

**Open Report on behalf of Glenn Garrod, Executive Director of Adult Care and Community Wellbeing**

Report to:	<b>Adults Scrutiny Committee</b>
Date:	<b>19 October 2016</b>
Subject:	<b>Adult Care Survey Report 2015-16</b>

**Summary:**

This report contains the results of the Adult Care User Survey 2015-16, an annual survey of service users which provides data for six Adult Care Outcomes Framework (ASCOF) Measures.

**Actions Required:**

The Adult Scrutiny Committee is requested to consider and comment on the report and Appendix A.

### 1. Background

As part of the Government's programme to consult with service users, the Health and Social Care Information Centre (relaunched as NHS Digital) asks all authorities in England with social services responsibilities to conduct an Adult Social Care Survey (ASCS). The survey is designed to cover all service users aged 18 and over receiving services funded wholly or in part by Lincolnshire County Council Adult Care during 2015-16, and aims to learn more about whether or not the services are helping them to live safely and independently in their own homes and the impact on their quality of life.

The Adult Social Care Survey is the most significant pool of personal outcome information for those receiving adult social care. It is an important resource for accounting for what has been achieved for local people, supporting local services and enabling people to make better choices about their care. It features heavily in the Adult Social Care Outcomes Framework (ASCOF) and is used to provide data for six outcome measures.

The measures are:

- Social care related quality of life. (ASCOF 1A)  
This indicator gives an overarching view of the quality of life of users based on outcome domains of social care related quality of life.

- The proportion of people who use services who have control over their daily life. (ASCOF 1B)
- Overall satisfaction of people who use services with their care and support. (ASCOF 3A)
- The proportion of people who use services and carers who find it easy to find information about services. (ASCOF 3D)
- The proportion of people who use services who feel safe. (ASCOF 4A)
- The proportion of people who use services who say that those services have made them feel safe and secure. (ASCOF 4B)

### Summary of findings

#### ASCOF 1A - Social care related quality of life

The average score for service user related quality of life was 19.4 out of a maximum possible score of 24, in line with the England Average.

#### ASCOF 1B - The proportion of people who use services who have control over their daily life

82.1% reported that they have as much or adequate control over their daily life as they want. This is up 1.2% from 2014/15.

#### ASCOF 3A - Overall satisfaction of people who use services with their care and support

Of the 350 respondents who stated they had received support or services from social services in the last 12 months, 65.2% reported that they were either extremely or very satisfied. This is down 0.1% from 2014/15.

#### ASCOF 3D - The proportion of people who use services and carers who find it easy to find information about services

71.4% of the 230 service users, who had tried to find information and advice about support, services or benefits in the last 12 months, found it very easy or fairly easy to find. This is down 6.6% from 2014/15.

#### ASCOF 4A - The proportion of people who use services who feel safe

71.7% reported they felt as safe as they want to be. This is down 3.2% from 2014/15.

#### ASCOF 4B - The proportion of people who use services who say that those services have made them feel safe and secure

93.0% reported care and support services helped them feel safe. This is down 0.6% from 2014/15.

## 2. Conclusion

The Adults Scrutiny Committee is requested to consider and comment on the report and the detailed performance information that is attached in Appendix A.

## 3. Consultation

### a) Policy Proofing Actions Required

n/a

## 4. Appendices

These are listed below and attached at the back of the report	
Appendix A	LCC Adult Care User Survey Report 2015-2016

## 5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Simon Firth, who can be contacted on 01522 554032 or [simon.firth@lincolnshire.gov.uk](mailto:simon.firth@lincolnshire.gov.uk)



## Lincolnshire County Council

### Adult Social Care User Survey

**2015 - 2016**

Produced by: Adult Care Performance & Intelligence Team  
[ASC\\_Performance@lincolnshire.gov.uk](mailto:ASC_Performance@lincolnshire.gov.uk)

September 2016



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## Introduction

As part of the Government's programme to consult with service users, the Health and Social Care Information Centre (relaunched as NHS Digital) asks all authorities in England with social services responsibilities to conduct an Adult Social Care Survey (ASCS). The survey is designed to cover all service users aged 18 and over receiving services funded wholly or in part by Lincolnshire County Council Adult Care during 2015-16, and aims to learn more about whether or not the services are helping them to live safely and independently in their own homes and the impact on their quality of life.

The ASCS is the most significant pool of personal outcome information for those receiving adult social care. It is an important resource for accounting for what has been achieved for local people, supporting local services and enabling people to make better choices about their care. It features heavily in the Adult Social Care Outcomes Framework (ASCOF) and is used to provide data for 6 outcome measures.<sup>1</sup>

The measures are:

- **Social care related quality of life. (ASCOF 1A)**

Enhancing quality of life for people with care and support needs

*This indicator gives an overarching view of the quality of life of users based on outcome domains of social care related quality of life.*

- **The proportion of people who use services who have control over their daily life. (ASCOF 1B)**

Delaying and reducing the need for care and support

*When people develop care needs, the support they receive takes place in the most appropriate setting, and enables them to regain their independence.*

- **Overall satisfaction of people who use services with their care and support. (ASCOF 3A)**

Ensuring people have a positive experience of care and support

*People who use social care and their carers are satisfied with their experience of care and support services.*

- **The proportion of people who use services and carers who find it easy to find information about services. (ASCOF 3D)**

Ensuring people have a positive experience of care and support

*People know what choices are available to them locally, what they are entitled to, and who to contact when they need help.*

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<sup>1</sup> [www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/345631/20140801\\_\\_Final\\_Handbook\\_of\\_Definitions\\_-\\_ASCOF\\_1\\_2.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/345631/20140801__Final_Handbook_of_Definitions_-_ASCOF_1_2.pdf)

- **The proportion of people who use services who feel safe. (ASCOF 4A)**  
Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm  
*Safety is fundamental to the wellbeing and independence of people using social care (and others).*
- **The proportion of people who use services who say that those services have made them feel safe and secure. (ASCOF 4B)**  
Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm  
*Everyone enjoys physical safety and feels secure. People are free from physical and emotional abuse, harassment, neglect and self-harm. People are protected as far as possible from avoidable harm, disease and injury. People are supported to plan ahead and have the freedom to manage risks the way that they wish.*

The Adult Social Care Outcomes Framework is a key mechanism by which the Government sets national priorities for adult social care, and measures national progress against those priorities. Lincolnshire's performance against the above measures is reported in the **Main Findings – Lincolnshire** section.

The survey was carried out between January and March 2016. Questionnaires were posted out to a sample of service users to seek their opinions over a range of outcome areas to gain an understanding of their views and experiences. The sample was chosen at random using a stratified sample process ensuring equal representation from the four main user groups:

- Adults with learning disabilities aged 18 and over
- Adults aged 18-64 (excluding learning disability)
- Adults (excluding learning disability) aged 65 or over in residential care
- Adults (excluding learning disability) aged 65 or over receiving community based services

Service users who lack the capacity to consent to take part were removed from the sample. To identify these people care home homes were contacted before the survey to identify people, who in their professional opinion were unable to consent to take part in the survey.

Any users removed from the original sample were replaced with users on a like for like basis i.e. in the same setting, age group and client group.

The complete survey results are presented in Appendix 1 of this document, and include demographic information and a comparison with the results of the 2014/2015 survey.



## Key Facts - Lincolnshire

- 360 out of a sample of 820 recipients of care and social care services responded to the survey, which is a response rate of 44%, which is higher than the 36% average for England.
- 65.2% of service users who responded said they were extremely or very satisfied with the care and support services they receive. 24.9% said they were quite satisfied. However, 5.2% said they were neither satisfied nor dissatisfied, and the remaining 4.7% said they were dissatisfied.
- 35.1% reported they have as much control as they want over their daily life. 47% reported they have adequate control. 14.1% reported they have some control but not enough, and 3.9% reported they have no control.<sup>2</sup>
- 28.6% of respondents reported their quality of life was so good, it could not be better, or very good. 34.9% reported it was good and 30.3% reported it was “alright”. However, 4% reported their quality of life was bad, and the remaining 2.2% reported their quality of their life was very bad or so bad, it could not be worse.
- The average score for the Social care-related quality of life was 19.4 out of a maximum possible score of 24. This is a composite measure calculated using a combination of questions which cover 8 different outcome domains relating to quality of life.<sup>3</sup>

**Source:** HSCIC "Personal Social Services Adult Social Care Survey, England: 2015-2016.

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<sup>2</sup> Please note that figures may not add up to 100 per cent due to rounding.

<sup>3</sup> The Adult Social Care Outcomes Toolkit (ASCOT) measure is designed to capture information about an individual's social care-related quality of life (SCRQoL). The eight domains relating to an individual's SCRQoL, as identified by the ASCOT, are: control, dignity, personal care, food and nutrition, safety, occupation, social participation and accommodation.

## Main Findings – Lincolnshire

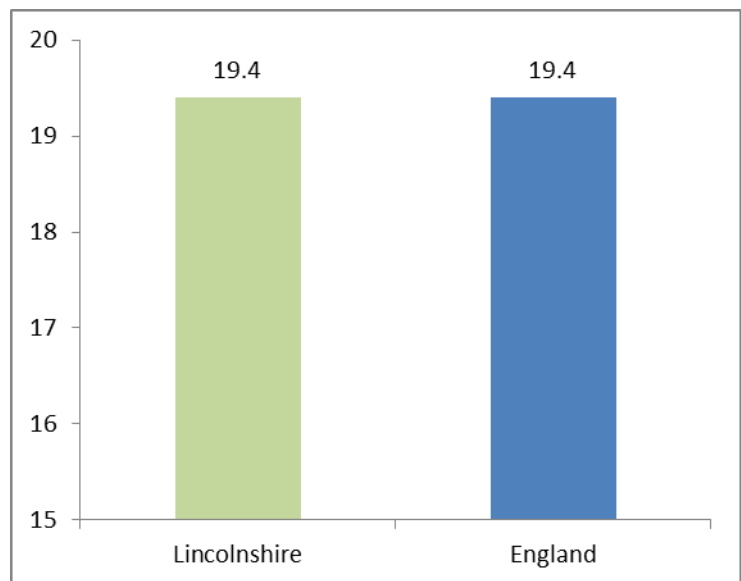
In Lincolnshire, 820 service users were randomly selected from across the county to take part in the survey. In total 360 service users responded to the survey, which equates to a response rate of 44%. While this was significantly higher than the national average response rate of 36%, 370 responses were required to meet the minimum sample size. Despite this, the responses received were statistically representative of the views and experiences of all service users known to our authority, at a 95% confidence level and a margin of error of just over  $\pm 5\%$  e.g. If 50% of people responding to the survey reported that they were extremely or very satisfied, then we can say that the true value in the sample population is between 45% and 55%.

The following section summarises Lincolnshire's performance on the six outcomes measures defined in ASCOF. For comparison, Lincolnshire is shown alongside the East Midlands group and Shire County Authorities and the England average.

### Social Care Related Quality of Life (ASCOF 1A)

The average score for service user related quality of life was 19.4 out of a maximum possible score of 24. This is a composite measure calculated using a number of questions which cover 8 different outcome domains relating to quality of life:

- Control
- Personal Care
- Food and Nutrition
- Accommodation
- Safety
- Social Participation
- Occupation
- Dignity



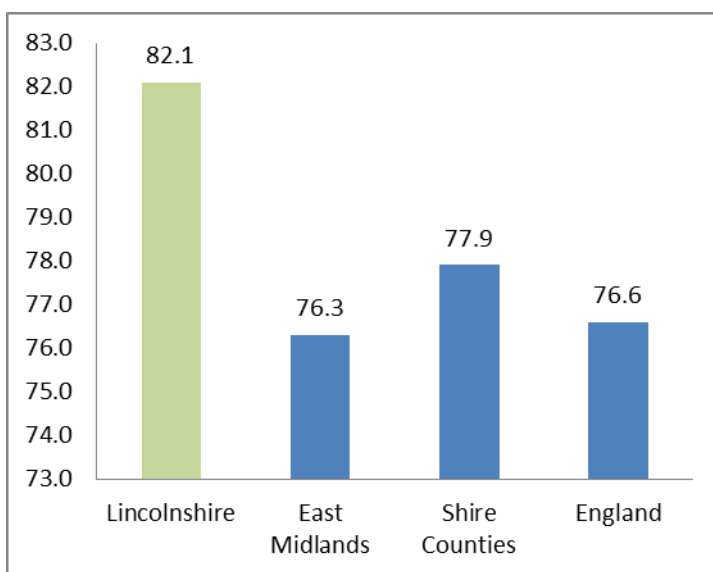
The chart illustrates Lincolnshire's overall score of 19.4 and how we compare to England overall. This is consistent with the England average.

### The proportion of people who use services who have control over their daily life. (ASCOF 1B)

Of the 350 respondents who stated they had received support or services from adult services in the last 12 months, 82.1% reported that they have as much or adequate control over their daily life as they want.

A further 14.1% said they had some control over their daily life but not enough and 4% reported they have no control over their daily life.

In 2014-2015 80.3% of respondents stated they have as much or adequate control over their daily life as they want, showing an almost 2% increase the following year.



The chart illustrates Lincolnshire's overall score of 82.1% and how we compare to the East Midlands group of authorities, the Shire Counties and England overall. This is significantly higher than the England average of 76.6%, ranking 11<sup>th</sup> out of the 152 returning authorities.

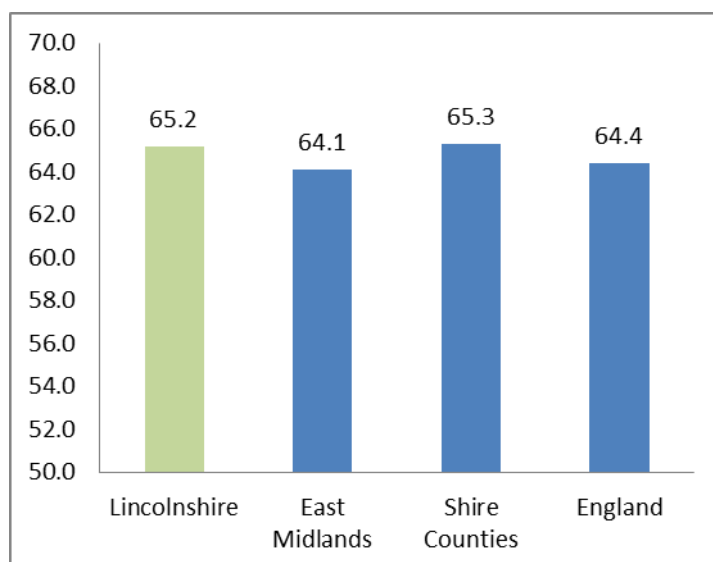
### Overall satisfaction of people who use services with their care and support. (ASCOF 3A)

Of the 350 respondents who stated they had received support or services from social services in the last 12 months, 65.2% reported that they were either extremely or very satisfied.

For respondents without a learning disability 26.3% said they were quite satisfied.

For respondents with a learning disability 19.3% said they were quite happy with the way staff help them.

In 2014-2015 65.3% of respondents stated they were either extremely or very satisfied with their care and support, showing this is largely unchanged in the following year.



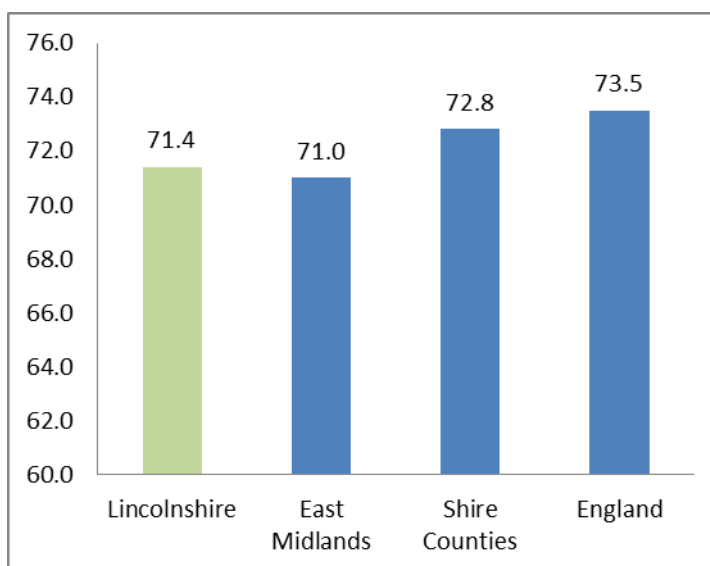
The chart illustrates Lincolnshire's overall score of 65.2% and how we compare to the East Midlands group of authorities, the Shire Counties and England overall. This is slightly above the England average of 64.4%.

### The proportion of people who use services and carers who find it easy to find information about services (ASCOF 3D)

This measure is in two parts and uses questions in the Adult Social Care Survey and Carers Survey.

71.4% of the 230 service users, who had tried to find information and advice about support, services or benefits in the last 12 months, found it very easy or fairly easy to find. 30.9% of client respondents have not tried to access information or advice and 19.1% of client respondents found it fairly or very difficult to find information and advice.

In 2014-2015 78.0% of 265 service users, who had tried to find information and advice, stated they found it very easy or fairly easy to find information and advice about support, this has decreased by 6.6% in 2015-2016.



The chart illustrates Lincolnshire's overall score of 71.4% and how we compare to the East Midlands group of authorities, the Shire Counties and England overall. This is lower than the England average of 73.5%.

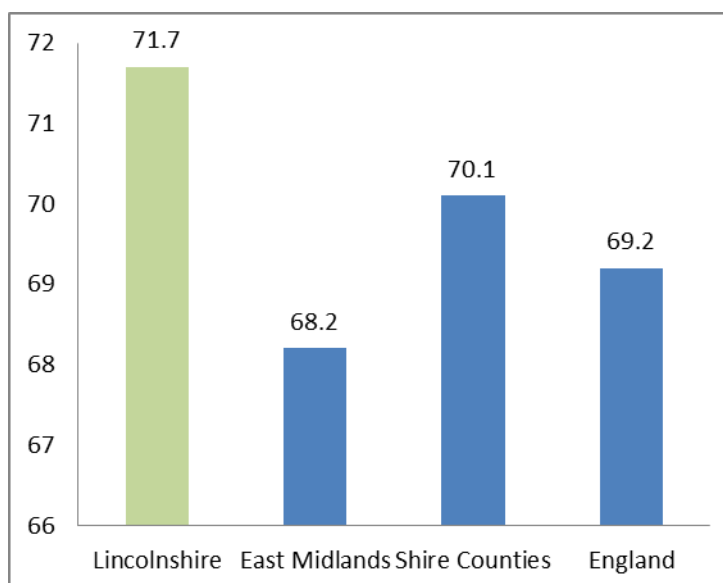
### The proportion of people who use services who feel safe. (ASCOF 4A)

Of the 350 respondents who stated they had received support or services from adult services in the last 12 months, 71.7% reported they felt as safe as they want to be.

23.5% generally felt adequately safe but not as safe as they would like.

4.8% reported they felt less than adequately safe or did not feel safe at all. Details of any respondent indicating that they did not feel safe were passed on to the Customer Service Centre

In 2014-2015 74.9% of respondents stated they felt as safe as they want to be, this has fallen by 3.2% in 2015-2016.



The chart illustrates Lincolnshire's overall score of 71.7% and how we compare to the East Midlands group of authorities, the Shire Counties and England overall. This is higher than the England average of 69.2%.

**The proportion of people who use services who say that those services have made them feel safe and secure. (ASCOF 4B)**

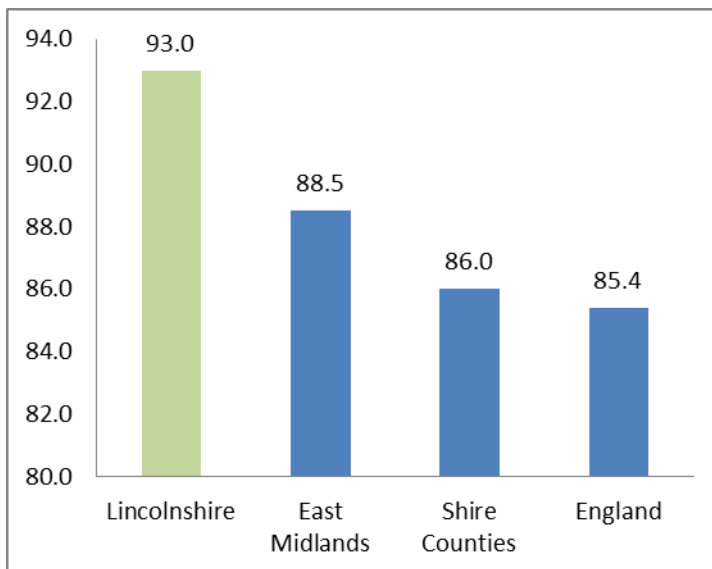
Of the 350 respondents who stated they had received support or services from adult services in the last 12 months,

93.0% reported care and support services helped them feel safe.

7.0% felt care and support services did not help them feel safe.

In 2014-2015 93.6% of respondents reported care and support services helped them feel safe, this has decreased 0.6% in 2015-2016.

The chart illustrates Lincolnshire's overall score of 93.0% and how we compare to the East Midlands group of authorities and England overall. This is significantly higher than the England average of 85.4% ranking 9<sup>th</sup> out of the 152 reporting authorities.

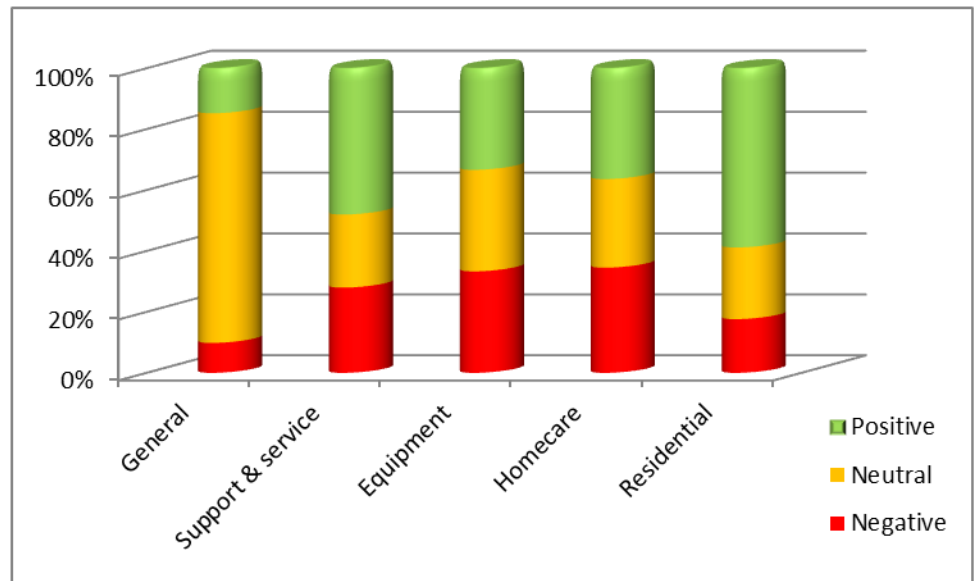


## Other Key Findings – Lincolnshire

- **Personal Care** - Over half (56.9%) of respondents said they felt clean and were able to present themselves the way they liked, and 40.3% of respondents felt adequately clean and presentable. 2.8% felt less than adequately clean or presentable and 0.0% didn't feel at all clean or presentable.
- **Food and Nutrition** - 4.0% of respondents said they didn't always get adequate or timely food and drink, and 0.5% felt that there was a risk to their health. However, 95.5% either got all the food and drink they liked when they wanted (65.0%, up 2% from 2014-15) or they got "adequate food and drink at OK times" (30.5%, down 1.7% from 2014-15).
- **Accommodation** - Almost three-quarters of service users (74.5%) said their home was as clean and comfortable as they wanted, up 5.9% from 2014-15. 21.9% said their home was adequately clean and comfortable, 2.9% felt their home was not quite clean or comfortable. However, 0.7% said their home was not at all clean and comfortable; this figure was 0.0% in 2014-15.
- **Social Contact and Isolation** – 46.8% of respondents said they had as much social contact as they wanted with people they liked (increase of 2.0% from 2014-15) while 35.9% had adequate social contact. However, 11.0% had some social contact but did not feel it was enough, which has reduced by 5.1% from the previous year and 6.3% had little social contact and felt socially isolated. 68.5% of respondents felt that care & support services contributed to their social contact.
- **Social Contact and Isolation** – 32.9% of service users were able to spend their time as they wanted doing things they valued or enjoyed, while 38.9% said they were able to do enough of the things they valued or enjoyed (an increase of 6.2% from 2014-15). However, 23.3% did only some of the things they valued or enjoyed, and 5.0% did nothing they valued or enjoyed with their time (down 0.1% from 2014-15).
- **Health** - 13% of service users reported their general health was bad or very bad (up 4.3% from 2014-15) and 46.0% felt their general health was fair. 41.0% said they were in good or very good health (unchanged on the previous year).
- **Additional Care** - Over a third (41.7%) of respondents say they buy more care and support with their own money or their family pays for additional care and support, this has increased slightly by 1.4% from the previous year. However, 61.6% stated they did not buy any additional support or services.
- **Self-Care** – 47.3% of service users are able to get around indoors (except steps) easily by themselves (up 3.2% from 2014-15). 49.4% can easily get in and out of a chair, or bed, easily without assistance. 80.3% of service users are able to feed themselves without help. 24.9% are able to bathe or shower easily without assistance (up 4.2% from 2014-15). 35.6% of service users easily manage to dress and undress themselves (up 4.9% from 2014-15). Overall, questions relating to service users being able to meet their own needs (while receiving some care and support) were up an average of 3.2% on 2014-15 figures.

## Feedback and Comments

Clients were given the opportunity to comment on a number of questions throughout the survey. Of the 360 respondents 140 people made comments. The majority (38%) were comments regarding their daily life and how they feel in general, most of these comments were not relating to any service provided by Adult Care.



16% of comments were relating to the support and service received and 2% related to the effectiveness of equipment provided in managing daily life.

The remaining 45% of the comments were regarding homecare and the service provided by carers and residential care services which specifically referred to placements. 58.8% of which were positive comments, 17.6% were negative.

Overall, 32.3% of the comments were positive, while 22.4% were negative and the rest neutral or information only.

### Comments:

"We appreciate the fact that we are kept well informed by phone when health issues or problems arise. The staff seem to care about and show concern for the people entrusted to their care."

"Care and support and understanding of each individual is lacking in the care. As people get older they may not have illness to show, but need just that little more TLC"

"Since having my support worker in place my life became so much better and living where I am makes me happy now."

"I am very pleased with the care and support service I got from Lincolnshire County Council"

"I am very happy with care and support that I am getting now."

"[Service user] and family are pleased that the Ancaster Day Centre is staying open."

"Change of care providers by LCC has been a nightmare despite being told there would be no problem with change over."

## Appendix 1: Full survey results for 2015/16 including comparison with 2014/15

<b>Demographics / Sample Profile</b>	<b>2014/15</b>		<b>2015/16</b>		<b>Difference</b>
<b>Strata</b>					
LD All Ages	155		169		9.0%
Non LD 18-64	97		114		17.5%
Non LD 65+ in Residential Care	277		240		-13.4%
Non LD 65+ in Community Based Services	288		297		3.1%
<b>Method of Collection</b>					
By post	100.0%		99.8%		-0.2%
Face to face	0.0%		0.1%		0.1%
By telephone	0.0%		0.1%		0.1%
<b>Response/Non-Response</b>					
Response	46.6%		44.0%		-2.6%
Non-response	46.6%		49.4%		2.8%
Blank returned questionnaire	6.7%		6.6%		-0.1%
<b>Gender</b>					
Male	36.0%		37.8%		1.8%
Female	64.0%		62.2%		-1.8%
<b>Ethnic Group</b>					
White	98.7%		99.1%		0.4%
Mixed	0.4%		0.1%		-0.3%
Asian or Asian British	0.2%		0.4%		0.2%
Black or Black British	0.0%		0.1%		0.1%
Other	0.0%		0.1%		0.1%
Not Stated	0.7%		0.1%		-0.6%



	2014/15		2015/16		Difference
<b>Primary Client Group</b>					
Physical Support	71.0%		70.1%		-0.9%
Sensory Support	0.5%		0.6%		0.1%
Support with Memory & Cognition	2.3%		1.1%		-1.2%
Learning Disability	19.0%		20.6%		1.6%
Mental Health	5.5%		5.1%		-0.4%
Social Support	1.7%		2.4%		0.7%
<b>Support Setting</b>					
Community	Not collected in 2014/15		64.0%		
Residential Care			29.3%		
Nursing Care			6.7%		
<b>Mechanism of Delivery</b>					
Direct Payment Only	Not collected in 2014/15		26.9%		
Part Direct Payment			1.9%		
LA Managed Personal Budget			71.2%		
LA Commissioned Support Only			0.0%		

## Questionnaire responses

	2014/15		2015/16		Difference
<b>Overall, how satisfied or dissatisfied are you with the care and support services you receive?</b>					
Extremely or very satisfied	65.3%		65.2%		-0.1%
Quite satisfied	27.8%		24.9%		-2.9%
Neither satisfied or dissatisfied	4.5%		5.2%		0.7%
Quite dissatisfied	1.1%		3.5%		2.4%
Extremely or very dissatisfied	1.3%		1.2%		-0.1%
<b>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?</b>					
So good, it could not be better or very good	27.3%		28.6%		1.3%
Good	33.9%		34.9%		1.0%
Alright	34.7%		30.3%		-4.4%
Bad	3.0%		4.0%		1.0%
Very bad or so bad, it could not be worse	1.1%		2.2%		1.1%
<b>Do care and support services help you to have a better quality of life?</b>					
Yes	94.1%		93.6%		-0.5%
No	5.9%		6.4%		0.5%
<b>Which of the following statements best describes how much control you have over your daily life?</b>					
I have as much control over my daily life as I want	35.8%		35.1%		-0.7%
I have adequate control over my daily life	44.5%		47.0%		2.5%
I have some control over my daily life but not enough	16.9%		14.1%		-2.8%
I have no control over my daily life	2.7%		3.9%		1.2%
<b>Do care and support services help you in having control over your daily life?</b>					
Yes	94.8%		91.0%		-3.8%
No	5.2%		9.0%		3.8%

	2014/15		2015/16		Difference
Thinking about keeping clean and presentable in appearance, which of the following statements best describes your situation?					
I feel clean and am able to present myself the way I like	55.5%		56.9%		1.4%
I feel adequately clean and presentable	41.2%		40.3%		-0.9%
I feel less than adequately clean or presentable	2.7%		2.8%		0.1%
I don't feel at all clean or presentable	0.5%		0.0%		-0.5%
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 like when I want	62.0%		65.0%		3.0%
I get adequate food and drink at OK times	32.2%		30.5%		-1.7%
I don't always get adequate or timely food and drink	5.2%		4.0%		-1.2%
I don't always get adequate or timely food and drink, and I think there is a risk to my health	0.5%		0.5%		0.0%
Which of the following statements best describes how clean and comfortable your home is?					
My home is as clean and comfortable as I want	68.6%		74.5%		5.9%
My home is adequately clean and comfortable	28.8%		21.9%		-6.9%
My home is not quite clean or comfortable enough	2.5%		2.9%		0.4%
My home is not at all clean or comfortable	0.0%		0.7%		0.7%
Which of the following statements best describes how safe you feel?					
I feel as safe as I want	74.9%		71.7%		-3.2%
Generally I feel adequately safe, but not as safe as I would like	23.2%		23.5%		0.3%
I feel less than adequately safe	1.4%		4.5%		3.1%
I don't feel at all safe	0.5%		0.3%		-0.2%
Do care and support services help you in feeling safe?					
Yes	93.6%		93.0%		-0.6%
No	6.4%		7.0%		0.6%

	2014/15		2015/16		Difference
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	44.8%		46.8%		2.0%
I have adequate social contact with people	35.0%		35.9%		0.9%
I have some social contact with people, but not enough	16.1%		11.0%		-5.1%
I have little social contact with people and feel socially isolated	4.1%		6.3%		2.2%
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	34.5%		32.9%		-1.6%
I'm able to do enough of the things I value or enjoy with my time	32.7%		38.9%		6.2%
I do some of the things I value or enjoy with my time but not enough	27.6%		23.3%		-4.3%
I don't do anything I value or enjoy with my time	5.1%		5.0%		-0.1%
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	60.3%		60.9%		0.6%
Having help does not affect the way I think or feel about myself	28.2%		32.2%		4.0%
Having help sometimes undermines the way I think and feel about myself	10.6%		6.2%		-4.4%
Having help completely undermines the way I think and feel about myself	0.9%		0.6%		-0.3%
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	64.3%		63.0%		-1.3%
The way I'm helped and treated does not affect the way I think or feel about myself	27.6%		30.1%		2.5%
The way I'm helped and treated sometimes undermines the way I think and feel about myself	7.2%		6.1%		-1.1%
The way I'm helped and treated completely undermines the way I think and feel about myself	0.8%		0.8%		0.0%

	2014/15		2015/16		Difference
In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?					
Very easy to find	23.0%		15.7%		-7.3%
Fairly easy to find	33.0%		32.9%		-0.1%
Fairly difficult to find	9.8%		13.7%		3.9%
Very difficult to find	6.3%		6.7%		0.4%
I've never tried to find information or advice	27.9%		30.9%		3.0%

Excluding those who never tried to find information or advice. In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?

Very easy to find	31.9%		23.3%		-8.6%
Fairly easy to find	46.1%		48.1%		2.0%
Fairly difficult to find	13.2%		19.1%		5.9%
Very difficult to find	8.7%		9.6%		0.9%

How is your health in general?					
Very good	13.2%		14.5%		1.3%
Good	27.9%		26.5%		-1.4%
Fair	50.1%		46.0%		-4.1%
Bad	7.6%		10.3%		2.7%
Very bad	1.1%		2.7%		1.6%

Which statements best describe your own health state today - Pain or discomfort					
I have no pain or discomfort	33.8%		34.7%		0.9%
I have moderate pain or discomfort	58.8%		55.4%		-3.4%
I have extreme pain or discomfort	7.4%		9.9%		2.5%

Which statements best describe your own health state today - Anxiety or depression					
I am not anxious or depressed	50.8%		45.9%		-4.9%
I am moderately anxious or depressed	42.9%		48.1%		5.2%
I am extremely anxious or depressed	6.3%		6.0%		-0.3%

	2014/15		2015/16		Difference
<b>Do you usually manage to get around indoors (except steps) by yourself?</b>					
I can do this easily by myself	44.1%		47.3%		3.2%
I have difficulty doing this myself	27.6%		25.2%		-2.4%
I can't do this by myself	28.3%		27.5%		-0.8%
<b>Do you usually manage to get in and out of a bed (or chair) by yourself?</b>					
I can do this easily by myself	46.2%		49.4%		3.2%
I have difficulty doing this myself	22.1%		22.2%		0.1%
I can't do this by myself	31.7%		28.5%		-3.2%
<b>Do you usually manage to feed yourself?</b>					
I can do this easily by myself	76.9%		80.3%		3.4%
I have difficulty doing this myself	17.1%		14.7%		-2.4%
I can't do this by myself	6.0%		5.0%		-1.0%
<b>Do you usually deal with finances and paperwork for example, paying bills, writing letters by yourself?</b>					
I can do this easily by myself	11.7%		15.5%		3.8%
I have difficulty doing this myself	15.9%		14.9%		-1.0%
I can't do this by myself	72.4%		69.6%		-2.8%
<b>Do you usually manage to wash all over by yourself, using either a bath or shower?</b>					
I can do this easily by myself	20.7%		24.9%		4.2%
I have difficulty doing this myself	26.8%		21.9%		-4.9%
I can't do this by myself	52.5%		53.2%		0.7%
<b>Do you usually manage to get dressed and undressed by yourself?</b>					
I can do this easily by myself	31.1%		35.6%		4.5%
I have difficulty doing this myself	26.6%		23.5%		-3.1%
I can't do this by myself	42.2%		40.8%		-1.4%

	2014/15		2015/16		Difference
<b>Do you usually manage to use the WC/toilet by yourself?</b>					
I can do this easily by myself	54.2%		56.4%		2.2%
I have difficulty doing this myself	16.2%		15.6%		-0.6%
I can't do this by myself	29.6%		28.0%		-1.6%
<b>Do you usually manage to wash your face and hands by yourself?</b>					
I can do this easily by myself	68.4%		69.0%		0.6%
I have difficulty doing this myself	15.9%		16.1%		0.2%
I can't do this by myself	15.7%		14.9%		-0.8%
<b>How well do you think your home is designed to meet your needs?</b>					
My home meets my needs very well	56.4%		60.5%		4.1%
My home meets most of my needs	32.2%		29.2%		-3.0%
My home meets some of my needs	10.0%		8.6%		-1.4%
My home is totally inappropriate for my needs	1.4%		1.8%		0.4%
<b>Thinking about getting around outside of your home, which of the following statements best describes your present situation?</b>					
I can get to all the places in my local area that I want	28.6%		27.6%		-1.0%
At times I find it difficult to get to all the places in my local area that I want	22.6%		23.7%		1.1%
I am unable to get to all the places in my local area that I want	18.2%		22.5%		4.3%
I do not leave my home	30.6%		26.2%		-4.4%
<b>Do you receive any practical help on a regular basis from your husband/wife, partner, friends, neighbours or family members?</b>					
Yes, from someone living in my household	34.2%		39.5%		5.3%
Yes, from someone living in another household	56.7%		53.6%		-3.1%
No	16.4%		19.8%		3.4%

	2014/15		2015/16		Difference
<b>Do you buy any additional care or support privately or pay more to 'top up' your care and support?</b>					
Yes, I buy some more care and support with my own money	30.1%		31.6%		1.5%
Yes, my family pays for some more care and support for me	10.2%		10.1%		-0.1%
No	61.4%		61.6%		0.2%

<b>Did you have any help from someone else to complete this questionnaire?</b>					
No, I did not have help	15.5%		19.6%		4.1%
I had help from a care worker	27.1%		27.4%		0.3%
I had help from someone living in my household	16.3%		17.8%		1.5%
I had help from someone living outside my household	41.1%		35.1%		-6.0%

<b>What type of help did you have?</b>					
I didn't have any help	14.0%		19.1%		5.1%
Someone else read the questions to me	55.1%		59.1%		4.0%
Someone else translated the questions for me	17.9%		16.6%		-1.3%
Someone else wrote down the answers for me	50.1%		48.4%		-1.7%
I talked through the questions with someone else	27.7%		25.9%		-1.8%
Someone answered for me, without asking me the questions	7.9%		8.3%		0.4%

<b>Excluding those who answered "I didn't have any help" What type of help did you have?</b>					
Someone else read the questions to me	63.3%		72.4%		9.1%
Someone else translated the questions for me	19.4%		18.7%		-0.7%
Someone else wrote down the answers for me	58.5%		60.4%		1.9%
I talked through the questions with someone else	32.3%		32.4%		0.1%
Someone answered for me, without asking me the questions	9.3%		10.3%		1.0%