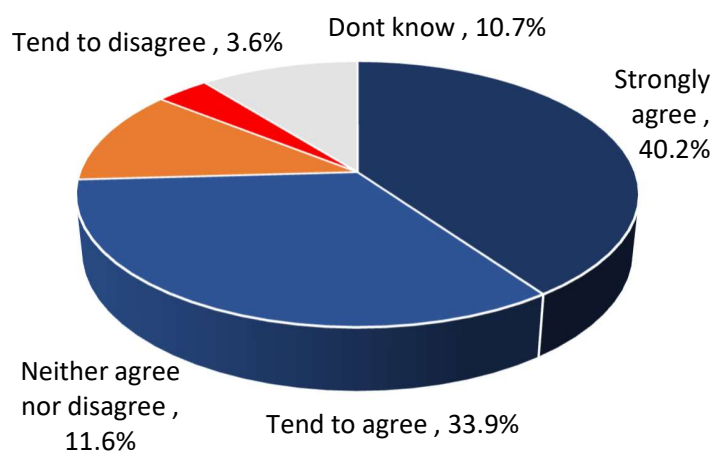
Question 13. I feel that Adult Social Care Services will act in my best interests should I need to contact them with any safety concern.



Response	Percent	Count
Strongly agree	56.1%	64
Tend to agree	29.8%	34
Neither agree nor disagree	6.1%	7
Tend to disagree	3.5%	4
Strongly disagree	0.0%	0
Don't know	4.4%	5
Totals		114

“I can remember the social worker telling me to give them a call anytime should I have any questions or concerns.”

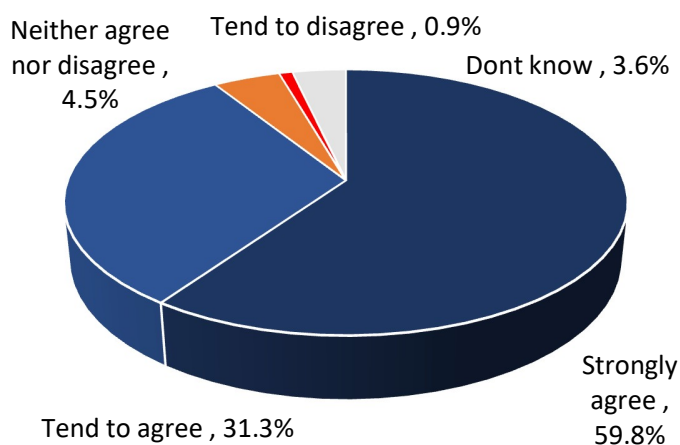
Question 14. I can access information about safety and abuse and know who to contact should I have a concern?



Response	Percent	Count
Strongly agree	40.2%	45
Tend to agree	33.9%	38
Neither agree nor disagree	11.6%	13
Tend to disagree	3.6%	4
Strongly disagree	0.0%	0
Don't know	10.7%	12
Totals		112

“I know who to call, but don't have any leaflets or information about safety or abuse.”

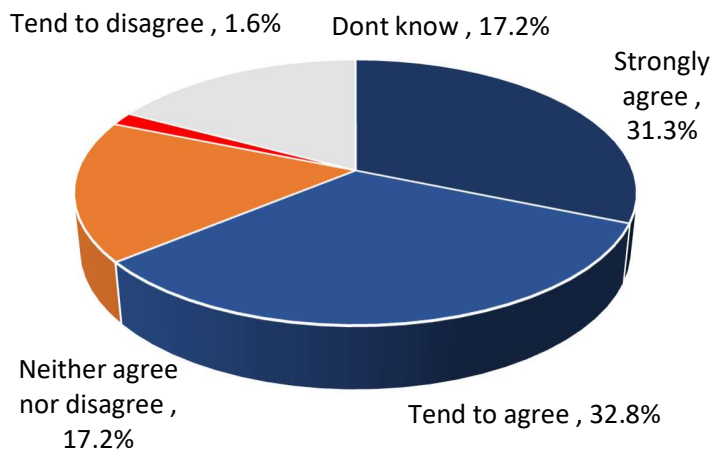
Question 15. I feel safe and not discriminated against when dealing with Adult Social Care Services.



Response	Percent	Count
Strongly agree	59.8%	67
Tend to agree	31.3%	35
Neither agree nor disagree	4.5%	5
Tend to disagree	0.9%	1
Strongly disagree	0.0%	0
Don't know	3.6%	4
Totals		112

“I have never felt unsafe or uneasy when dealing with anyone involved in my care.”

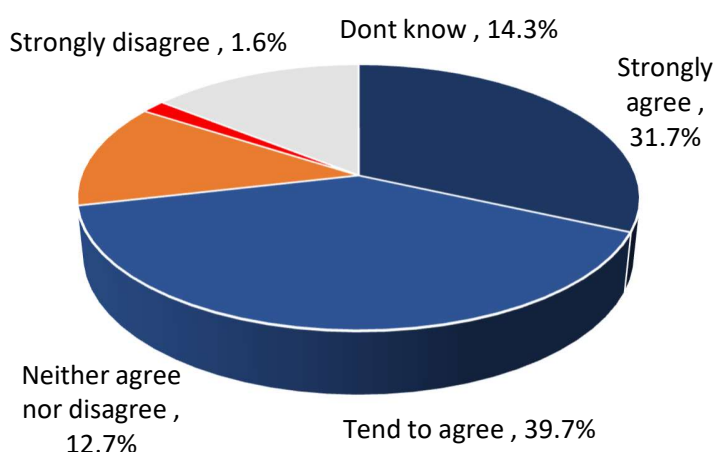
Question 16. Where you raised a concern about your care or safety. Adult Social Care Services understood my safety concern and took appropriate action to address the matter.



Response	Percent	Count
Strongly agree	31.3%	20
Tend to agree	32.8%	21
Neither agree nor disagree	17.2%	11
Tend to disagree	1.6%	1
Strongly disagree	0.0%	0
Don't know	17.2%	11
Totals		64

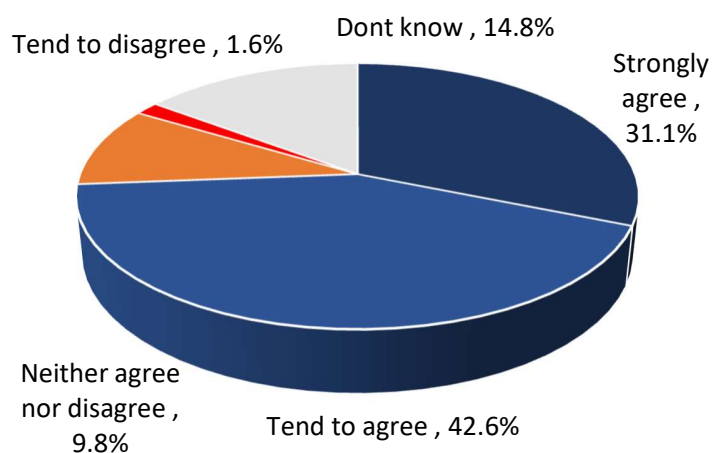
“There was a situation at respite 3 years ago where I had been neglected with my personal care. It was short stay. My mum took me out of the place after speaking to management. I have not been in respite since.”

Question 17. Where you raised a concern about your care or Adult Social Care Services dealt with my concern in a timely manner.



Response	Percent	Count
Strongly agree	31.7%	20
Tend to agree	39.7%	25
Neither agree nor disagree	12.7%	8
Tend to disagree	0.0%	0
Strongly disagree	1.6%	1
Don't know	14.3%	9
Totals		63

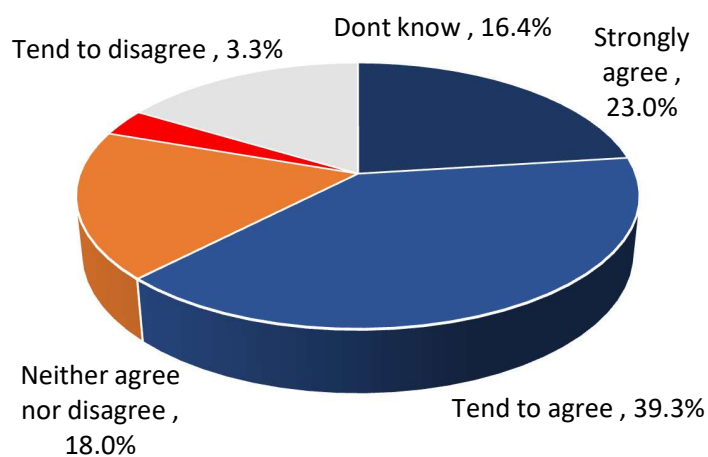
Question 18. Where you raised a concern about your care or safety. Adult Social Care Services handled my concern sensitively, and I felt supported.



Response	Percent	Count
Strongly agree	31.1%	19
Tend to agree	42.6%	26
Neither agree nor disagree	9.8%	6
Tend to disagree	1.6%	1
Strongly disagree	0.0%	0
Don't know	14.8%	9
Totals		61

“If this concerned us, I feel we would be supported.”

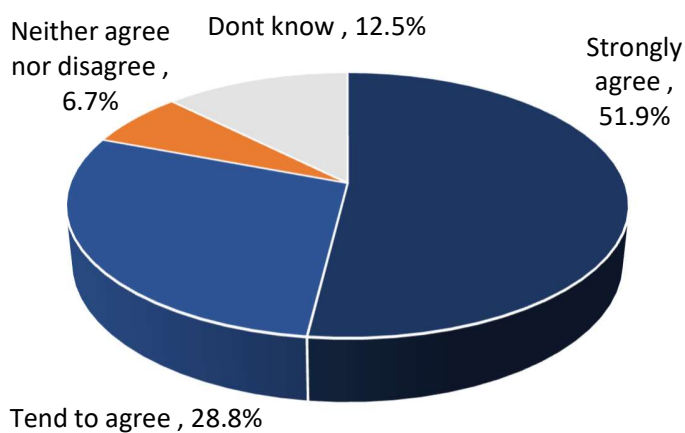
Question 19. Where you raised a concern about your care or safety. I felt that everyone concerned was made aware of the outcome.



Response	Percent	Count
Strongly agree	23.0%	14
Tend to agree	39.3%	24
Neither agree nor disagree	18.0%	11
Tend to disagree	3.3%	2
Strongly disagree	0.0%	0
Don't know	16.4%	10
Totals		61

“It was my two daughters who raised concerns about my health with Doctors and made sure I had handrails fitted round my house.”

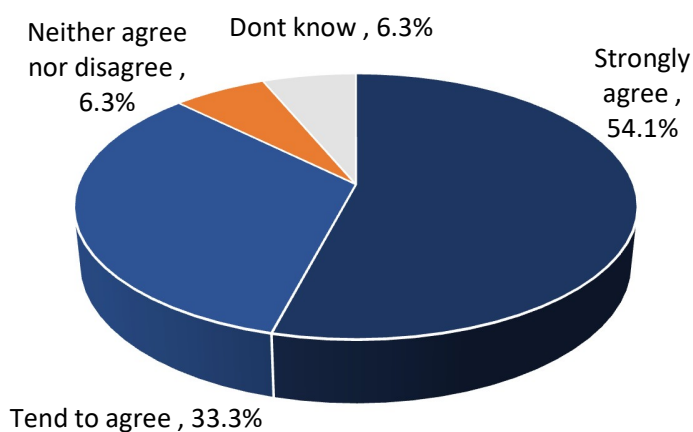
Question 20. I feel that any information I give surrounding my concern will be used by Adult Social Care Services to help protect others who might be at risk.



Response	Percent	Count
Strongly agree	51.9%	54
Tend to agree	28.8%	30
Neither agree nor disagree	6.7%	7
Tend to disagree	0.0%	0
Strongly disagree	0.0%	0
Don't know	12.5%	13
Totals		104

“If I were to raise a concern regarding an issue with my carers, I would expect social services to make sure the issue raised is not happening with other cared for people.”

Question 21. I feel that Adult Social Care Services actively work with other agencies involved in my care to ensure I am safe and have what I need.



Response	Percent	Count
Strongly agree	54.1%	60
Tend to agree	33.3%	37
Neither agree nor disagree	6.3%	7
Tend to disagree	0.0%	0
Strongly disagree	0.0%	0
Don't know	6.3%	7
Totals		111

“I am sure a lot goes on behind the scenes that we do not know about, in order to ensure our care is safe.”

Working with People Survey

Survey Overview

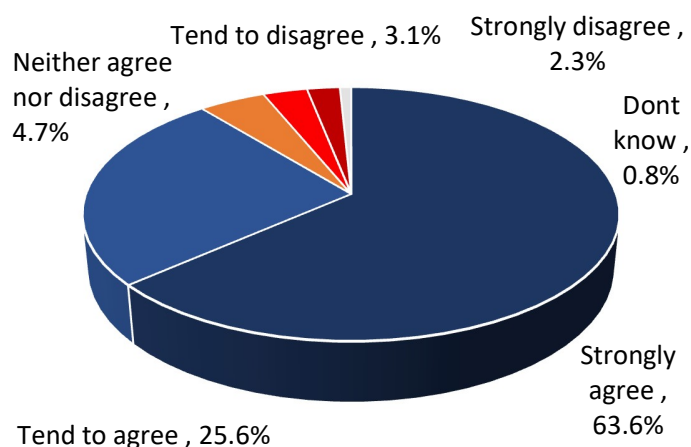


Completion Method



Section 1 – Assessing your needs

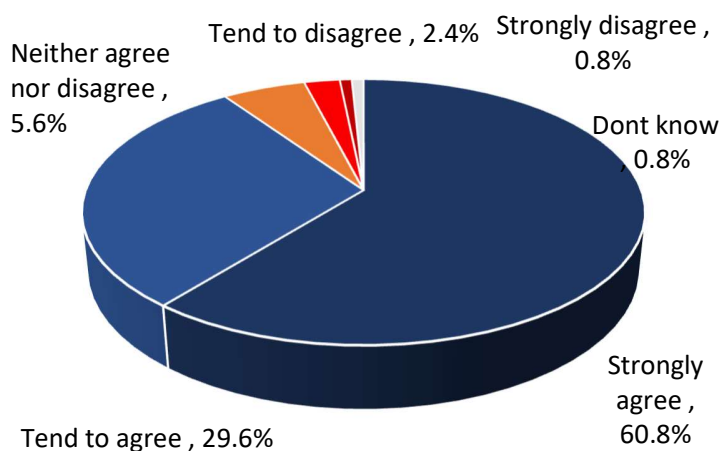
Question 1. Adult Social Care Services ensure my wellbeing is a priority.



Response	Percent	Count
Strongly agree	63.6%	82
Tend to agree	25.6%	33
Neither agree nor disagree	4.7%	6
Tend to disagree	3.1%	4
Strongly disagree	2.3%	3
Don't know	0.8%	1
Totals		129

“On my assessment they asked me lots of questions to ensure the right care was being put in place. They also arranged for someone to carry out an assessment for any equipment I needed to keep me safe.”

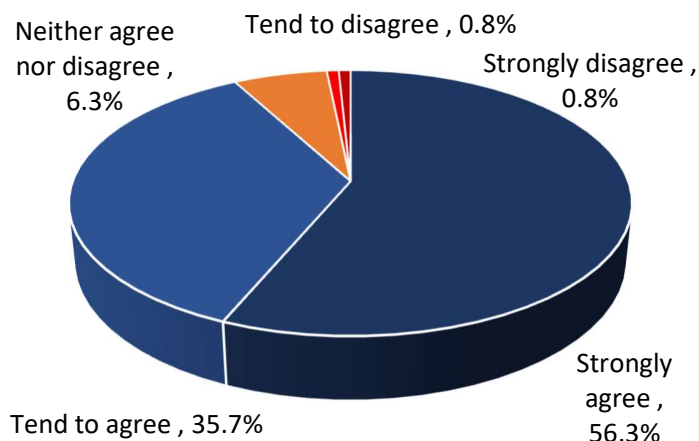
Question 2. I am involved in any assessments of my care and support needs and the creation of any care plan.



Response	Percent	Count
Strongly agree	60.8%	76
Tend to agree	29.6%	37
Neither agree nor disagree	5.6%	7
Tend to disagree	2.4%	3
Strongly disagree	0.8%	1
Don't know	0.8%	1
Totals		125

“I was asked lots of questions and felt involved in my original assessment.”

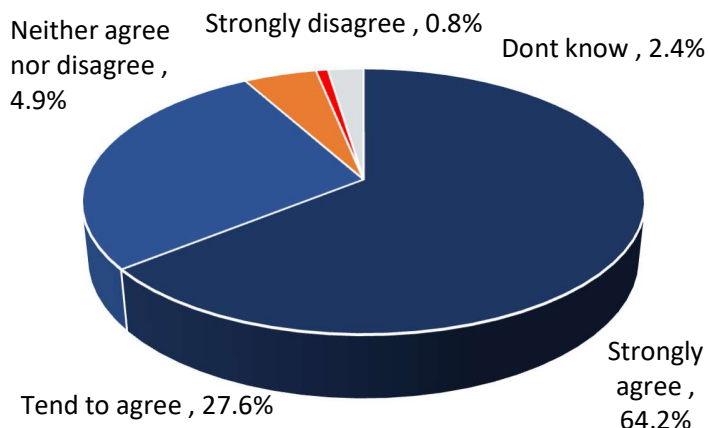
Question 3. I am involved in decision making when arranging my care and support.



Response	Percent	Count
Strongly agree	56.3%	71
Tend to agree	35.7%	45
Neither agree nor disagree	6.3%	8
Tend to disagree	0.8%	1
Strongly disagree	0.8%	1
Don't know	0.0%	0
Totals		126

“I was able to choose where I go to daycare 3 days.”

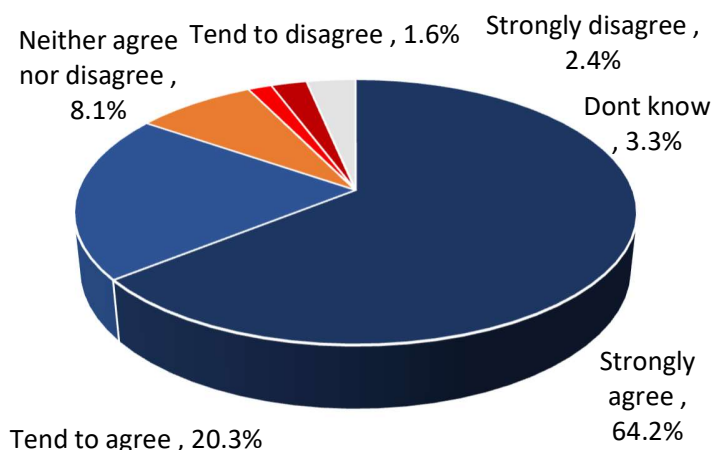
Question 4. Where a care assessment was undertaken. The assessment was carried out by someone who acted in a professional manner and understood my care needs.



Response	Percent	Count
Strongly agree	64.2%	79
Tend to agree	27.6%	34
Neither agree nor disagree	4.9%	6
Tend to disagree	0.0%	0
Strongly disagree	0.8%	1
Don't know	2.4%	3
Totals		123

“The person carrying out the assessment was very professional, kind, and knowledgeable. They treated me as an individual and I felt the questions they were asking enabled them to fully understand my needs.”

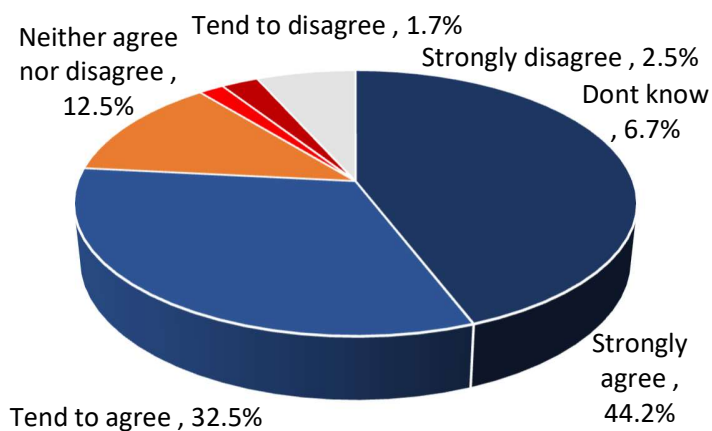
Question 5. Where a care assessment was undertaken. My assessment included a discussion around my medication support needs.



Response	Percent	Count
Strongly agree	64.2%	79
Tend to agree	20.3%	25
Neither agree nor disagree	8.1%	10
Tend to disagree	1.6%	2
Strongly disagree	2.4%	3
Don't know	3.3%	4
Totals		123

“They asked me about me medication - what I was taking, why I was taking, how many times a day, etc.”

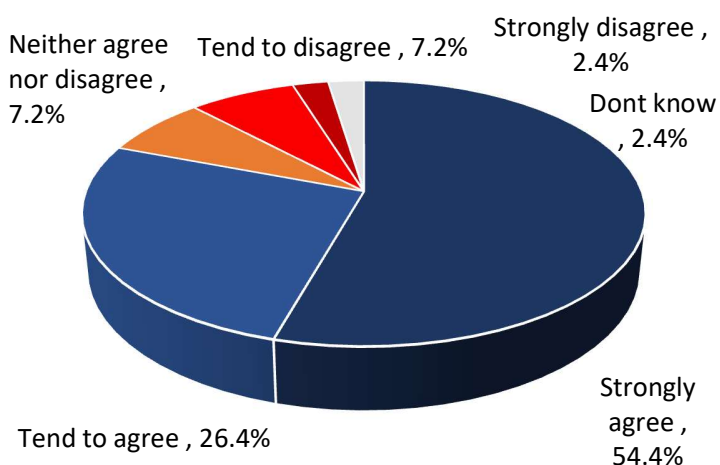
Question 6. When I or my unpaid carer(s) receive assessment documentation, the content is clear and if we disagree with any content, we are aware we can contact the author to discuss.



Response	Percent	Count
Strongly agree	44.2%	53
Tend to agree	32.5%	39
Neither agree nor disagree	12.5%	15
Tend to disagree	1.7%	2
Strongly disagree	2.5%	3
Don't know	6.7%	8
Totals		120

“If anything is not right, my carer will discuss it with the author.”

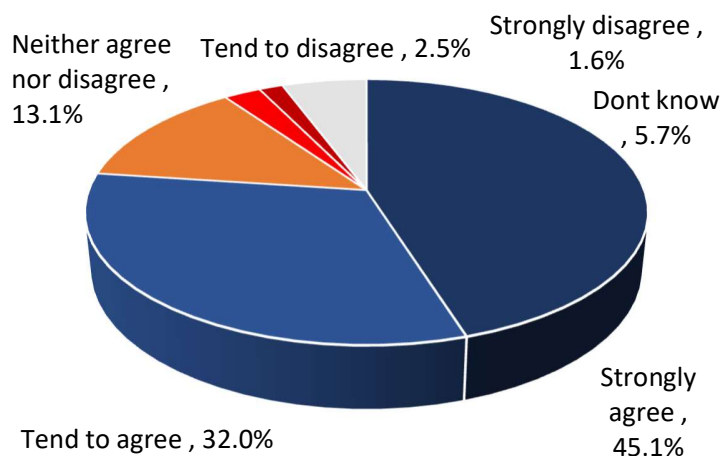
Question 7. I can access Adult Social Care Services for information regarding my care and support services.



Response	Percent	Count
Strongly agree	54.4%	68
Tend to agree	26.4%	33
Neither agree nor disagree	7.2%	9
Tend to disagree	7.2%	9
Strongly disagree	2.4%	3
Don't know	2.4%	3
Totals		125

“Sometimes it is difficult getting through to the right person.”

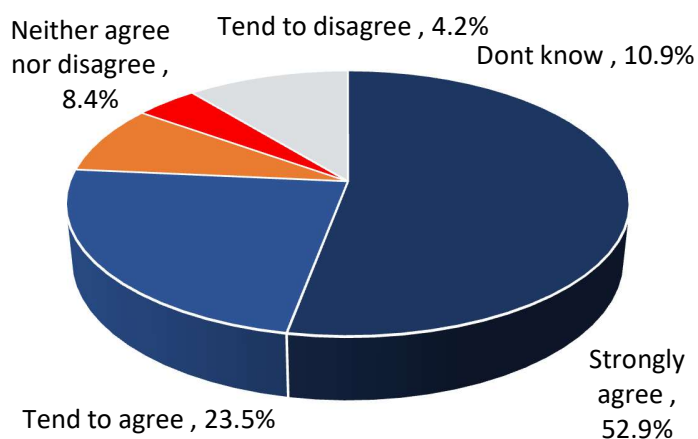
Question 8. Adult Social Care Services will advise me to access other services for my care and support where they are unable to assist themselves.



Response	Percent	Count
Strongly agree	45.1%	55
Tend to agree	32.0%	39
Neither agree nor disagree	13.1%	16
Tend to disagree	2.5%	3
Strongly disagree	1.6%	2
Don't know	5.7%	7
Totals		122

“I have been informed to contact other services.”

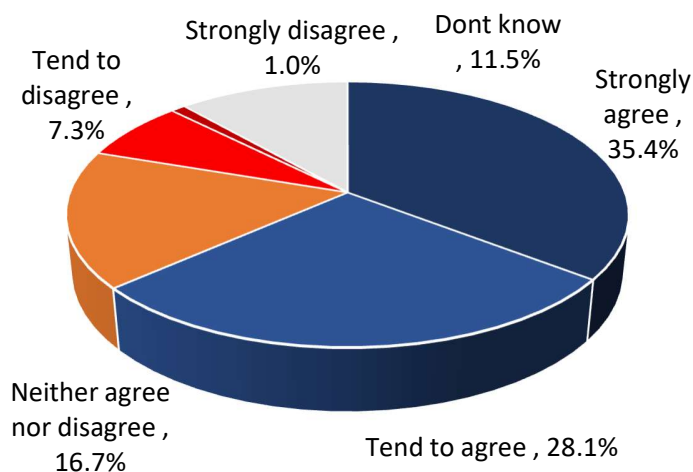
Question 9. If I suffer a decline in my health, wellbeing or abilities, Adult Social Care Services act swiftly to support me, regardless of if this is short- or longer-term need.



Response	Percent	Count
Strongly agree	52.9%	63
Tend to agree	23.5%	28
Neither agree nor disagree	8.4%	10
Tend to disagree	4.2%	5
Strongly disagree	0.0%	0
Don't know	10.9%	13
Totals		119

“We know that if the new package of support isn't working that we can have another assessment.”

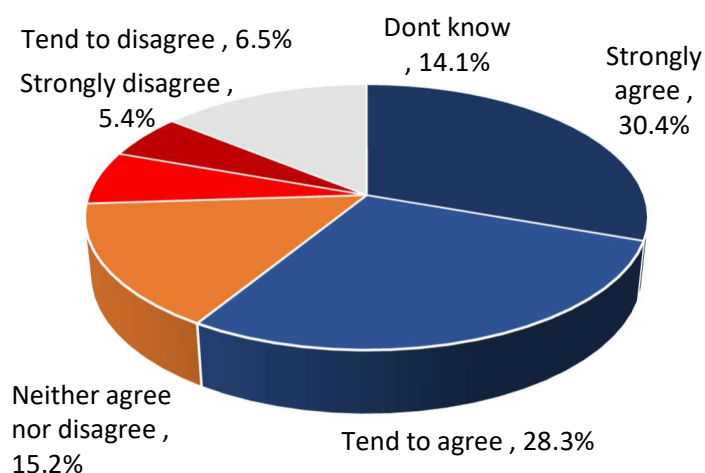
Question 10. Where you are supported by someone who is an unpaid carer. Any care needs assessment takes into account the needs of my unpaid carers as well as my needs.



Response	Percent	Count
Strongly agree	35.4%	34
Tend to agree	28.1%	27
Neither agree nor disagree	16.7%	16
Tend to disagree	7.3%	7
Strongly disagree	1.0%	1
Don't know	11.5%	11
Totals		96

“I can't recall being asked about my unpaid carers needs during any assessment.”

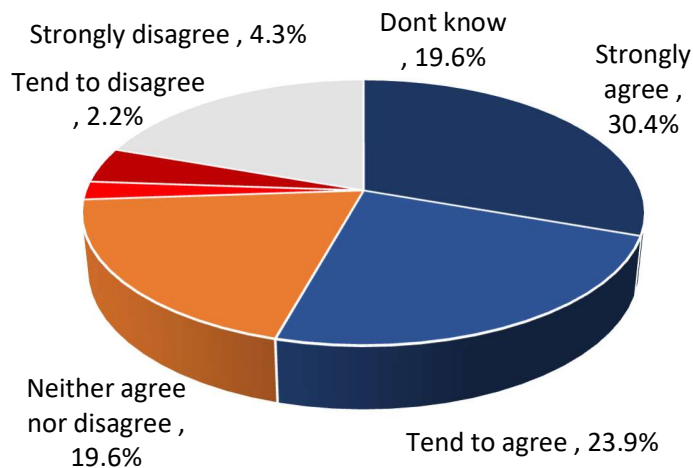
Question 11. Where you are supported by someone who is an unpaid carer. My unpaid carers are aware they can access training and support in their role as a carer.



Response	Percent	Count
Strongly agree	30.4%	28
Tend to agree	28.3%	26
Neither agree nor disagree	15.2%	14
Tend to disagree	6.5%	6
Strongly disagree	5.4%	5
Don't know	14.1%	13
Totals		92

“Not aware of any training or support.”

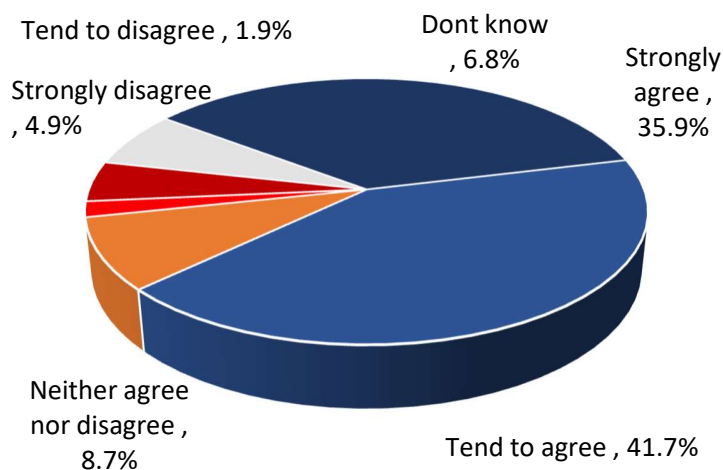
Question 12. Where you are supported by someone who is an unpaid carer. My unpaid carer and I can access independent advocacy services to support with planning my care needs.



Response	Percent	Count
Strongly agree	30.4%	28
Tend to agree	23.9%	22
Neither agree nor disagree	19.6%	18
Tend to disagree	2.2%	2
Strongly disagree	4.3%	4
Don't know	19.6%	18
Totals		92

“I feel they would have to look for this information themselves.”

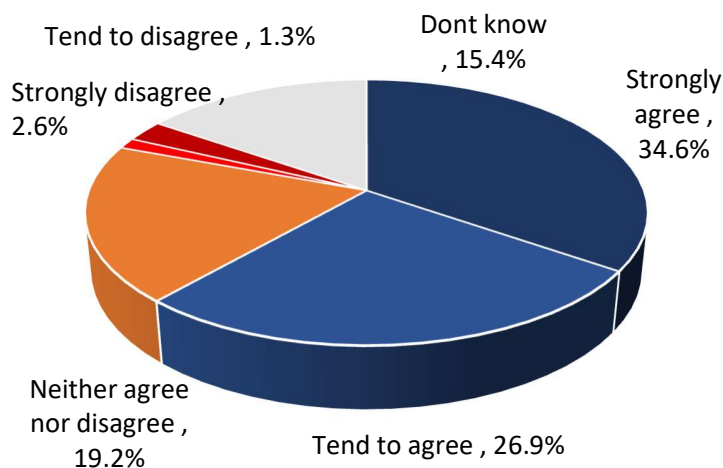
Question 13. Where I have been assessed to pay for my care. I understand why the care charges have been made.



Response	Percent	Count
Strongly agree	35.9%	37
Tend to agree	41.7%	43
Neither agree nor disagree	8.7%	9
Tend to disagree	1.9%	2
Strongly disagree	4.9%	5
Don't know	6.8%	7
Totals		103

“The charges seemed a little high at first, but everything was explained to me, so I fully understood the charges.”

Question 14. Where you have access to direct payments.
Direct payments are made in a timely manner and allow me to have choice and control over my support needs.

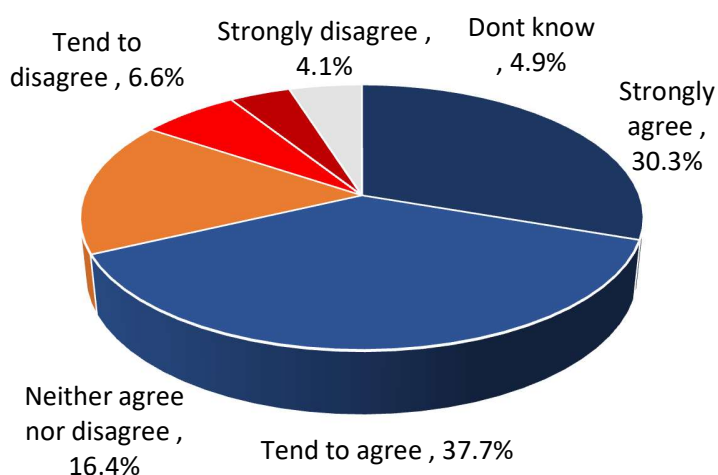


Response	Percent	Count
Strongly agree	34.6%	27
Tend to agree	26.9%	21
Neither agree nor disagree	19.2%	15
Tend to disagree	1.3%	1
Strongly disagree	2.6%	2
Don't know	15.4%	12
Totals		78

“My Direct payment amount was not upgraded last year dispatch 3 separate requests . The fourth time they upgraded the amount but did not backdate it's to the original request as they said they would. This resulted in a deficit in my account.”

Section 2 – Support for healthy living

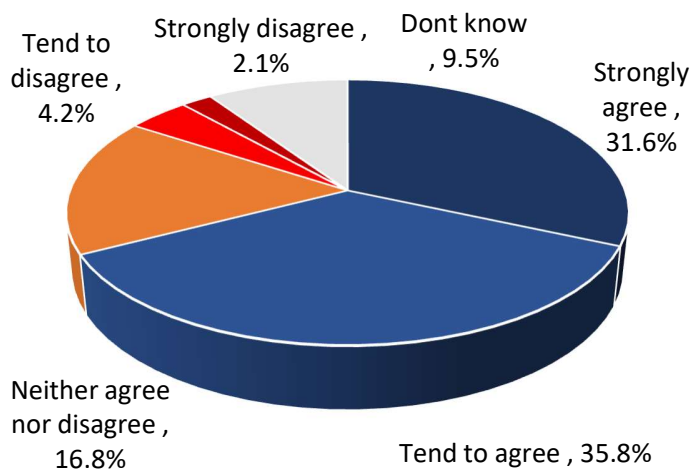
Question 15. I have had information shared with me on the range of different services available to support me living as independently as possible.



Response	Percent	Count
Strongly agree	30.3%	37
Tend to agree	37.7%	46
Neither agree nor disagree	16.4%	20
Tend to disagree	6.6%	8
Strongly disagree	4.1%	5
Don't know	4.9%	6
Totals		122

“I was given information on aids and other support I could access, including a care line pendant.”

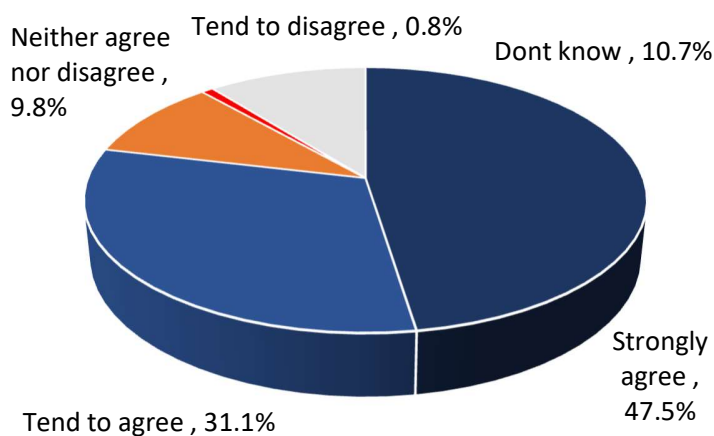
Question 16. Where you pay for all or part of your care or have unpaid carers. Should I or my unpaid carer(s) need assistance surrounding my care needs, Adult Social Care Services would act in a timely manner.



Response	Percent	Count
Strongly agree	31.6%	30
Tend to agree	35.8%	34
Neither agree nor disagree	16.8%	16
Tend to disagree	4.2%	4
Strongly disagree	2.1%	2
Don't know	9.5%	9
Totals		95

“Agreed and this has been well proven.”

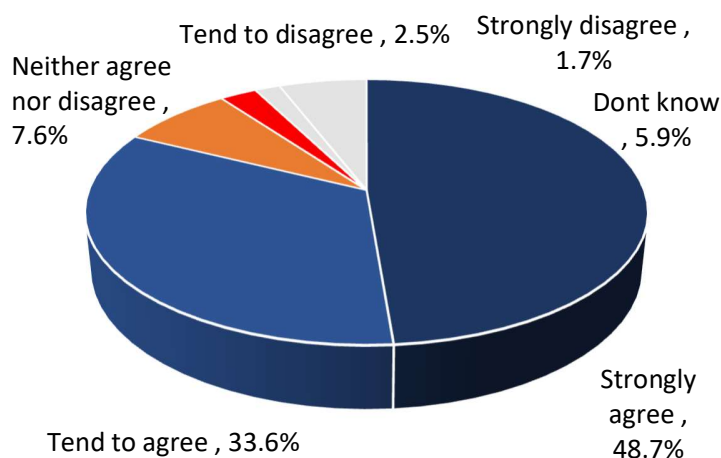
Question 17. Adult Social Care Services have a range of preventative measures to keep me safe and well.



Response	Percent	Count
Strongly agree	47.5%	58
Tend to agree	31.1%	38
Neither agree nor disagree	9.8%	12
Tend to disagree	0.8%	1
Strongly disagree	0.0%	0
Don't know	10.7%	13
Totals		122

“I am aware of this as I have spent a lot of time in the past advising others on the subject.”

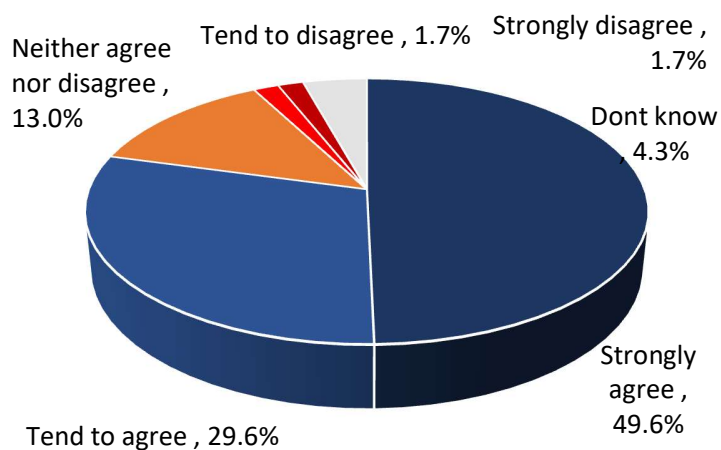
Question 18. Adult Social Care Services work with a range of agencies who provide facilities to promote independence.



Response	Percent	Count
Strongly agree	48.7%	58
Tend to agree	33.6%	40
Neither agree nor disagree	7.6%	9
Tend to disagree	2.5%	3
Strongly disagree	1.7%	2
Don't know	5.9%	7
Totals		119

“Observation by staff on my arrival at Poppy Dene, led to them arranging for a walking frame to be delivered within a week.”

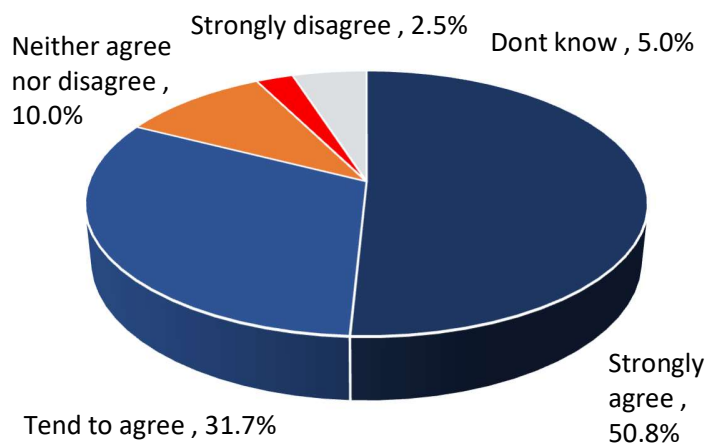
Question 19. Care providers appointed by Adult Social Care Services to support my independence, are responsive and work to a high standard.



Response	Percent	Count
Strongly agree	49.6%	57
Tend to agree	29.6%	34
Neither agree nor disagree	13.0%	15
Tend to disagree	1.7%	2
Strongly disagree	1.7%	2
Don't know	4.3%	5
Totals		115

“Someone came out literally two days after I had spoken to social services.”

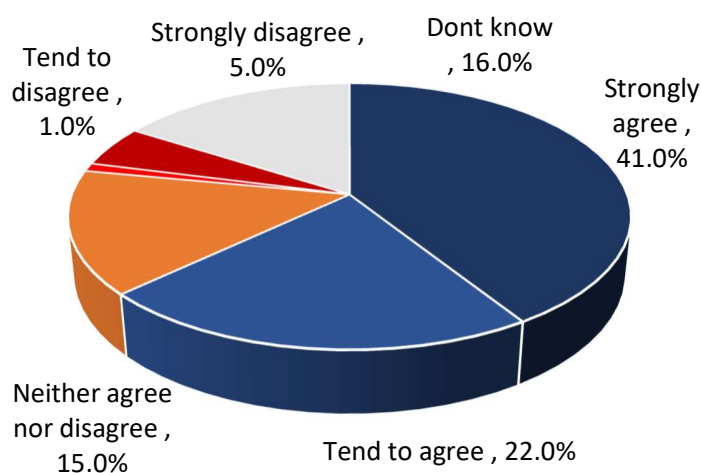
Question 20. I am treated equally by Adult Social Care Services, should I need to request assistance for increased support, equipment, adaptations or reablement, regardless of the severity of my needs.



Response	Percent	Count
Strongly agree	50.8%	61
Tend to agree	31.7%	38
Neither agree nor disagree	10.0%	12
Tend to disagree	0.0%	0
Strongly disagree	2.5%	3
Don't know	5.0%	6
Totals		120

“Again, this situation has not yet arisen, but on previous dealings I would expect it to be a true statement.”

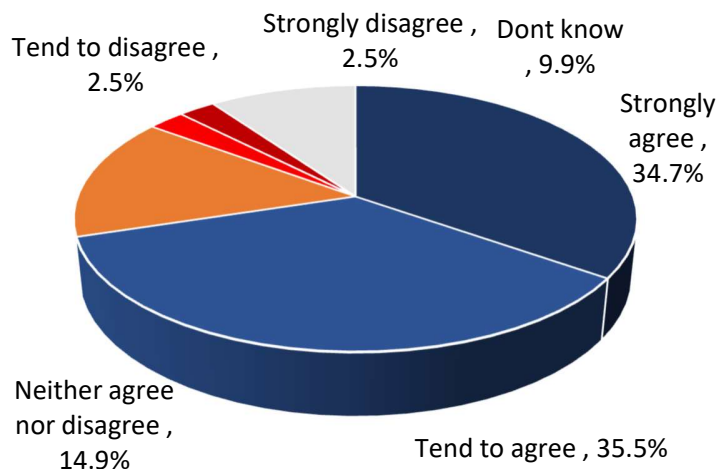
Question 21. I have been able to access support and financial guidance by Adult Social Care Services to assist with adaptations.



Response	Percent	Count
Strongly agree	41.0%	41
Tend to agree	22.0%	22
Neither agree nor disagree	15.0%	15
Tend to disagree	1.0%	1
Strongly disagree	5.0%	5
Don't know	16.0%	16
Totals		100

“No contact since previous social worker moved into new role.”

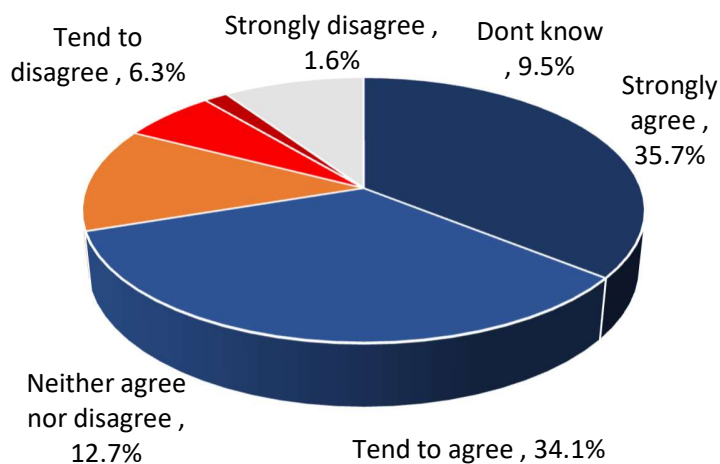
Question 22. I feel able to access information on my rights when it comes to care and support.



Response	Percent	Count
Strongly agree	34.7%	42
Tend to agree	35.5%	43
Neither agree nor disagree	14.9%	18
Tend to disagree	2.5%	3
Strongly disagree	2.5%	3
Don't know	9.9%	12
Totals		121

“A notice board with information is available at Poppy Dene.”

Question 23. I have access to enough information and advice to support my care needs and wellbeing.

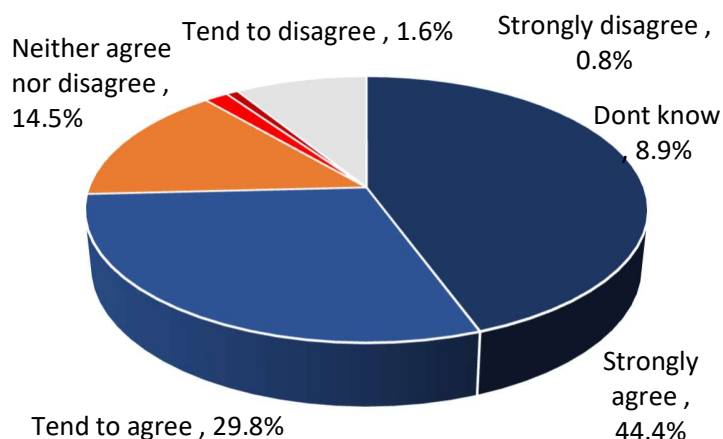


Response	Percent	Count
Strongly agree	35.7%	45
Tend to agree	34.1%	43
Neither agree nor disagree	12.7%	16
Tend to disagree	6.3%	8
Strongly disagree	1.6%	2
Don't know	9.5%	12
Totals		126

“Services and people change so quickly. You are given a number and when you call it a few months later, either the service is no longer being provided or the person is no longer in the post.”

Section 3 – Barriers and inequalities

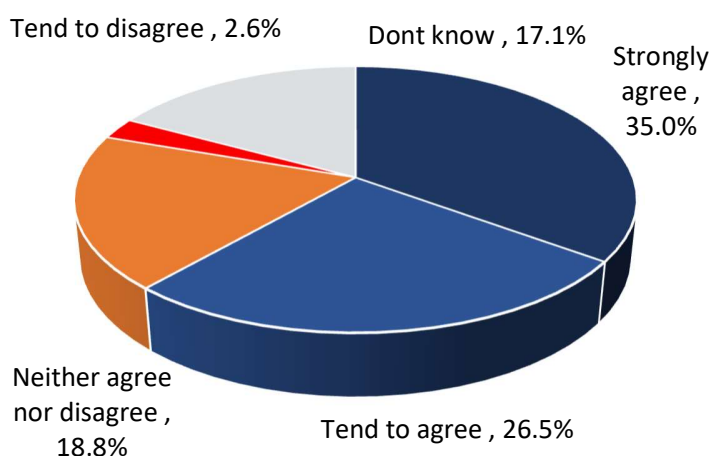
Question 24. I feel that Adult Social Care Services understand barriers to care and support. They work to remove barriers and reduce inequalities for me.



Response	Percent	Count
Strongly agree	44.4%	55
Tend to agree	29.8%	37
Neither agree nor disagree	14.5%	18
Tend to disagree	1.6%	2
Strongly disagree	0.8%	1
Don't know	8.9%	11
Totals		124

“Not really applicable to me, but I assume this would be the case.”

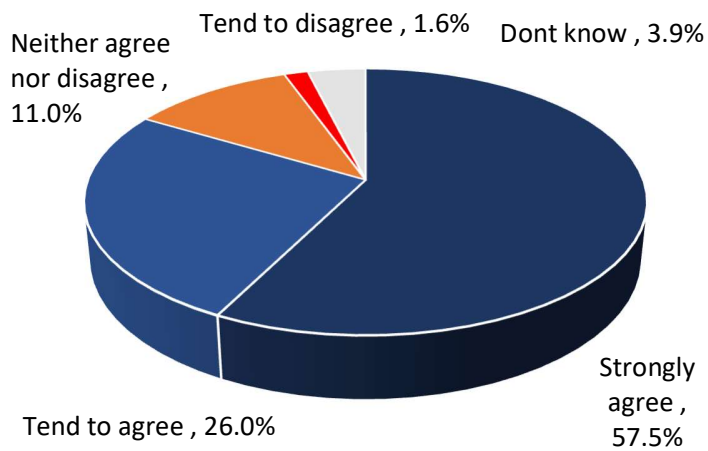
Question 25. I can access information surrounding my care in a range of formats suitable to my needs.



Response	Percent	Count
Strongly agree	35.0%	41
Tend to agree	26.5%	31
Neither agree nor disagree	18.8%	22
Tend to disagree	2.6%	3
Strongly disagree	0.0%	0
Don't know	17.1%	20
Totals		117

“I don't need information in a different format, but I assume if I did, they would be able to assist.”

Question 26. I feel that Adult Social Care Services treat everyone as equal.



Response	Percent	Count
Strongly agree	57.5%	73
Tend to agree	26.0%	33
Neither agree nor disagree	11.0%	14
Tend to disagree	1.6%	2
Strongly disagree	0.0%	0
Don't know	3.9%	5
Totals		127

“The day centre I attend treat everyone as equal.”

Providing Support Survey

Survey Overview

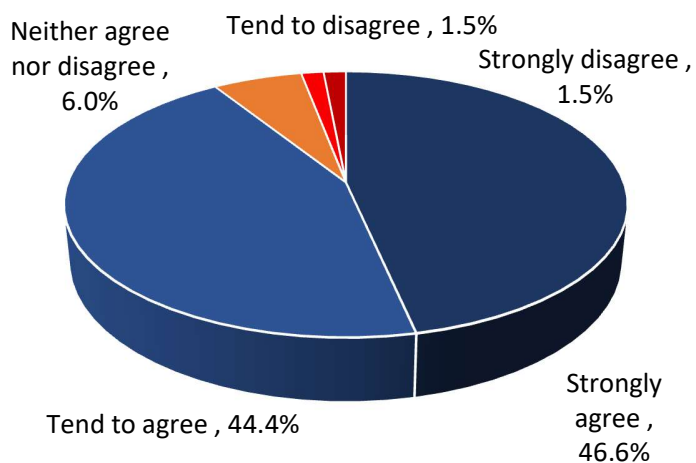


Completion Method

Paper questionnaire	Telephone	Online
129	0	4

Section 1 – Care provision and support

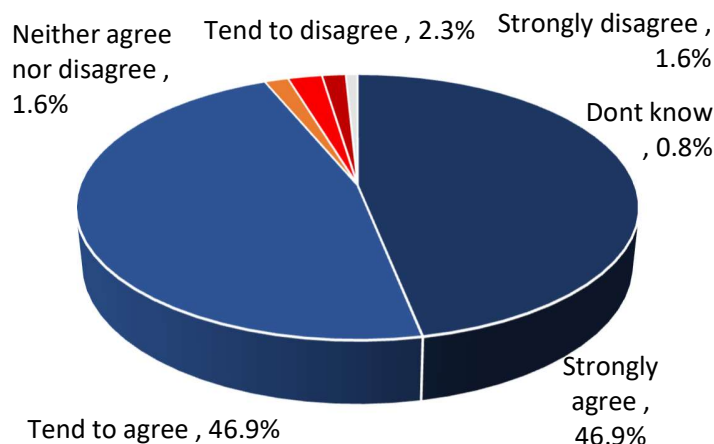
Question 1. Adult Social Care Services work well with others to understand what I need?



Response	Percent	Count
Strongly agree	46.6%	62
Tend to agree	44.4%	59
Neither agree nor disagree	6.0%	8
Tend to disagree	1.5%	2
Strongly disagree	1.5%	2
Don't know	0.0%	0
Totals		133

“Good networking between disciplines, with knowledgeable staff.”

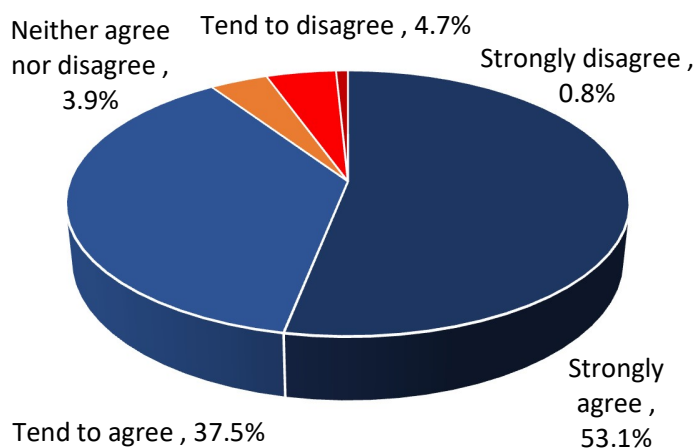
Question 2. Adult Social Care Services work well with others to deliver safe and effective services?



Response	Percent	Count
Strongly agree	46.9%	60
Tend to agree	46.9%	60
Neither agree nor disagree	1.6%	2
Tend to disagree	2.3%	3
Strongly disagree	1.6%	2
Don't know	0.8%	1
Totals		128

“Social services made sure the care company was fully aware of my needs. They also organised for another company to provide me with some support aids.”

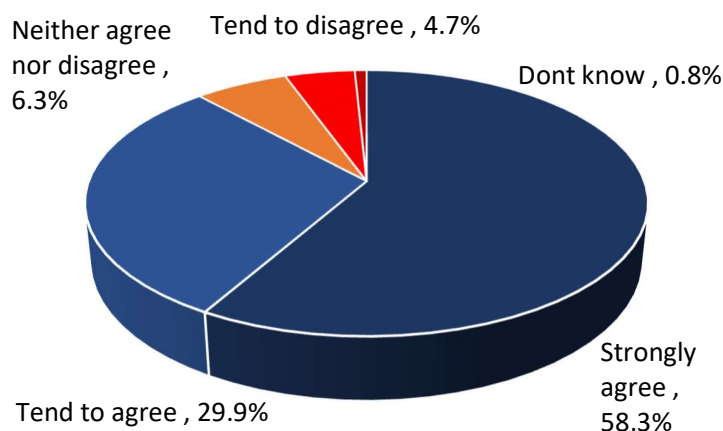
Question 3. The care and support I receive from Adult Social Care Services is good and delivered to a high standard.



Response	Percent	Count
Strongly agree	53.1%	68
Tend to agree	37.5%	48
Neither agree nor disagree	3.9%	5
Tend to disagree	4.7%	6
Strongly disagree	0.8%	1
Don't know	0.0%	0
Totals		128

“Our social worker is second to none - an amazing lady who over the last two years has gone beyond her role to support me and my husband.”

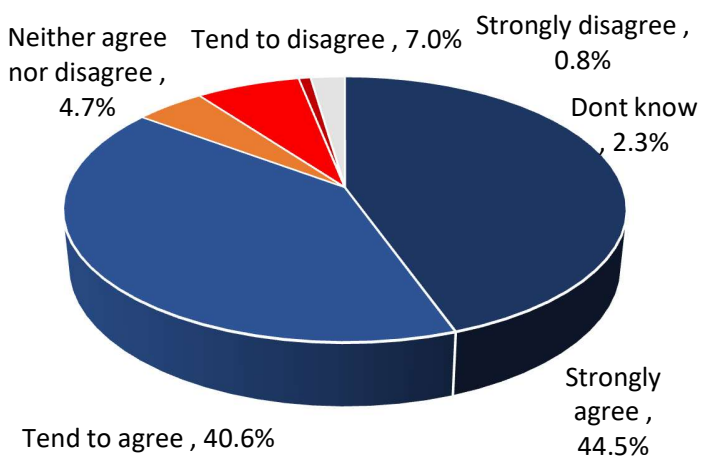
Question 4. Adult Social Care Services understand my individual needs and deliver care that is personalised to my needs.



Response	Percent	Count
Strongly agree	58.3%	74
Tend to agree	29.9%	38
Neither agree nor disagree	6.3%	8
Tend to disagree	4.7%	6
Strongly disagree	0.0%	0
Don't know	0.8%	1
Totals		127

“There is a lot of discussion, and nothing is forced on you. Discussions about solutions are clear and open.”

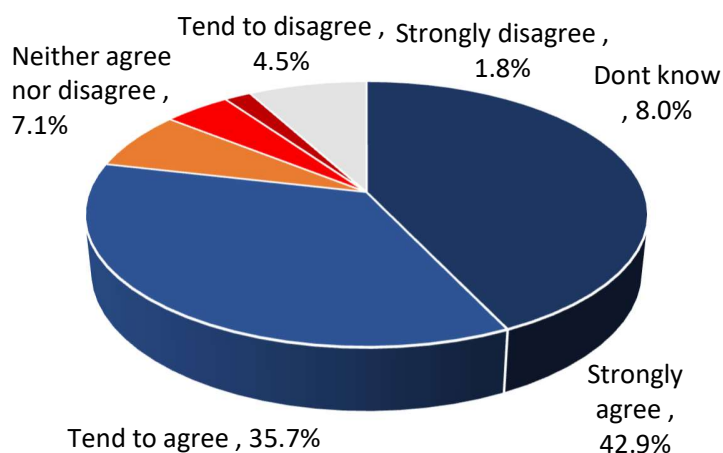
Question 5. Adult Social Care Services meet my care and support needs, and these are delivered in a timely manner by competent staff.



Response	Percent	Count
Strongly agree	44.5%	57
Tend to agree	40.6%	52
Neither agree nor disagree	4.7%	6
Tend to disagree	7.0%	9
Strongly disagree	0.8%	1
Don't know	2.3%	3
Totals		128

“Some staff are better than others, but overall, care is good.”

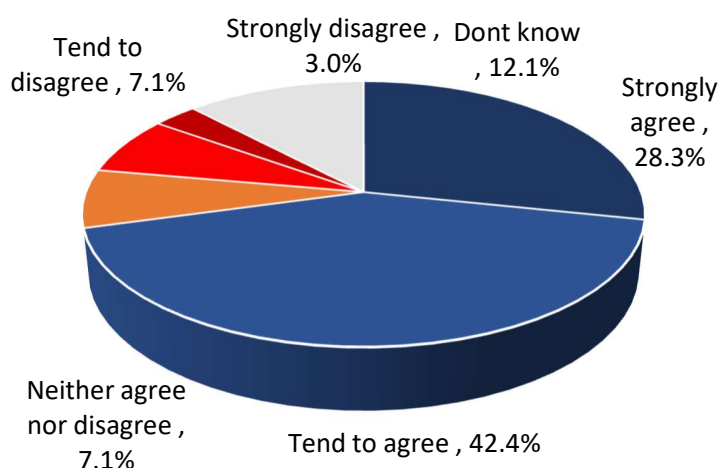
Question 6. Adult Social Care Services responded well when I have requested specialist support.



Response	Percent	Count
Strongly agree	42.9%	48
Tend to agree	35.7%	40
Neither agree nor disagree	7.1%	8
Tend to disagree	4.5%	5
Strongly disagree	1.8%	2
Don't know	8.0%	9
Totals		112

“Not knowing what equipment I needed, we discussed the problems and social services researched for the solutions. If they could not provide, they would look at other agencies to assist.”

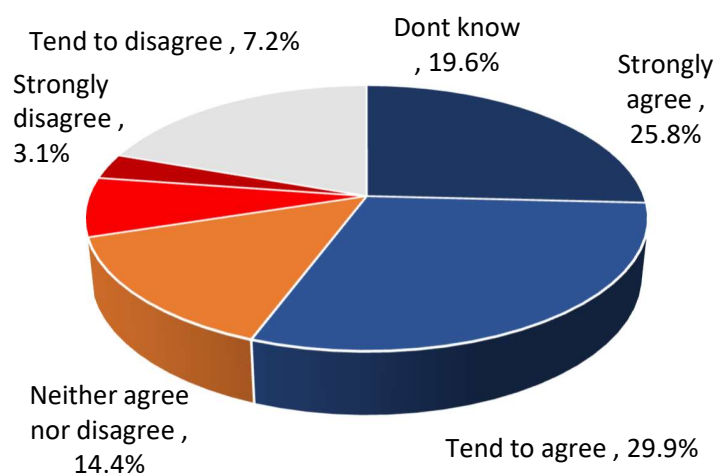
Question 7. Where you were required to pay for part of your care or support. Adult Social Care Services ensured that any care and support need I had to pay towards, were affordable to myself and explained why I needed to contribute towards the cost.



Response	Percent	Count
Strongly agree	28.3%	28
Tend to agree	42.4%	42
Neither agree nor disagree	7.1%	7
Tend to disagree	7.1%	7
Strongly disagree	3.0%	3
Don't know	12.1%	12
Totals		99

“Yes - the whole process was explained and they allayed my fears. We have a small contribution to make. Thank you for this.”

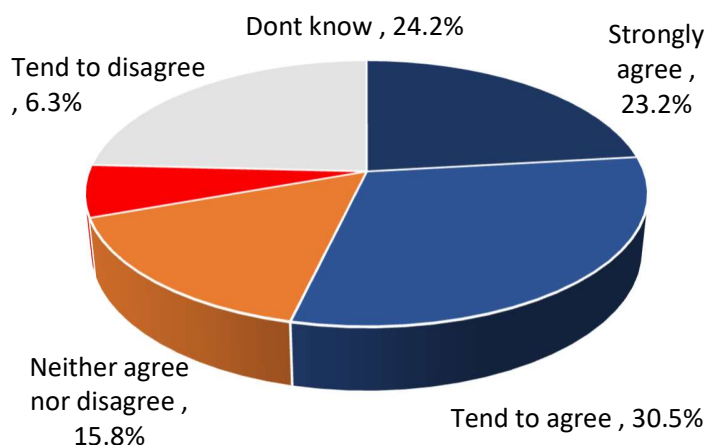
Question 8. Where there was funding available towards supporting your care needs, you were informed of this.



Response	Percent	Count
Strongly agree	25.8%	25
Tend to agree	29.9%	29
Neither agree nor disagree	14.4%	14
Tend to disagree	7.2%	7
Strongly disagree	3.1%	3
Don't know	19.6%	19
Totals		97

“I was not made aware of any funding - this may be because no funding was available.”

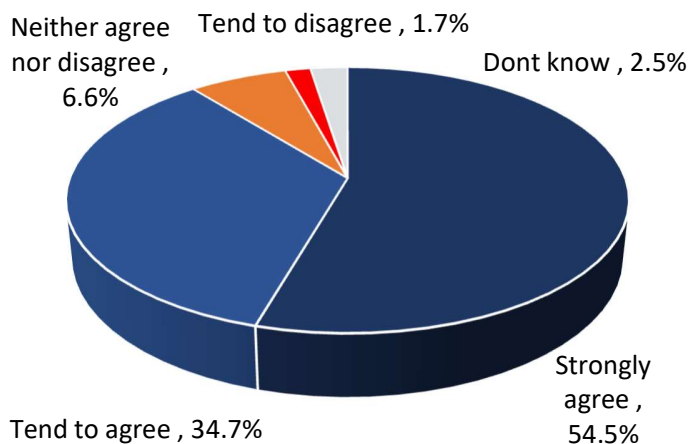
Question 9. Where someone provides unpaid care. I understand that Adult Social Care Services can arrange temporary replacement care should the unpaid carer need to take a short break from providing care.



Response	Percent	Count
Strongly agree	23.2%	22
Tend to agree	30.5%	29
Neither agree nor disagree	15.8%	15
Tend to disagree	6.3%	6
Strongly disagree	0.0%	0
Don't know	24.2%	23
Totals		95

“Although I agree with this statement, it was a difficult and drawn-out process to arrange a short-term break for my carer.”

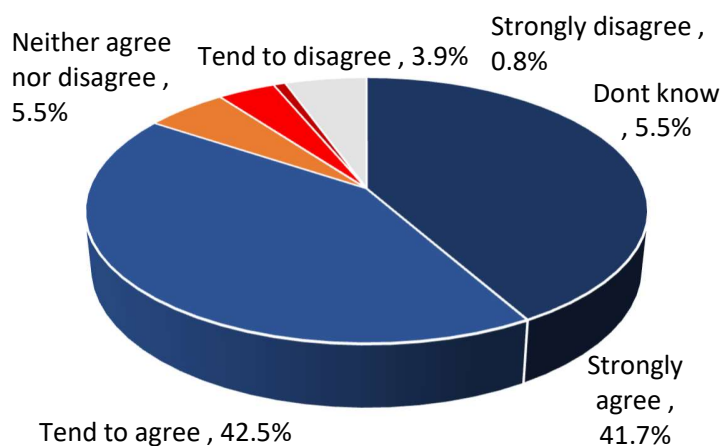
Question 10. Adult Social Care Services support me in a way that respects my background, culture, and beliefs.



Response	Percent	Count
Strongly agree	54.5%	66
Tend to agree	34.7%	42
Neither agree nor disagree	6.6%	8
Tend to disagree	1.7%	2
Strongly disagree	0.0%	0
Don't know	2.5%	3
Totals		121

“Everyone is polite and kind.”

Question 11. I can access the care and support I need when I need it.

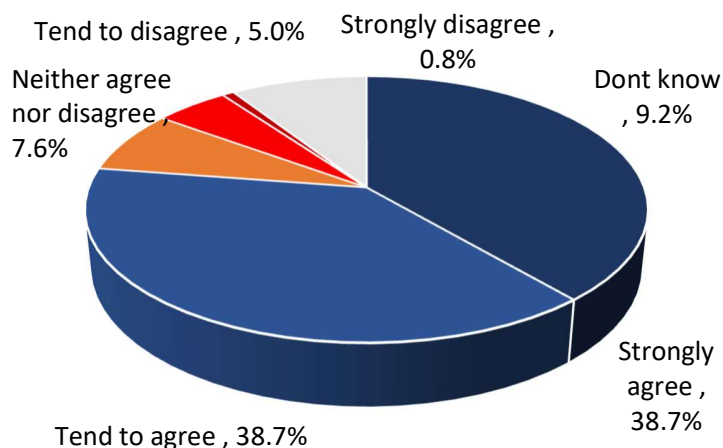


Response	Percent	Count
Strongly agree	41.7%	53
Tend to agree	42.5%	54
Neither agree nor disagree	5.5%	7
Tend to disagree	3.9%	5
Strongly disagree	0.8%	1
Don't know	5.5%	7
Totals		127

“I would consider any request I have made to have been undertaken in a timely manner.”

Section 2 – Partnership and communities

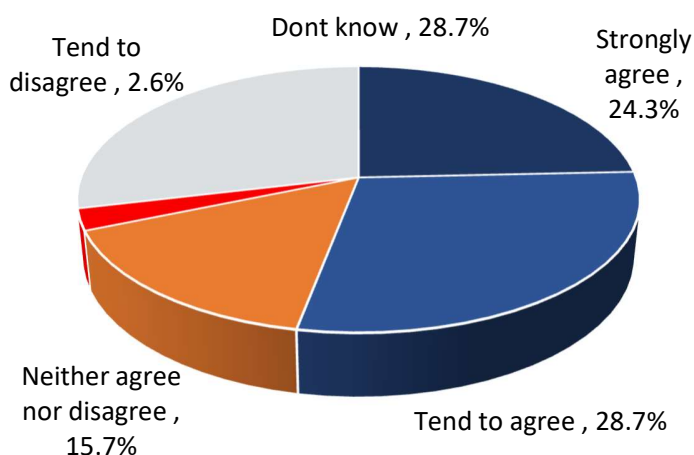
Question 12. I feel Adult Social Care Services work together with other agencies, to ensure that appropriate care needs are provided for the community.



Response	Percent	Count
Strongly agree	38.7%	46
Tend to agree	38.7%	46
Neither agree nor disagree	7.6%	9
Tend to disagree	5.0%	6
Strongly disagree	0.8%	1
Don't know	9.2%	11
Totals		119

“I think this is improving. I like the idea of extra care housing, where you can be as independent as possible, but with help on hand if needed.”

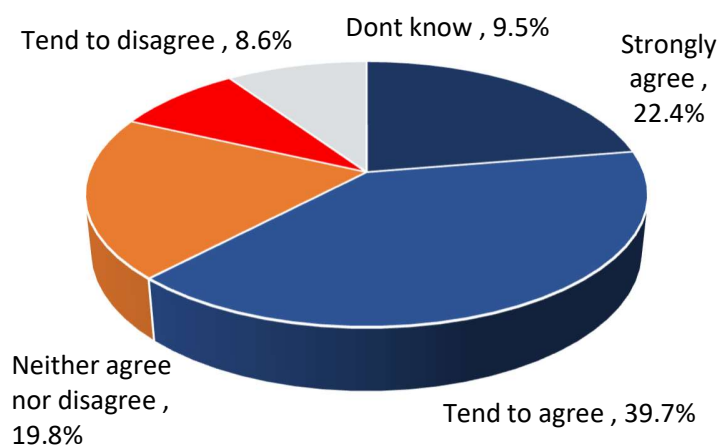
Question 13. I feel Adult Social Care Services recognise the contribution of voluntary and charity services in the provision of care and support.



Response	Percent	Count
Strongly agree	24.3%	28
Tend to agree	28.7%	33
Neither agree nor disagree	15.7%	18
Tend to disagree	2.6%	3
Strongly disagree	0.0%	0
Don't know	28.7%	33
Totals		115

“I have to disagree with this question. Although I know there are voluntary services such as help the aged out there, I cannot recall social services ever promoting these services to me.”

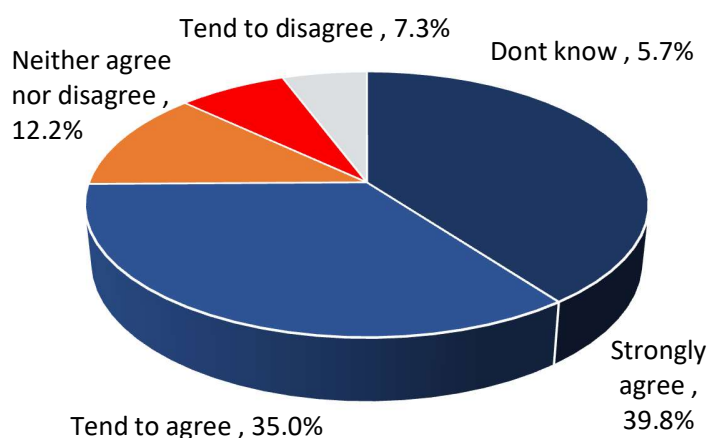
Question 14. Where several agencies are involved in my care, they share information well, so I only need to communicate information once.



Response	Percent	Count
Strongly agree	22.4%	26
Tend to agree	39.7%	46
Neither agree nor disagree	19.8%	23
Tend to disagree	8.6%	10
Strongly disagree	0.0%	0
Don't know	9.5%	11
Totals		116

“When I was in hospital a discharge nurse asked me lots of questions relating to my care and safety at home. A few days after I got home, I was visited by someone from social services/care company, who asked me pretty much the same questions.”

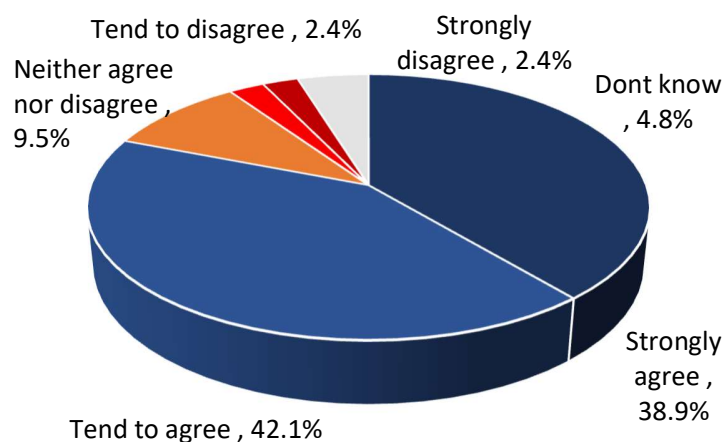
Question 15. Adult Social Care Services, the NHS and other agencies work well together to support me feeling physically and mentally well.



Response	Percent	Count
Strongly agree	39.8%	49
Tend to agree	35.0%	43
Neither agree nor disagree	12.2%	15
Tend to disagree	7.3%	9
Strongly disagree	0.0%	0
Don't know	5.7%	7
Totals		123

“This is especially true when being discharged from hospital.”

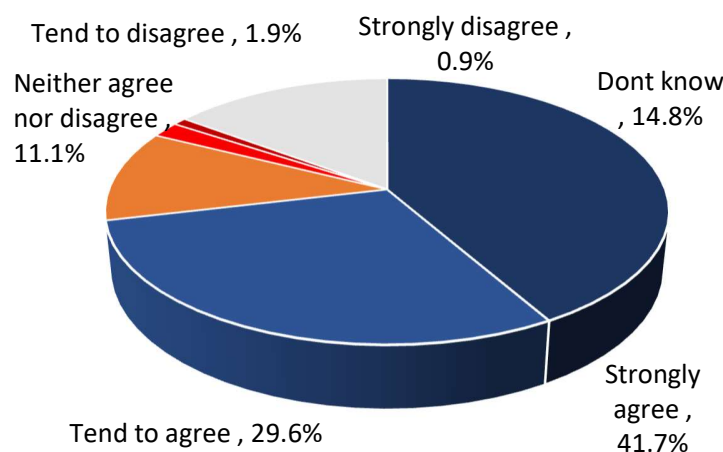
Question 16. I feel the council work well to ensure care providers are safe and effective and are meeting my needs.



Response	Percent	Count
Strongly agree	38.9%	49
Tend to agree	42.1%	53
Neither agree nor disagree	9.5%	12
Tend to disagree	2.4%	3
Strongly disagree	2.4%	3
Don't know	4.8%	6
Totals		126

“Social services ask me if I am happy with my care, and I always say yes. I assume if I had a problem, they would act upon it.”

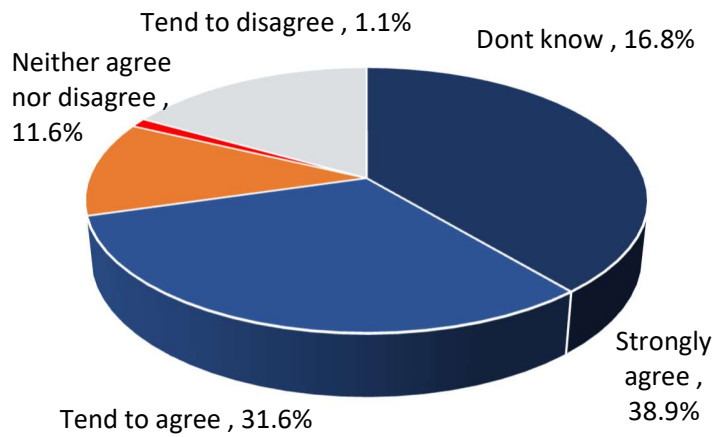
Question 17. Where I have needed short term services to improve my independence, Adult Social Care Services have worked well with the NHS and other agencies to meet my needs.



Response	Percent	Count
Strongly agree	41.7%	45
Tend to agree	29.6%	32
Neither agree nor disagree	11.1%	12
Tend to disagree	1.9%	2
Strongly disagree	0.9%	1
Don't know	14.8%	16
Totals		108

“This worked really well on discharge from hospital. Lots of people were involved short term when I came home, until I was able to live as independently as possible.”

**Question 18. Where you have needed a short-term service.
Care providers worked well to help me to return to my optimal independence.**



Response	Percent	Count
Strongly agree	38.9%	37
Tend to agree	31.6%	30
Neither agree nor disagree	11.6%	11
Tend to disagree	1.1%	1
Strongly disagree	0.0%	0
Don't know	16.8%	16
Totals		95

“Access to continued physiotherapy at home was really good, as was the provision of equipment. All sorted with no delay.”

CONCLUSION

These surveys have addressed with Durham County Council, Adult Social Care service users, three Quality Themes from the CQC overarching Quality Assurance Framework. Overall, respondents felt their care was delivered in a safe way and to a high standard. Respondents felt they were able to contact Adult Social Care should they have any safety concerns surrounding their care.

Respondents also felt involved in the creation of their care plan. However, around half of respondents, where applicable, felt unsure of rights for their unpaid carer.

Ensuring Safety Survey

94% agreed Adult Social Care Services treated their safety as a priority, while **87%** felt Adult Social Care Services worked well together to ensure care is safe and reliable, especially when care needs or circumstances change.

Working with People Survey

90% felt involved in any assessments of their care and support needs and the creation of any care plan. However, just **59%** were aware unpaid carers could access training and support in their role as a carer.

Providing Support Survey

91% felt that Adult Social Care Services worked well with others to understand what they needed, while **88%** felt their individual needs were understood and that care was personalised to their needs.

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