



COMMUNITY CARE

SERVICE USER CONSULTATION REPORT

SSA & Care Management Group
MARCH 2010

	INDEX	Page
Introduction		2
Summary - Service User Survey		3
Comparisons (inc SWIA benchmark)		4
Summary of all results		5
Graphs showing percentages for each statement		6,7
Comments received from service users		8,9
Questionnaires sent to service users and carers		App A

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 2009 a further questionnaire was distributed to review service user opinion.

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.

130 questionnaires were distributed to community care service users who had a Single Shared Assessment completed in the period from 1st October 2008 to 30th September 2009. The questionnaires took the form of 13 statements where 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.

38 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.

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.

SUMMARY – SERVICE USER SURVEY

Overall, those who responded to the questionnaire were generally positive about each of the 13 statements. 93% of all questions returned were marked either “Agree” or “Strongly agree”, this is an improvement on the 2008 figure of 82%.

The three 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	100%
2	Q10	I know who to contact if I have any concerns about my care	100%
3	Q13	The services I receive have helped me feel safer and more independent	100%

The three statements that received the highest negative feedback were:

1	Q2	There were no delays in getting my assessment started, or completed	9%
2	Q8	I have seen the written assessment of my needs	8%
3	Q1	I found it easy to arrange getting an assessment done	6%

The cumulative response to ALL of the statements is:

SERVICE USERS	2009	2008	2007	Difference +/-
Strongly Agree	54.3%	36.3%	37.0%	+17.3%
Agree	38.9%	45.9%	48.9%	-10%
Neither agree nor disagree	4.3%	8.7%	7.2%	-2.9%
Disagree	1.3%	3.5%	4.5%	-3.2%
Strongly Disagree	1.3%	5.5%	2.4%	-1.1%

Service User Comments

All individual service user comments received are shown on pages 8 & 9.

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 2008 Survey and the SWIA Survey:

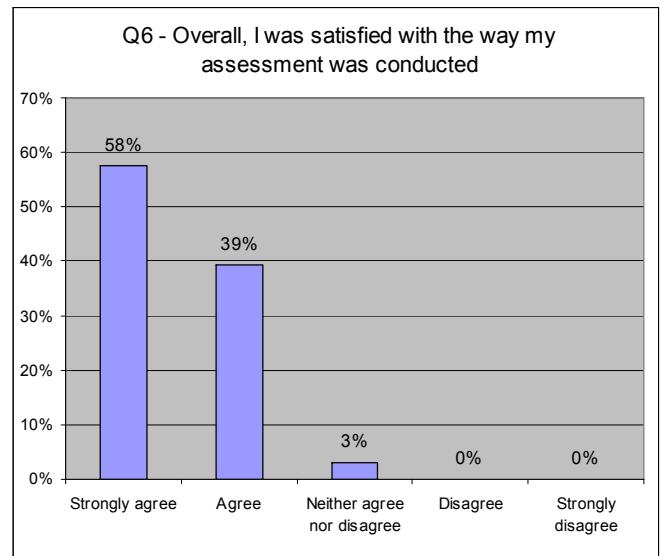
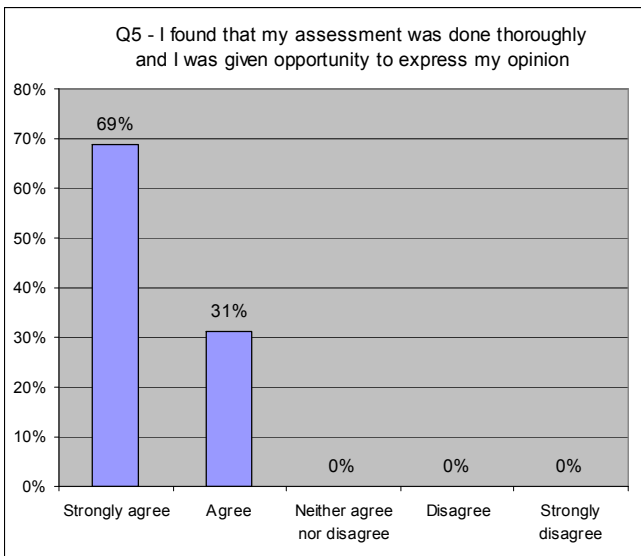
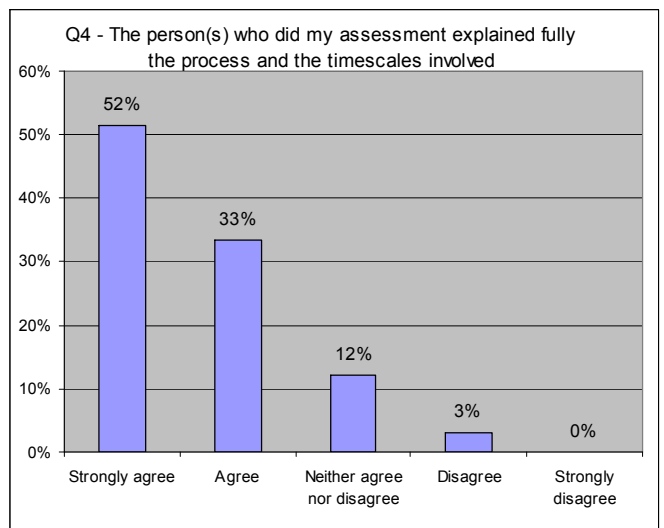
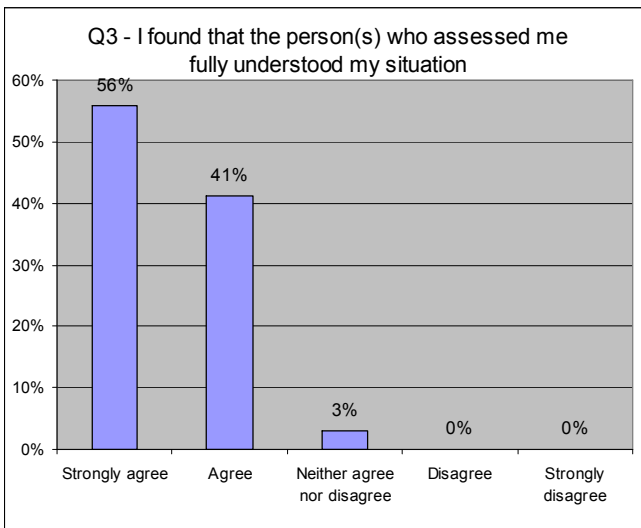
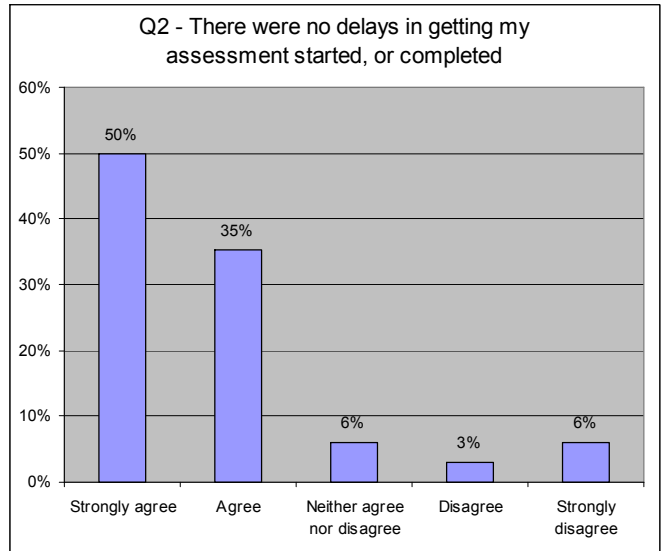
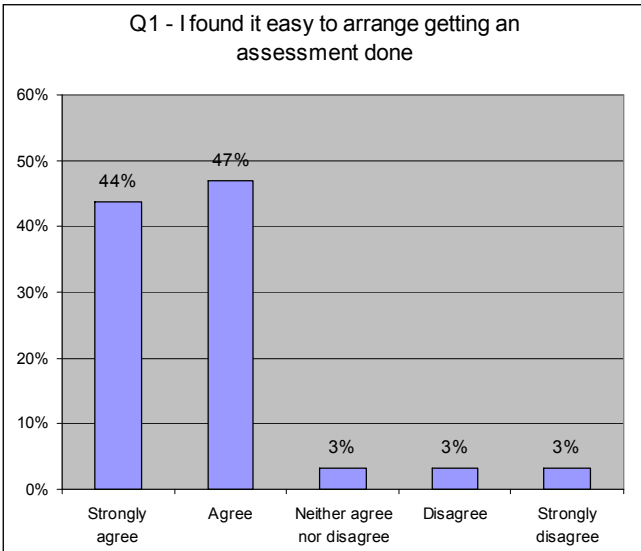
SERVICE USERS - BENCHMARK FIGURES

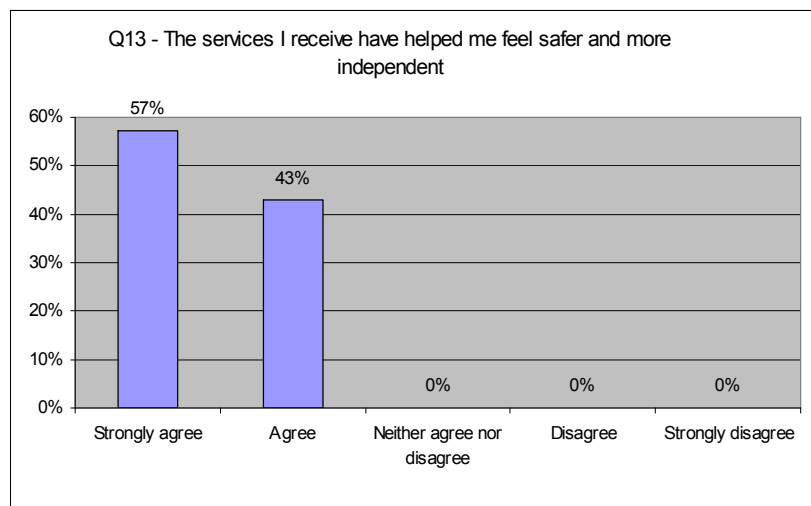
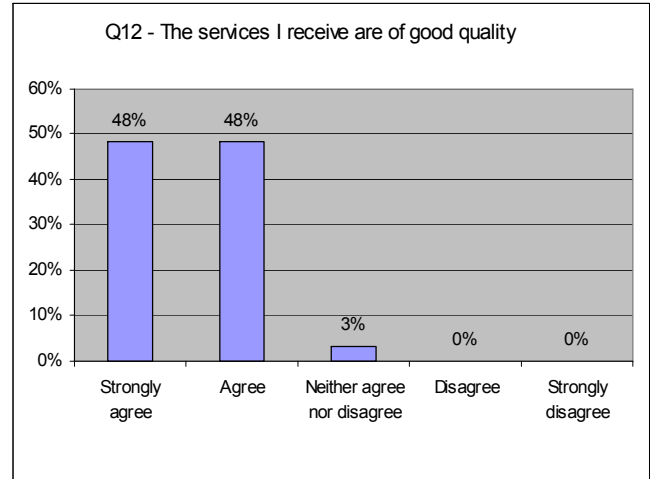
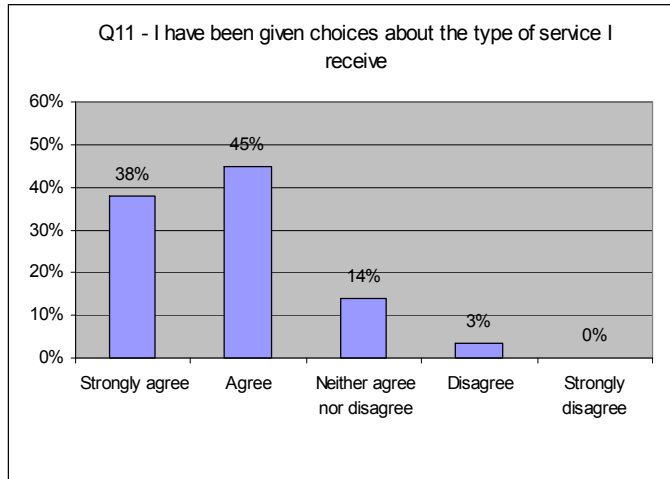
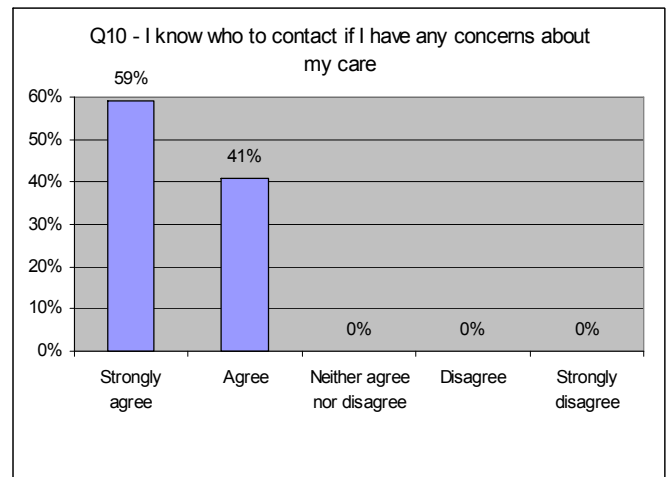
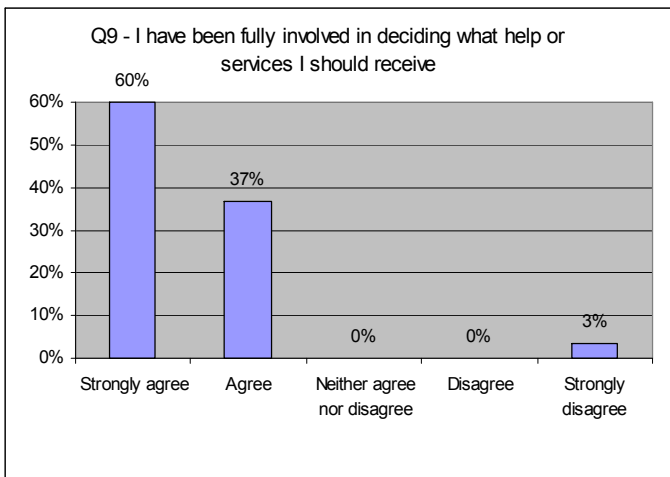
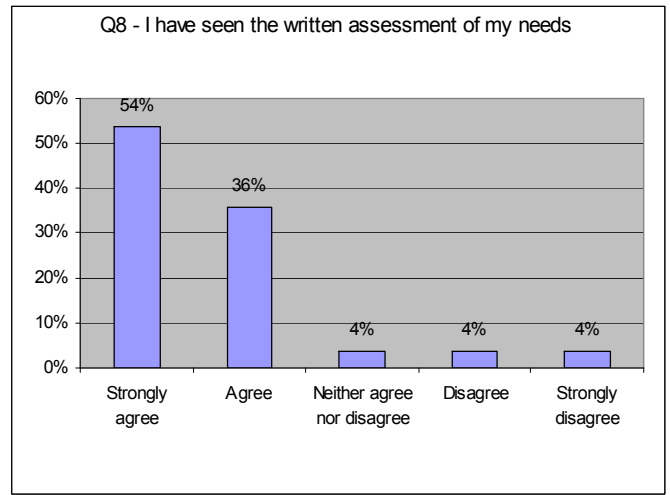
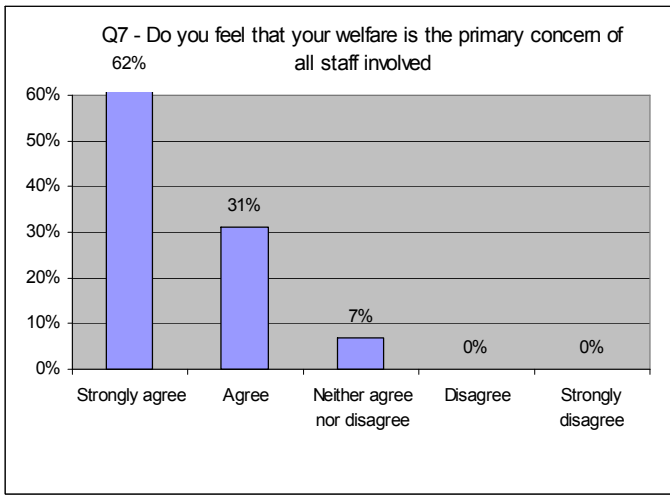
		2009 Survey	2008 Survey	2007 Survey	SWIA Survey	Diff +/-
Q 8	I have seen the written assessment of my needs	89%	89%	76%	56%	+33%
Q 9	I have been fully involved in deciding what help or services I should receive	97%	82%	87%	73%	+24%
Q 11	I have been given choices about the type of services I receive	83%	76%	71%	50%	+33%
Q 12	The services I receive are of good quality	97%	91%	91%	87%	+10%
Q 13	The services I receive have helped me feel safer and more independent	100%	86%	89%	78%	+22%
Response Rate		29%	29%	32%	32%	-3%

SUMMARY OF RESULTS - SERVICE USER CONSULTATION, OCTOBER 2009

		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	TOTAL REPLIES
1	I found it easy to arrange getting an assessment done	14	15	1	1	1	32
		44%	47%	3%	3%	3%	100%
2	There were no delays in getting my assessment started, or completed	17	12	2	1	2	34
		50%	35%	6%	3%	6%	100%
3	I found that the person(s) who assessed me fully understood my situation	19	14	1	0	0	34
		56%	41%	3%	0%	0%	100%
4	The person(s) who did my assessment explained fully the process and timescales involved	17	11	4	1	0	33
		52%	33%	12%	3%	0%	100%
5	I found that my assessment was done thoroughly and I was given opportunity to express my opinion	22	10	0	0	0	32
		69%	31%	0%	0%	0%	100%
6	Overall, I was satisfied with the way my assessment was conducted	19	13	1	0	0	33
		58%	39%	3%	0%	0%	100%
7	Do you feel that your welfare is the primary concern of all staff involved	18	9	2	0	0	29
		62%	31%	7%	0%	0%	100%
8*	I have seen the written assessment of my needs	15	10	1	1	1	28
		54%	36%	4%	4%	4%	100%
9*	I have been fully involved in deciding what help or services I should receive	18	11	0	0	1	30
		60%	37%	0%	0%	3%	100%
10	I know who to contact if I have any concerns about my care	16	11	0	0	0	27
		59%	41%	0%	0%	0%	100%
11*	I have been given choices about the type of service I receive	11	13	4	1	0	29
		38%	45%	14%	3%	0%	100%
12*	The services I receive are of good quality	14	14	1	0	0	29
		48%	48%	3%	0%	0%	100%
13*	The services I receive have helped me feel safer and more independent	16	12	0	0	0	28
		57%	43%	0%	0%	0%	100%
ALL		216	155	17	5	5	398
		54.3%	38.9%	4.3%	1.3%	1.3%	

Number of questionnaires distributed	130
Number returned	38
% Return	29%
% 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>	I did not have to arrange anything.	No – it took some time.	Had family member there to help with everything.	Assessment was arranged while I was at Royal Cornhill hospital.
		The Dr had to really push before initial assessment done.			
2	<i>There were no delays in getting my assessment started, or completed.</i>	Easy to arrange – a very long time to complete.	It was done quite quickly, but time to actually getting it done was too long.		
3	<i>I found that the person(s) who assessed me fully understood my situation</i>	My wife & I could not be in our own home without the help we get.			
4	<i>The person(s) who did my assessment explained fully the process and timescales involved</i>	Main aim to get housing and no further on with this aim.	Yes, but that did <u>not</u> happen – it took several months.	Can't remember	My husband and I could not be in our own home if we didn't have the care we get.
5	<i>I found that my assessment was done thoroughly and I was given opportunity to express my opinion</i>	Very long winded form. Can't really remember.			
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>				
8	<i>I have seen the written assessment of my needs</i>	No I have not seen any written assessment that I can recall.	No written assessment seen or received.		
9	<i>I have been fully involved in deciding what help or services I should receive</i>	I was told that I would get help, but didn't know when it would start, or how long it would continue.			
10	<i>I know who to contact if I have any concerns about my care</i>	No			
11	<i>I have been given choices about the type of service I receive</i>	Only once my social worker firmly stated my needs.	No.	Not sure.	
12	<i>The services I receive are of good quality</i>	My carers are a brilliant lot as are their leaders.	Not sure.		
13	<i>The services I receive have helped me feel safer and more independent</i>	My care is excellent. No complaints whatsoever.	I no longer have the service.	Not sure.	
<i>Other (1)</i>		I had the services for about 6 weeks after having a hip replacement. I was completely satisfied with the services for which i thank you.			
<i>Other (2)</i>		My husband was not consulted regarding assessment for care nor was I. Why?			
<i>Other (3)</i>		Responding on behalf of ... (currently in hospital). She is very satisfied with the service she's receiving.			
<i>Other (4)</i>		We have had many assessments by various departments all with negative results and a total waste of time with the exception of "Intensive Care Support". They were very enquiring – positive – polite & most helpful. On a scale of 1 to 10 I would award them <u>10</u>			

Resources Survey
Community Care Services

SERVICE USER QUESTIONNAIRE

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 pre-paid 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 Department,
Hayfield House,
Hayfield Lane,
Lerwick,
ZE1 0QD