

NORTH LINCOLNSHIRE COUNCIL

**ADULT SERVICES
CABINET MEMBER**

PERSONAL SOCIAL SERVICES SURVEY

1. OBJECT AND BRIEF SUMMARY OF SUBJECT

- 1.1 To ask the Cabinet Member to endorse the report regarding the outcomes of the Personal Social Services Survey undertaken in February 2010.
- 1.2 To inform Cabinet member of further work that will be undertaken with the results.

2. Background Information

- 2.1 The Personal Social Services (PSS) survey is undertaken annually as directed by the Department of Health (DOH). The survey is utilised by the DOH to make comparisons of the services delivered across the country
- 2.2 Each year the service and service user group is changed. This year the survey was directed at service users who had received equipment or minor adaptations funded by Social Services.
- 2.3 The results of the survey are used to determine two main Adult Services performance indicators (NI127 and NI128). Whilst comparison with other authorities is not yet possible the results look very positive.
- 2.4 The survey was undertaken in February and was distributed to 773 service users. The return rate (after reminders) was 68%; this is higher than normal return rates and allows quite detailed statistical interrogation of the results.
- 2.5 The council can not remove any of the set questions but has the opportunity to add additional questions to the survey. Additional questions were added to assist with the Joint Strategic Needs Assessment.
- 2.6 The results of the survey are often published in comparison tables by the DOH. The Care Quality Commission may also use this information.
- 2.7 The DOH analysis of the results will not be available until December 2010; the report contains a substantial amount of data that can aid service development. Adult Social Services summary report is shown in Appendix 1.

The following key points are worth noting

- High return rate 68%
- 88% expressed above neutral satisfaction
- 89% said that they were happy with the way they were treated.

- 86% reported an improvement in their quality of life.

2.8 The information will be used by the commissioning team and the lead service manager to identify areas for development. Further analysis will be undertaken as requested which may include a breakdown by ward, locality and other demographic information.

2.9 The eight Service User's who expressed an interest in the summary report will have a copy posted to them.

3. Options for consideration

3.1 The report is endorsed by Cabinet Member.

3.2 The report is not endorsed by Cabinet Member.

4. Analysis of options

4.1 Option 1 – Endorse the report.

4.2 The questionnaire asked for people to tick a box if they would like to receive a copy of the summary report, this will enable them to receive a copy of the report.

4.3 This will demonstrate a clear and transparent arrangement for sharing information on current quality and performance standards.

4.4 Option 2 – Report not endorsed.

4.5 The Service User's who expressed an interest in receiving a copy of the summary report will only be able to receive a brief summary.

5. Resource Implementations (Financial, Staffing, Property, IT)

5.1 Financial - None

5.2 Staffing implications - None

5.3 Property Implications - None

5.4 IT Implications - None

6. Other implications (Statutory, Environmental, Diversity, Section 17 – Crime and Disorder, Risk and Other)

Statutory Implications - None

Environmental implications - None

6.3 Diversity implications – None

6.4 Section 17 – Crime and Disorder implications - None

6.5 Risk and other implications - None

7 Outcomes of consultation

7.1 The Trades Unions have not been consulted on this report.

7.2 The finance section has confirmed the financial elements of the report.

8 Recommendations

8.1 That Cabinet Member endorses the report.

DIRECTOR ADULT SOCIAL SERVICES

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Date: 28/05/2010

Background Papers used in the preparation of this report

Department of Health

**Personal Social Service Survey
2010**

Equipment and Minor Adaptations

A North Lincolnshire Summary

MAY 2010

Introduction

The Department of Health annually asks councils to undertake a survey of their service users. The topic of the investigation changes on an annual basis. The survey is called the Personal Social Services Survey (PSS). The survey uses one consistent style across all the country to achieve comparable results (local additions were included to provide data for the Joint Strategic Needs Assessment). The PSS survey undertaken this year targeted service users who had received equipment or minor adaptations funded by Social Services. The data captured is submitted to the DoH and analysed to enable national comparison, this analysis is due to be published in December.

North Lincolnshire Council believes that this vital information should be analysed to ensure that timely interventions can be made to improve the services we deliver for the benefit of all. This report is a summary of the main findings, but does not seek to answer the questions that this report may create.

The equipment and modifications are provided through the Joint Equipment Store, this is a jointly funded venture between NHS North Lincolnshire and the council. The net cost to the council for the service is approximately £418K, this provides services to *2114 people with the following breakdown of activities

Service Type	Total Number 09/10 *
Minor Equipment	2644
Major Equipment	360
Minor Modifications	416

* Source Care First Extract for full year (taken 11-05-10)

The survey covered people receiving a service between 1st September 2009 and 31st December 2009. During this period 1311 services were provided to 971 people of whom 160 were deceased at the time of writing this report. The survey was undertaken in February and of the initial sample 773 people were found to be eligible to receive the survey.

A total of 773 questionnaires were sent out. Each questionnaire consisted of a mix of three question styles "tick one box", "tick all that apply" and free text. Occasionally the answers given did not fit the instructions or was left blank, these were recorded as void. There were 524 questionnaires returned which were used to collate the information contained in this report. This is a 68% return rate.

The results have been presented against the 7 outcomes that Adult Social Services aims to improve for all vulnerable adults. These being In Control, Healthy, Independent, Involved, Safe, Respect and Confident In The Future.

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In control	How were your needs discussed with you?	4
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Healthy	Did the length of time waiting cause problems?	8
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Respect	How satisfied with the equipment / adaptation?	29
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In control

QUESTION :

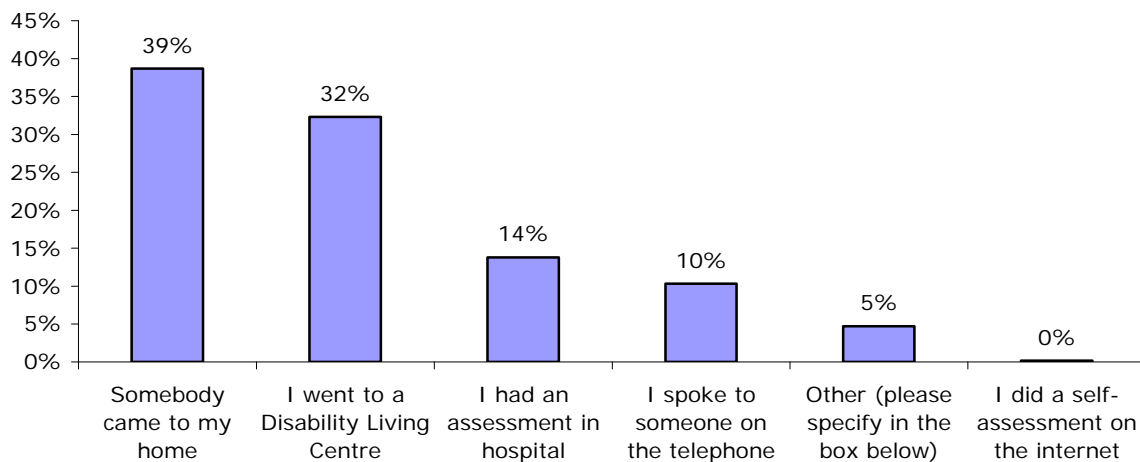
How were your equipment and minor adaptation needs discussed with you?

RESULTS:

	<u>No</u>	<u>%</u>
Somebody came to my home	213	39
I went to a Disability Living Centre	178	32
I had an assessment in hospital	76	14
I spoke to someone on the telephone	57	10
Other (please specify in the box below)	26	5
I did a self-assessment on the internet	1	0

ANALYSIS:

How were your needs discussed



In control

QUESTION :

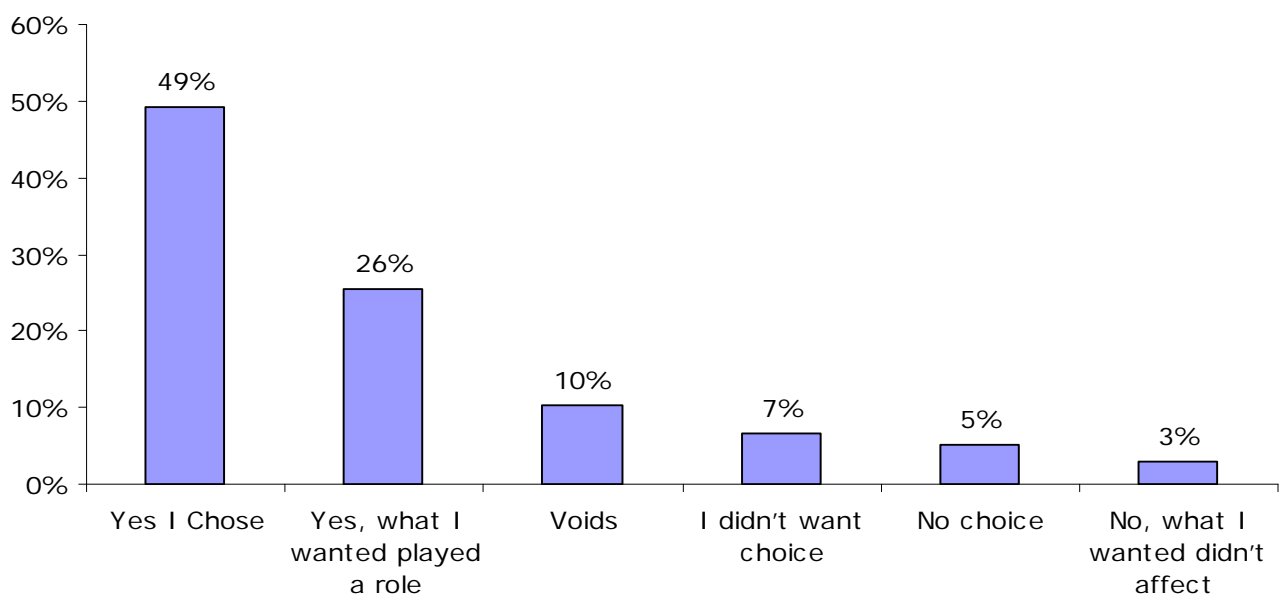
Did you feel that you had a choice about what equipment or minor adaptation to your home you had?

RESULTS:

	<u>No</u>	<u>%</u>
Yes, I chose what I wanted	258	49
Yes, what I wanted played a role in what I got	134	26
Voids	54	10
I didn't need a choice	35	7
No, there wasn't any real choice	27	5
No, what I wanted didn't really affect what I got	16	3

ANALYSIS:

Were you given a choice



In Control

QUESTION:

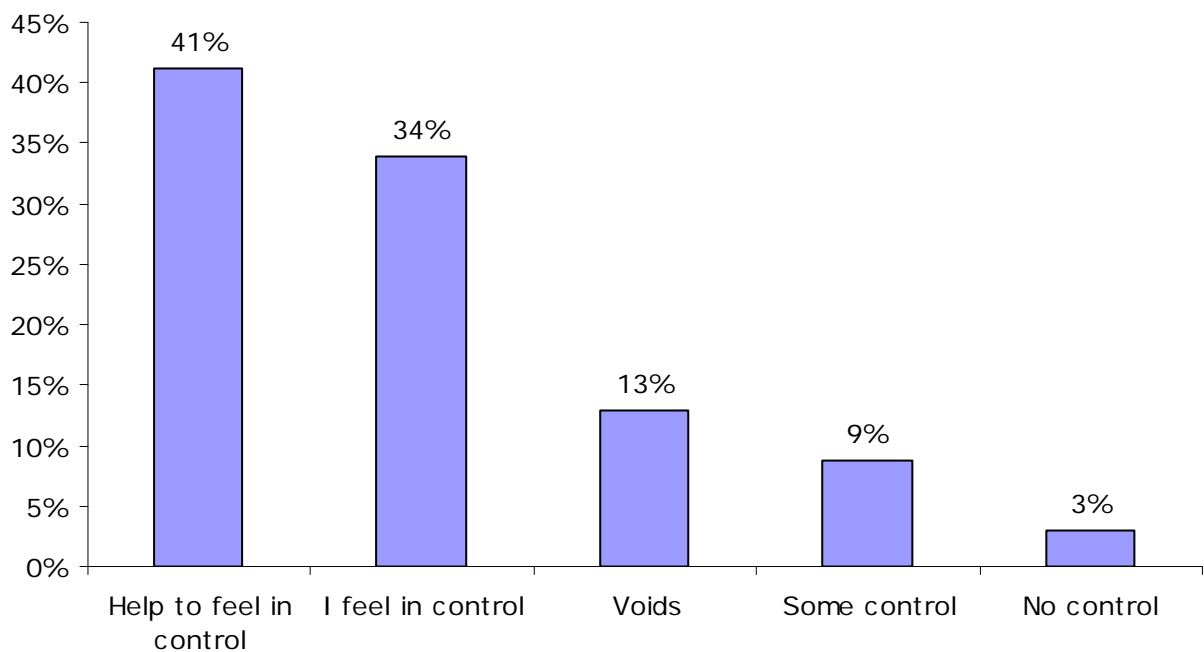
Thinking about the control you have over your daily life, which of the following statements best describes your present situation?

RESULTS:

	<u>No</u>	<u>%</u>
With help I feel in control of my daily life	216	41
I feel in control of my daily life	178	34
Voids	68	13
I have some control over my daily life but not enough	46	9
I have no control over my daily life	16	3

ANALYSIS:

Control over your daily life



In Control

QUESTION:

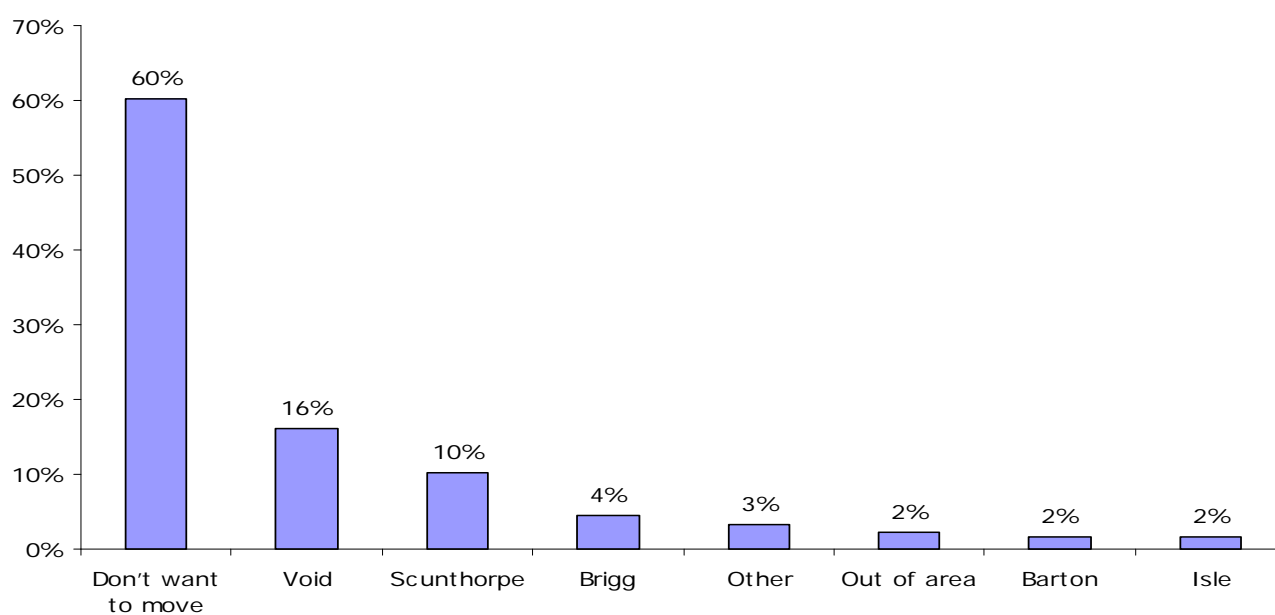
If you had a choice or the opportunity to move home in the future where would you choose?

RESULTS:

	<u>No</u>	<u>%</u>
I do not wish to move	316	60
Voids	84	16
Scunthorpe	54	10
Brigg and district	23	4
Other – please state	17	3
Out of area	12	2
Barton and district	9	2
Isle of Axholme	9	2

ANALYSIS:

If you had a choice / opportunity where would you move to



Healthy

QUESTION:

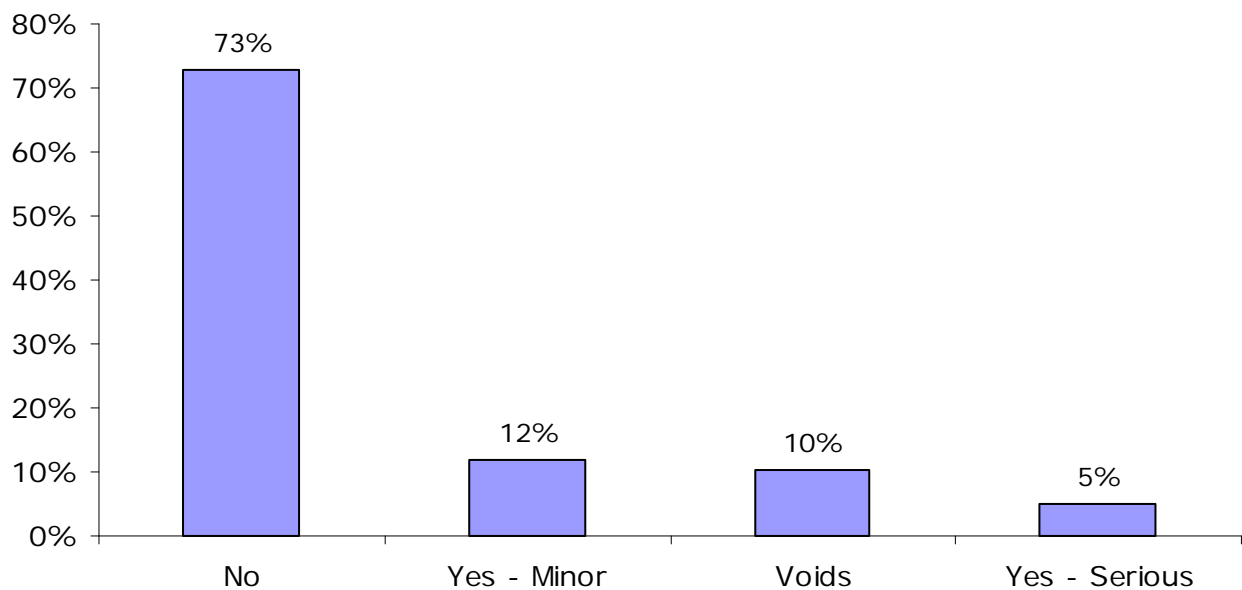
Did the length of time waiting for your equipment / minor adaptation to your home cause you any problems?

RESULTS:

	<u>No</u>	<u>%</u>
No	381	73
Yes, but only minor problems	62	12
Blank	54	10
Yes, serious problems	27	5

ANALYSIS:

Did the waiting time cause problems



Healthy

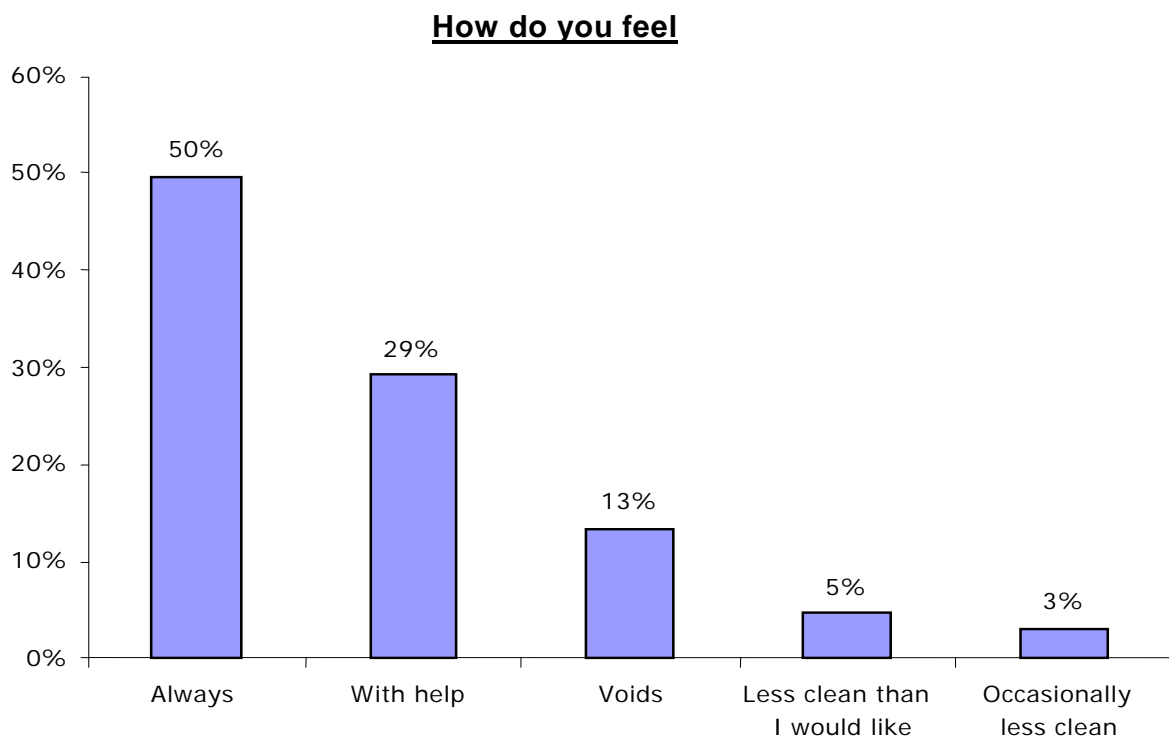
QUESTION:

Thinking about the way you look and feel, which of the following statements best describes your present situation?

RESULTS:

	<u>No</u>	<u>%</u>
I always feel clean	260	50
With help I always feel clean	153	29
Voids	70	13
I feel much less clean than I would like, with poor personal hygiene	25	5
I occasionally feel less clean than I would like	16	3

ANALYSIS:



Healthy

QUESTION:

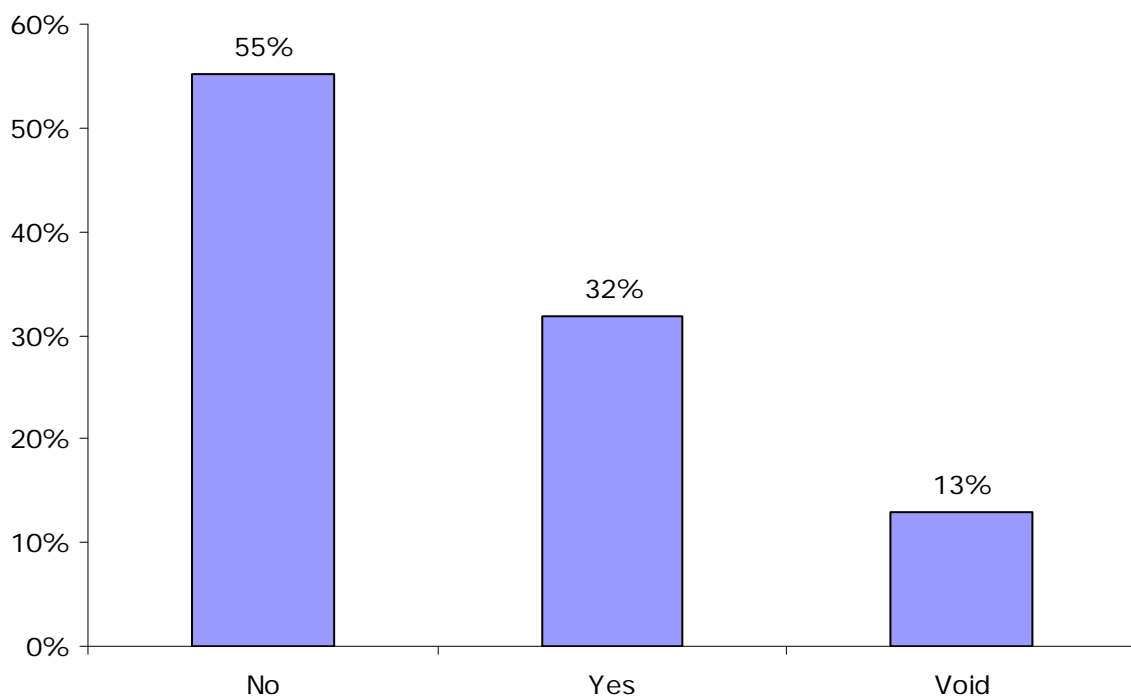
Do you use a wheelchair?

RESULTS:

	<u>No</u>	<u>%</u>
No	289	55
Yes	167	32
Voids	68	13

ANALYSIS:

Do you use a wheelchair



Healthy

QUESTION:

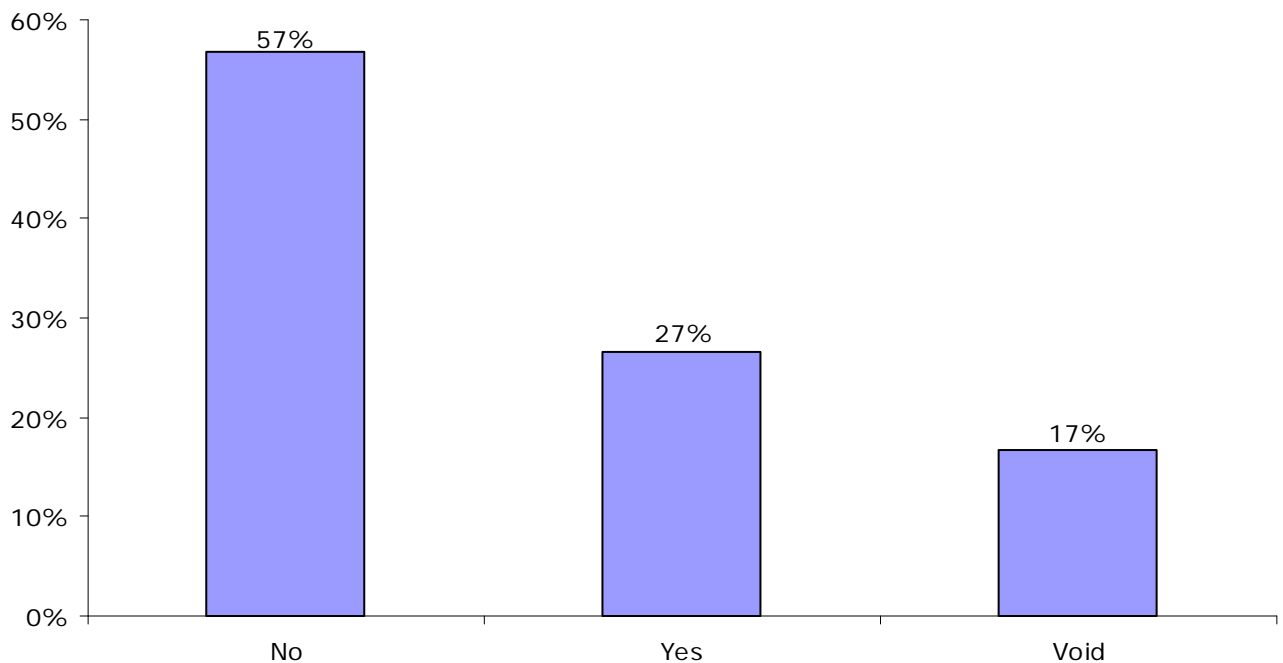
Do you have a major adaptation to your home? (A major adaptation could include items such as a chair lift or work on your kitchen/bathroom.)

RESULTS:

	<u>No</u>	<u>%</u>
No	297	57
Yes	139	27
VOIDS	88	17

ANALYSIS:

Have you had a major adaptation



Healthy

QUESTION:

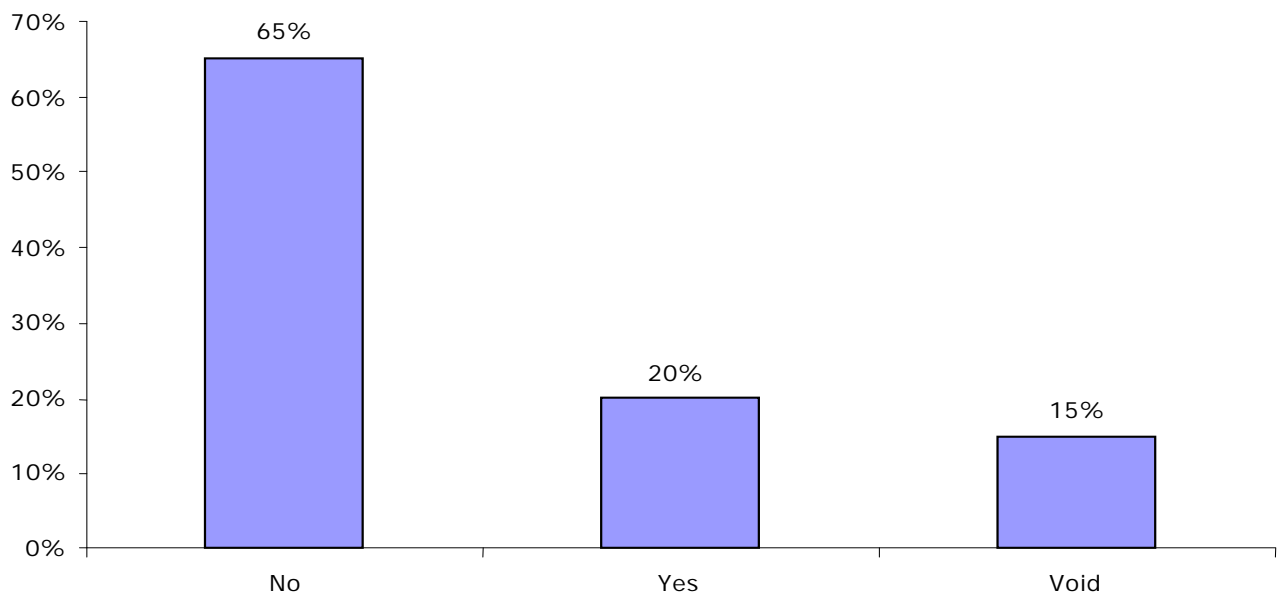
Do you use Telecare? (Telecare is the use of sensors and alarms in your home to tell someone you need help.)

RESULTS:

	<u>No</u>	<u>%</u>
No	341	65
Yes	105	20
Voids	78	15

ANALYSIS:

Do you use telecare



Independent

QUESTION:

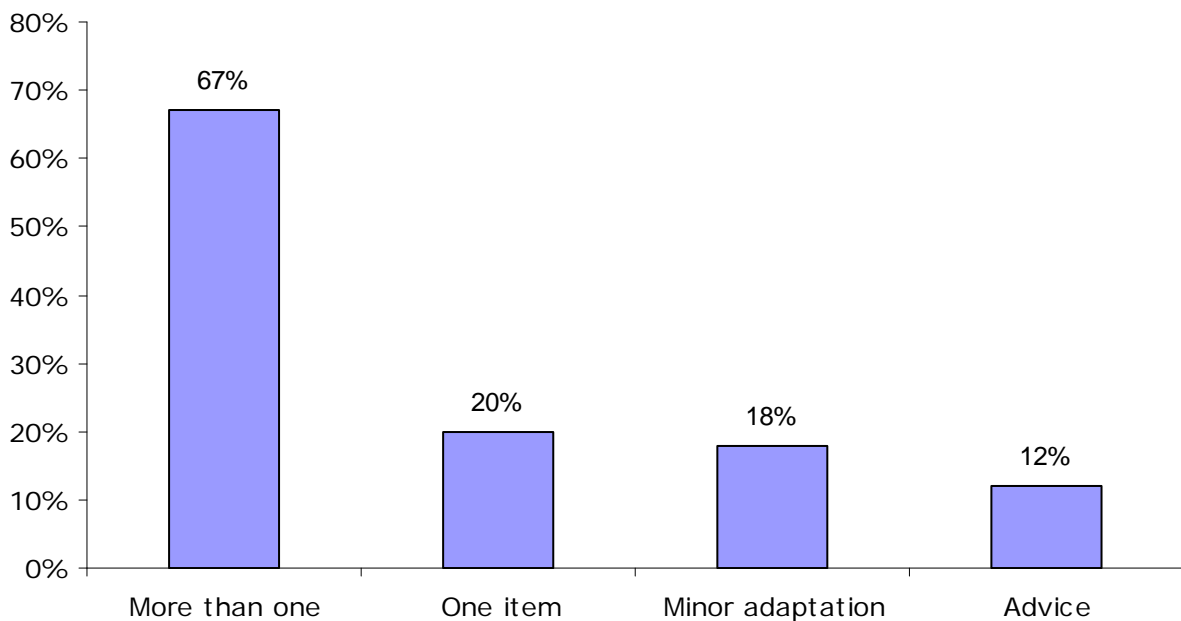
What were you given as a result of Social Services assessing your needs?

RESULTS:

	<u>No</u>	<u>%</u>
A number of pieces of equipment	352	67
A single piece of equipment	107	20
A minor adaptation to your home	95	18
Advice	62	12

ANALYSIS:

What were you given



Independent

QUESTION:

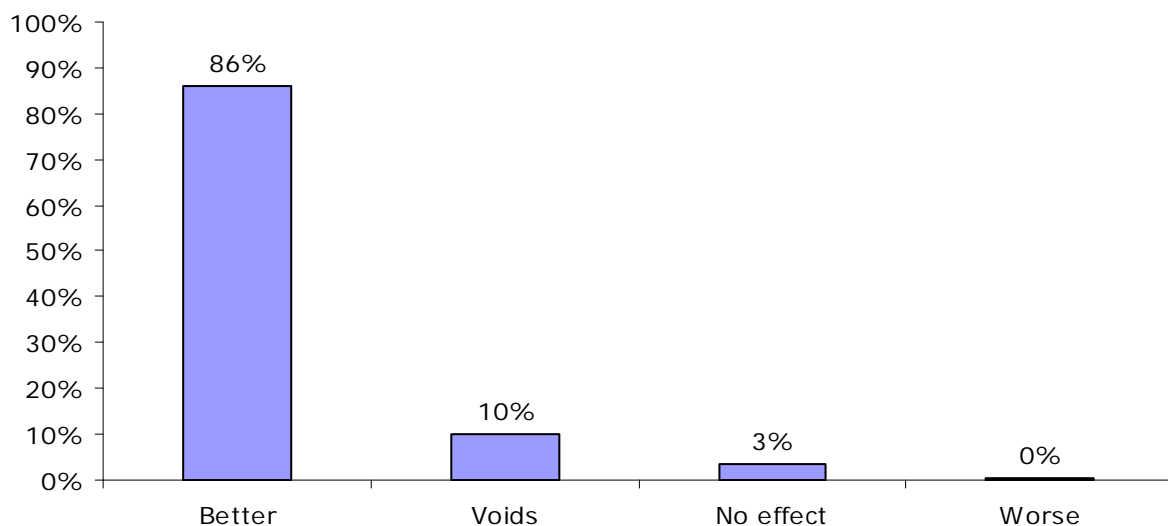
How has the equipment / minor adaptation affected the quality of your life?

RESULTS:

	<u>No</u>	<u>%</u>
It has made it better	451	86
Voids	53	10
It has not had any effect	18	3
It has made it worse	2	0

ANALYSIS:

How has the equipment affected your quality of life



Independent

QUESTION:

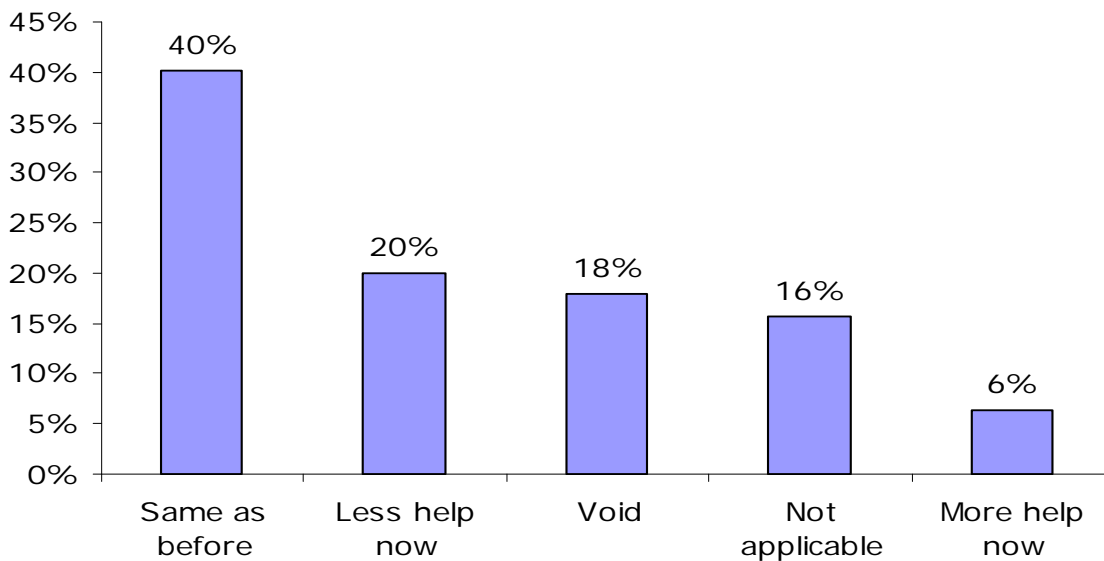
Has having equipment / minor adaptation to your home changed the amount of help you need from others?

RESULTS:

	<u>No</u>	<u>%</u>
The amount of help I need is the same as it was before I had the equipment or minor adaptation	210	40
I now need less help from others	105	20
Voids	94	18
Not applicable as I do not need any help from others	82	16
I now need more help from others	33	6

ANALYSIS:

Has the help you need changed



Independent

QUESTION:

What do you think would make it easier for people with long term health problems or a physical disability to be more independent at home?

RESULTS:

Small selection of comments

"A department where people who are on social services could get help in a dire emergency without having to wait weeks and fill in endless forms."

"Again, some sort of information list displaying all agencies of help would be a great start. Planning for current and future eventualities could then take place to maximise the requirements for independence."

"Back up to feel there is help out there when it is needed and there are people out there that care, just a phone call helps"

"Care in the home."

"For a list to be made available, perhaps in the local press, with information etc of where to apply for home help, meals on wheels etc."

Involved

QUESTION:

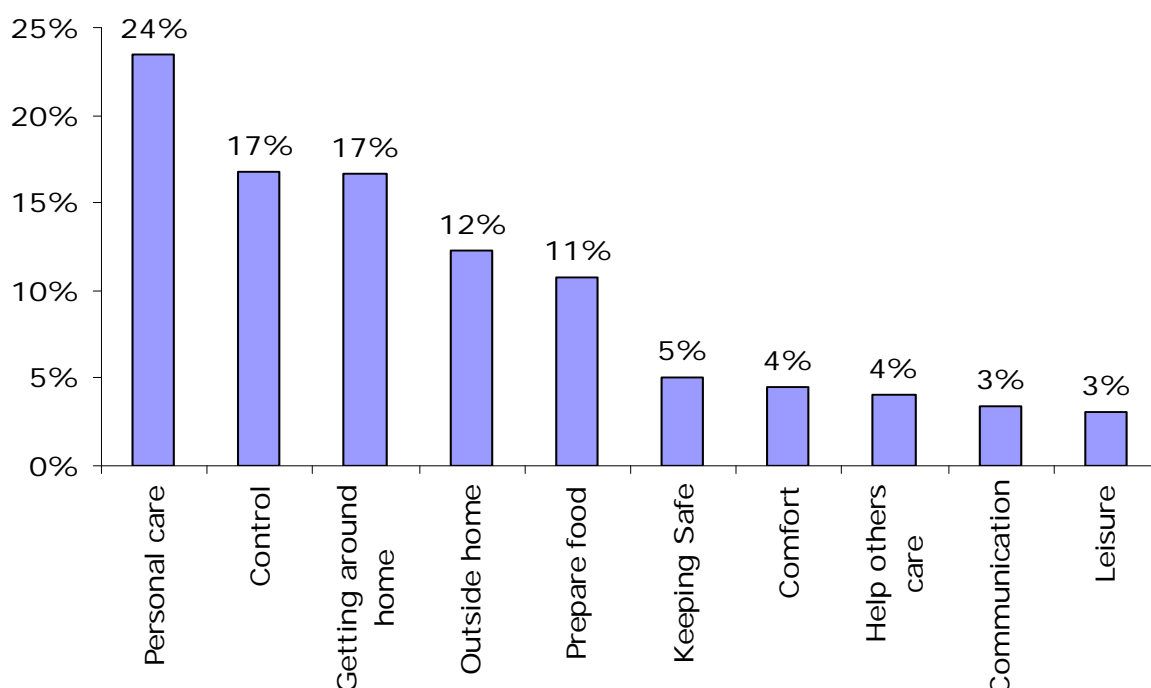
What areas of your life are helped by equipment or a minor adaptation to your home? (A single piece of equipment or a minor adaptation may help you with more than one area of your life)

RESULTS:

	<u>No</u>	<u>%</u>
Looking after your personal care needs	264	24
Helping you have more control over your daily life	188	17
Getting around within your home	187	17
Moving around outside of your home	138	12
Helping you prepare meals and drinks	121	11
Helping keep you safe	57	5
Helping relieve pain or make you more comfortable	50	4
Helping others care for you	45	4
Helping you communicate and keep in touch with other	38	3
Helping you undertake leisure and work activities	35	3

ANALYSIS:

What areas of your life are helped by equipment or adaptation



Involvement

QUESTION:

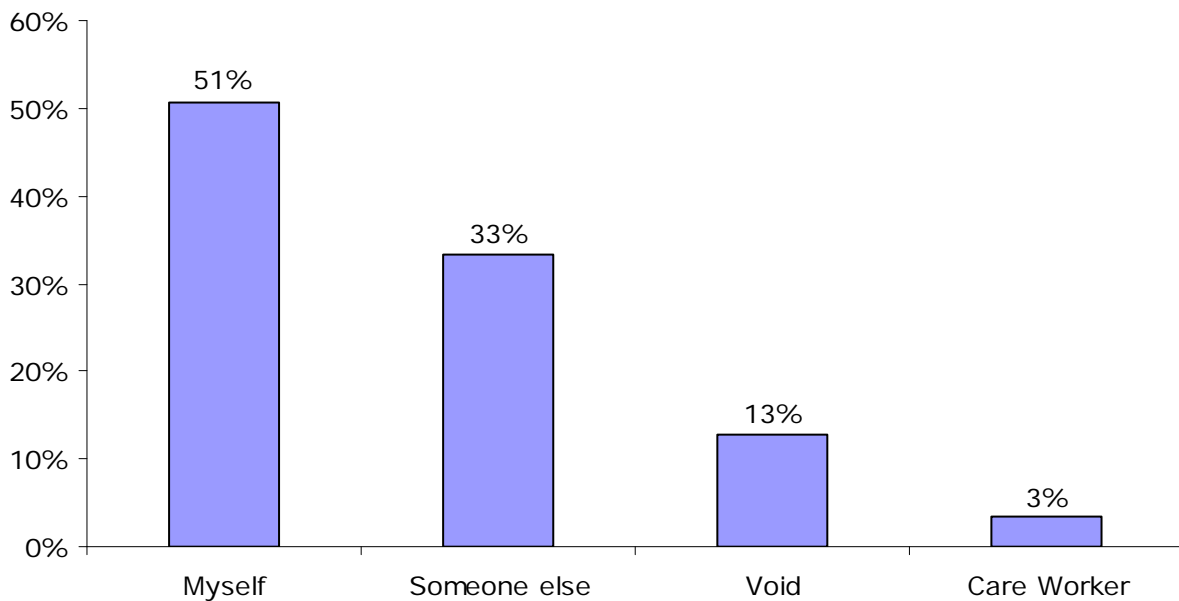
Did you fill in this questionnaire by yourself or did you have help from someone else?

RESULTS:

	<u>No</u>	<u>%</u>
I filled it in myself	265	51
I had help from someone else	174	33
Voids	67	13
I had help from a care worker or personal assistant (PA)	18	3

ANALYSIS:

Who filled in the questionnaire



Safe

QUESTION:

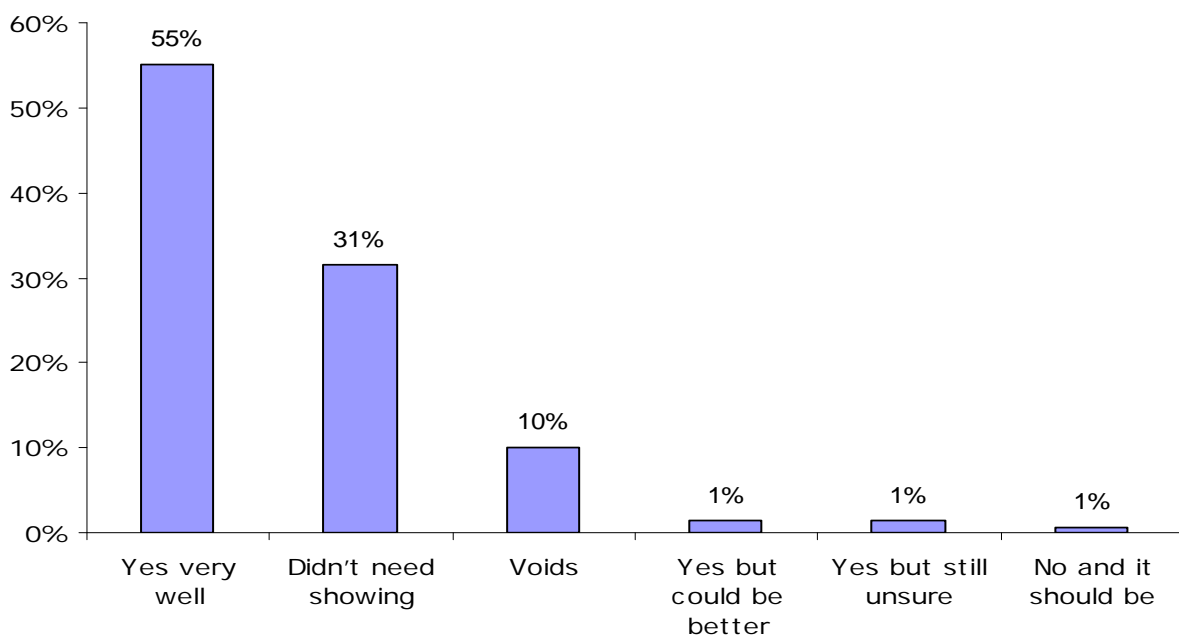
Were you shown how to use the equipment / minor adaptation to your home?

RESULTS:

	<u>No</u>	<u>%</u>
Yes, it was set up and demonstrated very well	289	56
No, but I didn't need to be shown	165	31
Voids	53	10
Yes, but later on I was unsure how to use	7	1
Yes, but not as well as I should have been	7	1
No and I think I should have been shown	3	1

ANALYSIS:

Were you shown how to use the equipment



Safe

QUESTION:

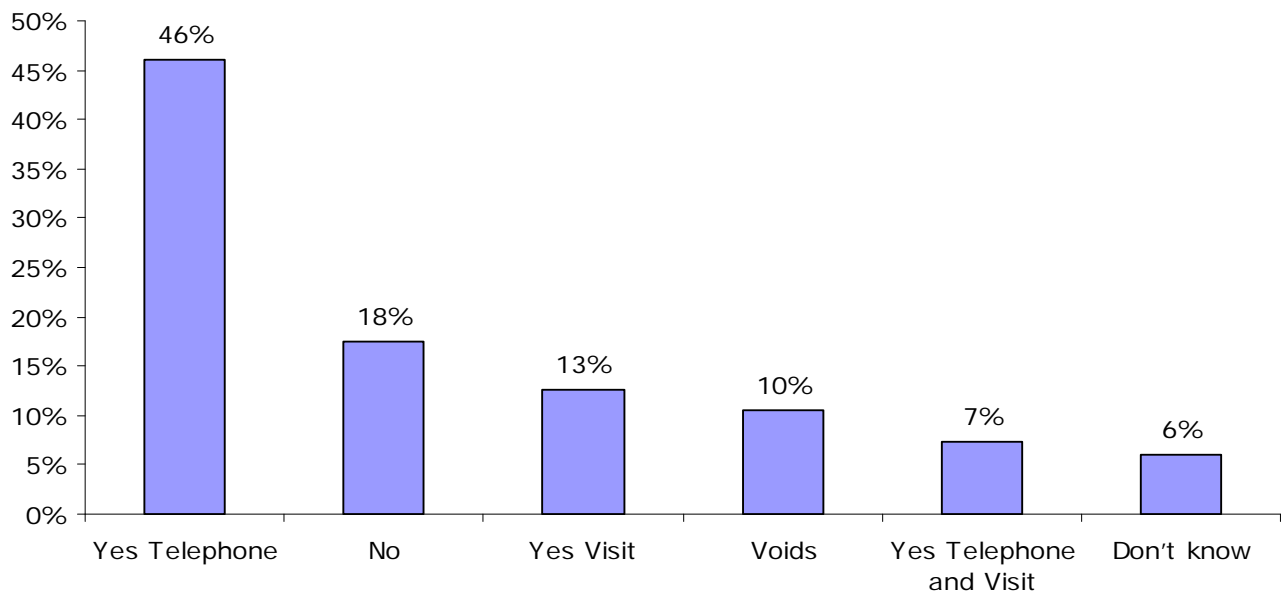
Did anyone from Social Services contact you afterwards to check everything was okay?

RESULTS:

	<u>No</u>	<u>%</u>
Yes, someone telephoned me	241	46
No, I was not contacted	92	18
Yes, someone visited me	66	13
Voids	55	10
Yes, someone telephoned and someone visited me	38	7
Don't know/Can't remember	32	6

ANALYSIS:

Did Social Services contact afterwards to check everything was ok



Safe

QUESTION:

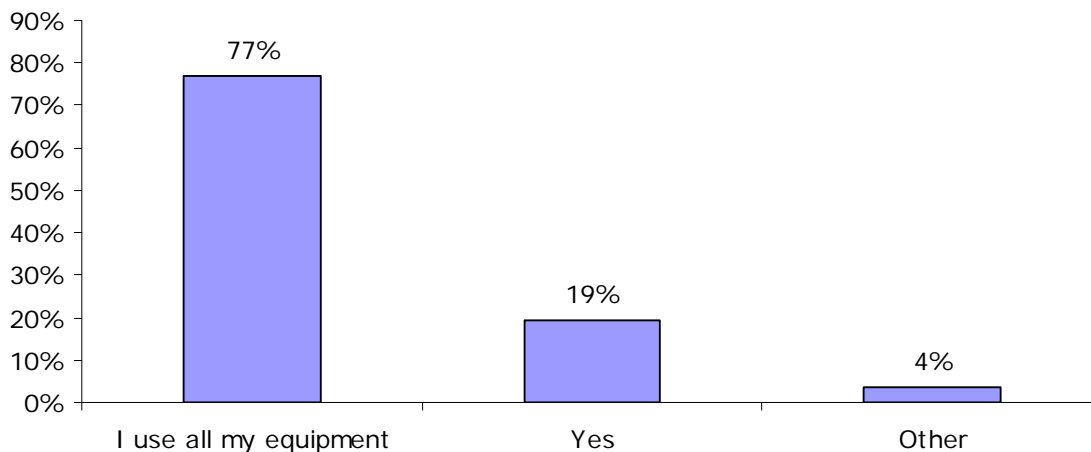
Have you stopped using any of the equipment or minor adaptations you recently received?

RESULTS:

	<u>No</u>	<u>%</u>
Not applicable, I use all of the equipment I was given	385	77
Yes, I no longer needed it	36	
Yes, it did not help me	21	
Yes, I found it too difficult to use	13	
Yes, I did not like the look of it	2	
Yes, it broke or was damaged	2	19
Yes, I did not know how to use it properly	5	
Yes, it has been replaced by a better piece of equipment	6	
Yes, it felt unsafe	11	
Other (sample of comments below)	19	4

ANALYSIS:

Have you stopped using the equipment or adaptation



Small selection of comments

- "The bath is too small to accommodate the seat, no room to move at all"*
- "The bed side support I found it made it awkward to get in and out of bed and my wife found it made making the bed very awkward"*
- "The equipment has been returned"*
- "The equipment is used by carers to help me stand. It is most uncomfortable"*
- "The perch stool was blue, so my son in law made a replacement in stained wood"*

Safe

QUESTION:

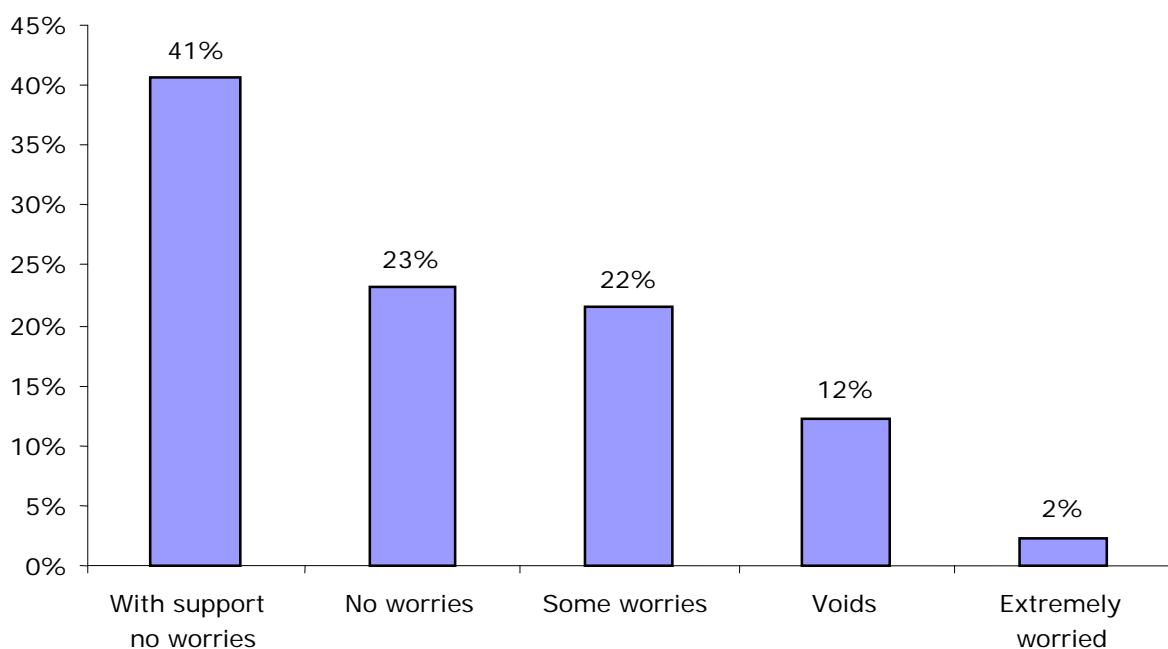
Thinking about your life in general, which of the following statements best describes how safe you feel inside and outside your home? (Feelings of safety could be due to freedom from fear of falling or other physical harm.)

RESULTS:

	<u>No</u>	<u>%</u>
I have support to ensure that I have no worries about my personal safety	213	41
I have no worries about my personal safety	122	23
I have some worries about my personal safety	113	22
Voids	64	12
I am extremely worried about my personal safety	12	2

ANALYSIS:

How safe do you feel in and around your home



Confident in the future

QUESTION:

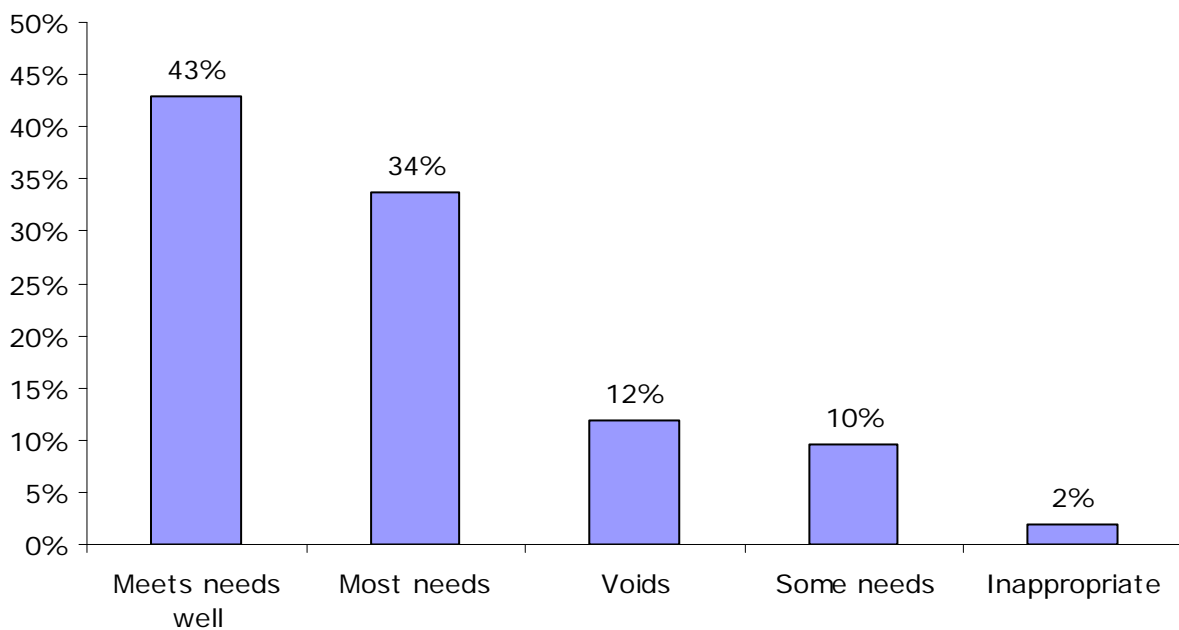
How well do you think your home is designed to meet your needs?

RESULTS:

	<u>No</u>	<u>%</u>
My home meets my needs very well	225	43
My home meets most of my needs	177	34
My home meets some of my needs	50	12
My home is totally inappropriate for my needs	10	10
Voids	62	2

ANALYSIS:

Does your home meet your needs



Confident in the future

QUESTION:

If your home does not currently meet all your needs, what improvements do you need?

RESULTS:

Small selection of comments

"Could do with kitchen lowering"

"I do have a few worries about falling as I live alone. I also have very slow progress going upstairs"

"I bought a stairlift soon after equipment and modifications were provided"

"Support needed near or round the toilet"

"As I can't get in the bath to keep clean I would ask for a shower"

"Bath unusually small"

"The things we need are trays, perching stools and a recliner chair. Stair lift is not meant for my weight"

"Some days difficulty getting up and down stairs"

"Shower, kitchen layout as cannot utilise drawer and cupboards"

"Grab rails would help. I have difficulty with the shower"

Confident in the future

QUESTION:

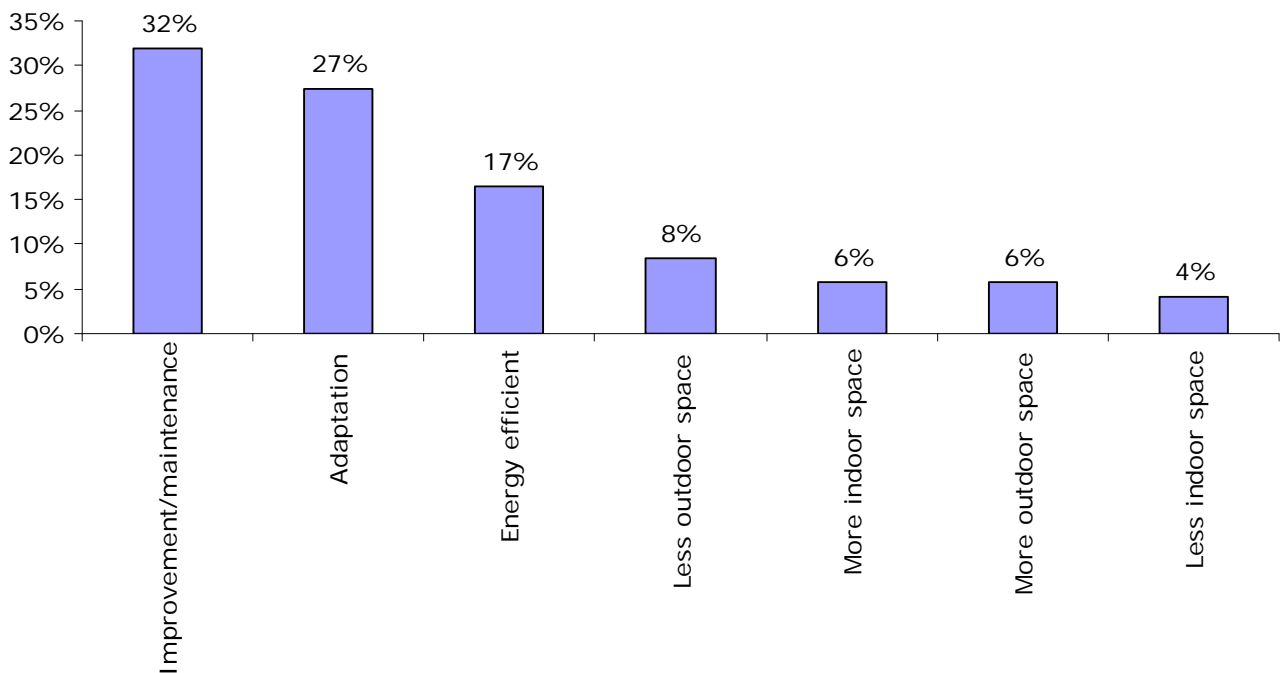
Do you think your housing needs are likely to change again in the future, if so which of the following are you likely to need?

RESULTS:

	<u>No</u>	<u>%</u>
Home improvements/maintenance	110	33
Adaptations to your home e.g. Stair Lift, etc	94	27
Improvements to make your home more energy efficient	57	17
Less outdoor space	29	8
More indoor space	20	6
Less indoor space	14	4
More outdoor space (outbuildings/storage/garden)	20	6

ANALYSIS:

What future housing needs might you have



Confident in the future

QUESTION:

When do you think people should start making plans for their later years?

RESULTS:

Small selection of comments

"Make plans while one is still fit i.e. in ones 50's"

"Mid life. Think about what situation I would be in 20 years or so."

"Mid term (in 30 or 40)"

"When they begin to feel less capable. When they have reason enough to look ahead."

"When they can afford it."

"When they can financially do so"

"When you start work because it is important to pay into a pension."

"While they are fit both mentally and physically."

"While they are healthy and in work"

Confident in the future

QUESTION:

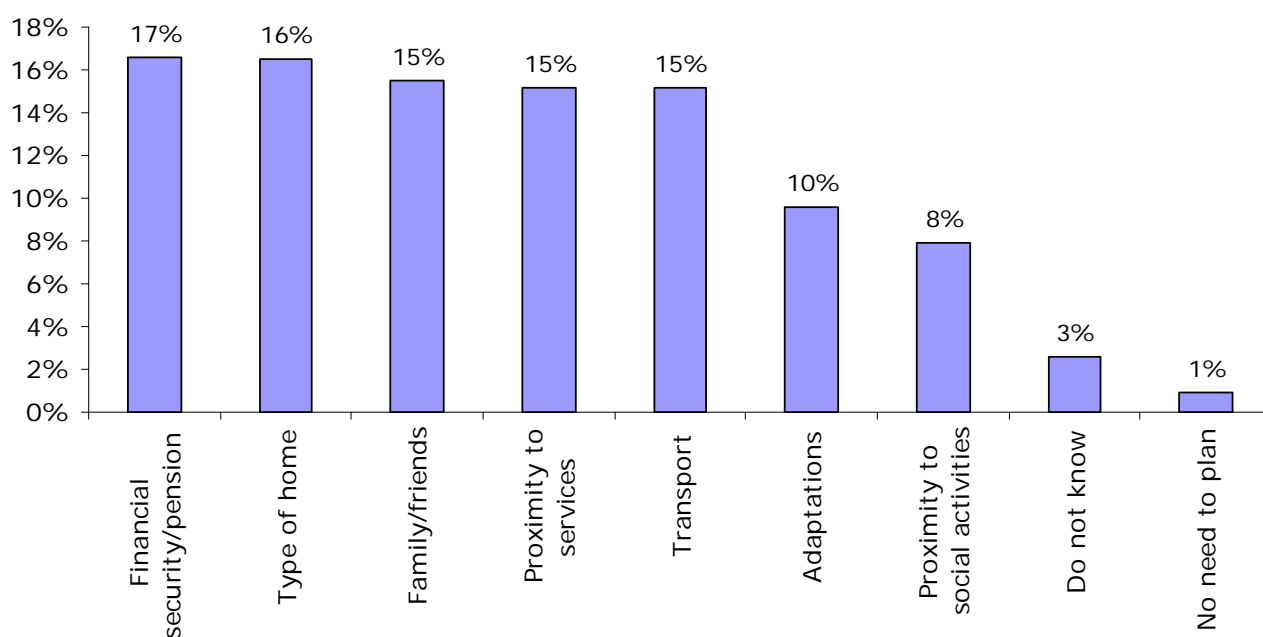
What sort of things should they consider?

RESULTS:

	<u>No</u>	<u>%</u>
Financial Security/Pension	279	17
Type of home e.g. Bungalow	277	16
Proximity to family/friends	260	15
Proximity to services e.g. Hospital/shops	255	15
Transport	255	15
Adaptations to your home e.g. Stair Lift	161	10
Proximity to social activities	133	8
Don't know	43	3
No need to plan	16	1

ANALYSIS:

What future planning should be considered



Respect

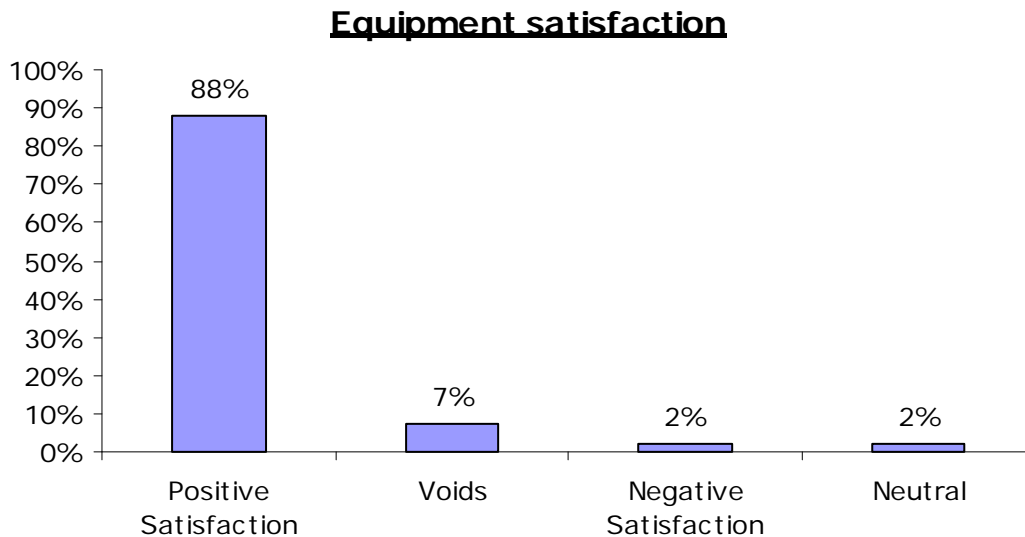
QUESTION:

Overall, how satisfied are you with the most recent piece of equipment / minor adaptation to your home that you received from Social Services?

RESULTS:

	<u>No</u>	<u>%</u>
Positive satisfaction	462	88
Voids	38	7
Negative satisfaction	12	2
Neither satisfied or dissatisfied	12	2

ANALYSIS:



Respect

QUESTION:

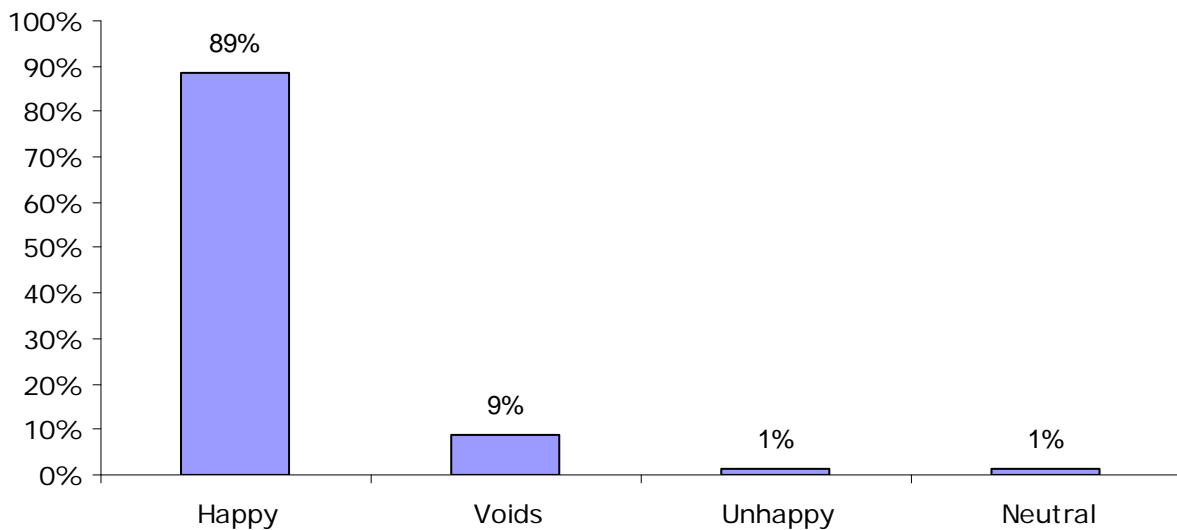
How happy were you with the way those who discussed your needs treated you?

RESULTS:

	<u>No</u>	<u>%</u>
Happy	465	89
Voids	44	9
Unhappy	7	1
Neutral, I didn't talk to anybody	6	1

ANALYSIS:

Were you happy with the way you were treated



Respect

QUESTION:

Please use the space provided to write any other comments you'd like to make about your equipment or adaptation to your home or the services that provide them.

RESULTS:

Small selection of comments

"About a year ago I applied for a wheelchair but was refused. I was told that I did not warrant one. (even though it was my doctor, Dr Tennant, Riverside who told me to apply. Since then I have had a slight stroke and am much less able."

"Every body was nice who I saw and the hand rail great. I can walk safe downstairs and the bath seat good when had knee done the other day. I still have a bit of trouble getting out of bath."

"I am pleased with the equipment/modifications, they have all made a positive and beneficial contribution to my everyday life. I take this opportunity to thank those who provided the service."

"Suffer from Angina and now finding it difficult to climb downstairs. A stair lift would help a lot. One piece of equipment bath chair is fine. The high chair not so good because of the lack of a footstool."

"The equipment has been great. I wish my home had a shower room, a better condition kitchen and heating. I wish I could go in and out my home and not have the constant fear of falling which at the moment happens weekly. I know funds are tight"

"What I have been given I use all the time. I would not be without them."