Adult Social Care Self-Assessment Feedback Report

Research and Engagement, Corporate Services

December 2023

Introduction

Introduction

Background

From April 2023, a new duty has been introduced for the Care Quality Commission (CQC) to independently review and assess the performance of local authorities in delivering their adult social care functions, as set out under part 1 of the Care Act 2014. Following pilot assessments with five local authorities starting in May 2023, a report was produced with indicative scores for all quality statements and an indicative overall rating. CQC will begin their full assessments of local authorities from the end of 2023. As part of their self-assessment, Portsmouth City Council has conducted an online survey and a postal survey with users of their service to gather their feedback about Adult Social Care services in Portsmouth.

Objectives

The main aims of the research were to:

- Collect feedback from users about their experience of Portsmouth City Council's Adult Social Care

- Gather feedback from users on how effectively Portsmouth City Council's Adult Services are working to their aims

- Understand how users search for information on Portsmouth City Council's Adult Social Care Services

- Understand how users feel about various aspects of their lives relating to Adult Social Care, such as their support network, their role in decision making, and their health and care

Methodology

Online survey

A quantitative online survey was launched on 3rd November and closed on 4th December 2023.

The survey received **220 responses.** The vast majority of responses came from in-person engagement with service users.

Postal survey and interviews

A quantitative postal survey was launched in September 2023 to various groups, including community groups and Mental Health or Learning Disability groups. Both standard and easy read versions of the survey were offered. The survey used a mixed methods approach combining direct mail and in person interviews. The interviews were conducted by Adult Social Care Staff, the community engagement team, and the learning disability team.

The postal survey and interviews received **48 responses.**

The online survey focuses primarily on how effectively Portsmouth City Council's Adult Social Care are working within their aims, whilst the postal survey/ interviews is more focused on service users individual experience and lifestyle. The findings from each survey are presented separately in this report.

Each survey offered the answer option of 'don't' know' for most of the questions. Any responses for 'don't know' have been excluded in the online survey report but included for the postal survey/ interviews. This is partially due to the nature of the questions, and also because a much higher proportion of respondents answered 'don't know' for questions in the postal survey, indicating a finding in and of itself.
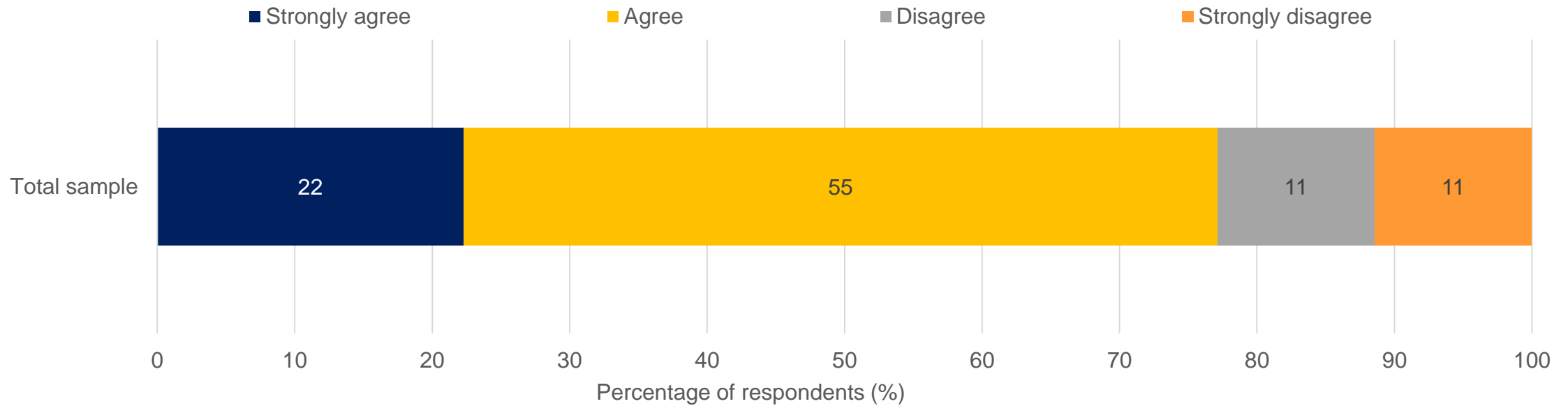
Online survey

Tailoring care and support in response to feedback

Q: 'How much do you agree or disagree that the following is true of adult social care at Portsmouth City Council, in your experience?' |
Base: Total sample (175)

'At Portsmouth City Council, we want to regularly hear from the people who use our services and
then tailor the care and support we provide, in response to their feedback.'

- The vast majority of respondents agree that Portsmouth City Council aims to tailor the care and support they provide in response to feedback from those who use their services (77%)
- Just over a fifth disagree with this statement (22%)

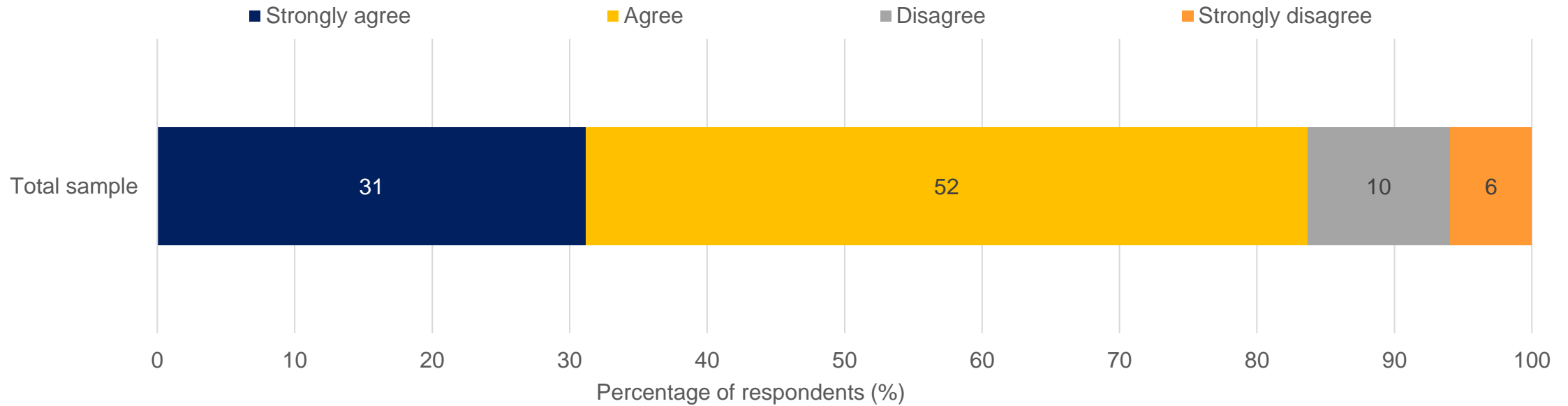**Due to rounding figures on the chart may not appear to equal 100%*

Open and approachable

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Q: *'How much do you agree or disagree that the following is true of adult social care at Portsmouth City Council, in your experience?'* |
Base: Total sample (202)

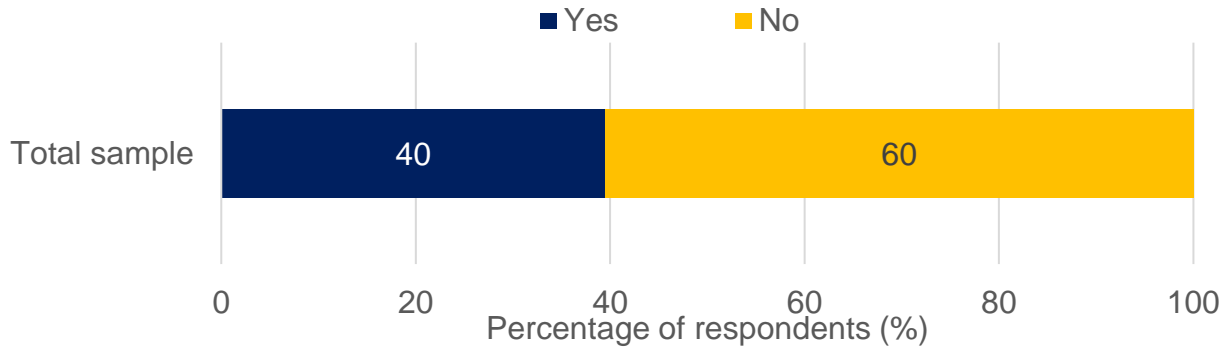*'At Portsmouth City Council, we aim to be open and approachable.'*

- Just under a third of respondents strongly agree that the council aims to be open and approachable (31%), whilst a further 52% agree with this statement
- 10% disagree and 6% strongly disagree that the council aims to be open and approachable
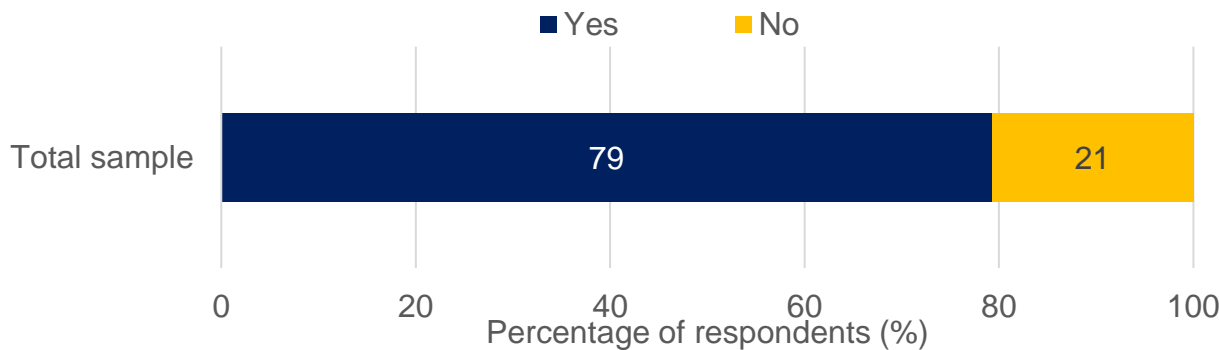
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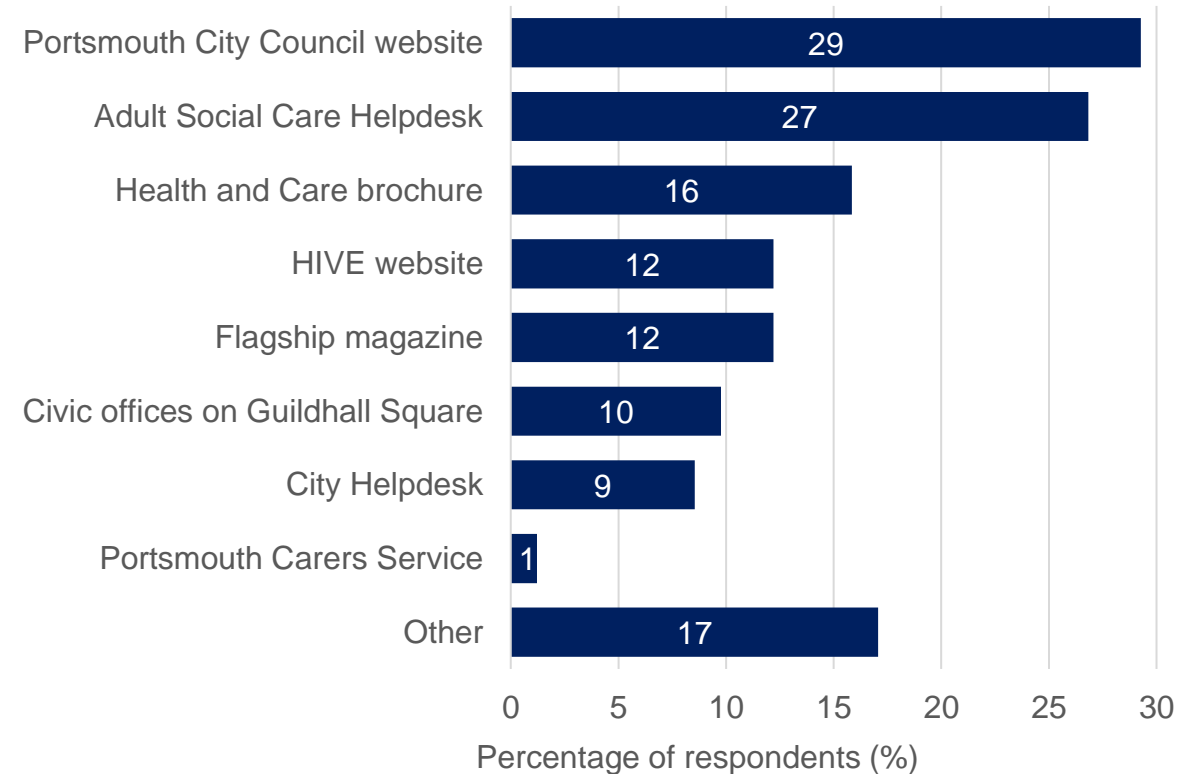
Information about adult social care services

Q: **'Have you looked for information about adult social care services in the last year?'** | *Base: Total sample (205)*

Q: **'Where have you looked for information about adult social care services in the last year? (select all that apply)*'** | *Base: Those who have looked for information in the last year (82)*

Legend: ■ Yes ■ No

Total sample: Yes 40, No 60

Percentage of respondents (%)

Q: **'Did you find what you were looking for?'** | *Base: Those who have looked for information in the last year (82)*

Legend: ■ Yes ■ No

Total sample: Yes 79, No 21

Percentage of respondents (%)

- Portsmouth City Council website — 29
- Adult Social Care Helpdesk — 27
- Health and Care brochure — 16
- HIVE website — 12
- Flagship magazine — 12
- Civic offices on Guildhall Square — 10
- City Helpdesk — 9
- Portsmouth Carers Service — 1
- Other — 17

Percentage of respondents (%)

*Chart will not equal 100% due to ability to select multiple answers

- 40% of respondents have looked for information about adult social care services in the last year, whilst 60% have not
- Of those who have looked for information in the last year, the majority found what they were looking for (79%)
- Respondents most commonly looked for information about adult social care services on the Portsmouth City Council website (29%), followed by the Adult Social Care Helpdesk (27%). Over 10% looked for information in the Health and Care brochure, the HIVE website, and Flagship magazine

Ways of working

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Q: *'How much do you agree or disagree that we work in the following way in adult social care at Portsmouth City Council, in your experience?'* | *Base: Total sample (202)*

'At Portsmouth City Council we aim to work alongside people to understand the things they can do, rather than the things they can't do, and to identify the people and groups in their community that can support them to live happy and independent lives.'
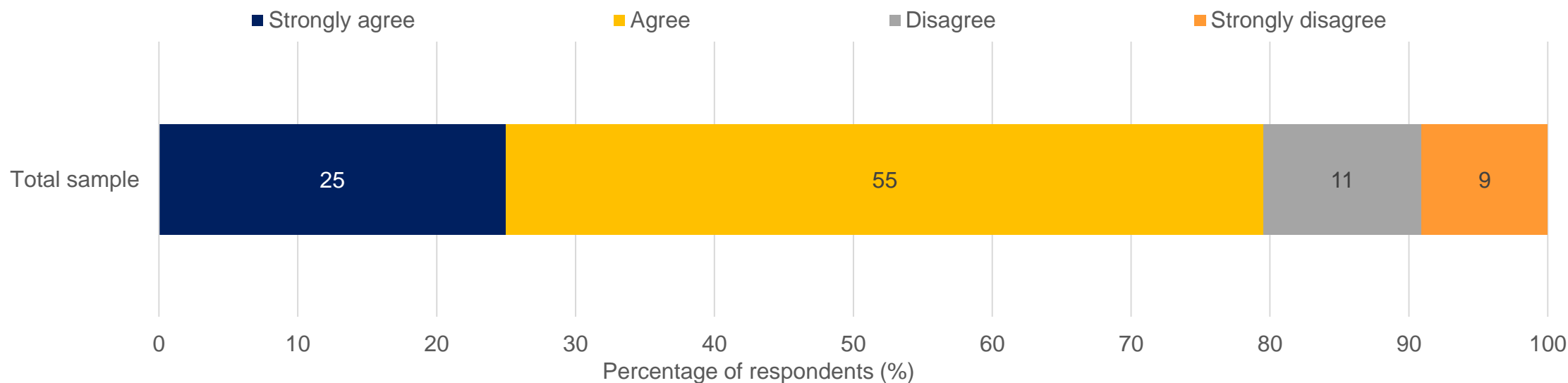
- A quarter of respondents strongly agree that the council aims to work alongside people to understand the things they *can* do and to identify the people and groups in their community who can support them to live happy and independent lives. A further 55% agree
- A fifth of respondents disagree or strongly disagree that the council behaves in this way

Improvements

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Q: *'Is there anything you think we could do better in adult social care?'* | *Base: Total sample (174)*

■ Yes ■ No

Total sample	**42**	**58**

Percentage of respondents (%)
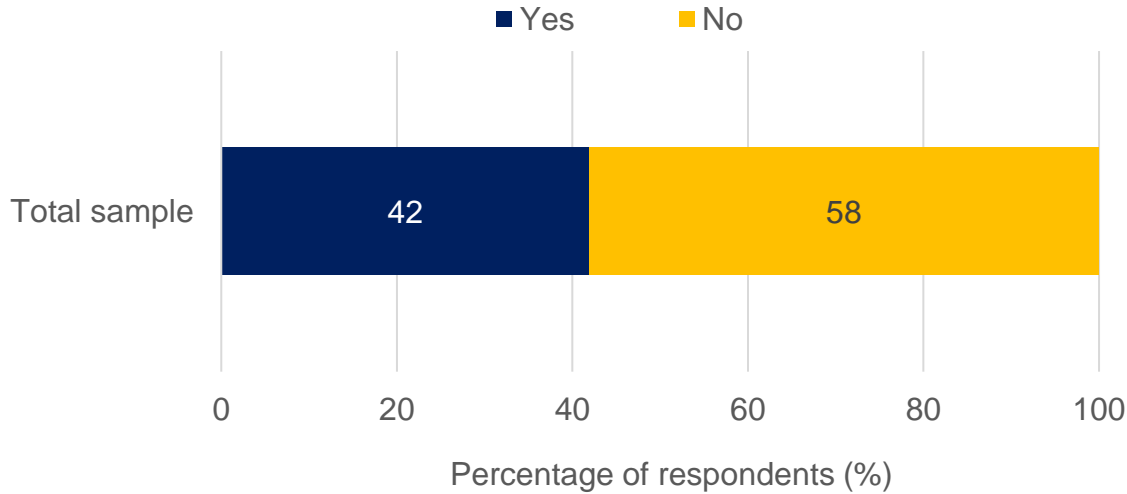
Q: *'What could we do better in adult social care?'* | *Base: Those who think there is something adult social care could do better (73)*

Key themes	%
More and better sharing of information/ advertisement of service	22
More/ better support and services (e.g. for young people)	19
Improve communication and responsiveness	16
Accessibility (e.g. not everyone can use the internet, physical accessibility like ramps)	12
Improve wait times for services (e.g. social workers)	10
Improve engagement style with users and staff (e.g. listen more)	10
Review the service more often	4
Specific issues mentioned (e.g. housing, carers being on time)	4
Other (e.g. funding)	14

- The majority of respondents do not think there is anything the council could do better in adult social care (58%), whilst 42% do
- Of those who think that improvements could be made in adult social care, around a fifth suggest more and better sharing of information/ advertisement of the service (22%), or would like to see more/ better support and services, such as for young people (19%)
- Other improvements suggested include improving communication and responsiveness (16%) and considering accessibility, such as through use of the internet or physical access issues (12%)
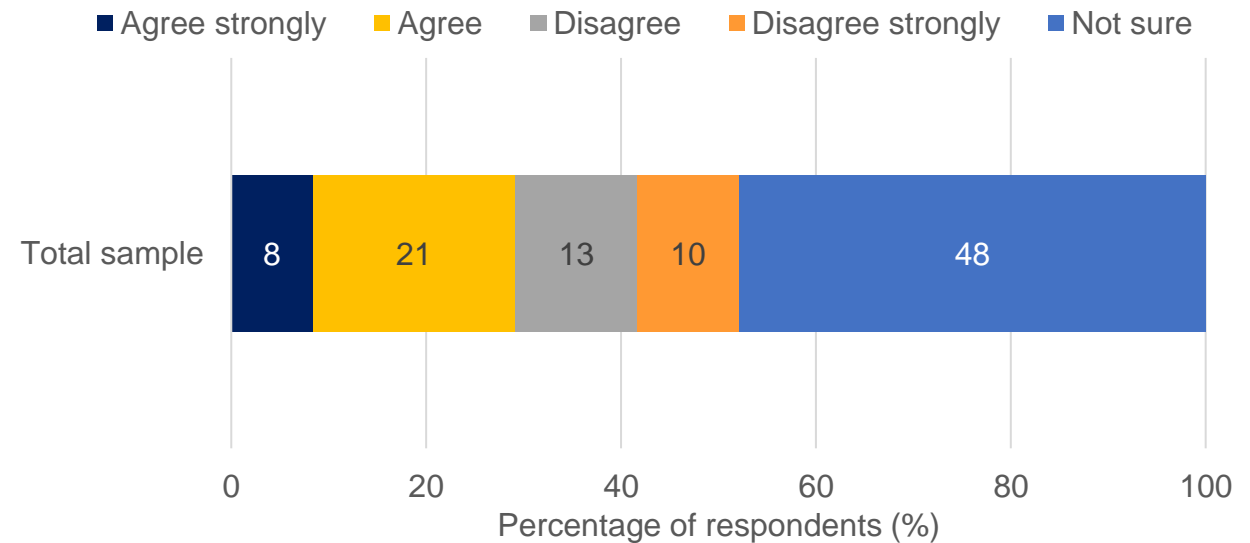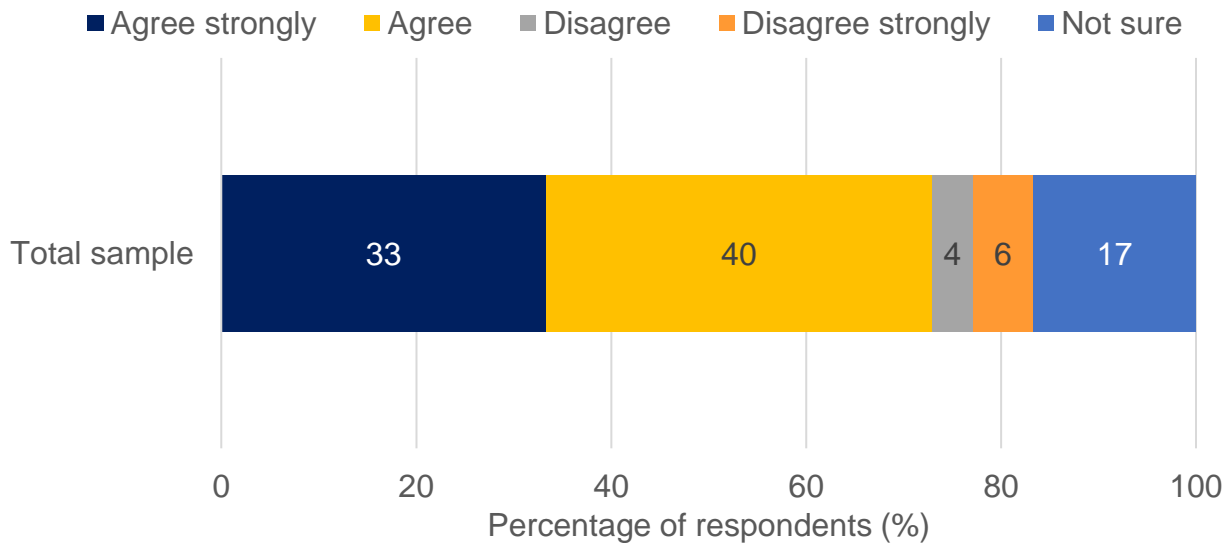
Postal survey and interviews

Living the life they want and having a plan

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'I can live the life I want. The people who support me see who I am and what I am good at.' | *Base: Total sample (48)*

'I have a plan that was written with me. It includes how I can do things in my local community.' | *Base: Total sample (48)*

Legend (left chart): ■ Agree strongly ■ Agree ■ Disagree ■ Disagree strongly ■ Not sure

Total sample: 33 | 40 | 4 | 6 | 17

Percentage of respondents (%)

Legend (right chart): ■ Agree strongly ■ Agree ■ Disagree ■ Disagree strongly ■ Not sure

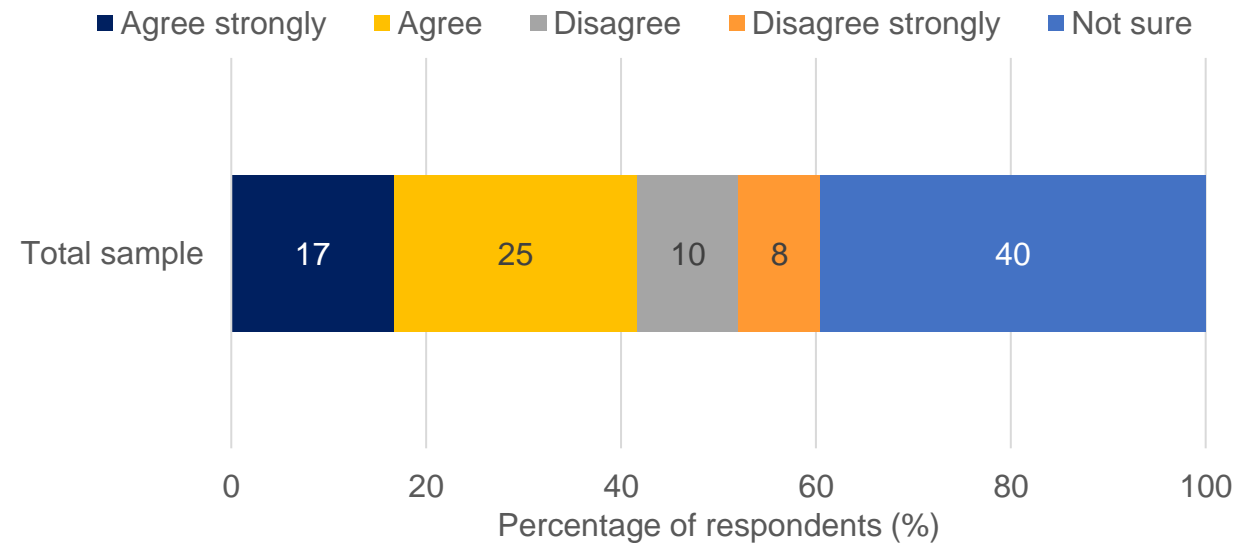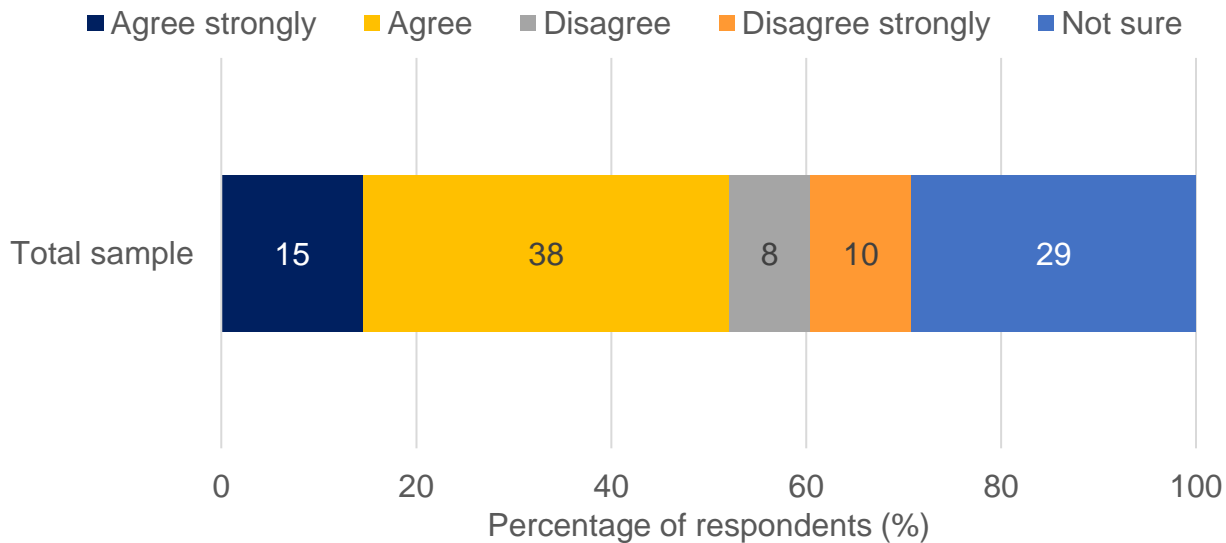Total sample: 8 | 21 | 13 | 10 | 48

Percentage of respondents (%)

- Just under three quarters of respondents agree that they can live the life they want and that the people who support them see who they are and what they are good at (73%), whilst just 10% disagree with this statement
- Nearly half of respondents are not sure if they have a plan that was written with them that includes how they can do things in their local community, whilst 29% agree with this, and 23% disagree

Care and support

Q: **'How much do you agree or disagree with the following statement?**

'I can plan the care and support I need with people who know and care about me.' | *Base: Total sample (48)*

'I know how much money there is to pay for my care and support. I can say how the money is spent.' | *Base: Total sample (48)*
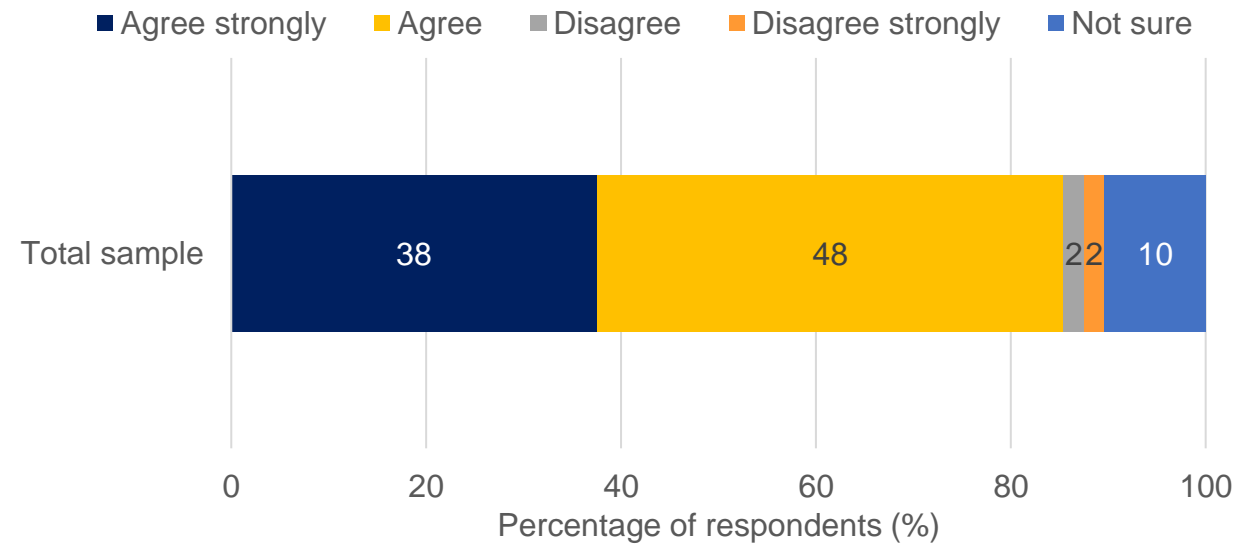

Legend: ■ Agree strongly ■ Agree ■ Disagree ■ Disagree strongly ■ Not sure

Total sample: 15 | 38 | 8 | 10 | 29

Percentage of respondents (%)

Legend: ■ Agree strongly ■ Agree ■ Disagree ■ Disagree strongly ■ Not sure

Total sample: 17 | 25 | 10 | 8 | 40
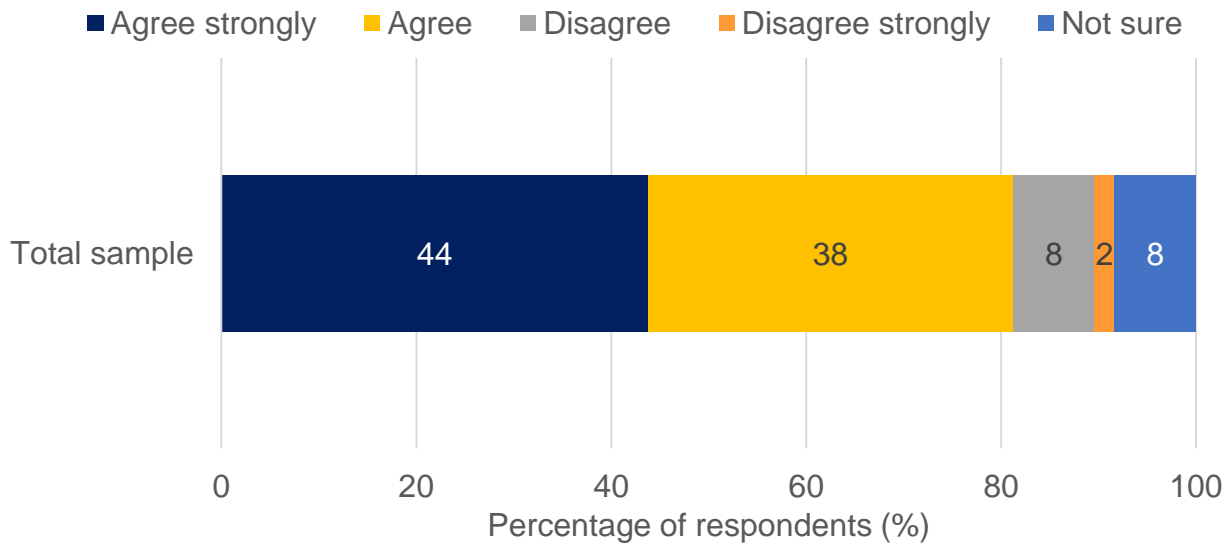
Percentage of respondents (%)

- Over half of respondents agree that they can plan the care and support they need with people who know and care about them (53%), whilst 18% disagree with this statement, and 29% are not sure
- 42% of respondents agree that they know how much money there is to pay for their care and support, and that they can say how the money is spent, whilst 18% disagree and 40% are unsure

Doing things that are important and feeling valued

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Q: **'How much do you agree or disagree with the following statement?**

'I can do the things that are important to me.' | *Base: Total sample (48)*

'I am supported by people who value me for who I am. They know what I'm good at and what's important to me.' | *Base: Total sample (48)*
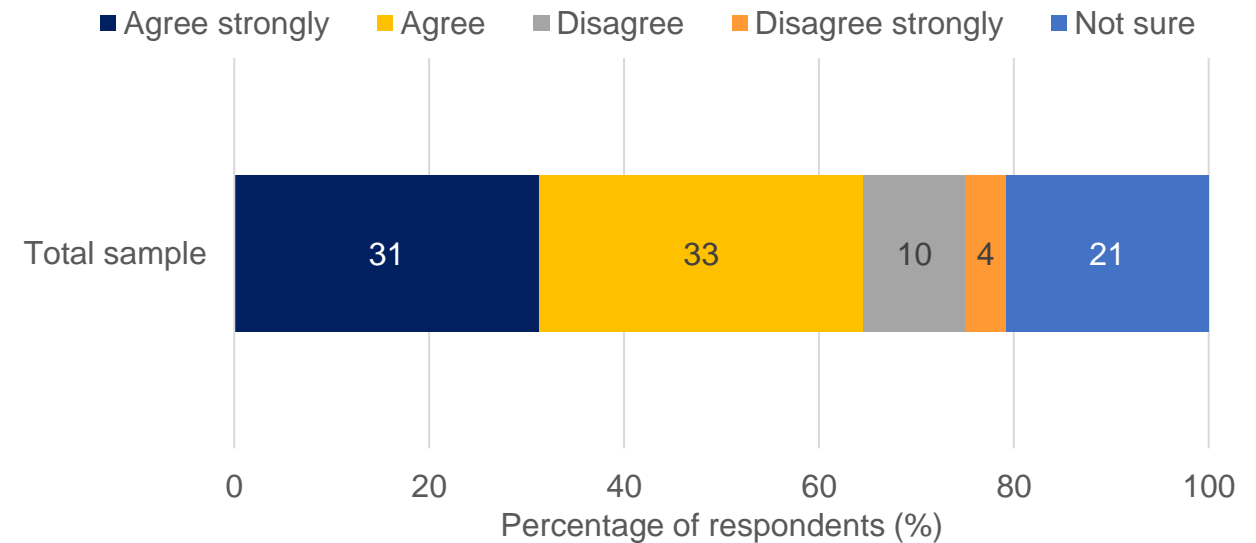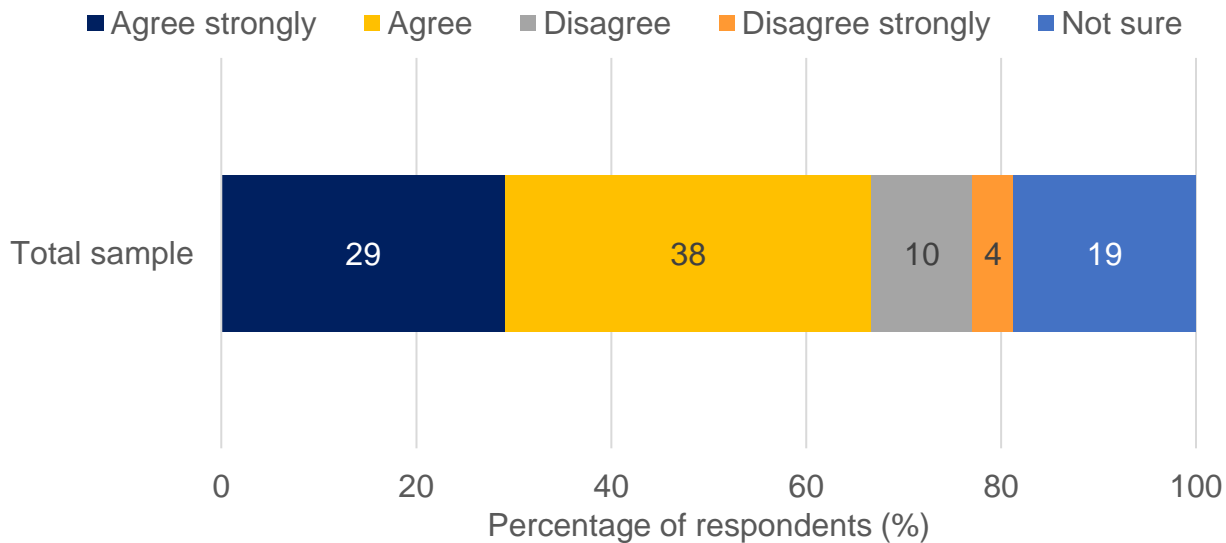

Legend: Agree strongly · Agree · Disagree · Disagree strongly · Not sure

Left chart (Total sample): 44, 38, 8, 2, 8
Right chart (Total sample): 38, 48, 2, 2, 10

Percentage of respondents (%)

- The vast majority of respondents feel that they can do the things that are important to them (82%), whilst 10% disagree with this and 8% are not sure
- Most respondents agree that they are support by people who value them for who they are, and know what they're good at and what is important to them (86%), whilst just 4% disagree and 10% are unsure

Health and home

Q: **'How much do you agree or disagree with the following statement?**

'I have support with my health.' | *Base: Total sample (48)*

'The place I live in feels like home. My home has been changed to suit me.'* | *Base: Total sample (48)*

■ Agree strongly ■ Agree ■ Disagree ■ Disagree strongly ■ Not sure

Total sample: 29 | 38 | 10 | 4 | 19

Percentage of respondents (%)

■ Agree strongly ■ Agree ■ Disagree ■ Disagree strongly ■ Not sure

Total sample: 31 | 33 | 10 | 4 | 21

Percentage of respondents (%)

- Most respondents agree that they have support with their health (67%), whilst 14% disagree
- The majority of respondents also feel that the place they live in feels like home and has been changed to suit them (64%), and the same proportion disagree with this statement as with the health support statement (14%)
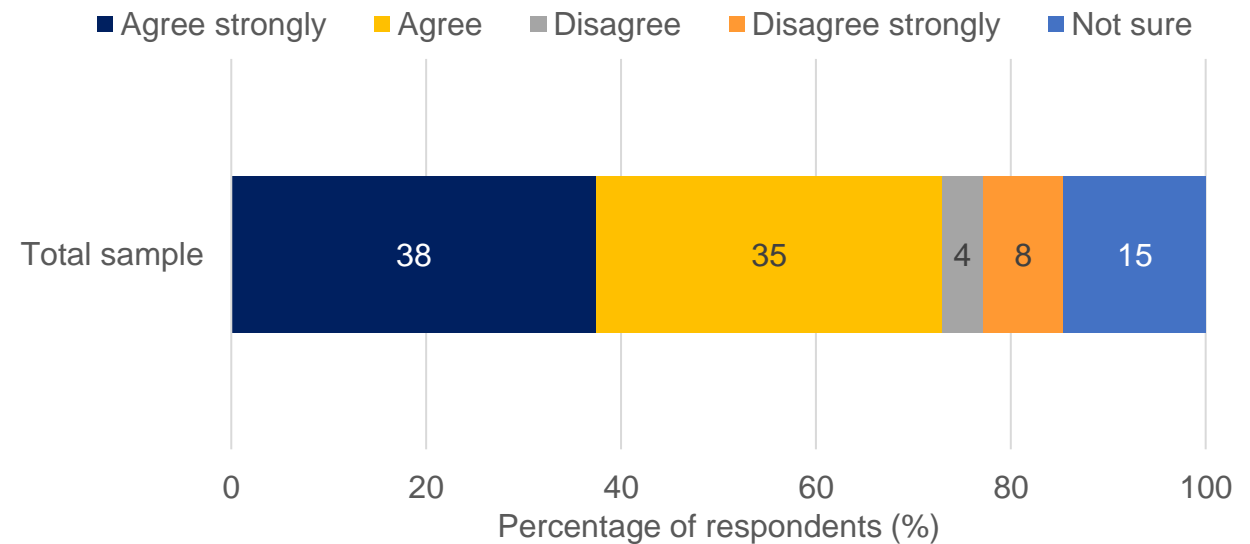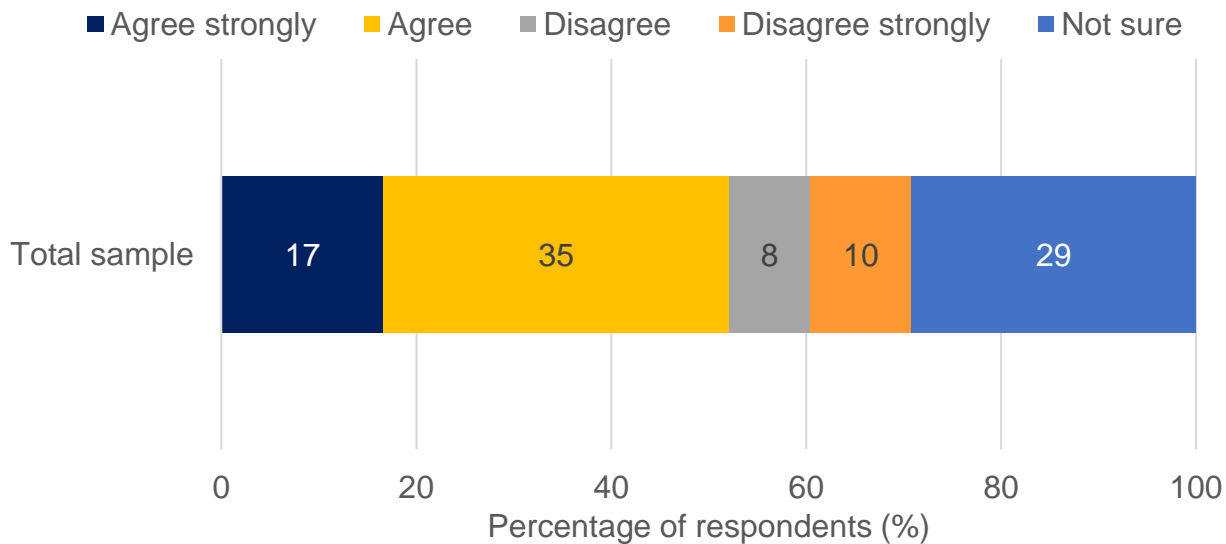
Due to rounding, figures on the chart may not appear to equal 100%

Sociability and groups/ activities

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Q: **'How much do you agree or disagree with the following statement?**

'I can meet people who like the same things as me.'* | Base: Total sample (48)

'I can go to local groups and activities and feel safe.' | Base: Total sample (48)

■ Agree strongly ■ Agree ■ Disagree ■ Disagree strongly ■ Not sure

■ Agree strongly ■ Agree ■ Disagree ■ Disagree strongly ■ Not sure

Total sample: 17 | 35 | 8 | 10 | 29

Percentage of respondents (%)

Total sample: 38 | 35 | 4 | 8 | 15

Percentage of respondents (%)

- Around half of respondents feel that they can meet people who like the same things as them (52%), whilst 18% disagree, and 29% are unsure
- The majority of respondents agree that they can go to local groups and activities and feel safe (73%), whilst 12% disagree with this statement
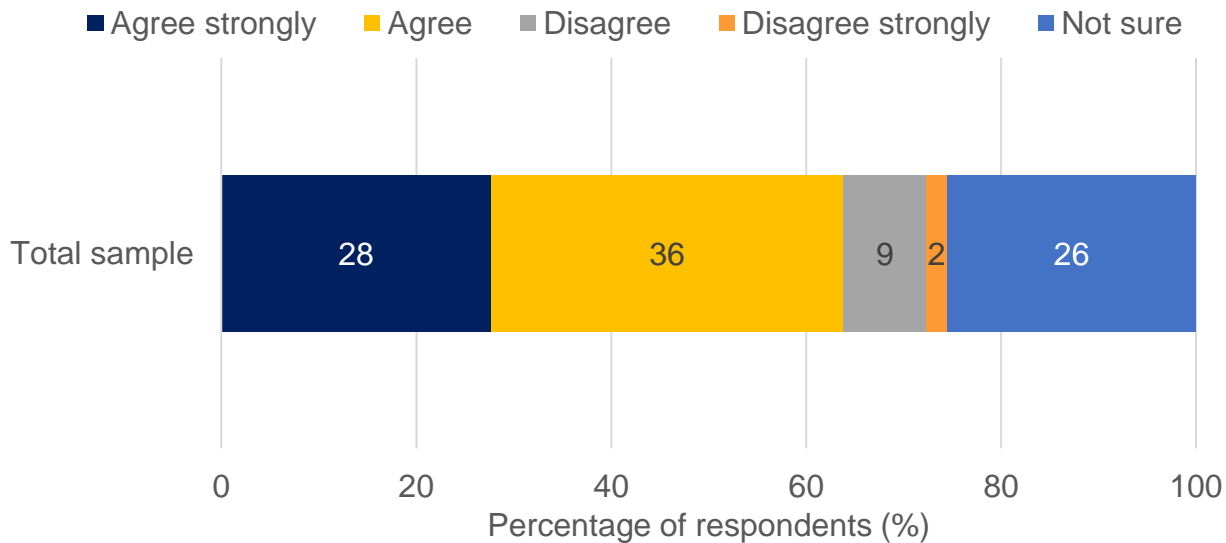
Due to rounding, figures on the chart may not appear to equal 100%

Support from people

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*'I have care and support from people who work well together.'** |
Base: Total sample (48)

'I am supported to make decisions by people who see things from my point of view.' | *Base: Total sample (48)*
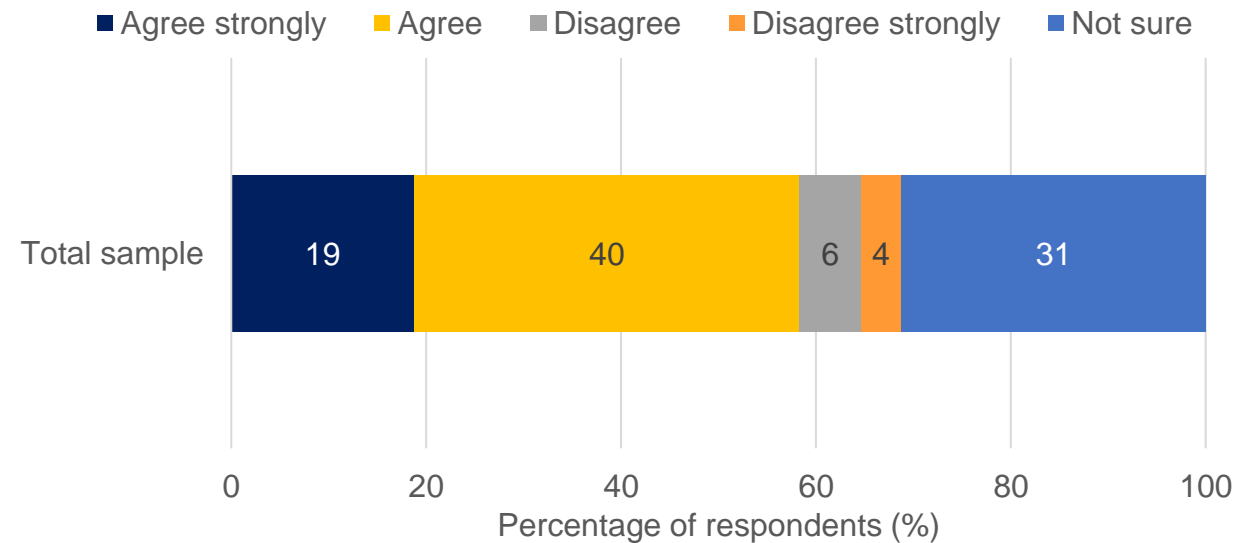
- The majority of respondents agree they have care and support from people who work well together (64%), whilst 11% disagree
- Most respondents also agree that they are supported to make decisions by people who see things from their point of view (59%), whilst just 10% disagree with this statement, and 31% are not sure

Due to rounding, figures on the chart may not appear to equal 100%

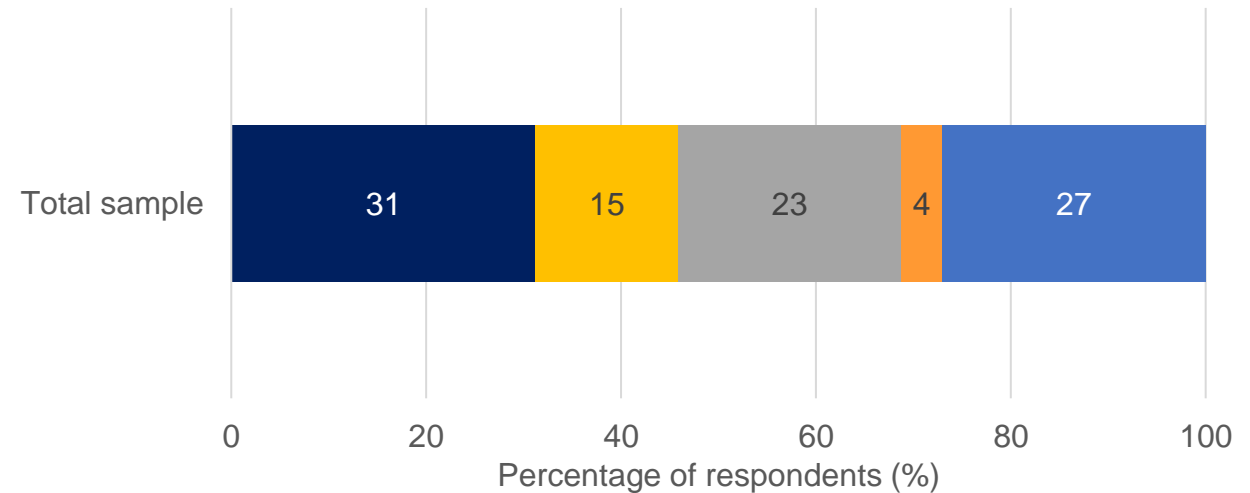# Who is supporting them

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Q: **'How much do you agree or disagree with the following statement?**

'I am supported by people who know what they are doing, who listen to me and are kind and caring.'* *| Base: Total sample (48)*

'I say who supports me, how, when and where.' *| Base: Total sample (48)*

Legend: ■ Agree strongly ■ Agree ■ Disagree ■ Disagree strongly ■ Not sure

Chart 1 — 'I am supported by people who know what they are doing...'

Total sample	Agree strongly	Agree	Disagree	Disagree strongly	Not sure
	35	35	10	4	15

Percentage of respondents (%)

Chart 2 — 'I say who supports me, how, when and where.'

Total sample	Agree strongly	Agree	Disagree	Disagree strongly	Not sure
	31	15	23	4	27

Percentage of respondents (%)
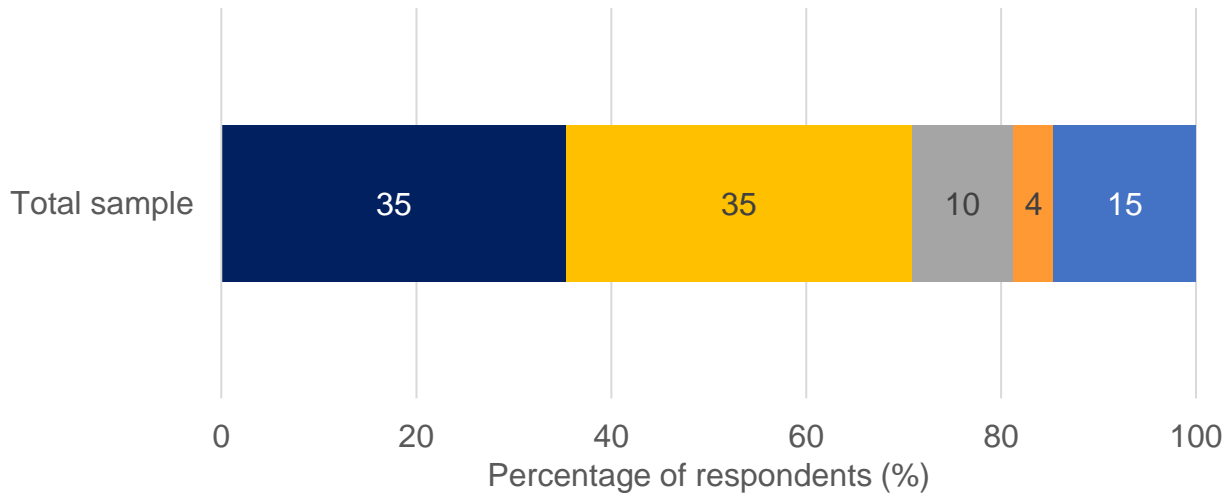
- Most respondents feel that they are supported by people who know what they are doing, who listen to them, and are kind and caring (70%), whilst 14% disagree with this statement
- Less than half of respondents agree that they say who supports them, how, when, and where (46%), whilst over a quarter disagree or are not sure (27% each)
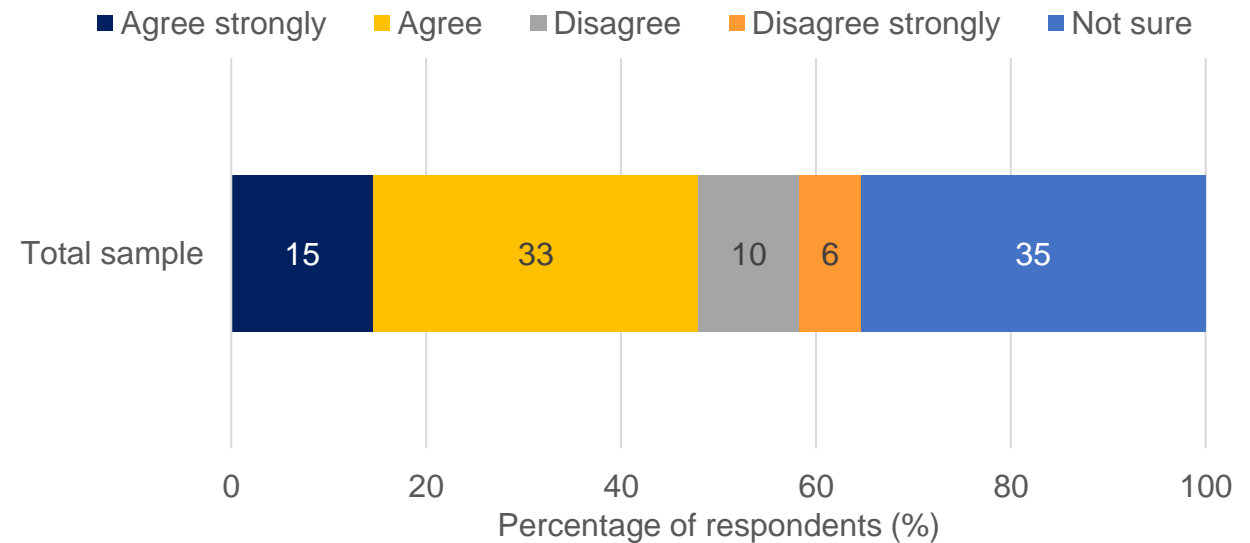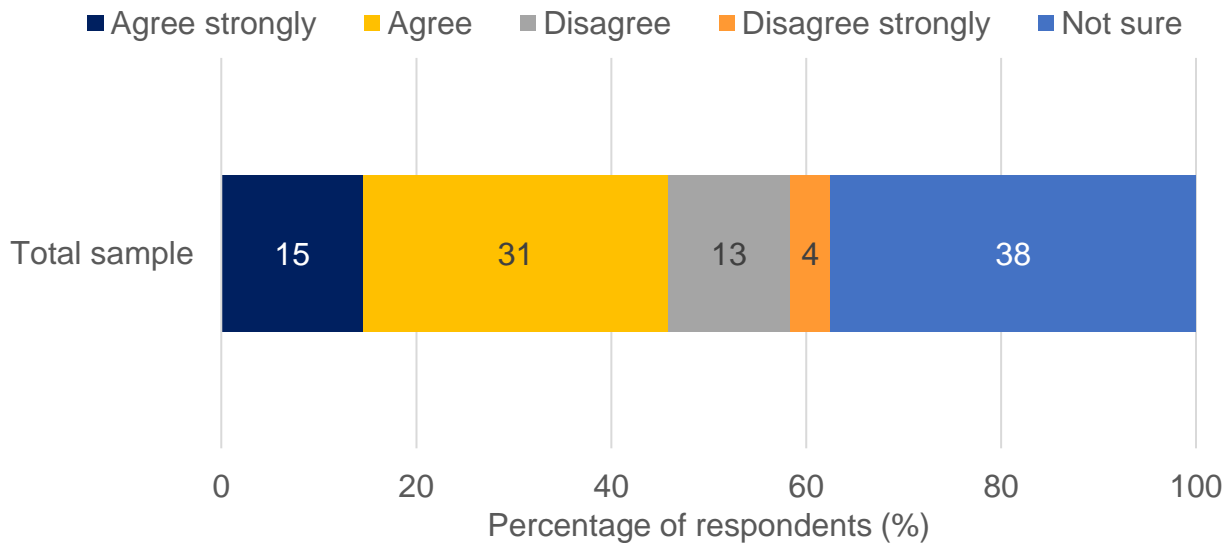
*Due to rounding, figures on the chart may not appear to equal 100%

Managing support and care

Help with planning and managing money for care and support

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Q: **'How much do you agree or disagree with the following statement?**

'I have help to plan for any changes in my life.'* | *Base: Total sample (48)*

'I get help to understand how I can make the best of the money that pays for my care and support.' | *Base: Total sample (48)*

■ Agree strongly   ■ Agree   ■ Disagree   ■ Disagree strongly   ■ Not sure

Total sample: 15 | 25 | 17 | 4 | 40

Percentage of respondents (%)

■ Agree strongly   ■ Agree   ■ Disagree   ■ Disagree strongly   ■ Not sure

Total sample: 15 | 29 | 10 | 6 | 40

Percentage of respondents (%)
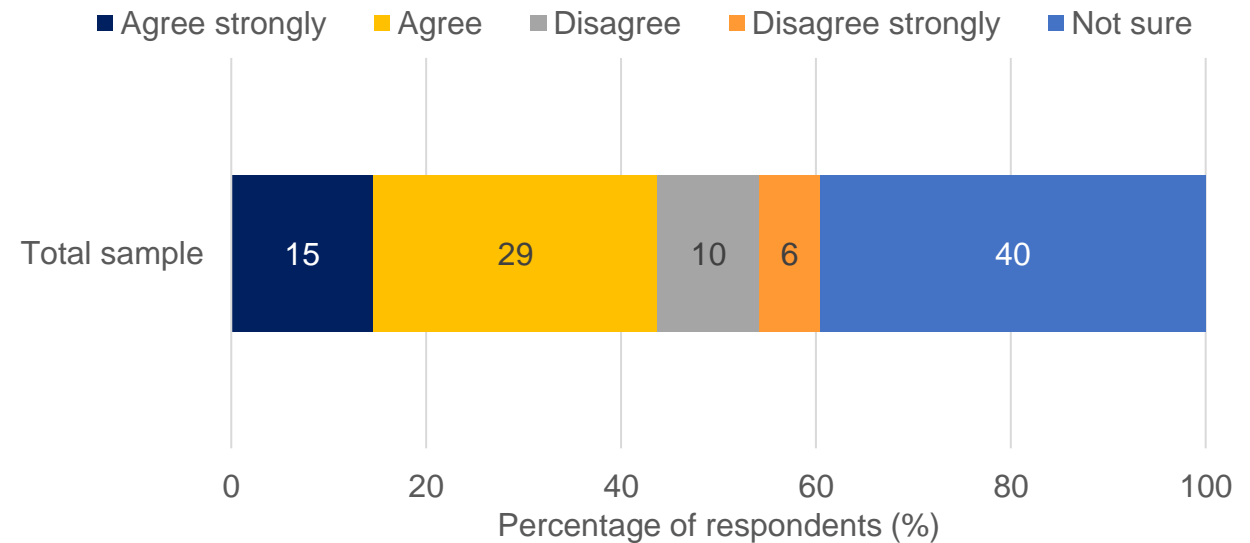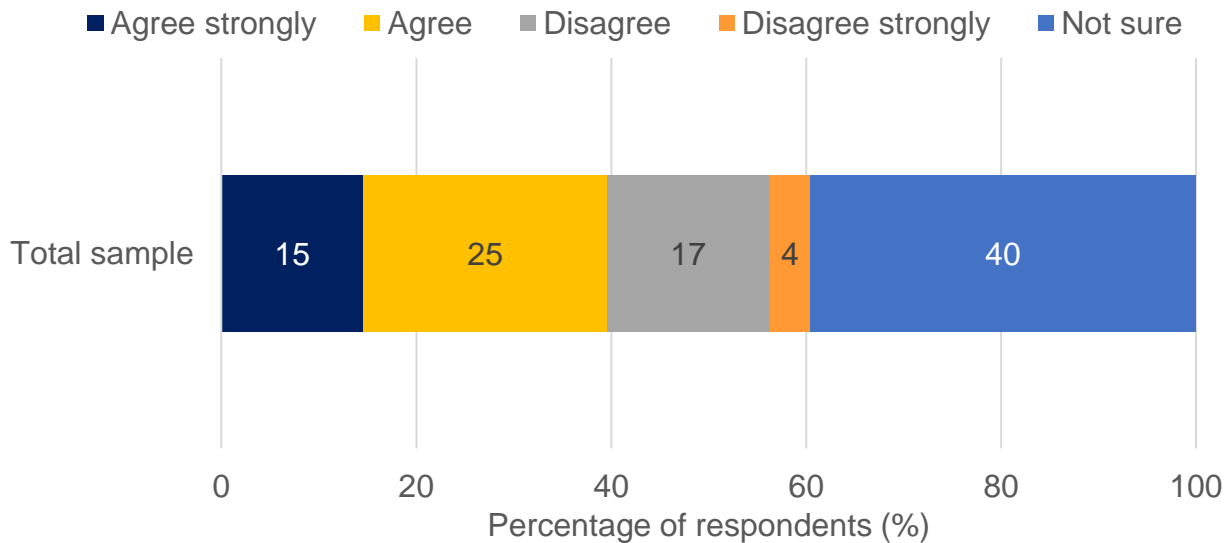
- 40% of respondents agree that they have help to plan for any changes in their life. The same proportion are not sure about this statement, whilst 21% disagree
- 44% of respondents agree that they get help to understand how they can make the best of the money that pays for their care and support, whilst 16% disagree, and 40%, again, are not sure
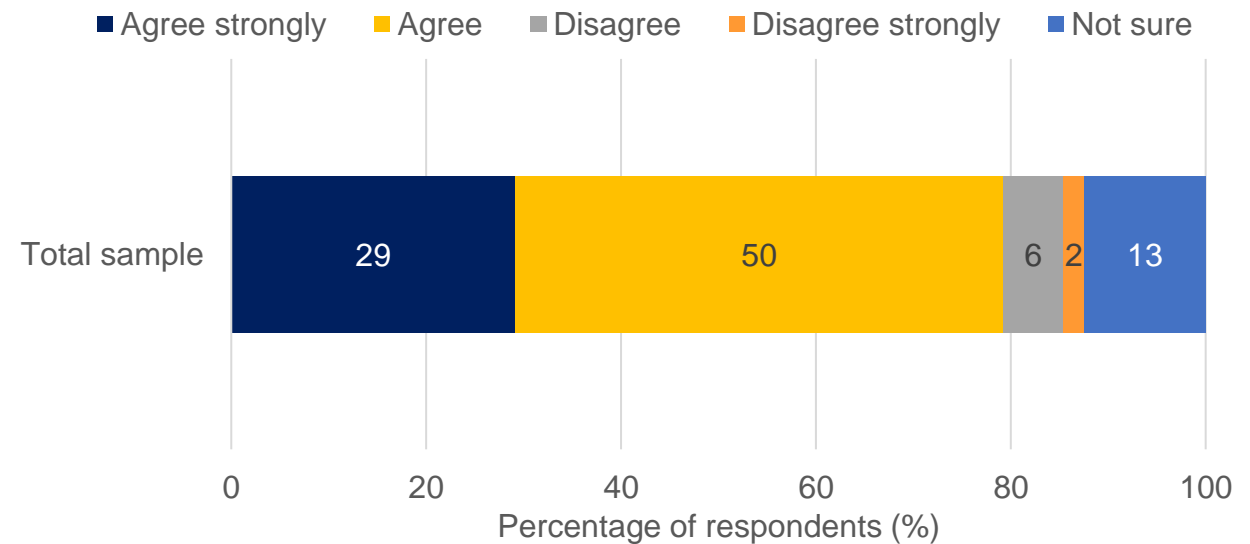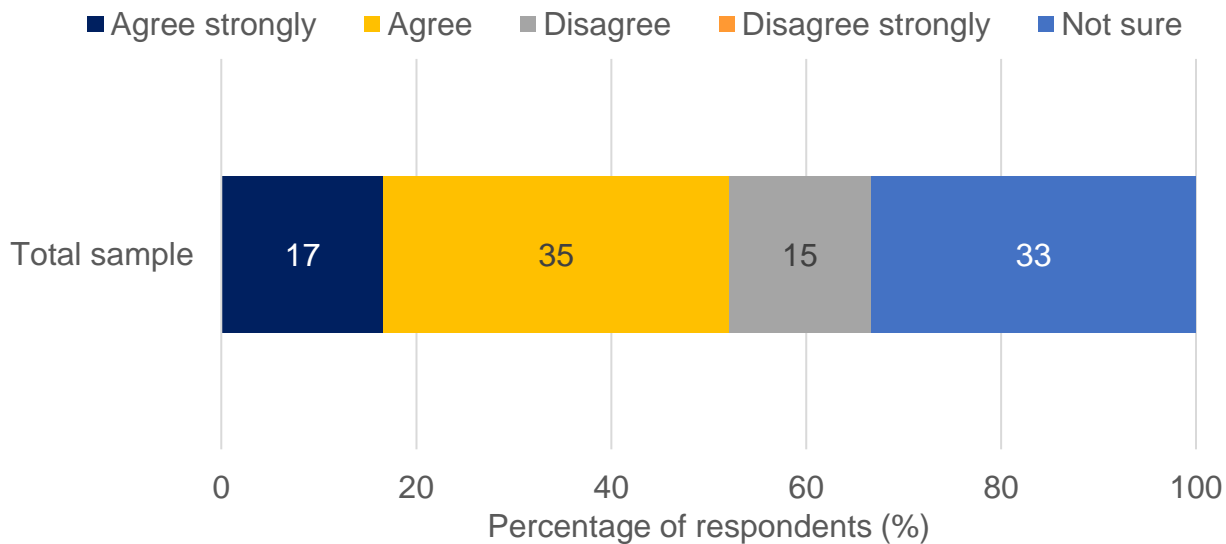
*Due to rounding, figures on the chart may not appear to equal 100%

Medicine and knowledge of contacts

Q: **'How much do you agree or disagree with the following statement?**

'If my medicine has to change, I know why and can say what I think about it.' | *Base: Total sample (48)*

'I know who to contact and how to contact them if things are going wrong or I'm feeling ill.' | *Base: Total sample (48)*


- Most respondents agree that if their medicine has to change, they know why and can say what they think about it (52%), whilst 15% disagree, and a third are not sure
- The vast majority of respondents know who to contact and how to contact them if things are going wrong or they are feeling ill (79%), whilst 8% do not, and 13% are unsure

Planning for changes and feeling safe

Q: *'How much do you agree or disagree with the following statement?*

'I have a plan for when I move or there are big changes in my life. I know everything will be ready in time.' | Base: Total sample (48)

'I feel safe. I know about things that can be dangerous to me.' | Base: Total sample (48)
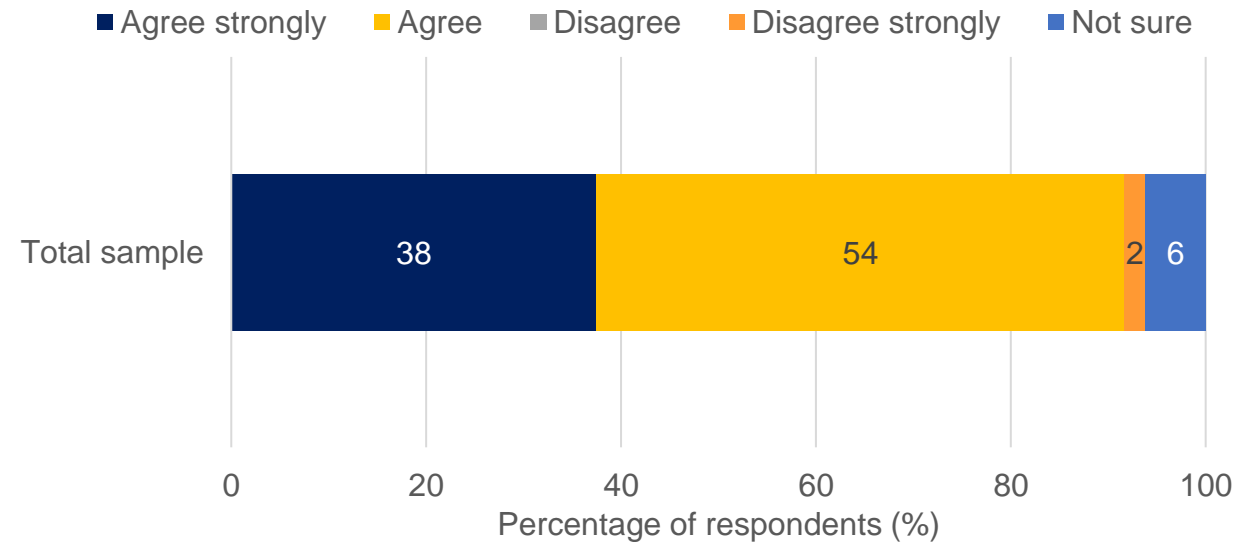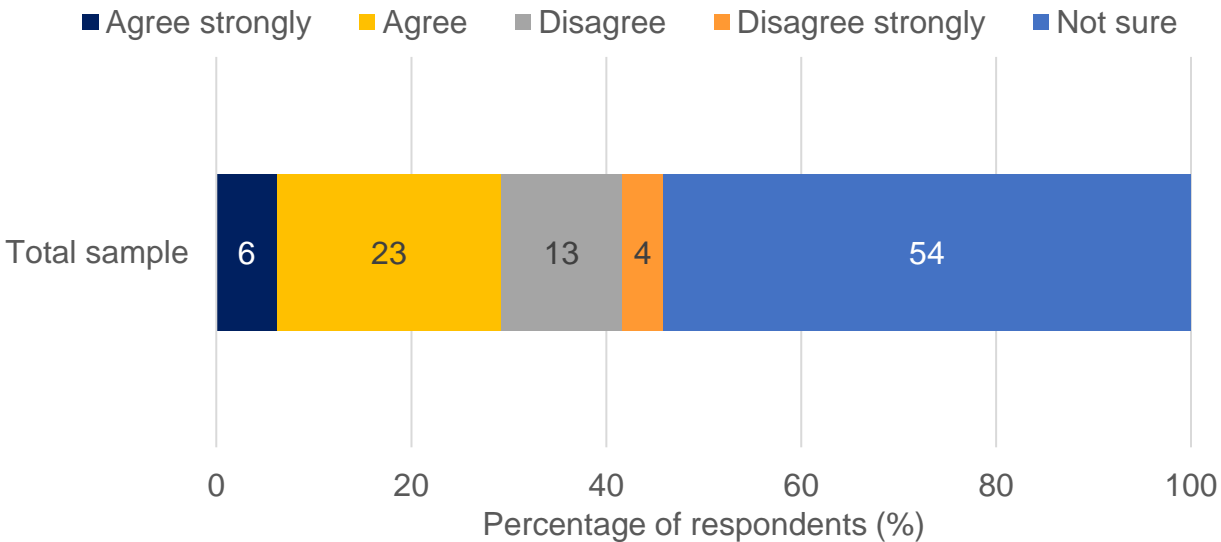
- Over half of respondents are not sure if they have a plan for when they move or there are big changes in their life, or know that everything will be ready in time, whilst 29% agree with this statement and 17% disagree
- The vast majority of respondents agree that they feel safe and know about things that can be dangerous to them (92%), whilst just 2% disagree with this

Official

Comments

Q: **'What does Adult Social Care in Portsmouth do well? Where can we improve?'** | *Base: Total sample (48)*

Key themes	%
General praise for Adult Social Care in Portsmouth	25
Praise for specific groups (e.g. gardening project, CCWG)	17
Improve person-to-person support (e.g. ensure enough and reliable/ supportive social workers)	10
Improve contact, communication and engagement (e.g. ensure they listen to users, easy to contact)	8
Praise for specific staff/ areas who have been particularly supportive	6
Provide more (women's) wellbeing groups	6
General suggestion that Adult Social Care in Portsmouth could be improved	4
Other (e.g. more support for evening and weekend activities, issues in the home)	13
No comment	27

"I really enjoy coming to CCWG. I think this group should be running just like the way it is now. If there is anything that should be improved, please do provide more life-saving skills for independent well-being."

"Accessing social care for urgent help can hard, knowing who to call with any problems has often been frustrating being passed from 'Pillar to post' most of the time. Care companies used by social care seem to be unaccountable for any serious problems and communication between care company, social services and client can be lacking.

"1) More contact/visits with clients 2) Feedback from the visits to make sure. The client feels he she [sic] is being listened to."

- A quarter of respondents leave comments expressing general praise for Adult Social Care in Portsmouth, whilst 17% express praise for specific groups that have helped them, such as the gardening project and CCWG
- Other areas suggested to focus on are improving person-to-person support, such as ensuring there are enough social workers and that they are supportive and reliable (10%) and improving contact, communication and engagement, ensuring they listen to users and are easy to contact (8%)