Putting Essex People First: Customer Feedback 2010 (Report 4)

A short report on the Satisfaction and Outcomes for people with a learning disability in Supported Living

Vicki James, February 2011

Adults, Health & Community Wellbeing
1. Introduction

This brief report is the fourth in a series of reports presenting findings from the adult social care customer feedback programme for 2010.

It looks at the experience of service users with a learning disability in supported living and in particular, presents findings on the satisfaction and outcomes for this group of customers.

Tailored questionnaires were sent to random samples of new and existing service users as part of a pilot survey between May and June 2010 and then again as part of the annual customer experience survey between November and December 2010.

Given the small percentage of customers who are in supported living, data from both surveys has been combined and findings reported.

2. The respondents

Responses were received from 21 people in supported living and all were existing customers that were receiving on-going services at the time of the survey.

Responses were received from 11 female and 10 male service users.

The largest age group was 50-64 years (n=8) and all but 2 respondents were aged under 65 years.

19 respondents were of white British ethnicity, 1 of ‘other’ ethnicity and 1 chose not to say.

14 respondents said they were Christian and 7 said they had no religion.

15 respondents described themselves as heterosexual, 4 described their sexual identity as ‘other’, 1 as bisexual and 1 preferred not to say.

11 respondents were helped to complete the survey, 5 were completed on the service users’ behalf (by a support worker or relative) and 2 were completed by the service user.
3. Customer satisfaction

Of those service users who responded to these questions:

As can be seen in Graph 1 below, all but 1 respondent said they were satisfied with the help they had received from social services.

Graph 1: Overall Satisfaction with the help received from social services

All respondents were satisfied with the way in which their support is now arranged and with the quality of the support they are now receiving (Graph 2 and 3 respectively).

Graph 2: Satisfaction with support arrangements

Graph 3: Satisfaction with the quality of support
4. Putting People First Outcomes

Service user experiences were measured against statements within the 6 Putting People First outcomes and Table 1 shows how service users generally were able to achieve good outcomes (including frequencies).

Table 1: PPF Outcomes achieved by service users in supported living

<table>
<thead>
<tr>
<th>Live independently</th>
<th>Stay Healthy</th>
<th>Choice and Control</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service users said:</td>
<td>I have enough support to undertake everyday tasks (n=21).</td>
<td>Since receiving support, my health has got better (n=7) or stayed the same (n=12).</td>
</tr>
<tr>
<td></td>
<td>The support I receive means I have an acceptable level of independence (n=20).</td>
<td>I am able to access medical facilities (n=17).</td>
</tr>
<tr>
<td></td>
<td>The support I receive enables me to continue living in my own home (n=14)</td>
<td>I feel in control or with help I feel in control of my daily life (n=17).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Participate as active and equal citizens</th>
<th>Quality of Life</th>
<th>Dignity and Respect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service users said:</td>
<td>Service users said:</td>
<td>Service users said:</td>
</tr>
<tr>
<td>I find transport and mobility services are flexible and convenient (n=12).</td>
<td>Since receiving support, my quality of life has got better (n=15).</td>
<td>At present, I am able to live my life free from abuse &amp; harassment (n=21).</td>
</tr>
<tr>
<td>I have enough access to my community (n=18).</td>
<td></td>
<td>In the past, I have been able to live my life free from abuse &amp; harassment (n=15).</td>
</tr>
<tr>
<td>I am able to keep in touch and spend time with people I want to be with (n=21).</td>
<td></td>
<td>My dignity &amp; respect has been maintained at all times (n=16).</td>
</tr>
<tr>
<td>The support I receive considers my personal preferences relating to culture, ethnicity, religious beliefs &amp; sexual identity at all times (n=15).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I feel safe in my home (n=20)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I am able to get out &amp; about safely (n=20).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I spend enough time doing activities that I like (n=20).</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

n = number of respondents who stated outcome
5. Discussion of findings

Overall respondents reported good achievements for the Putting People First outcomes suggesting that Supported Living has a positive impact on their lives.

In particular, service users reported high outcomes for living independently and being able to participate as active and equal citizens.

Service users reported less favourably on outcomes around choice and control, particularly in relation to the support they receive.

- I am able to get all the information & advice about social care arrangements that I need1.
- I feel in control or with help I feel in control of the services & support I receive.
- I am able to request changes to my daily support.

Given the small number of people in supported living who took part in the survey it is not possible to make statistical comparisons with the overall findings from the survey. However, it would appear that this particular client group do achieve more favourable outcomes than our customers as a whole.

The general service user population reported average or below achievements for being able to participate as active and equal citizens2 whereas ‘supported living respondents’ reported good or in some cases high achievements. Notable improved achievements were seen for the following standards:

- I have enough access to my community
- I am able to keep in touch and spend time with people I want to be with
- I am able to get out and about safely
- I spend enough time doing activities that I like

As seen in the general service user population top level priorities (such as living free from abuse and harassment and feeling safe in my home) were high.

As a golden standard customers should expect to be treated with dignity and respect at all times. The general service user population has reported a good achievement for maintaining dignity and respect for the second year running compared to previous years when the standard has returned a high achievement level. This would appear to be the same for those service users in supported living.

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1 This reflects a general low achieving outcome across for all customer groups.
2 See Report 3 Meeting Outcomes and Assessment and Review Standards, January 2011