

Committees: Health and Social Care Scrutiny Committee – For information Health and Wellbeing Board – For information	Dates: 16/07/2019 03/10/2019
Subject: Adult Social Care Survey Findings 2018/19 and Carers Survey 2018/19 Indicative Findings	Public
Report of: Andrew Carter, Director of Community and Children’s Services	For Information
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Summary

This report informs Members of the indicative performance outcomes from the Adult Social Care Survey and Carers Survey for 2018-19.

Overall, there has been an improvement in the health and wellbeing of adult social care users with a higher proportion also saying that they feel safe and in control. Nine in 10 carers say they feel involved and consulted. Three quarters say they have not experienced any financial problems as a result of caring responsibilities (but a significant minority have).

Significantly more carers in the City of London say they have insufficient time for caring responsibilities compared to the average for local authorities, and one in five say they have no support or encouragement in their caring role. These figures are higher than last time. A minority continue to feel socially isolated.

Two thirds of service users and a quarter of carers said they were ‘extremely’ or ‘very’ satisfied with the services they had received in the last 12 months. Ninety-three per cent of respondents say that the services they have used have improved their quality of life.

Recommendation(s)

Members are asked to:

- Note the report.

Main Report

Background

1. The Adult Social Care and Carers Surveys are statutory bi-annual surveys carried out by local authorities. Findings from these surveys are essential for monitoring changes over time and identifying key areas for improvement. Topics cover a range of issues, including satisfaction with services, service users’ health and their quality of life.
2. The rankings/benchmarking of City’s performance levels against other local authorities will only be available following ASCOF’s publication of 2018/19 findings (scheduled to be released in October 2019), and could not therefore be included in this report.

Indicative Findings of the Adult Social Care Survey 2018/19 (ASCS)

- We received 48 responses to the ASCS out of a total of 105 people who accessed adult social care services in the City of London in 2018-19 and had the capacity to participate. This is a 46% response rate, higher than for the last survey (38%), and in line with NHS Digital's projected response rate of 40%.

Health and Mental Health

- Overall adult social care respondents are reporting an improvement in health and wellbeing. The percentage saying that their health was "good" or "very good" increased from 36.8% in 2016/17 to 48.3% in 2018/19 (of which there was an increase from 7.9% to 11.7% in those saying it was 'very good'). The percentage of service users reporting their health was 'bad' decreased from 13.2% to 7.1%. There has been a sustained rate of 45% in both reporting periods of those saying that their health is "fair". The percentage of people in 'extreme pain and discomfort' has decreased from 21% in 2016/17 to 8.5% in 2018/19, which is encouraging, given the figure was 24% in 2014-15.
- No respondents said they were 'extremely anxious or depressed' compared to one service user in 2016/17 and two service users in 2014/15.

Safety and control

- The proportion of service users reporting 'I have as much control as I want' has risen from 61% in 2016/17 to 79.8% during 2018/19. This is an encouraging 'direction of travel', particularly as there was a dip prior to this reporting period from the 65% who said that they had enough control in 2014/15.
- During 2018/19, 68.3% of service users reported that they felt safe compared to 64.8% in 2016-17. At the same time, 87.9% (34 people) reported that care and support services helped them to feel safe, up from 71.8% (28 people) last time.

Table 1: City of London's ASCOF measures across three reporting periods based on the ASC Client Survey Return.

ASCOF Measure Description (Service Users)	2018	2016	2014	Change from 2016
Social care-related quality of life	19.3	18.0	18.4	+1.3
The proportion of people who use services who have control over their daily life	79.8%	61.2%	70.8%	+30.3%
The proportion of people who use services who reported that they had as much social contact as they would like	61.1%	37.9%	42.7%	+61.2%
Overall satisfaction of people who use service with their care and support	63.6%	55.4%	62.8%	+14.8%
The proportion of people who use services who find it easy to find information about services	90.7%	77.7%	84.2%	+16.7%
The proportion of people who use services who feel safe	68.3%	64.8%	66.3%	+5.4%
The proportion of people who use services who say that those services have made them feel safe and secure	87.9%	74.9%	84.3%	+17.3%

* Figures for 2018-19 are indicative

Indicative Findings of the Carers Survey 2018/19 (SACE)

8. During 2018/19, of the 53 carers surveyed we received 27 responses (51% response rate). This is higher than in 2016/17 when 22 responses were received from 57 carers (39% response rate), and exceeds NHS Digital's projected response rate of 40%.

Consultation and Involvement

9. During this reporting period, 88% of carers reported that they were always or usually involved or consulted in discussions about care, which is an improvement on 65% in 2016/17.
10. Only one respondent said that they had not been involved or consulted as much as they wanted to be about the support or services provided to the person they cared for, compared to two in 2016/17.

Financial Impact

11. When asked whether being a carer had caused any financial difficulties 72% stated "no, no at all" which is an increase from 52% in the prior reporting period. There has been a reduction in those that felt "yes, to some extent" from 43% in 2016/17 to 24% in 2018/19. Those responding "yes, a lot" was broadly unchanged at 4.8%, compared to 4% last time.

Support and encouragement

12. With regards to having enough time to care for the person, 48.1% felt they "never have enough time to care for them" similar to 2016/17 (47.6%) but in stark contrast to the mean for all English local authorities, which was 10.6%. There was a corresponding decrease in the percentage of respondents who indicated that they "always have enough time to care for them" from 19% to 14.8%.
13. One in five carers (19.2%) felt they had no encouragement and support for their caring role, more than double the 9.1% during 2016/17; those who felt that they did have encouragement and support fell from 50% to 38.5%.
14. It is a concern that carers in the City of London appear to be much more likely to report that they have insufficient time for their caring responsibilities than in other local areas, and that there are an increasing number who feel that they are not being supported in their caring role. This needs further investigation.
15. The table below provides City of London's ASCOF measures across three reporting periods based on the SACE (Carers Survey) Return with indicative figures relating to 2018/19.

Table 2: Indicative Findings of both the 2018/19 ASCS and 2018/19 SACE

ASCOF Measure Description (Carers)	2018	2016	2014	Change from 2016
Carer reported quality of life	7.5	7.7	8.8	-0.2
Proportion of carers who reported that they had as much social contact as they would like	30.8%	31.8%	46.4%	-3.1%
The proportion of carers who report that they have been included or consulted in discussions about the person they care for	87.5%	64.7%	78.3%	+35.2%
Overall satisfaction of carers with social services	50.0%	50.0%	54.2%	0%
The proportion of carers who find it easy to find information about services	87.5%	71.4%	82.4%	+22.5%

* Figures for 2018-19 are indicative

Satisfaction with services

16. During 2018/19, 25% of carers said they were extremely or very satisfied with the support or services that they and the person they care for had received in the previous 12 months. This is an improvement from the 18.2% during 2016/17.
17. By contrast, 64% of adult social care users were “extremely” or “very satisfied” with the support or services they had received in the previous 12 months. This is an improvement from the 55% in the previous reporting period.

Quality of life

18. Carers are given a quality of life score based on six outcomes; occupation, control, personal care, safety, social participation and encouragement and support. The City scored high in personal care and safety, but low in occupation (how carers spend their free time), personal care and social participation.
19. The City maintained a high rate for quality of life for carers with 7.5 (out of 12) in 2018/19. This was marginally lower than the previous scored of 7.7, which was the highest score across Inner London.
20. The 2018/19 score for adult social care users, which is based on the same six outcomes, was 19.3 out of 24, which is an improvement from 18.0 in 2016/17.
21. Adult social care users were also asked “thinking about the good and bad things that make up your quality of life, how you would rate the quality of your life as a whole?”. 69% reported that their quality of life was either “very good” or “good”, which is an improvement from 54% in the prior reporting period.
22. There has also been an increase in the percentage of people reporting that the services they use have helped to improve their quality of life from 81.6% in 2016-17 to 93.1% in 2018-19. Only 6.9% felt the services did not help improve their quality of life.

Social isolation

23. In 2018/19 31% of carers (8 people) reported that they had as much social contact as they wanted, which is similar to 2016/17 when the proportion was 32% (7 carers). Twelve carers (46.2%) said they had some social contact with people but not enough. Six carers (23.1%) reported that they had little social contact with people and felt socially isolated.
24. In comparison, 61% of adult social care users felt they had as much social contact as they would like, compared to 37% in 2016/17. Only one person reported feeling socially isolated this time, compared to four people in 2016/17.

Access to information

25. Both adult social care users (90.7%) and carers (87.5%) reported that they were able to find information on support easily. This is a further increase from 2016/17 when the City was ranked the highest authority in Inner London for access to information for both adult social care users (77.7%) and carers (71.4%) – this comparable data will be available when ASCOF publishes their figures later in the year.

Options

26. There are no direct options associated with this report.

Proposals

27. There are no direct proposals associated with this report.

Corporate & Strategic Implications

28. The review of satisfaction rates and feedback from people using Adult Social Care Services and Carers of people within the City are a priority in the Department of Community and Children's Services Business Plan 2017–22.

Implications

29. There are no direct financial or legal implications associated with this report.

Health Implications

30. There are no direct health implications associated with this report. However, this is something that will be evident once statistical information and evidence is made available by health partners such as NHS Digital.

Conclusion

31. The 2018/19 ASCS and SACE statutory returns recently concluded. City of London engages in these surveys on a biannual basis due to low numbers.

These provide an insight into the impact of services and support for adult social care users and carers in the City of London.

32. The rankings / benchmarking of City's performance levels against other Local Authorities will be available following ASCOF's publication of 2018/19 measures, which are scheduled to be released in October 2019.

Appendices

- None

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