



COMMUNITY CARE

SERVICE USER CONSULTATION REPORT

SSA & Care Management Group
JANUARY 2008

INTRODUCTION

As part of our ongoing commitment to Quality Assurance and Performance Management, a questionnaire was distributed in November 2007 to obtain feedback from service users on the assessment process, the quality of services being provided and the impact these had on their lives.

148 questionnaires were distributed to community care service users who had a Single Shared Assessment completed in the period from 1st April 2007 to 31st October 2007. The questionnaire took the form of 13 statements which users were asked whether they 'strongly agreed', 'agreed', 'neither agreed or disagreed', 'disagreed' or 'strongly disagreed'. A copy of the questionnaire, and an optional question sheet, is attached as Appendix A.

47 questionnaires were returned, giving a response rate of 32%, with 6 people submitting further queries that required a reply. Whilst the response rate is not exceptionally high, it is above the 25% response rate set as part of the Joint Future Local Improvement Targets.

In January 2007, Social Work Inspection Agency (SWIA) undertook a survey of all people receiving a social care service. 502 questionnaires were issued and there was a response rate of 32%. Five of the statements on the Council questionnaire were the same as those on the SWIA survey and a comparison on the responses is detailed on Page 4.

The results and findings of the consultation and specific comments that were included on the questionnaires are detailed in the following pages.

It is intended that further service user consultations will be undertaken on a six-monthly basis as part of our Quality Assurance framework and that subsequent results, as well as the SWIA inspection results, will be benchmarked to monitor user satisfaction.

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SUMMARY

Overall, those who responded to the questionnaire (32%) were generally positive about each of the 13 statements.

The four statements that received the highest positive feedback from users were:

1	Q5	I found that my assessment was done thoroughly and I was given opportunity to express my opinion.
2	Q6	Overall, I was satisfied with the way my assessment was conducted.
3	Q3	I found that the person(s) who assessed me fully understood my situation.
4	Q12	The services I receive are of good quality.

The four statements that received the lowest positive feedback were:

10	Q2	There were no delays in getting my assessment started, or completed.
11	Q1	I found it easy to arrange getting an assessment done.
12	Q11	I have been given choices about the type of services I receive.
13	Q8	I have seen the written assessment of my needs.

The percentage of users who replied “strongly agree” or “agree” for each statement show that:

- 91% found that the assessment was done thoroughly and that they were given opportunity to express their opinion.
- 91% said that overall, they were satisfied with the way the assessment was conducted.
- 91% found that the person who assessed them fully understood their situation.
- 91% said that the services they receive are of good quality
- 91% said that the person who did the assessment explained fully the process and timescales involved.
- 89% of respondents felt that the services they received helped them feel safer and more independent.
- 88% felt that they knew who to contact if they had any concerns about the care they receive.

- 87% felt that they had been fully involved in deciding what services they receive.
- 87% felt that their welfare was the primary concern of all staff involved.
- 81% said that they found it easy to arrange getting an assessment done.
- 80% said there were no delays in getting the assessment started or completed.
- 76% said they had seen the written assessment of their needs.
- 71% said they had been given choices about the type of services they receive.

The statements that received the highest scores of “strongly disagree” or “disagree” were:

- 12% - I have seen the written assessment of my needs.
- 12% - I have been given choices about the type of services that I receive.
- 11% - I found it easy to arrange getting an assessment done.
- 9% - There were no delays in getting my assessment completed.

There was one respondent who marked “strongly disagree” for every statement although there was only one other instance where someone else said that they “strongly disagreed” with a statement.

The cumulative response to all of the statements is:

Strongly Agree	37.0%
Agree	48.9%
Neither agree nor disagree	7.2%
Disagree	4.5%
Strongly Disagree	2.4%

User Comments

Most comments received were positive with care staff being mentioned for their considerate and caring approach.

One negative comment received was where it appeared that two assessments were being carried out simultaneously, one by a social worker and one by a district nurse with the same information being given twice.

All user comments received are on page 8.

Response comparisons to SWIA Survey

The results of the five statements in the survey that were also included in the SWIA survey undertaken in January 2007 are favourable in comparison. The rate of positive responses is higher for each statement, although the sample size is smaller. One reason for any difference in the rate of positive responses is that the SWIA survey was distributed to existing service users whereas the Council survey was sent to people who had recently had an assessment completed. There was a response rate of 32% in both surveys.

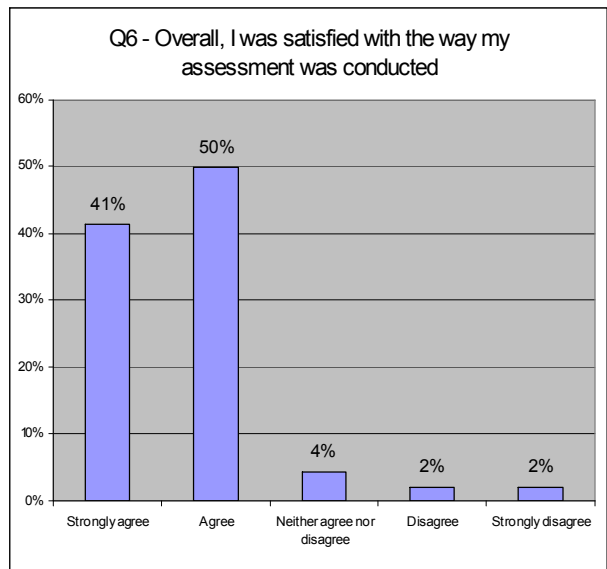
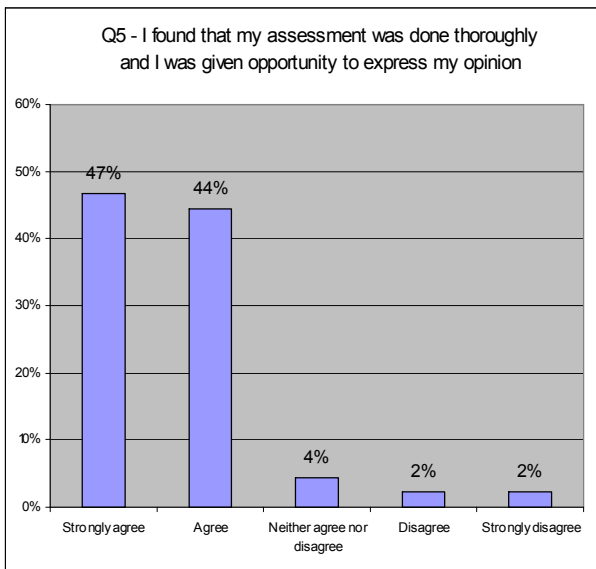
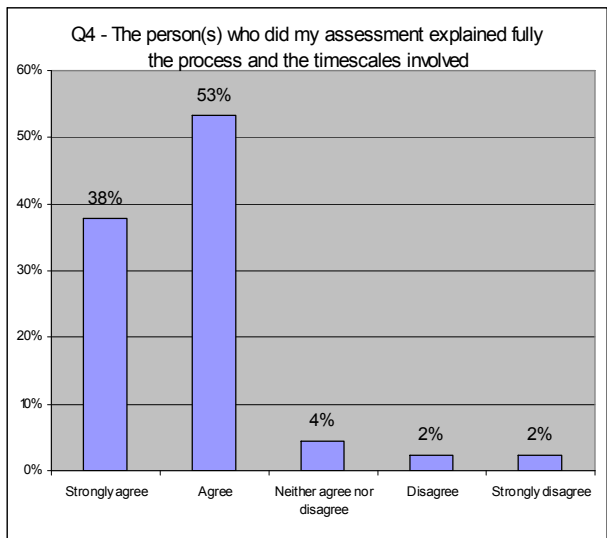
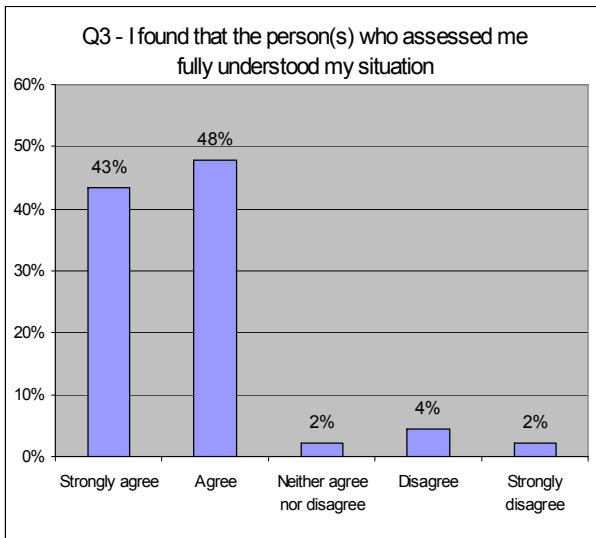
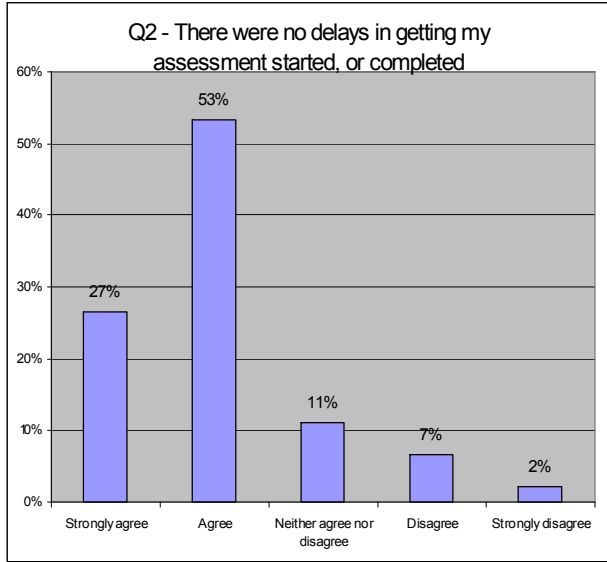
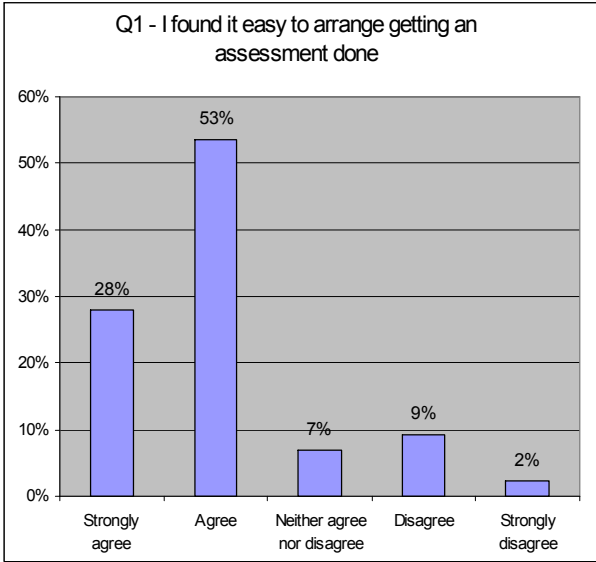
Below are the percentage figures of people who “agreed” or “strongly agreed” with the statements in the questionnaire, in comparison with the corresponding figures from the SWIA Survey:

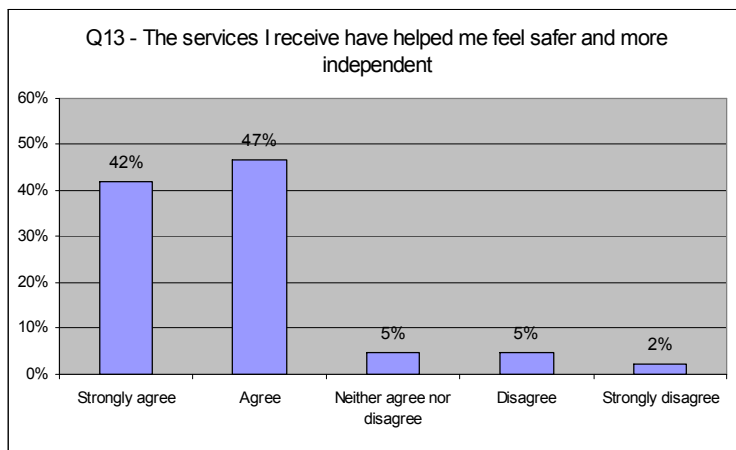
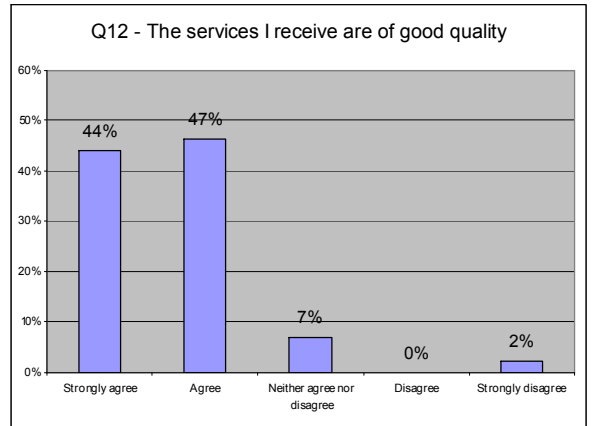
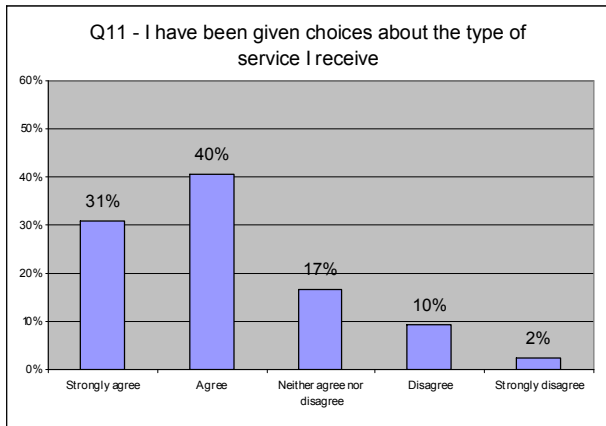
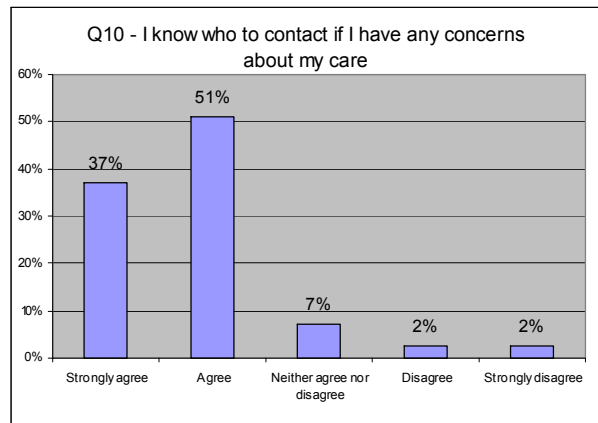
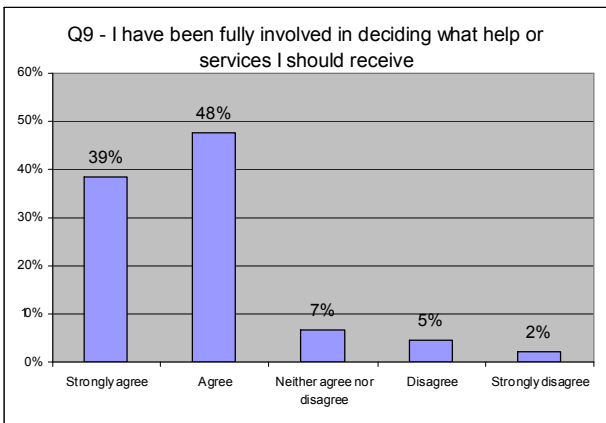
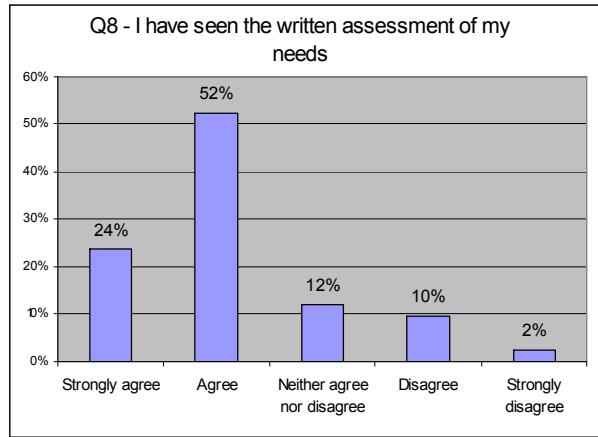
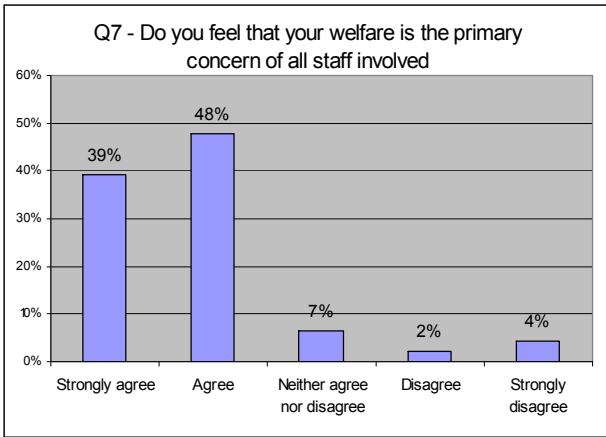
		SIC Survey	SWIA Survey	Difference +/-
Q 8	I have seen the written assessment of my needs	76%	56%	20%
Q 9	I have been fully involved in deciding what help or services I should receive	87%	73%	14%
Q 11	I have been given choices about the type of services I receive	71%	50%	21%
Q 12	The services I receive are of good quality	91%	87%	4%
Q 13	The services I receive have helped me feel safer and more independent	89%	78%	11%
Response Rate		32%	32%	0%

SUMMARY OF RESULTS - SERVICE USER CONSULTATION, NOVEMBER 2007

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	TOTAL REPLIES
1	I found it easy to arrange getting an assessment done	12	23	3	4	1	43
		28%	53%	7%	9%	2%	100%
2	There were no delays in getting my assessment started, or completed.	12	24	5	3	1	45
		27%	53%	11%	7%	2%	100%
3	I found that the person(s) who assessed me fully understood my situation	20	22	1	2	1	46
		43%	48%	2%	4%	2%	100%
4	The person(s) who did my assessment explained fully the process and timescales involved	17	24	2	1	1	45
		38%	53%	4%	2%	2%	100%
5	I found that my assessment was done thoroughly and I was given opportunity to express my opinion	21	20	2	1	1	45
		47%	44%	4%	2%	2%	100%
6	Overall, I was satisfied with the way my assessment was conducted	19	23	2	1	1	46
		41%	50%	4%	2%	2%	100%
7	Do you feel that your welfare is the primary concern of all staff involved	18	22	3	1	2	46
		39%	48%	7%	2%	4%	100%
8*	I have seen the written assessment of my needs	10	22	5	4	1	42
		24%	52%	12%	10%	2%	100%
9*	I have been fully involved in deciding what help or services I should receive	17	21	3	2	1	44
		39%	48%	7%	5%	2%	100%
10	I know who to contact if I have any concerns about my care	16	22	3	1	1	43
		37%	51%	7%	2%	2%	100%
11*	I have been given choices about the type of service I receive	13	17	7	4	1	42
		31%	40%	17%	10%	2%	100%
12*	The services I receive are of good quality	19	20	3	0	1	43
		44%	47%	7%	0%	2%	100%
13*	The services I receive have helped me feel safer and more independent	18	20	2	2	1	43
		42%	47%	5%	5%	2%	100%
ALL		212	280	41	26	14	573
		37.0%	48.9%	7.2%	4.5%	2.4%	

Number of questionnaires distributed	148
Number returned	47
% Return	32%
% Return Target (as per Local Improvement Targets)	25%





	STATEMENT	COMMENTS FROM SERVICE USERS			
1	<i>I found it easy to arrange getting an assessment done</i>	Everything was explained fully & was relaxed by the help & consideration given to me	It was arranged by others (x 2)	Care services in Shetland are fantastic	
2	<i>There were no delays in getting my assessment started, or completed.</i>	However, seemed to me there were two assessments being carried out simultaneously - both by a social worker and the district nurse - same information taken down twice - very time consuming - is this necessary?			
3	<i>I found that the person(s) who assessed me fully understood my situation</i>				
4	<i>The person(s) who did my assessment explained fully the process and timescales involved</i>	But timescale somewhat longer than indicated	They contacted my daughter by telephone - the care and assessment was carried out very fast. I think you could (not) have arranged my assessment any quicker		
5	<i>I found that my assessment was done thoroughly and I was given opportunity to express my opinion</i>				
6	<i>Overall, I was satisfied with the way my assessment was conducted</i>	I found these people kind & considerate at all times	Everything has been managed satisfactorily. Thank you to all concerned		

7	<i>Do you feel that your welfare is the primary concern of all staff involved</i>	I have met nothing but kindness & consideration. I felt all the carers were friends			
8	<i>I have seen the written assessment of my needs</i>	Xxxxx is blind - Family oversaw	Can't remember if he saw them or not	My daughter has, as I am blind	
9	<i>I have been fully involved in deciding what help or services I should receive</i>	I am told what is available (2)	As far as I am able to decide	If required	My daughter has as I am blind
10	<i>I know who to contact if I have any concerns about my care</i>	Family will	Unsure	my wife might	My daughter has the telephone no who to contact
11	<i>I have been given choices about the type of service I receive</i>	No other choice available for my age-group or my disability	I am told what is available (2)		
12	<i>The services I receive are of good quality</i>	Time spent in Montfield Vaila Ward was terrible <u>some</u> nurses do not care & should not be working in this type of work. Care at Home was good	Services at Wastview	None required as family manage my needs	
13	<i>The services I receive have helped me feel safer and more independent</i>	Services at Wastview	safer maybe	Good to know help is there if required	The services are great it means I can stay in my own house

Planning & Information Survey
Community Care Services

Feedback on your assessment

We would appreciate if you could give us feedback on your recent Single Shared Assessment. This will contribute to improving the services that you receive.

If you need some help to fill it in, you could ask a friend, member of your family, an advocate or your case worker (if you have one) to assist you.

This form is anonymous and cannot be traced back to you. However, if there are any further issues you would like us to follow up, please let us know by completing the enclosed form and we will get back to you.

YOUR ASSESSMENT

(tick one box)

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Comments (if any)
1	I found it easy to arrange getting an assessment done						
2	There were no delays in getting my assessment started, or completed.						
3	I found that the person(s) who assessed me fully understood my situation						
4	The person(s) who did my assessment explained fully the process and timescales involved						
5	I found that my assessment was done thoroughly and I was given opportunity to express my opinion						
6	Overall, I was satisfied with the way my assessment was conducted						

YOUR SERVICES

(tick one box)

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Comments (if any)
7	Do you feel that your welfare is the primary concern of all staff involved						
8	I have seen the written assessment of my needs						
9	I have been fully involved in deciding what help or services I should receive						
10	I know who to contact if I have any concerns about my care						
11	I have been given choices about the type of service I receive						
12	The services I receive are of good quality						
13	The services I receive have helped me feel safer and more independent						

Thank you for taking the time to complete this questionnaire, a reply envelope is enclosed for your use.

Community Care Services

Only complete this sheet if there is something you would like to ask us.

If you would like us to reply to any questions relating to your assessment or the services you receive, please enter the details below. **All replies will be dealt with confidentially.**

Name

Address

.....

.....

Tel No:

(Please state below the nature of your query)

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Signed

Date

Thank you for getting in touch with us, we will answer your query as soon as possible.

If you require any further information on any aspect of your community care service, please contact us on 01595 744400, or write to us at:

Community Care,
Education and Social Care,
Hayfield House,
Lerwick,
ZE1 0QD