

# Cumbria County Council

## Adult Social Care Survey (ASCS) and Carers Survey in Cumbria

Louise Johnstone  
Research and Information Officer

# Background

- Knowledge Management Team – 3.5 FTE staff part of Performance Unit
- Admin of surveys since 2005 (pre ASCS)
- All stages of the process – hands on
- Had concerns and comments
- Joined SSUSG 2008 - LA Lead since 2011
- Understanding the rationale for questions
- Getting the most from the data

# Action Plan

- List of what needs to be done, who is lead, who supports, when done by
- How long we think it will take v how long we actually spend on it
- Notes – key things to watch out for / check
- Internal Procedure / example action plan available at

<http://www.cumbria.gov.uk/eLibrary/Content/Internet//327/946/41708101056.xls>

# Preparation

- Most time consuming = cleansing the data
- Approx 7 FTE days
- Capacity, death, safeguarding, complaints
- Sample selection, careful estimation of response rates
- Essential to support confidence in analysis
- Optional and additional questions – local and national policy

# Analysis

- Reporting tables from HSCIC data return
- ASCOT SCT4 data entry tool – domains and average scores
- Year on year comparisons
- Graphs plus narration
- Copy of ASCS Report available  
<http://www.cumbria.gov.uk/eLibrary/Content/Internet//327/946/4151494834.pdf>

# Sections in Report

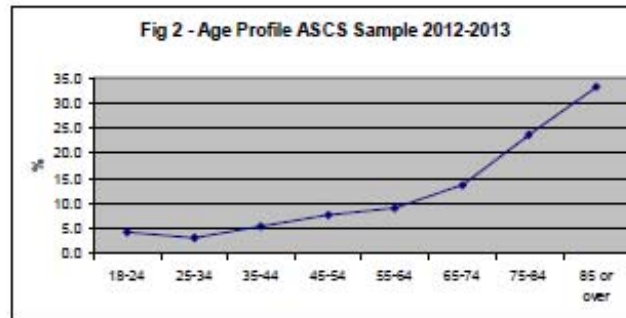
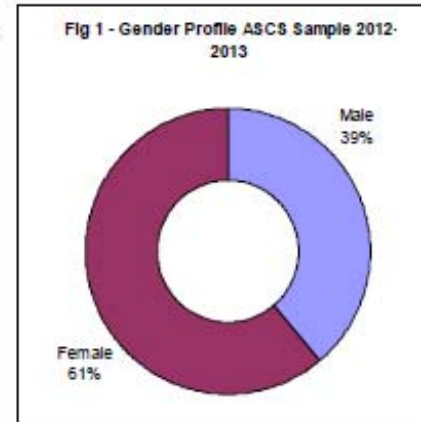
- Summary and Key Message
- Purpose
- Profile of population - demographics
- Social Care Related Quality of Life
- Satisfaction
- Finding Information
- Adult Social Care Outcomes Framework
- Appendix – background, response rate

# Example (1)

## PROFILE OF PEOPLE IN RECEIPT OF SERVICES

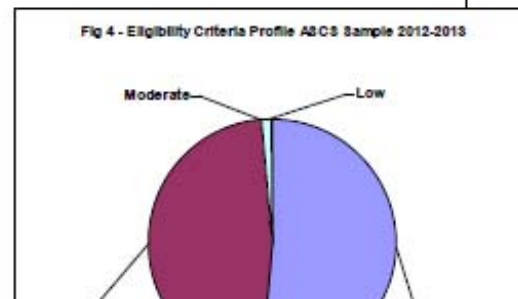
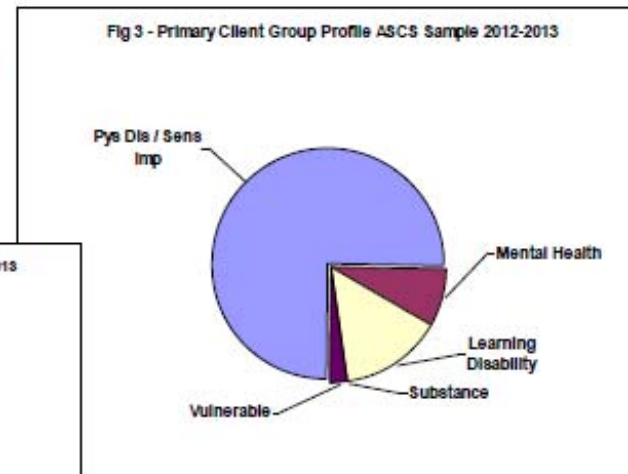
This section gives an overview of some of the demographics of people in receipt of services. The data used in figures 1 to 4 was extracted from the electronic care record of the 1036 people chosen at random to be sent a survey.

61% of the sample was female and 39% were male. (Fig 1.)

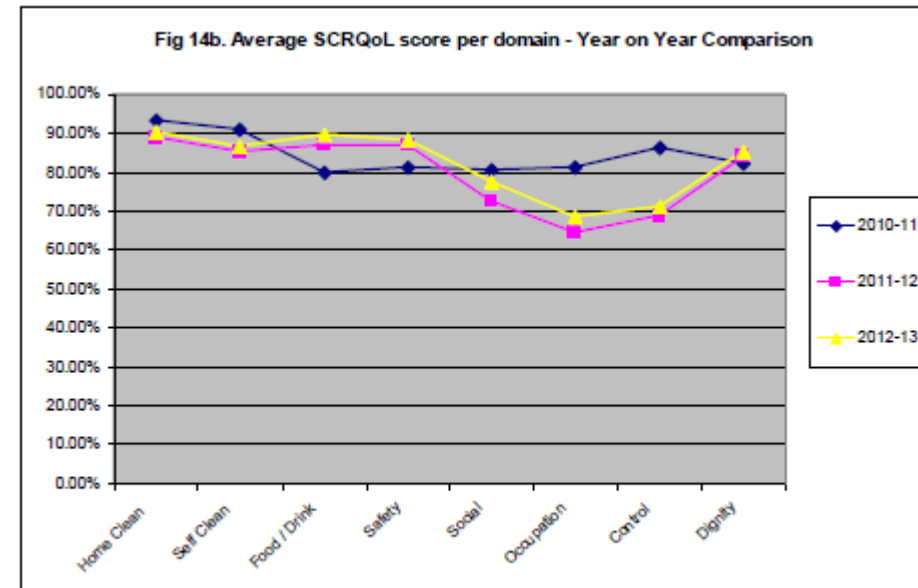
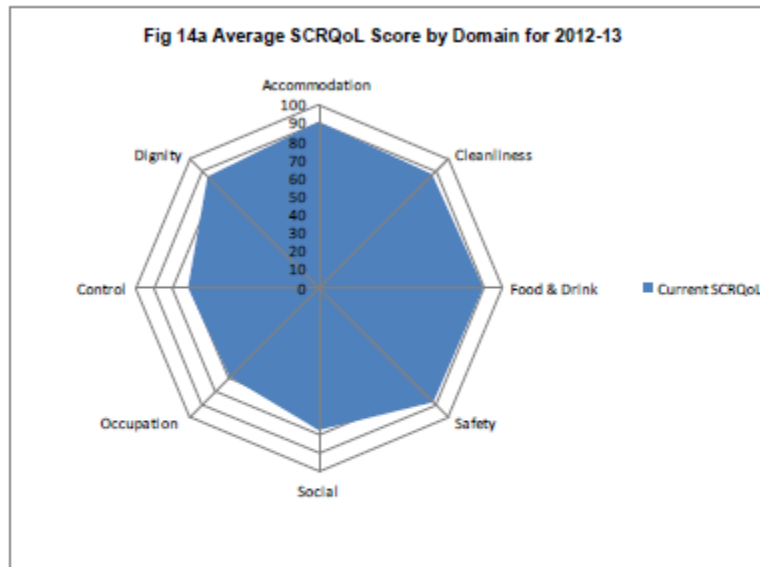


Around 70% of the sample were over 65 years of age and 57% were aged 75 or over (Fig 2).

The majority of those in the sample (75%) come under the physical disability, frailty and sensory impairment client group. People with a learning disability represented 14% of the sample and those with mental health problems 8%. (Fig 3)



# Example (2)

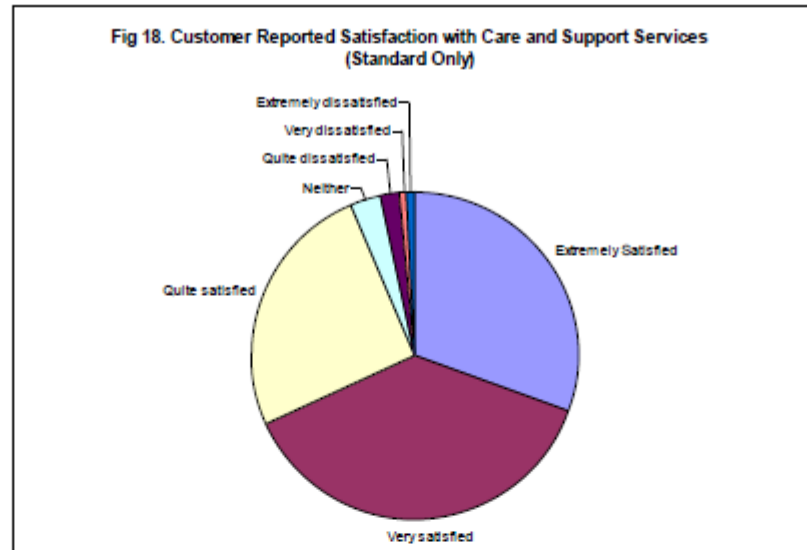


The greatest level of reported need shows in the areas of occupation (being able to do something you value or enjoy), control over daily life and social participation. These are the same areas where unmet need was reported in response to the 2011-12 survey as Figure 14b below demonstrates – in fact the figures suggest that changes occurring during 2011-12 may have impacted on SCRQoL in these areas and would seem to warrant further investigation.



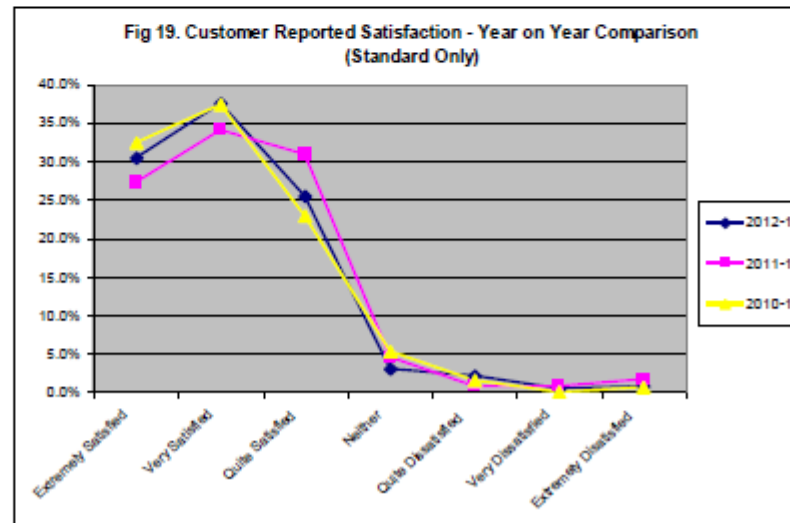
# Example (3)

reason. The easy read version of the questionnaire has a different set of answer options to those in the standard version.



In response to the standard questionnaire (as opposed to the easy read version) around 68% of people have reported being either 'extremely' or 'very' satisfied with care and support services – this is an increase of around 8%. However, as Figure 19 shows, the figure reported in 2011-2012 fell by around the same amount and so this indicates a return to 2010-11 levels.

In time it will be possible to see whether this fluctuation is a recurring trend or a one off occurrence.



# How we try and use the data?

- Scrutiny
- Integrated Management Team
- Department Business Review
- Quality Improvement Board
- District Leads / Team Managers
- Provider Forums
- Service Development Team
- Learning Disabilities Partnership Board etc....

.....Who might be interested, in what and why

# Considerations

- Capacity to benefit / individual outcomes
- Demographics
- Specialism of Provider
- Multiple Services / Interventions
- Other factors – change home environment, deterioration of health condition, additional support from family or friends.....

# Discussion / Questions?

Louise Johnstone, Research and Information Officer

[louise.johnstone@cumbria.gov.uk](mailto:louise.johnstone@cumbria.gov.uk)

07917 553628



Serving the people of Cumbria