

Appendix A

Adult Social Care Survey 2011/12 - Summary of Results

(All responses shown as percentages)

Q1 - Overall, how satisfied or dissatisfied are you with the care and support services you receive?

	Extremely Satisfied	Very Satisfied	Quite Satisfied	Neither	Quite Dissatisfied	Very Dissatisfied	Extremely Dissatisfied
2010/11	24.2	37.5	31.0	4.8	0.4	0.0	2.0
2011/12	26.8 ↑	40.9 ↑	25.1 ↓	4.4 ↓	2.1 ↑	0.4 ↑	0.4 ↓

Q2 - Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life as a whole?

	So good it could not be better	Very Good	Good	Alright	Bad	Very Bad	So bad it could not be worse
2010/11	3.9	16.4	29.5	42.3	6.0	0.7	1.1
2011/12	7.3 ↑	26.7 ↑	30.6 ↑	32.2 ↓	4.4 ↓	0.8 ↑	0.7 ↓

Q2b - Do care and support services help you to have a better quality of life?

	Yes	No
2010/11	Not Reported	
2011/12	88.7	9.3

Q3a - Which of the following statements best describes how much control you have over your daily life?

	I have as much control as I want	I have adequate control	I have some control	I have no control
2010/11	32.2	47.0	18.3	2.5
2011/12	37.0 ↑	43.5 ↓	16.2 ↓	3.3 ↑

Q3b - Do care and support services help you in having control over your daily life?

	Yes	No
2010/11	Not Reported	
2011/12	89.2	10.8

Q4a - Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?

	I feel clean and able to present myself the way I like	I feel adequately clean and presentable	I feel less than adequately clean and presentable	I don't feel at all clean and presentable
2010/11	61.1	37.3	1.3	0.3
2011/12	67.2 ↑	30.2 ↓	2.6 ↑	0.0 ↓

Q4b - Do care and support services help you in keeping clean and presentable in appearance?

	Yes	No
2010/11	Not Reported	
2011/12	70.9	29.6

Q5a - Thinking about the food and drink you get, which of the following statements best describes your situation?

	I get all the food and Drink I want	I get adequate food and drink	I don't always get adequate or timely food and drink	I don't always get adequate or timely food and drink and I think there is a risk to my health
2010/11	67.3	29.4	2.3	1.0
2011/12	68.6 ↑	28.7 ↓	2.5 ↑	0.3 ↓

Q5b - Do care and support services help you get food and drink?

	Yes	No
2010/11	Not Reported	
2011/12	64.8	37.0

Q6a - Which of the following statements best describes how clean and comfortable your home is?

	My home is as clean and comfortable as I want	My home is adequately clean and comfortable	My home is not quite clean or comfortable enough	My home is not at all clean or comfortable
2010/11	71.5	26.0	2.6	0.0
2011/12	68.7 ↓	29.1 ↑	2.0 ↓	0.3 ↑

Q6b - Do care and support services help you in keeping your home clean and comfortable?

	Yes	No
2010/11	Not Reported	
2011/12	49.2	50.7

Q7a - Which of the following statements best describes how safe you feel?

	I feel as safe as I want	I feel adequately safe but not as safe as I want	I feel less than adequately safe	I don't feel safe at all
2010/11	53.1	39.2	6.4	1.3
2011/12	66.2 ↑	29.1 ↓	3.5 ↓	1.2 ↓

Q7b - Do care and support services help you in feeling safe?

	Yes	No
2010/11	Not Reported	
2011/12	79.1	20.9

Q8a - Thinking about how much contact you've had with people you like, which of the following statements best describes your social situation?

	I have as much social contact as I want with people I like	I have adequate social contact with people	I have some social contact with people but not enough	I have little social contact with people and feel socially isolated
2010/11	43.8	35.7	17.5	2.9
2011/12	52.8 ↑	32.5 ↓	11.0 ↓	3.8 ↑

Q8b - Do care and support services help you in having social contact with people?

	Yes	No
2010/11	Not Reported	
2011/12	56.8	42.7

Q9a - Which of the following statements best describes how you spend your time?

	I'm able to spend my time as I want, doing things I value or enjoy	I'm able to do enough of the things I value or enjoy with my time	I do some of the things I value or enjoy with my time but not enough	I don't do anything I value or enjoy with my time
2010/11	24.9	37.2	33.6	4.3
2011/12	34.7 ↑	37.8 ↑	24.1 ↓	3.5 ↓

Q9b - Do care and support services help you in the way you spend your time?

	Yes	No
2010/11	Not Reported	
2011/12	53.8	45.7

Q10 - Which of these statements best describes how having help to do things makes you think and feel about yourself?

	Having help makes me think and feel better about myself	Having help does not affect the way I think and feel about myself	Having help sometimes undermines the way I think and feel about myself	Having help completely undermines the way I think and feel about myself
2010/11	51.7	33.1	14.2	1.0
2011/12	63.3 ↑	29.8 ↓	6.3 ↓	0.6 ↓

Q11 - Which of these statements best describes how the way you are helped and treated makes you think and feel about yourself?

	The way I'm helped and treated makes me think and feel better about myself	The way I'm helped and treated does not affect the way I think or feel about myself	The way I'm helped and treated sometimes undermines the way I think and feel about myself	The way I'm helped and treated completely undermines the way I think and feel about myself
2010/11	52.4	36.7	8.8	2.0
2011/12	65.5 ↑	29.4 ↓	4.8 ↓	0.3 ↓

Q12 - In the past year, have you found it easy or difficult to find information and advice about support, services or benefits?

	Very easy	Fairly Easy	Fairly Difficult	Very Difficult	I've never tried to find information or advice
2010/11	23.2	42.2	9.8	3.4	21.2
2011/12	27.1 ↑	38.4 ↓	7.1 ↓	3.9 ↑	23.5 ↑

Q13 - How is your health in general?

	Very Good	Good	Fair	Bad	Very Bad
2010/11	6.1	21.0	50.5	17.8	4.5
2011/12	12.1 ↑	27.6 ↑	43.5 ↓	14.0 ↓	2.7 ↓

Q14 - By placing a tick in one box in each group below, please indicate which statements best describe your own health state today.

a) – Pain or Discomfort

	No pain or discomfort	Moderate pain or discomfort	Extreme pain or discomfort
2010/11	25.2	49.2	25.6
2011/12	31.2 ↑	54.3 ↑	14.5 ↓

b) Anxiety or depression

	Not anxious or depressed	Moderately anxious or depressed	Extremely anxious or depressed
2010/11	50.5	45.0	4.5
2011/12	53.2 ↑	41.5 ↓	5.3 ↑

Q15 - Please tick in the box that best describes your abilities for each of the following questions labelled from a to d.

a) Do you usually manage to get around indoors (except steps) by yourself?

	I can do this easily by myself	I have difficulty doing this myself	I can't do this by myself
2010/11	58.2	34.3	7.5
2011/12	50.9 ↓	30.1 ↓	19.0 ↑

b) Do you usually manage to get in and out of a bed (or chair) by yourself?

	I can do this easily by myself	I have difficulty doing this myself	I can't do this by myself
2010/11	58.5	31.0	10.5
2011/12	56.3 ↓	24.9 ↓	18.8 ↑

c) Do you usually manage to feed yourself?

	I can do this easily by myself	I have difficulty doing this myself	I can't do this by myself
2010/11	87.4	11.3	1.3
2011/12	81.0 ↓	15.7 ↑	3.3 ↑

d) Do you usually deal with finances and paperwork - for example, paying bills, writing letters - by yourself?

	I can do this easily by myself	I have difficulty doing this myself	I can't do this by myself
2010/11	37.1	19.7	43.2
2011/12	26.6 ↓	13.4 ↓	60.0 ↑

Q16 - Please place a tick in the box that best describes your abilities for each of the following questions.

a) Do you usually manage to wash all over by yourself, using either a bath or shower?

	I can do this easily by myself	I have difficulty doing this myself	I can't do this by myself
2010/11	49.8	30.9	19.3
2011/12	33.7 ↓	26.3 ↓	40.0 ↑

b) Do you usually manage to get dressed and undressed by yourself?

	I can do this easily by myself	I have difficulty doing this myself	I can't do this by myself
2010/11	57.2	29.6	13.2
2011/12	48.5 ↓	28.3 ↓	23.2 ↑

c) Do you usually manage to use the WC/toilet by yourself?

	I can do this easily by myself	I have difficulty doing this myself	I can't do this by myself
2010/11	78.8	14.1	7.1
2011/12	65.2 ↓	17.4 ↑	17.3 ↑

d) Do you usually manage to wash your face and hands by yourself?

	I can do this easily by myself	I have difficulty doing this myself	I can't do this by myself
2010/11	85.9	10.3	7.1
2011/12	75.6 ↓	15.5 ↑	8.9 ↑

Q17 - How well do you think your home is designed to meet your needs?

	My home meets my needs very well	My home meets most of my needs	My home meets some of my needs	My home is totally inappropriate for my needs
2010/11	47.9	39.5	11.3	1.3
2011/12	59.3 ↑	32.8 ↓	7.4 ↓	0.5 ↓

Q18 - Thinking about getting around outside of your home, which of the following statements best describes your present situation?

	I can get to all the places in my local area that I want	At times I find it difficult to get to all the places in my local area that I want	I am unable to get to all the places in my local area that I want	I do not leave my home
2010/11	32.8	36.4	19.3	11.5
2011/12	33.7 ↑	20.3 ↓	22.8 ↑	23.2 ↑

Q19 - Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?

	Yes, from someone living in my household	Yes, from someone living in another household	No
2010/11	40.3	53.8	16.4
2011/12	35.9 ↓	63.0 ↑	15.1 ↓

Q20 - Do you buy any additional care or support privately or pay more to 'top up' your care and support?

	Yes, I buy some more care and support with my own money	Yes, my family pays for some more care and support for me	No
2010/11	29.4	7.0	65.6
2011/12	32.9 ↑	9.3 ↑	61.1 ↓

Q21 - Did you write the answers to this questionnaire by yourself or did you have help from someone else?

	Yes, I wrote the answers myself	No, I had help from a care worker	No, I had help from someone living in my household	No, I had help from someone living outside my household
2010/11	46.8	9.3	17.0	26.9
2011/12	32.8 ↓	14.0 ↑	15.4 ↓	37.9 ↑

Q22 - What type of help did you have?

	None, because I wrote the answers myself	Someone else read the questions to me	Someone else translated the questions for me	Someone else wrote down the answers for me	I talked through the questions with someone else	Someone answered for me, without asking me the questions
2010/11	45.2	30.7	11.6	32.0	20.8	4.0
2011/12	28.0 ↓	39.6 ↑	16.7 ↑	38.4 ↑	33.1 ↑	9.0 ↑