

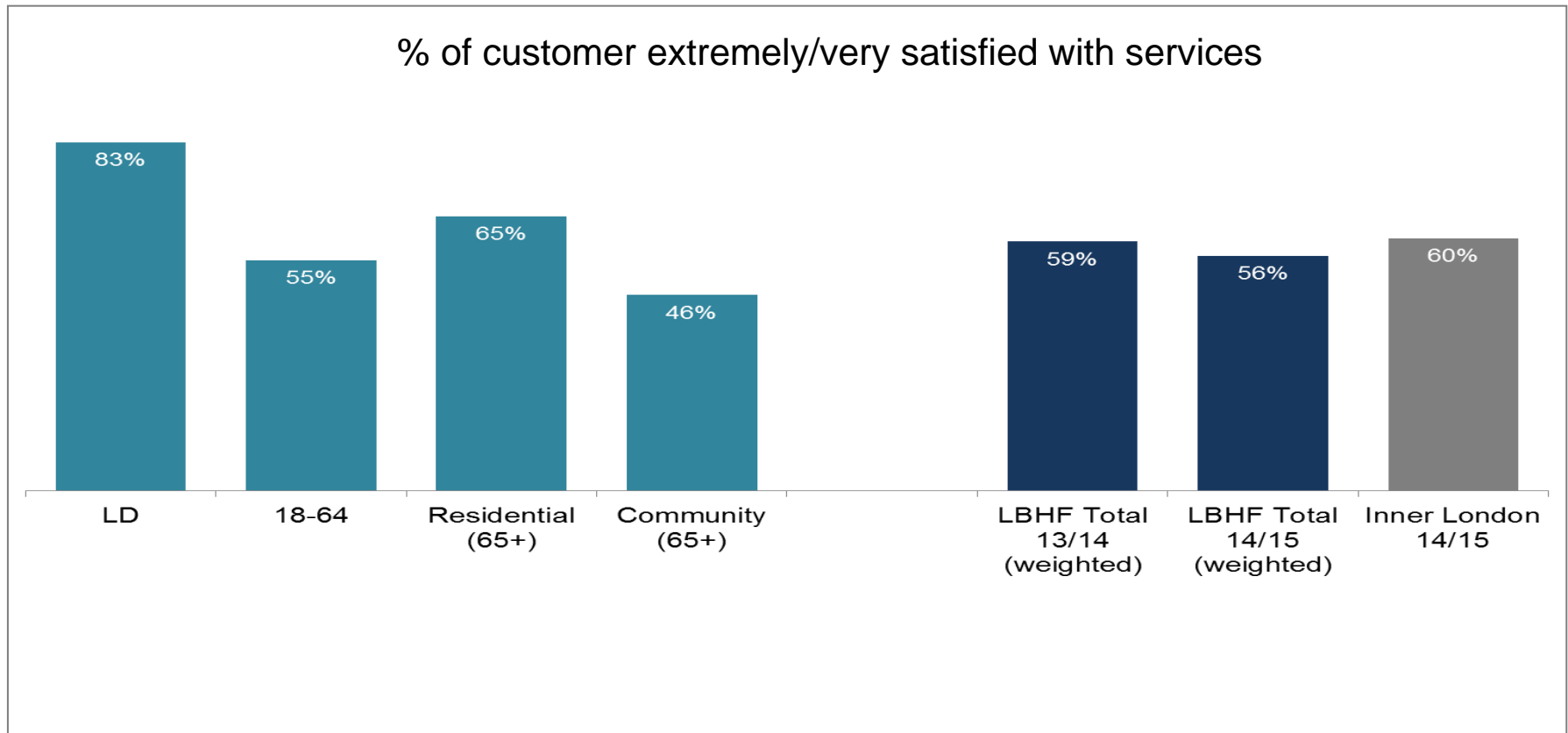
# **Adult Social Care Customer Satisfaction**

## Key context

- Co-production in the future is a priority in the new commissioning strategy.
- All feedback is valuable and our aim to create a different culture around feedback and customer voice.

# Overall Satisfaction with LBHF Services

% of customer extremely/very satisfied with services



In common with elsewhere, **learning disability customers** have the highest level of satisfaction with services, with 83% very happy with services.

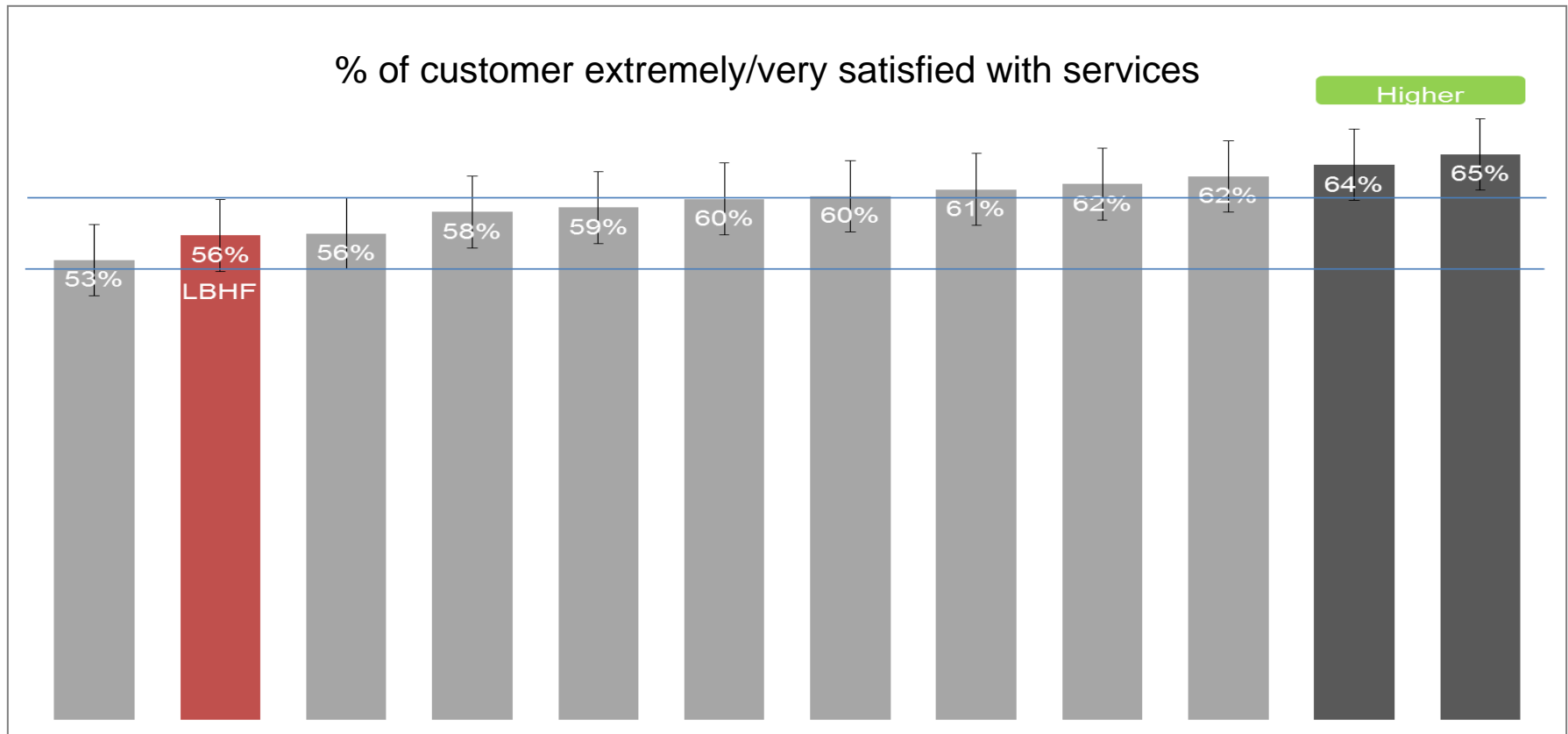
**Older people in residential care** also have a high level of satisfaction (65% very/ extremely).

Just under half (46%) of **older people receiving community services** were extremely/ very satisfied with services.

**Adults 18-64** had a broader range of satisfaction – 55% very/ extremely satisfied but 10% very/ extremely dissatisfied

There has been a **slight reduction in satisfaction** between 13/14 and 14/15. Current levels are also below the Inner London average.

# Overall Satisfaction with LBHF Services – Inner London



When reviewing satisfaction at an Inner London borough level LBHF appears to have the **second lowest** rate of satisfaction.

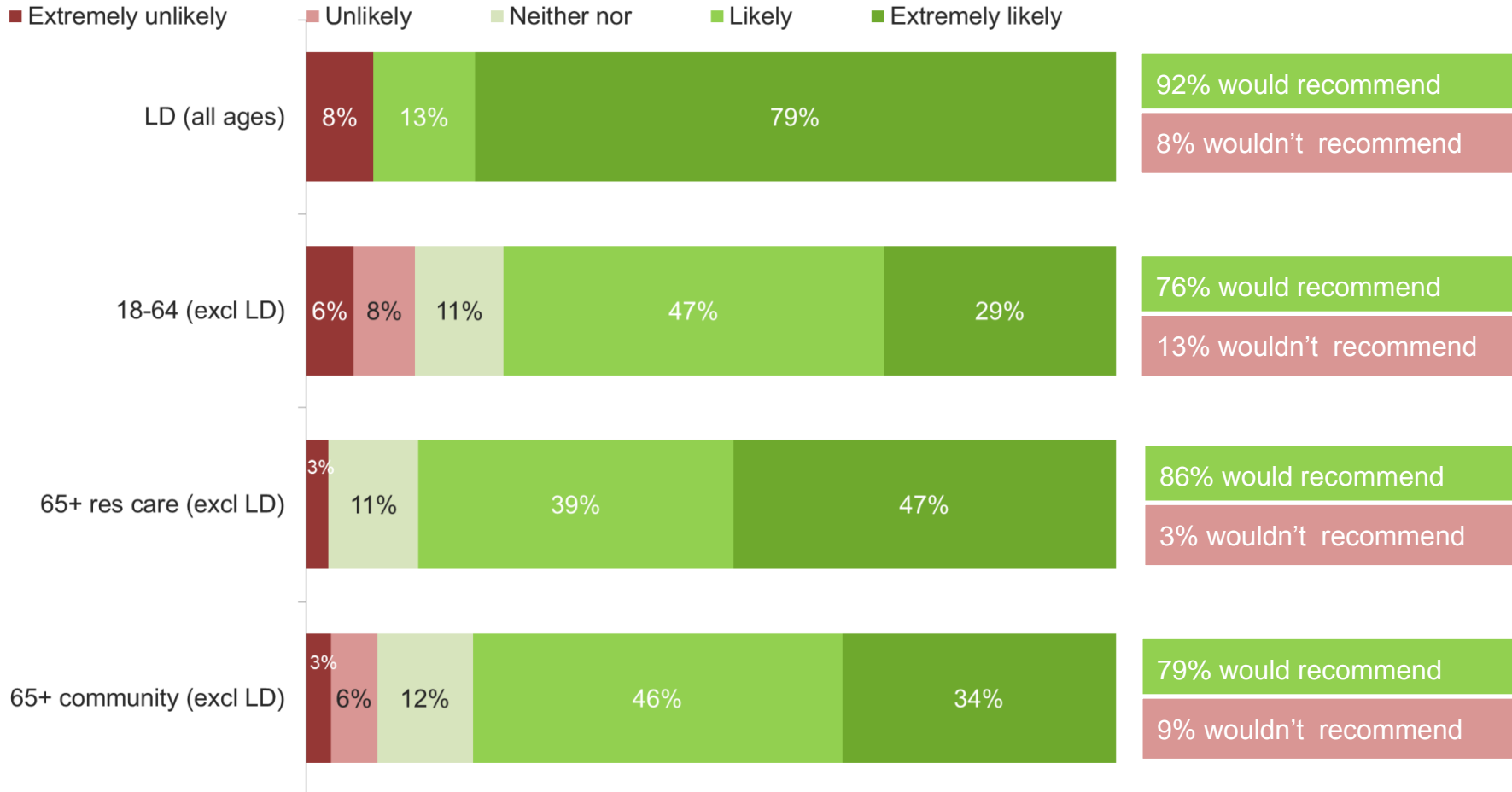
When the statistical significance of the range of scores is examined, 10 of the 12 boroughs fall within the same range. **This suggests that any variation across these scores is not significant** and they are likely to be performing at the same level.

The scores for two Inner London boroughs are outside of this range, suggesting that they do **have a higher level of customer satisfaction** when compared to the other 10.

The London average for satisfaction is also 60% while the national England average is higher at 65% of respondents stating they are very or extremely satisfied with the care and support they receive.

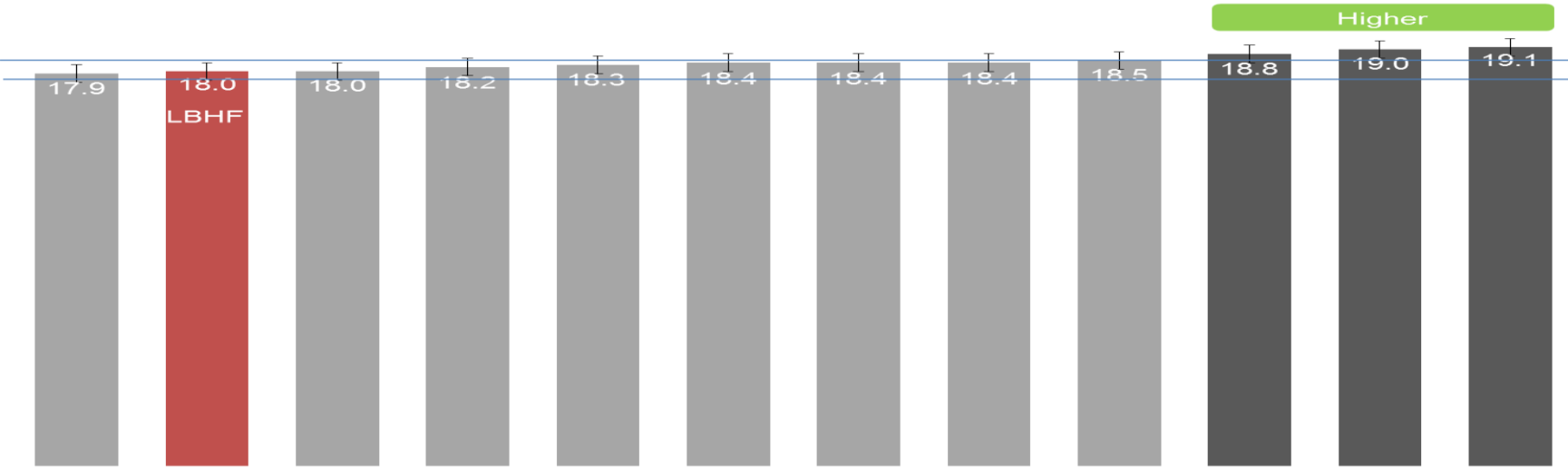
# Would Recommend Care and Support Services

**8 out of 10** customers in LBHF would recommend care and support services to friends and family (‘don’t know’ responses have been excluded)



# Composite Quality of Life Score - ASCS

Weighted Quality of Life Score



The annual Adult Social Care Survey collates the scores of 8 individual questions and uses a weighted method to generate a Quality Of Life (QoL) score. All 8 questions are weighted equally. A higher score suggests that customers experience a higher quality of life, with 24 the maximum that can be achieved.

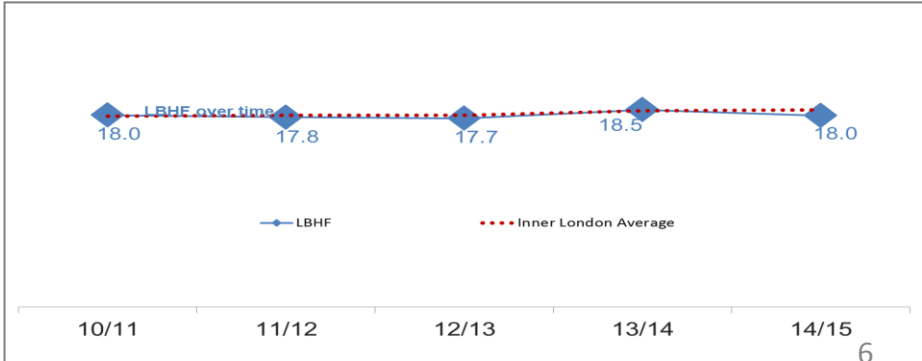
The Inner London average for QoL is 18.4. The London average is 18.5 while the national England average is higher at 19.1.

The QoL score has fluctuated over the years with 17.7 the lowest that has been achieved in 12/13 and 18.5 the highest in 13/14.

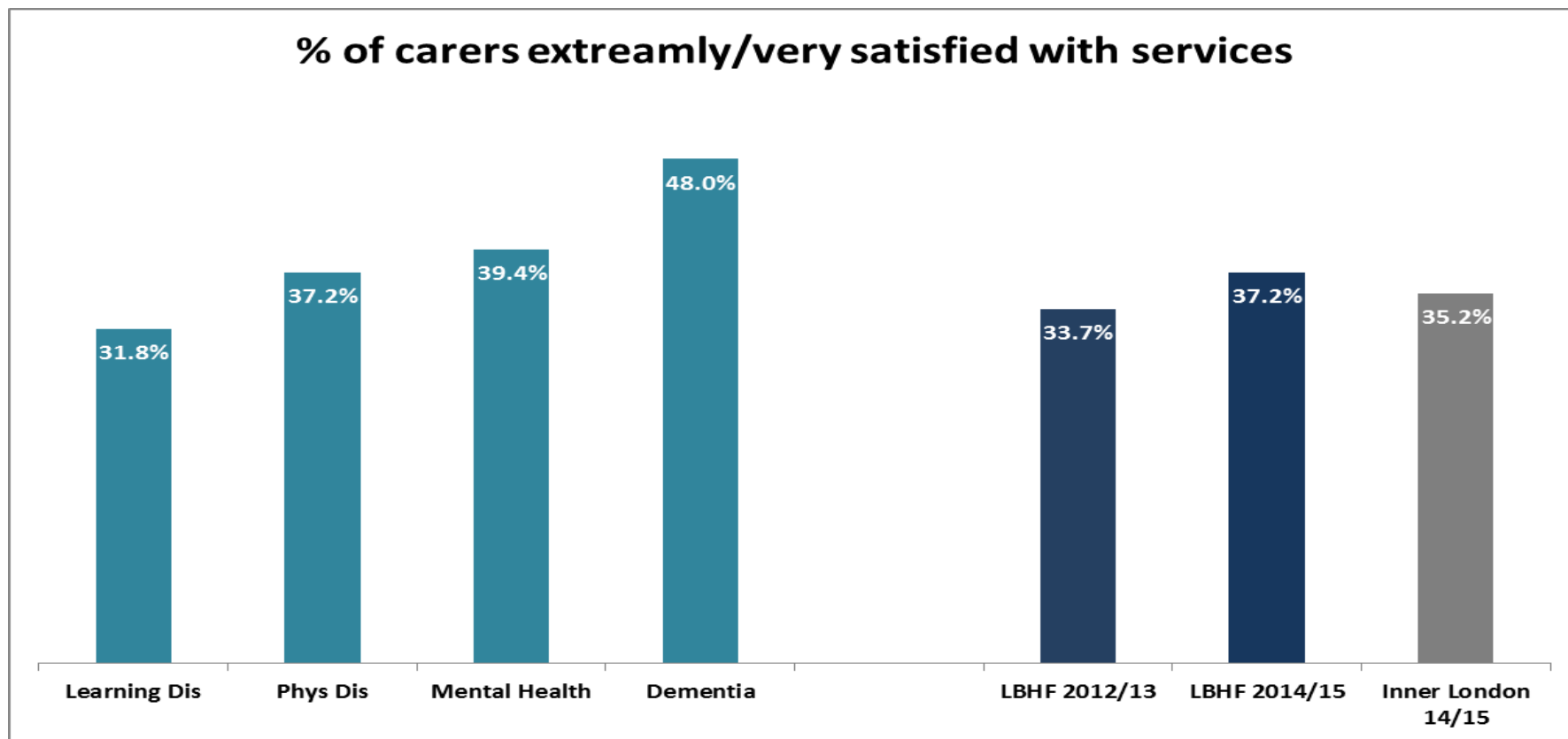
When reviewing scores at an Inner London borough level LBHF appears to have the **joint second lowest** rate of QoL.

When the statistical significance of the range of scores is examined, 9 of the 12 boroughs fall within the same range. **This suggests that any variation across these scores is not significant** and they are likely to be performing at the same level.

The scores for 3 Inner London boroughs are outside of this range, suggesting that they do **have a higher level of QoL** when compared to the other 9.



# Carers Satisfaction with LBHF Services



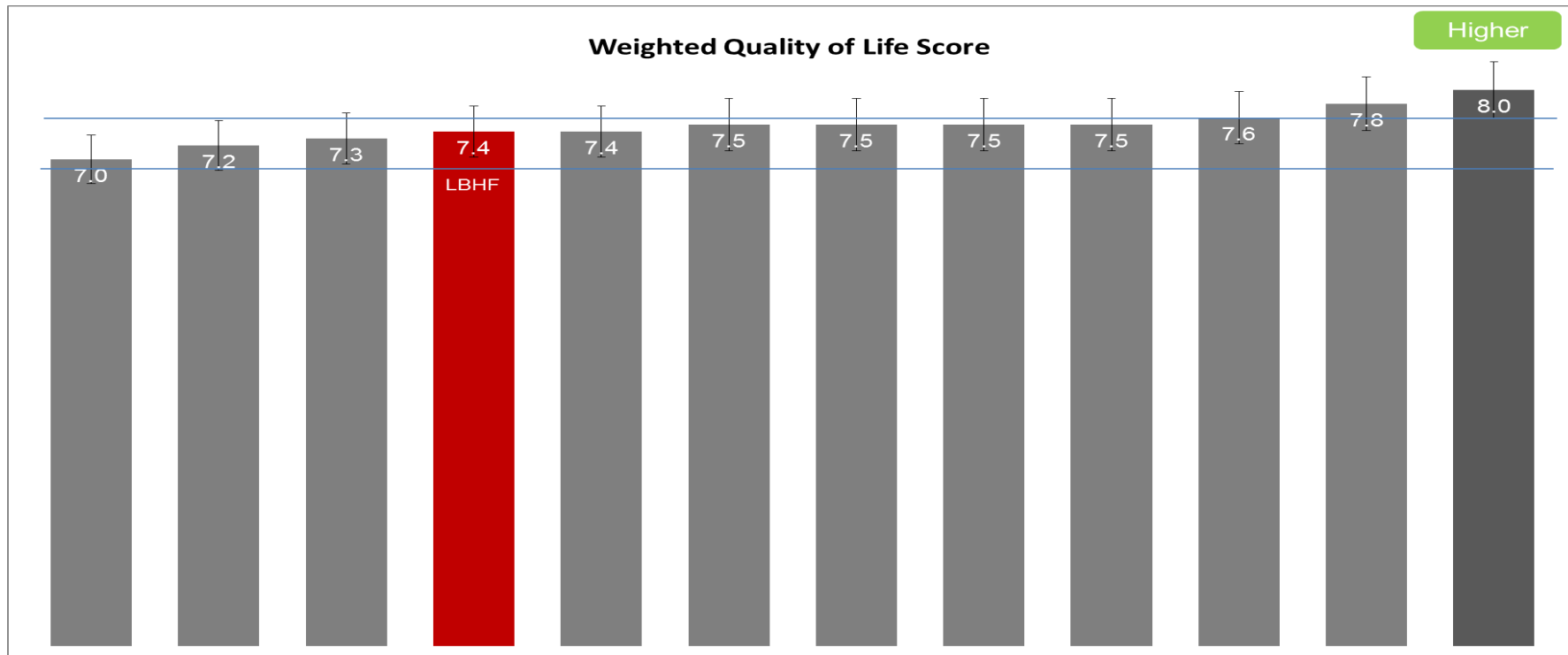
Carer satisfaction with LBHF services has **improved since the last survey** and is **higher than the inner London average**.

Those caring for someone with a **learning disability** express the lowest level of satisfaction.

Satisfaction amongst those caring for someone with **dementia** was significantly higher than other groups.

Carers report that the **things that help them the most** are services and support for the person they care for, carers personal budgets and short breaks/respite care.

# Carers Quality of Life



The biennial Survey of Adult Carers collates the scores of 6 individual questions and uses a weighted method to generate a Quality Of Life (QoL) score. All 6 questions are weighted equally. A higher score suggests that carers experience a higher quality of life, with 12 the maximum that can be achieved. When reviewing scores at an Inner London borough level LBHF appears to have the **fourth lowest** rate of QoL.

When the statistical significance of the range of scores is examined, 11 of the 12 boroughs fall within the same range. **This suggests that any variation across these scores is not significant** and they are likely to be performing at the same level.

The scores for 1 Inner London boroughs is outside of this range, suggesting that they do **have a higher level of QoL** when compared to the other 11.

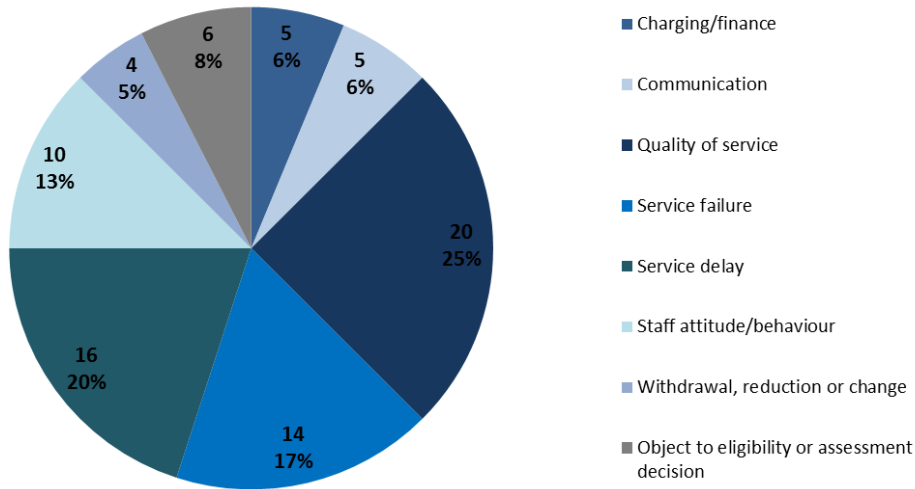
The London and Inner London average for QoL is 7.5 while the national England average is higher at 7.9.

The score has improved from the 12/13 score of 7.2 which was the first year of the survey.



# Statutory Complaints

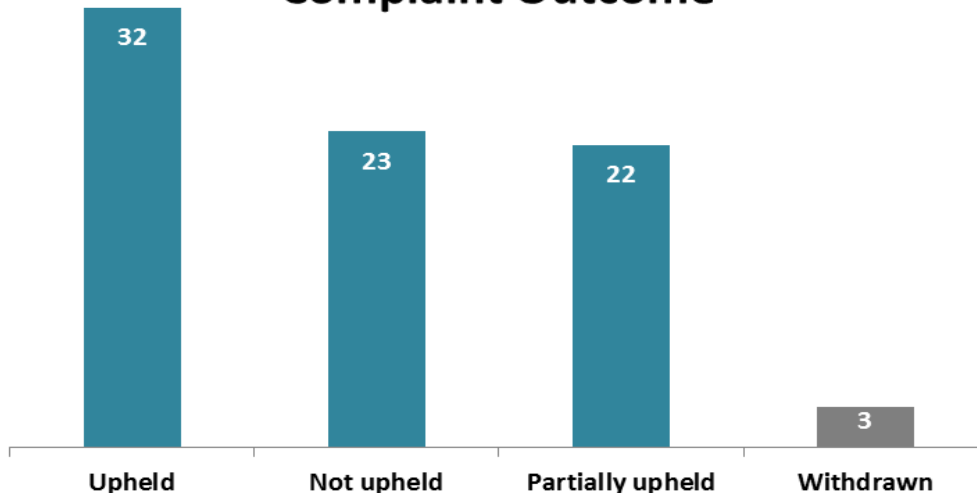
## Statutory Complaints



There were **80 formal complaints** made to ASC in 14/15. Of these, the majority related to quality of service, service failure and service delay. A significant number of complaints related to unhappiness at the change of service providers for the transport service and carers support services.

32 complaints were upheld (40%) and 22 were partially upheld (28%). 23 were not upheld (29%) and 5 were withdrawn.

## Complaint Outcome



4019 customers received support from ASC during the year, and of these 2% of customers/family members raised formal concerns about their services. However the department continues to promote and encourage complaints, comments and feedback to help improve services and the overall customer experience.

# What customers tell us they would like

## What customers told us they would change about local services:



### KEY IMPROVEMENTS – commonly stated

*“I would like to have the same care daily and at around same time daily.”*

*“I would like to know in advance if a different carer is coming even if it is short notice. Nothing worse than opening door to a stranger”*

*“I would like to **go out on activities more often**, especially because I would like to lose weight. I would like to go swimming twice a week. “*

*“Having **one person to act as a guide** to the care system - all the various services available and the function of different organisations etc “*

*“**Better cleaning** in my room, especially the toilet”*

*“I would like **help with my shopping** for food and clothes”*

*“**More frequent contact** by phone and in person from social services to offer encouragement and support”*

*“That the staff would take time out to **sit and talk with me** and take time to help me to engage and interact with the other residents instead of leaving me to spend so much time in my room as I am bedbound “*

*“**Communication in between services and informal carers** needs to be improved if we are to effectively support service users”*

*“I would like to do **cooking and go out** on more day trips”*

*“to be **regularly washed at a reasonable time** in the morning”*

*“**Better advertising your service.** I suffered for a few years before getting your excellent services. “*

*“Services and support need to be available **outside working hours** so that informal carers who are in full time employment are still given support and advice”*

# Improving LBHF Services

## Care at Home

- **Enabling** approach to care and support
- **Consistency** of care worker
- Providers working in **partnership** with customers to agree outcomes the customer would like to achieve
- Focus on **communication**
- Regular reviews of service and **satisfaction**
- Partnership working with VCS to **connect customers with the community**

## Operational Review

- Improving the **quality and consistency** of assessment, support planning and reviews
- Helping customers plan and manage their **own care**
- Meeting customers' needs in a **tailored and personalised** way
- Providing **accurate info and advice** including signposting to VCS
- new **management** structure
- **Simpler and leaner** processes reducing hand-off

## Commissioning Review

- **Proactive** provider engagement
- Market development to **shape the care market**
- **Improved service outcomes** for customers and carers through contracts and commissioning
- **Innovation** in service delivery and contracting
- **Strengthen partnership working** with council and external partners
- Focus on **customer engagement** and user led service design