



COMMUNITY CARE SERVICE USER & CARER CONSULTATION REPORT

SSA & Care Management Group
FEBRUARY 2009

INTRODUCTION

As part of our ongoing commitment to Quality Assurance and Performance Management, a client questionnaire was first distributed in November 2007 to obtain feedback from service users on their experience of the assessment process, the quality of services being provided and the impact these had on their lives. In October 2008 a further questionnaire was distributed to review service user opinion and, for the first time, a separate questionnaire was sent to carers.

The results of these surveys are now included in various statutory reports provided by both the Council and NHS Shetland with user opinion feeding in to new government reporting methods such as the Community Care Outcomes Framework and the Single Outcome Agreement.

161 questionnaires were distributed to community care service users who had a Single Shared Assessment completed in the period from 1st October 2007 to 30th September 2008 and a further **47** were issued to carers who had an assessment completed in the same period. The questionnaires 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 questionnaires, and the optional enquiry sheet, is attached as Appendix A.

SERVICE USER SURVEY

46 questionnaires were returned, giving a response rate of **29%**, with 8 people submitting further queries that required a reply or a review of their situation.

CARER SURVEY

16 questionnaires were returned, giving a response rate of **34%**, with 1 person submitting further queries that required a reply or a review of their situation.

Overall, **62** questionnaires were returned from the **208** sent out, giving a response rate of **30%**. 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 yearly 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 – SERVICE USER SURVEY

Overall, those who responded to the questionnaire (29%) were generally positive about each of the 13 statements. **82.2%** of all questions returned were marked either “Agree” or “Strongly agree”, this is down slightly from the 2007 consultation figure of **85.9%**.

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

1	Q12	The services I receive have helped me feel safer and more independent	91%
2	Q8	I have seen the written assessment of my needs	90%
3	Q13	The services I receive have helped me feel safer and more independent	87%
4	Q7	Do you feel that your welfare is the primary concern of all staff involved	86%

The four statements that received the highest negative feedback were:

1	Q1	I found it easy to arrange getting an assessment done	19%
2	Q2	There were no delays in getting my assessment started, or completed.	16%
3	Q11	I have been given choices about the type of service I receive	10%
4	Q10	I know who to contact if I have any concerns about my care	9%

The cumulative response to **ALL** of the statements is:

SERVICE USERS	2008	2007	Difference +/-
Strongly Agree	36.3%	37.0%	-0.7%
Agree	45.9%	48.9%	-3.0%
Neither agree nor disagree	8.7%	7.2%	+1.5%
Disagree	3.5%	4.5%	-1.0%
Strongly Disagree	5.5%	2.4%	+3.1%

Service User Comments

All individual service user comments received are shown on pages 8-10.

Response comparisons to SWIA Survey

The results of the five statements used as a benchmark from 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 all existing service users whereas the Council survey was sent to people who had recently had an assessment completed.

Below are the percentage figures of all service users who “agreed” or “strongly agreed” with the statements in the questionnaire, in comparison with the corresponding figures from the 2007 Survey and the SWIA Survey:

SERVICE USERS - BENCHMARK FIGURES

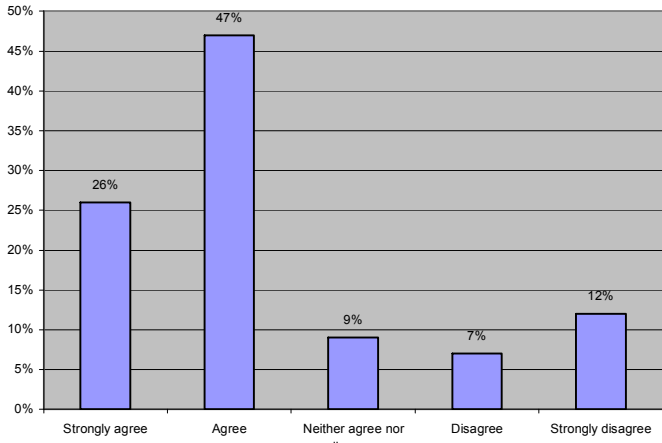
		2008 Survey	2007 Survey	SWIA Survey	Diff +/-
Q 8	I have seen the written assessment of my needs	89%	76%	56%	+33%
Q 9	I have been fully involved in deciding what help or services I should receive	82%	87%	73%	+9%
Q 11	I have been given choices about the type of services I receive	76%	71%	50%	+26%
Q 12	The services I receive are of good quality	91%	91%	87%	+4%
Q 13	The services I receive have helped me feel safer and more independent	86%	89%	78%	+8%
Response Rate		29%	32%	32%	-3%

SUMMARY OF RESULTS - SERVICE USER CONSULTATION, NOVEMBER 2008

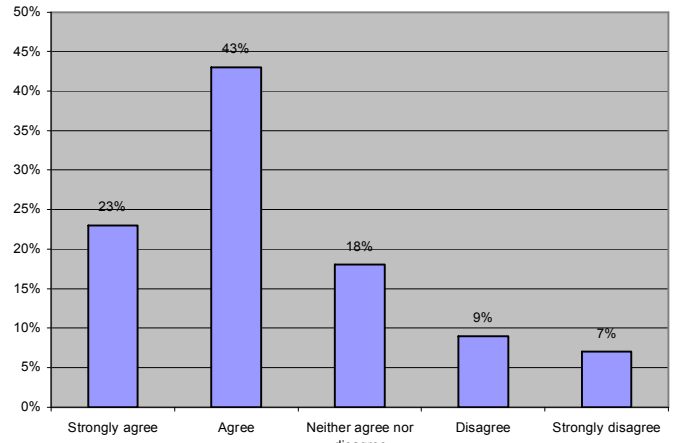
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	TOTAL REPLIES
1	I found it easy to arrange getting an assessment done	11	20	4	3	5	43
		26%	47%	9%	7%	12%	100%
2	There were no delays in getting my assessment started, or completed.	10	19	8	4	3	44
		23%	43%	18%	9%	7%	100%
3	I found that the person(s) who assessed me fully understood my situation	17	21	4	1	1	44
		39%	48%	9%	2%	2%	100%
4	The person(s) who did my assessment explained fully the process and timescales involved	14	22	4	1	2	43
		33%	51%	9%	2%	5%	100%
5	I found that my assessment was done thoroughly and I was given opportunity to express my opinion	18	19	3	3	1	44
		41%	43%	7%	7%	2%	100%
6	Overall, I was satisfied with the way my assessment was conducted	16	19	5	1	3	44
		36%	43%	11%	2%	7%	100%
7	Do you feel that your welfare is the primary concern of all staff involved	18	20	2	1	3	44
		41%	45%	5%	2%	7%	100%
8*	I have seen the written assessment of my needs	13	22	1	1	2	39
		33%	56%	3%	3%	5%	100%
9*	I have been fully involved in deciding what help or services I should receive	17	19	5	2	1	44
		39%	43%	11%	5%	2%	100%
10	I know who to contact if I have any concerns about my care	18	19	2	1	3	43
		42%	44%	5%	2%	7%	100%
11*	I have been given choices about the type of service I receive	13	19	6	1	3	42
		31%	45%	14%	2%	7%	100%
12*	The services I receive are of good quality	21	20	1	1	2	45
		47%	44%	2%	2%	4%	100%
13*	The services I receive have helped me feel safer and more independent	19	20	4	0	2	45
		42%	44%	9%	0%	4%	100%
ALL		205	259	49	20	31	564
		36.3%	45.9%	8.7%	3.5%	5.5%	

Number of questionnaires distributed	161
Number returned	46
% Return	29%
% Return Target (as per Local Improvement Targets)	25%

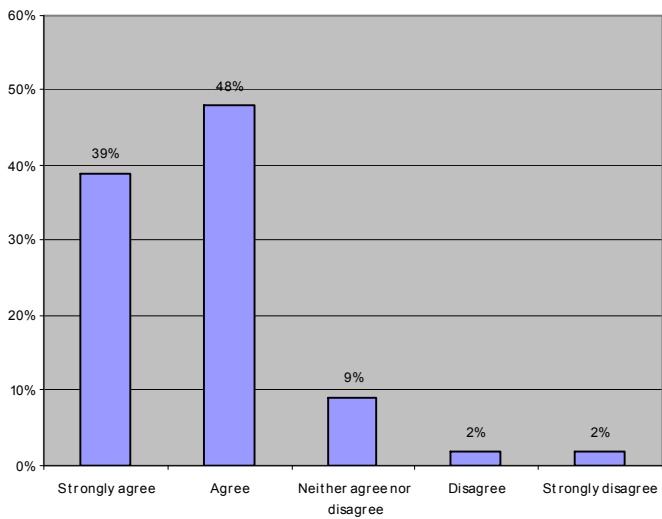
Q1 - I found it easy to arrange getting an assessment done



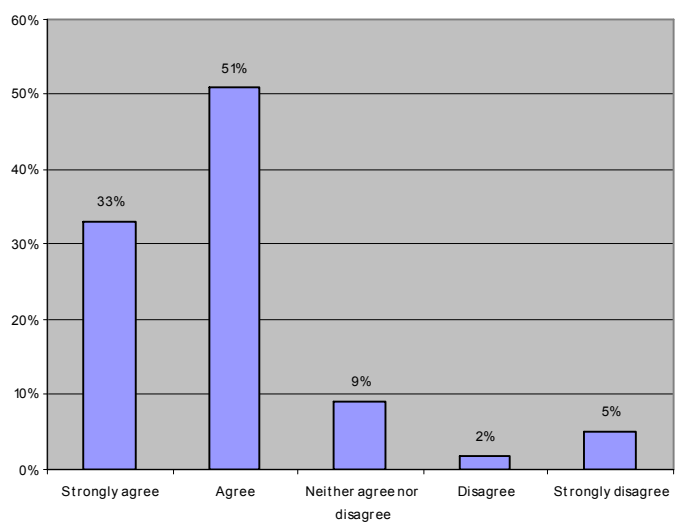
Q2 - There were no delays in getting my assessment started, or completed



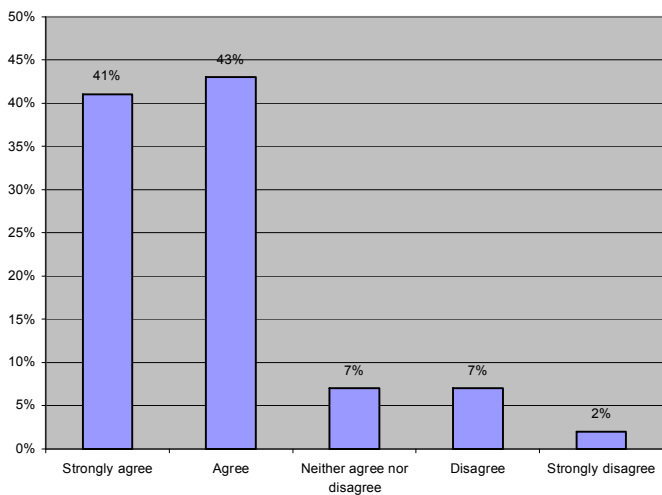
Q3 - I found that the person(s) who assessed me fully understood my situation



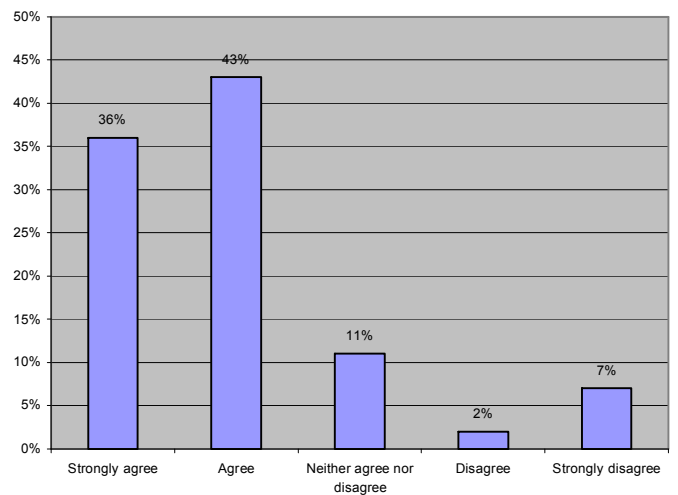
Q4 - The person(s) who did my assessment explained fully the process and the timescales involved



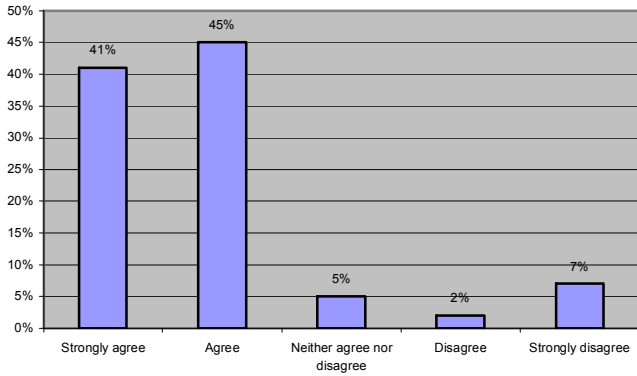
Q5 - I found that my assessment was done thoroughly and I was given opportunity to express my opinion



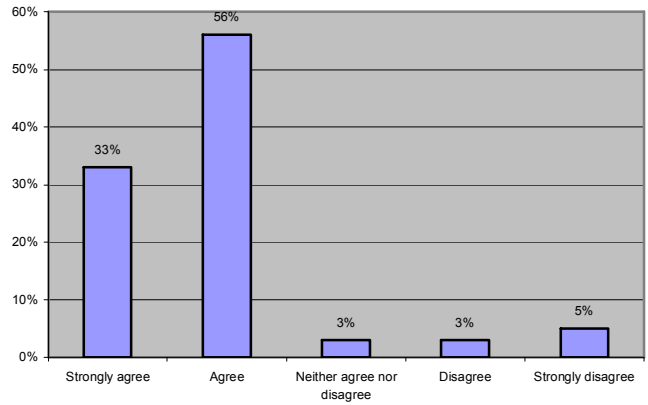
Q6 - Overall, I was satisfied with the way my assessment was conducted



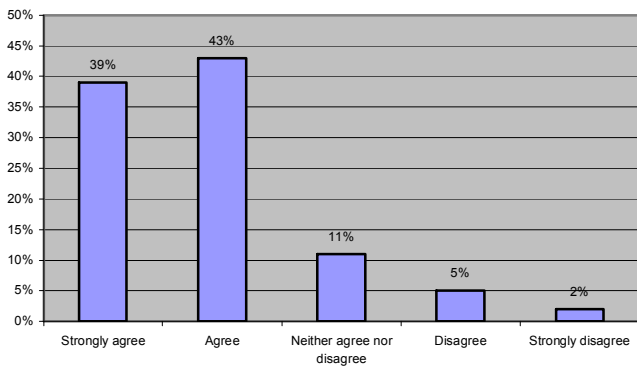
Q7 - Do you feel that your welfare is the primary concern of all staff involved



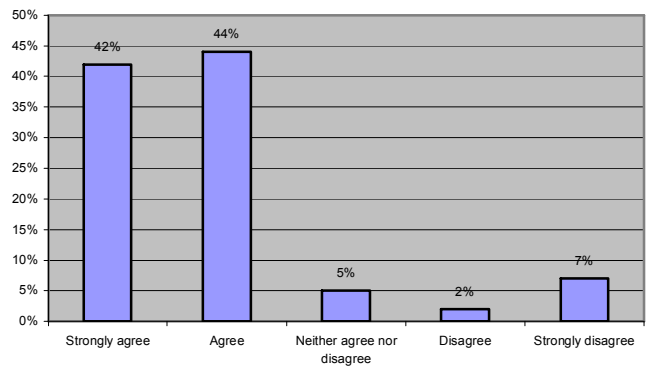
Q8 - I have seen the written assessment of my needs



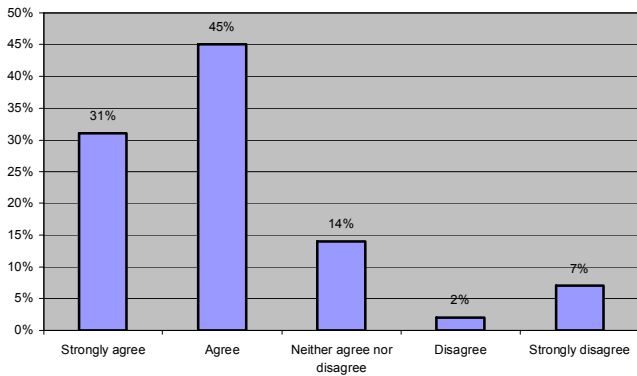
Q9 - I have been fully involved in deciding what help or services I should receive



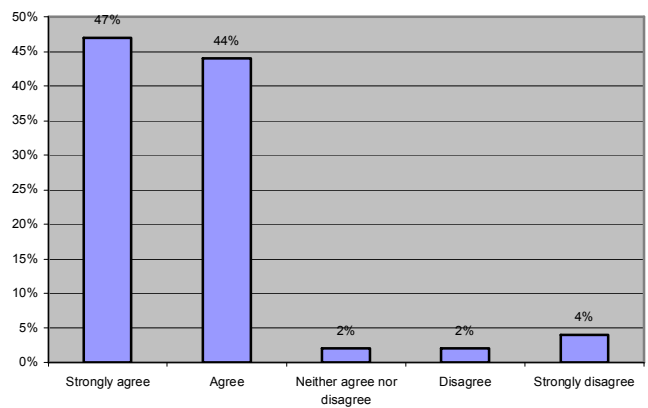
Q10 - I know who to contact if I have any concerns about my care



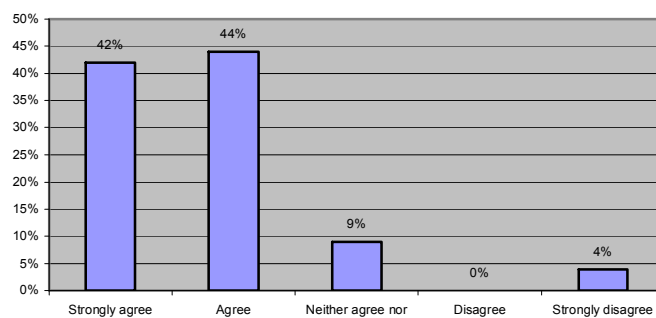
Q11 - I have been given choices about the type of service I receive



Q12 - The services I receive are of good quality



Q13 - The services I receive have helped me feel safer and more independent



	STATEMENT	COMMENTS FROM SERVICE USERS			
1	<i>I found it easy to arrange getting an assessment done</i>	I did not personally make the arrangement	I never arranged getting the assessment done	I phone my social worker when I need something and she comes	Formal Complaint
		Spoke to social services many times before anyone would listen	It took a long time but the end result was good	Had to make several requests to see Social Worker	The assessment was done as part of the ongoing care plan
2	<i>There were no delays in getting my assessment started, or completed.</i>	No, she came when I rang	It took months	Errors in completion of form and staff holidays lead to nearly one month from interview to printing.	However there was a significant delay in the care package being implemented.
3	<i>I found that the person(s) who assessed me fully understood my situation</i>	Yes, no problem	Initially poor. Subsequently good.	Care at home only commenced 16 weeks after update on 2/6/08. Respite at Overtonlea while my husband was in hospital and meals-on-wheels services were quickly arranged and much appreciated.	Am sure she did she was very nice & I believe she understood what I was saying
		No not for months even then still feel am just a 'job'	xxxx xxxxx "Housing Officer" was very good and helpful. Social Worker was little or no help		
4	<i>The person(s) who did my assessment explained fully the process and timescales involved</i>	Cannot really remember but know the process was explained to me and my nephew	This was not appropriate in the circumstances. Client would not have understood		
5	<i>I found that my assessment was done thoroughly and I was given opportunity to express my opinion</i>	Yes and it was noted on my assessment that I was well? able to express my needs	Eventually	This would not have been appropriate for client. But relative was consulted	

6	<i>Overall, I was satisfied with the way my assessment was conducted</i>	Yes my social worker explained all what was happening and why	Lots of false starts	It was a confusing experience and I felt intimidated by the large number of people who attended. Power of Attorney.	
7	<i>Do you feel that your welfare is the primary concern of all staff involved</i>	Yes this is seen at my review meetings. I feel that the care? at King Erik may not be as well staffed as it needs to be	Initially only concerned about their jobs (management).	No - just a task to be seen to be completed	Never seen anyone since the day I moved into 4 Xxxxxxxx
		All staff involved in care of my relative have and do care for her to the best of their ability			
8	<i>I have seen the written assessment of my needs</i>	Was offered a copy but I didn't want it	I cannot see to read	No assessment was given	Yes
		As a relative I have seen the written assessment of clients needs. It would not have been a positive move to allow her to see them			
9	<i>I have been fully involved in deciding what help or services I should receive</i>	Can not remember	Explained and agreed and I received what I asked for and needed	Yes but have never had any services	I am very confused and found the process added to this. Power of Attorney.
		Again the person concerned was not involved as it would have been denied any help was required			
10	<i>I know who to contact if I have any concerns about my care</i>	Would get family member to do this	I think it would be xxxxx xxxxxxx	I always phone my social worker	I would firstly speak to my husband and family.
		Knowing and actually contacting are two very different things	No idea as no one seems to have picked up my case since moving		

11	<i>I have been given choices about the type of service I receive</i>	Yes, fully discussed and she listened to how my needs should be met	Had to have directed support because OT dept cannot staff work in the community	Have not even seen my Support Worker	She is in the most appropriate place for the needs she requires. There was no choice
12	<i>The services I receive are of good quality</i>	Yes very good but I am not sure about foreign workers	The onsite staff are admirable.	Still not received	I believe the services provided are excellent
13	<i>The services I receive have helped me feel safer and more independent</i>	Yes, I know I can contact people when I feel I need help. I feel safe in King Erik.	When finally put into place yes.	Still not received. Feel vulnerable and anxious at times.	The client is very happy in her present surroundings and feels secure & safe
<i>Other (1)</i>		I love this flat and hope to be able to live in it for a while yet			
<i>Other (2)</i>		This process is not helpful to someone in the early stages of dementia. It is confusing and intimidating. It can be upsetting with so many people talking too fast and I do not fully understand what is going on. Power of Attorney.			

SUMMARY – CARER SURVEY

This is the first time a consultation has been done to include the views of Carers, the response rate of 34% was higher than previous consultations although the sample size is very small with only 16 questionnaires returned.

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

1	Q3	I found that the person(s) who assessed me fully understood my situation	87%
2	Q6	Overall, I was satisfied with the way my assessment was conducted	87%
3	Q4	The person(s) who did my assessment explained fully the process and timescales involved	87%
4	Q10	I have been given sufficient information and choices about the type of services I receive	86%

The four statements that received the highest negative feedback were:

1	Q13	The services I receive make me feel supported and more able to continue my role as a carer	14%
2	Q1	I found it easy to arrange getting an assessment done	14%
3	Q7	Do you feel that your welfare is the primary concern of all staff involved	13%
4	Q8	I have been fully involved in deciding what support or services I receive	13%

The cumulative response to all of the statements, in comparison to the overall 2007 consultation, is:

	2008	2007	Difference +/-
Strongly Agree	37.2%	37.0%	+0.2%
Agree	44.0%	48.9%	-4.9%
Neither agree nor disagree	8.4%	7.2%	+1.2%
Disagree	6.8%	4.5%	+2.3%
Strongly Disagree	3.7%	2.4%	+1.3%

Carer Comments

All carer comments received are on pages 16 & 17.

Response comparisons to SWIA Survey

The results of the five statements used as a benchmark from the SWIA survey undertaken in January 2007 are favourable in comparison. The rate of positive responses is higher for four of the five statements, 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 all existing service users whereas this survey was sent only to carers with a recent assessment completed.

Below are the percentage figures of all carers who “agreed” or “strongly agreed” with the statements in the questionnaire, in comparison with the corresponding figures from the 2007 Survey and the SWIA Survey:

CARERS - BENCHMARK FIGURES

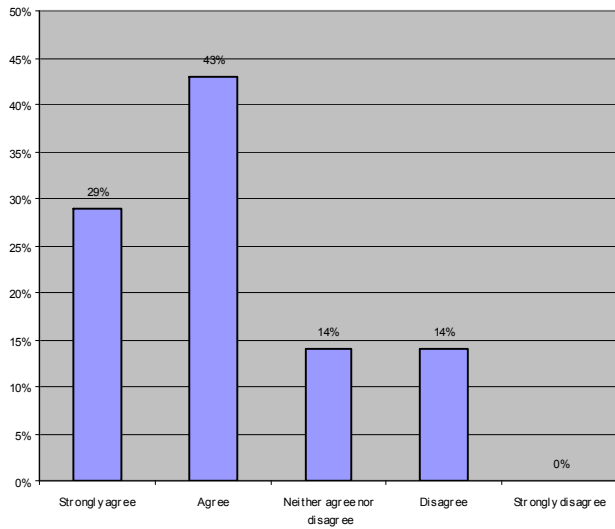
		2008 Survey	SWIA Survey	Diff +/-
Q 8	I have seen the written assessment of my needs	80%	56%	+24%
Q 9	I have been fully involved in deciding what help or services I should receive	80%	73%	+7%
Q 11	I have been given choices about the type of services I receive	79%	50%	+29%
Q 12	The services I receive are of good quality	79%	87%	-8%
Q 13	The services I receive have helped me feel safer and more independent	79%	78%	+1%
Response Rate		34%	32%	+2%

SUMMARY OF RESULTS - CARER SURVEY, NOVEMBER 2008

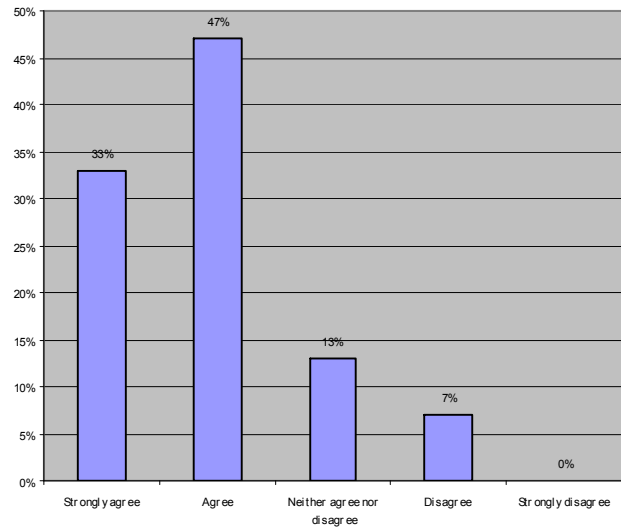
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	TOTAL REPLIES
1	I found it easy to arrange getting an assessment done	4	6	2	2	0	14
		29%	43%	14%	14%	0%	100%
2	There were no delays in getting my assessment started, or completed.	5	7	2	1	0	15
		33%	47%	13%	7%	0%	100%
3	I found that the person(s) who assessed me fully understood my situation	7	6	1	1	0	15
		47%	40%	7%	7%	0%	100%
4	The person(s) who did my assessment explained fully the process and timescales involved	4	9	0	2	0	15
		27%	60%	0%	13%	0%	100%
5	I found that my assessment was done thoroughly and I was given opportunity to express my opinion	6	6	2	1	0	15
		40%	40%	13%	7%	0%	100%
6	Overall, I was satisfied with the way my assessment was conducted	6	7	1	1	0	15
		40%	47%	7%	7%	0%	100%
7	Do you feel that your welfare is the primary concern of all staff involved	5	7	1	1	1	15
		33%	47%	7%	7%	7%	100%
8*	I have seen the written assessment of my needs	6	6	1	1	1	15
		40%	40%	7%	7%	7%	100%
9*	I have been fully involved in deciding what help or services I should receive	6	6	1	1	1	15
		40%	40%	7%	7%	7%	100%
10	I know who to contact if I have any concerns about my care	5	8	0	1	1	15
		33%	53%	0%	7%	7%	100%
11*	I have been given choices about the type of service I receive	5	6	2	0	1	14
		36%	43%	14%	0%	7%	100%
12*	The services I receive are of good quality	6	5	2	1	0	14
		43%	36%	14%	7%	0%	100%
13*	The services I receive have helped me feel safer and more independent	6	5	1	0	2	14
		43%	36%	7%	0%	14%	100%
ALL		71	84	16	13	7	191
		37.2%	44.0%	8.4%	6.8%	3.7%	

Number of questionnaires distributed	47
Number returned	16
% Return	34%
% Return Target (as per Local Improvement Targets)	25%

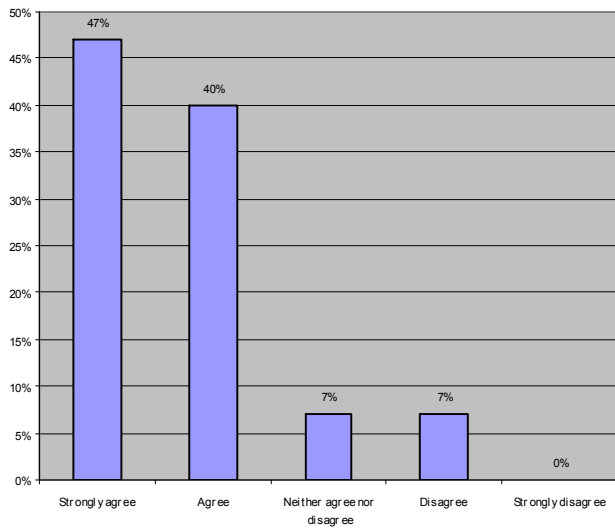
Q1 - I found it easy to arrange getting an assessment done



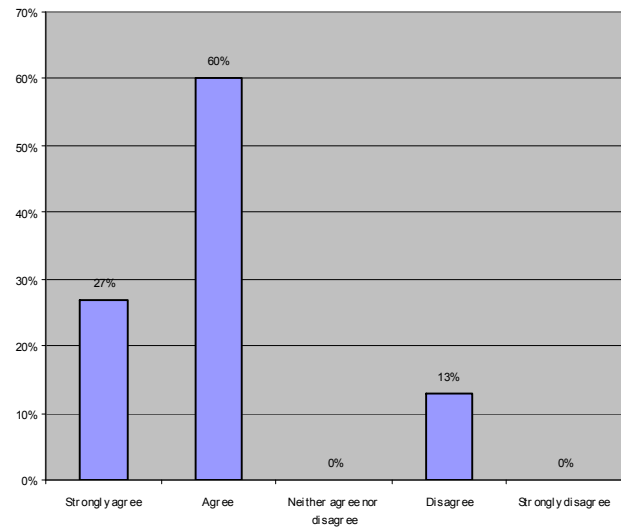
Q2 - There were no delays in getting my assessment started, or completed



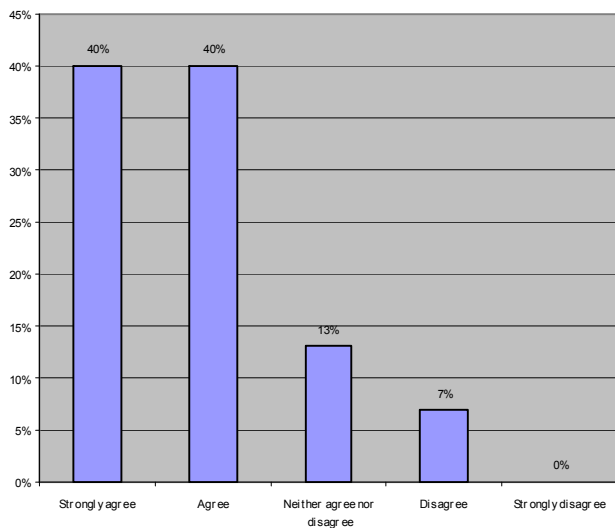
Q3 - I found that the person(s) who assessed me fully understood my situation



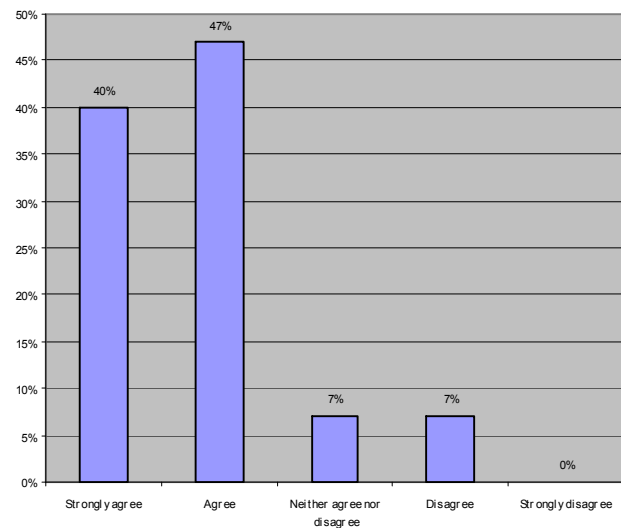
Q4 - The person(s) who did my assessment explained fully the process and timescales involved



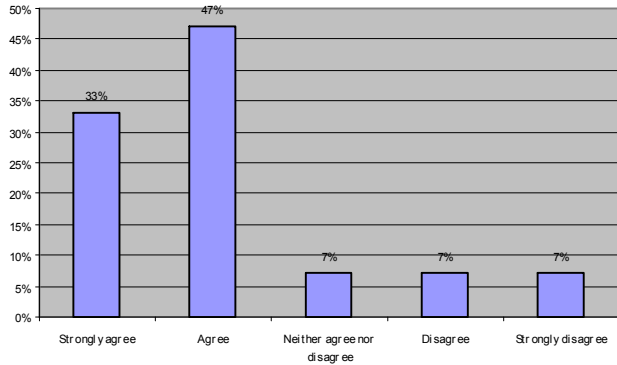
Q5 - I found that my assessment was done thoroughly and I was given opportunity to express my opinion



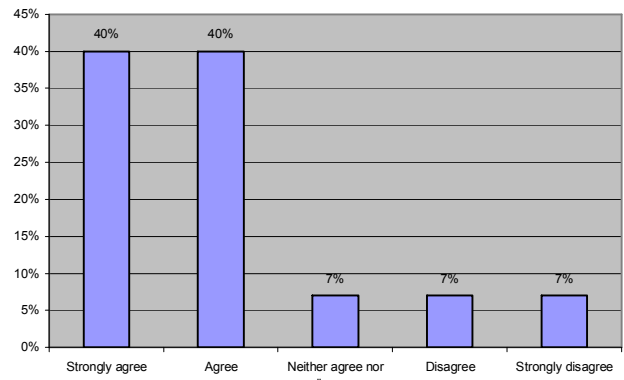
Q6 - Overall, I was satisfied with the way my assessment was conducted



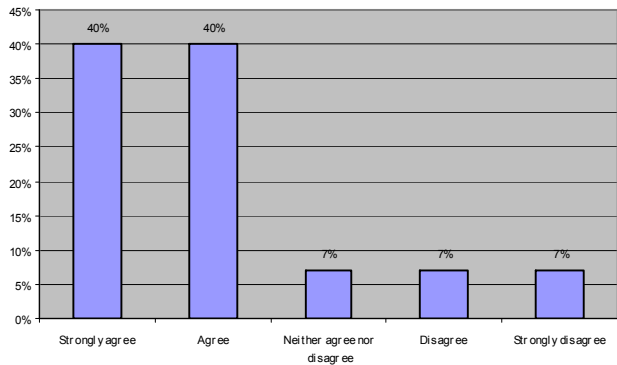
Q7 - Do you feel that your welfare is the primary concern of all staff involved



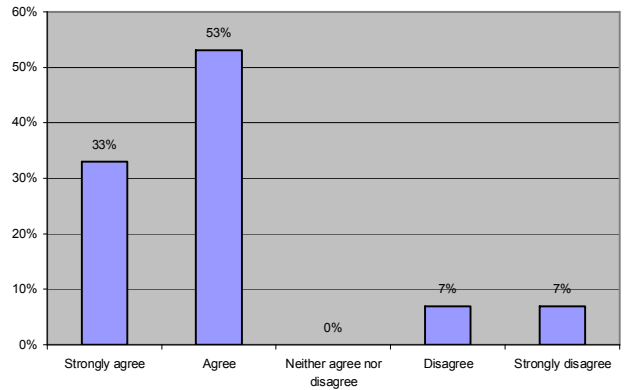
Q8 - I have seen the written assessment of my needs



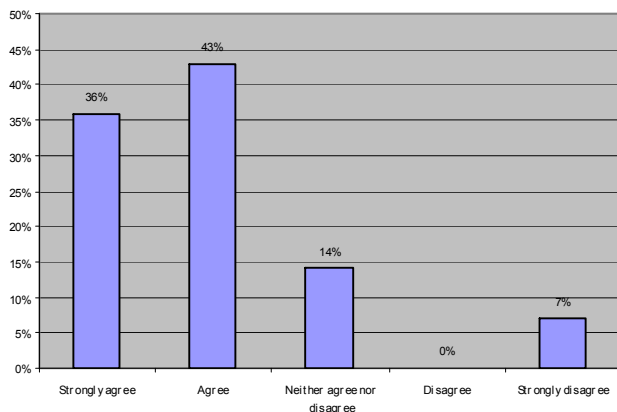
Q9 - I have been fully involved in deciding what help or services I should receive



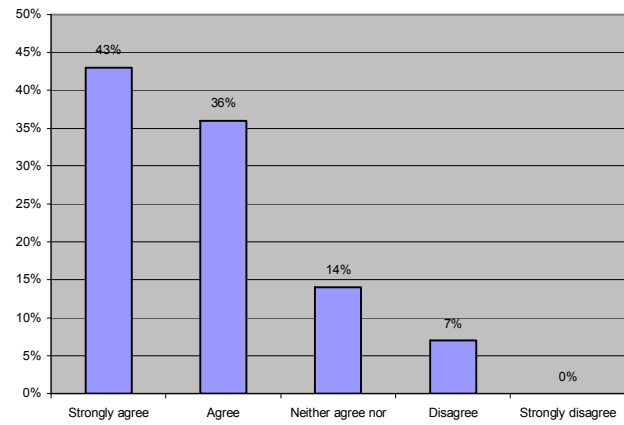
Q10 - I know who to contact if I have any concerns about my care



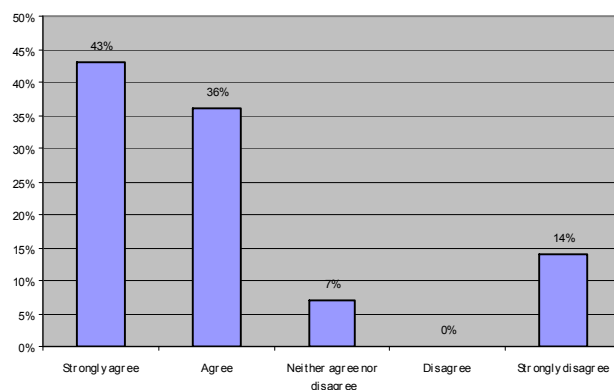
Q11 - I have been given choices about the type of service I receive



Q12 - The services I receive are of good quality



Q13 - The services I receive have helped me feel safer and more independent



	STATEMENT	COMMENTS FROM CARERS			
1	<i>I found it easy to arrange getting an assessment done</i>	I am no longer a carer as my husband is now in care	This was an emergency respite situation. Initially the department thought there might be delays, but in the event all was dealt with speedily by the Social Worker - with care and understanding		
2	<i>There were no delays in getting my assessment started, or completed.</i>				
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>				
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>				

7	<i>Do you feel that your welfare is the primary concern of all staff involved</i>	Just seems to me to be a talking shop			
8	<i>I have seen the written assessment of my needs</i>				
9	<i>I have been fully involved in deciding what help or services I should receive</i>	If it is available as presently oversubscribed/unavailable			
10	<i>I know who to contact if I have any concerns about my care</i>	If it is available as presently oversubscribed/unavailable			
11	<i>I have been given choices about the type of service I receive</i>	No services meantime			
12	<i>The services I receive are of good quality</i>	No services meantime			
13	<i>The services I receive have helped me feel safer and more independent</i>	Very grateful for the services	At that time	No services meantime	

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

Feedback on services you receive as a carer

We would appreciate if you could give us feedback on the services you, and the person you care for, receive. This will contribute to improving the services that we provide.

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.

CARER'S 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 the assessment started, or completed						
3	I found that the person(s) who did the assessment 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 the 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, and that of the person you care for, is the primary concern of all staff involved						
8	I have been fully involved in deciding what support or services I receive						
9	I have been fully involved in deciding what support, or services, the person I care for receives						
10	I have been given sufficient information and choices about the type of services I receive						
11	I am satisfied with the frequency and duration of the services received						
12	The services received are of good quality						
13	The services I receive make me feel supported and more able to continue my role as a carer						

(page 2 of 2)

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

OPTIONAL ENQUIRY SHEET

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