



# Personal Social Services Home Care Users in England aged 65 and over, 2008-09 Survey

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## Summary

The User Experience Survey is run on an annual basis and is used to target areas of particular interest within Social Services. Opinions are sought over a range of service areas to gain an understanding of users' views rather than measuring quantities of care delivered.

This survey is targeted at service users aged 65 and over receiving Home Care funded wholly or in part by Social Services. A survey of these service users was also conducted in 2002-03 and 2005-06. This survey aims to see how the opinions of these service users have changed since 2005-06 and to gain a better understanding of how different factors effect the overall satisfaction.

- 58 per cent of service users reported they were extremely or very satisfied with the service that they received. This is compared to 59 per cent in 2005-06 when the survey was last conducted and 57 per cent in 2002-03.
- 23 per cent of respondents of the White ethnic group were extremely satisfied with their home care compared to 17 per cent of the Asian ethnic group and 16 per cent of the Black ethnic group. This is a similar pattern to findings from the 2005-06 home care user survey.
- 67 per cent of service users were always happy with the way their care worker treated them 28 per cent said they were usually happy, 4 per cent were sometimes happy and less than 1 per cent said that they were never happy.
- 94 per cent of respondents who were extremely satisfied were also always happy with how they were treated by their care worker. This compares to those who were dissatisfied where only 23 per cent were always happy with how they were treated.
- 84 per cent of service users said that their care worker always or usually came at times that suited them compared to 86 per cent of service users in 2005-06 and 89 per cent in 2002-03.
- Nearly half (48%) of respondents who said their care worker always came at times that suited them said that they were extremely satisfied with their home care service, whereas only 4 per cent whose care worker never came at times that suited them were satisfied with their home care service.
- 30 per cent of service users said they were always kept informed by their home care service provider about changes in the care they receive whilst 12 per cent of service users said they were never kept informed of changes to their care. This compares to 34 per cent and 10 per cent in 2005-06 respectively.
- 61 per cent of service users reported that the care worker always did the things that they wanted done compared to 65 per cent in 2005-06, while 1 per cent said they never do the things they want done which is unchanged from 2005-06.

# Introduction

## Background

The requirement for nationally comparable satisfaction surveys was first announced in the white paper *Modernising Social Services* published in 1998.

This publication was formerly announced as "Personal Social Services: Home Care Users Aged 65 or over, England - 2008-09" and has been amended to clarify that it is based on a survey.

The user experience survey on home care contains 12 questions in 2008-09, based on the care service users receive, together with an additional 4 questions used to ensure a balanced sample was achieved.

Differences discussed in the commentary either over time or between different categories of respondents are significant.

## Data Quality

Surveys, such as this one, are based on a sample of the whole population of service users and produce statistics that are estimates of the real figure for the whole population. These estimates are always surrounded by a margin of error; therefore care needs to be taken in making comparisons between the service user groups and councils and previous surveys. (See technical notes).

Nationally, 79,000 out of 147,000 service users that the questionnaire was sent to responded. This represents a response rate of 53 per cent compared to 59 per cent in 2005-06.

Although there are slight differences in response rates between the different groups of users when split by demographic information, these differences were not enough to bias the results. See chapter 4 for more information (Coverage).

# 1. Satisfaction

## Introduction

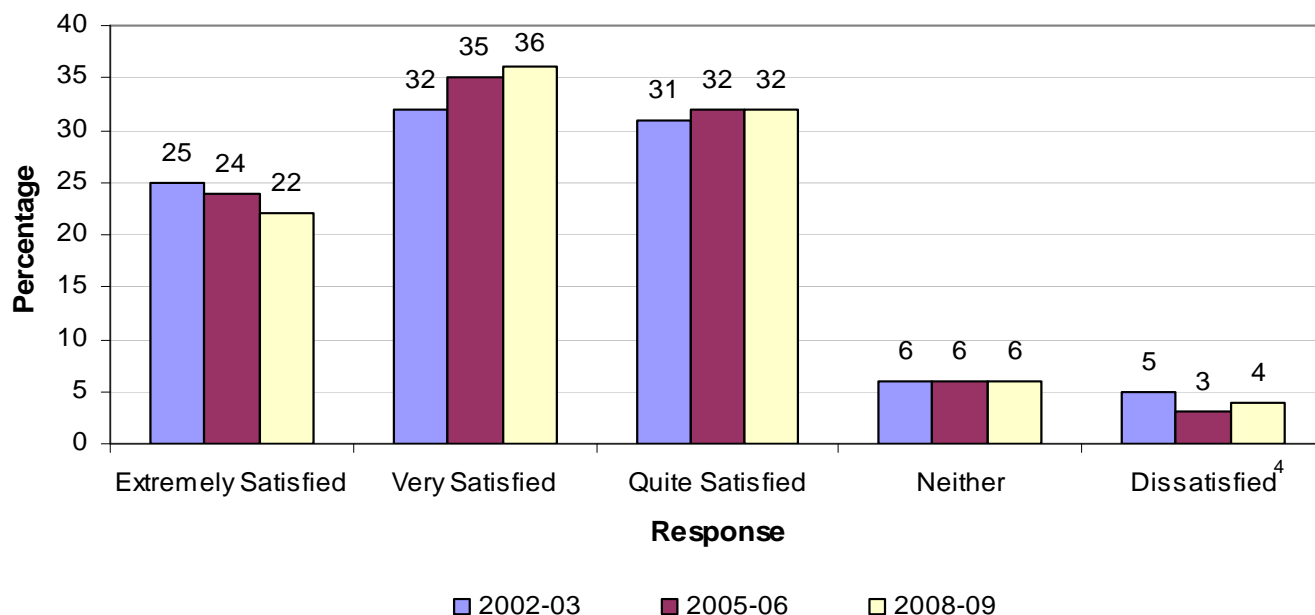
The questions in this section look at how different aspects of home care might be related to service users' satisfaction with their care. Previously the satisfaction question had been used to form the basis for a performance indicator in the Performance Assessment Framework (PAF). The National Indicator Set (NIS) been introduced from 2008-09, but indicators using User Experience data will not be introduced until 2009-10.

## Satisfaction with the help that the service user receives

**Figure 1.1** shows there has been a slight decline in respondents that have said they were extremely satisfied since 2002-03. However the proportion answering very or quite satisfied has increased.

58 per cent of service users reported they were extremely or very satisfied with the home care service they received. This represents a decrease of 1 percentage point from 59 per cent in 2005-06.

**Figure 1.1: Comparison of the responses to Q1 'Overall how satisfied are you with the help from Social Services that you receive in your own home?' in 2002-03<sup>1</sup>, 2005-06<sup>2</sup> and 2008-09<sup>3</sup>.**



1. Based on 87,400 respondents.

2. Based on 81,900 respondents.

3. Based on 77,100 respondents.

4. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied

5. Figures may not add up to 100 per cent due to rounding

## Relationship with other questions

**Table 1.1** shows that there appears to be a strong link between how satisfied the respondents' were with their home care and whether their care worker came at times that suit.

48 per cent of respondents who said their care workers always came at times that suit were extremely satisfied with their home care. This compares to only 4 per cent whose care workers never came at times that suit and 37 per cent of these respondents were dissatisfied with their home care service.

**Table 1.1: Do your care workers come at times that suit (Q2) by degree of satisfaction (Q1)**

England, 2008-09 *Percentages<sup>1</sup> and Rounded Figures*

Do your care worker come at times that suit	Degree of Satisfaction					Total Respondents
	Extremely Satisfied	Very Satisfied	Quite Satisfied	Neither	Dissatisfied <sup>2</sup>	
They always come at times that suit	48	37	13	1	1	25,500
They usually come at times that suit	12	42	41	4	2	38,700
They sometimes come at times that suit	3	14	49	21	13	10,500
They never come at times that suit	4	8	27	25	37	1,500

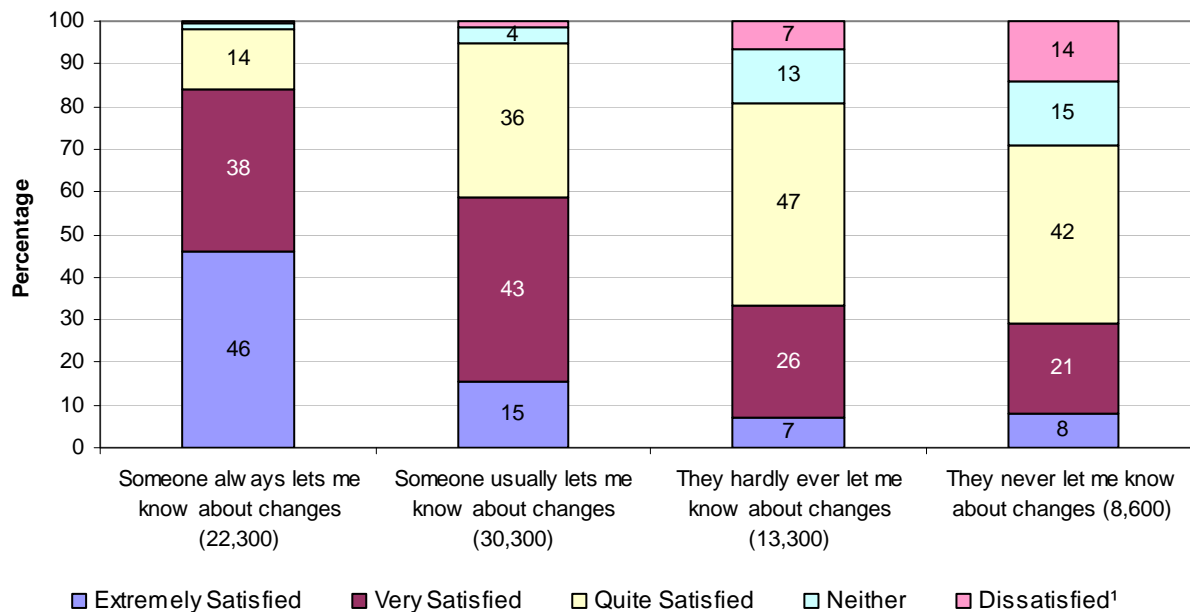
1. Figures may not add up to 100 per cent due to rounding.

2. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied

**Figure 1.2** shows 46 per cent of respondents that said that someone always lets them know about changes to their home care were extremely satisfied with their home care.

However, of those respondents answering they were never told of changes only 8 per cent were extremely satisfied and 14 per cent were dissatisfied.

**Figure 1.2: Are you informed of changes to your home care (Q3) by degree of satisfaction (Q1), 2008-09**



1. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied  
 2. Figures may not add up to 100 per cent due to rounding

**Table 1.2** shows that three quarters (76%) of respondents that said their care worker always did the things they wanted done were extremely or very satisfied with their home care. 45 per cent of respondents who said their carer worker never did the things they wanted done were dissatisfied with the home care; however this accounted for less than 1 per cent of respondents.

**Table 1.2: Do your care workers do the things you want done (Q4) by degree of satisfaction (Q1).**

England, 2008-09 Percentages<sup>1</sup> and Rounded Figures

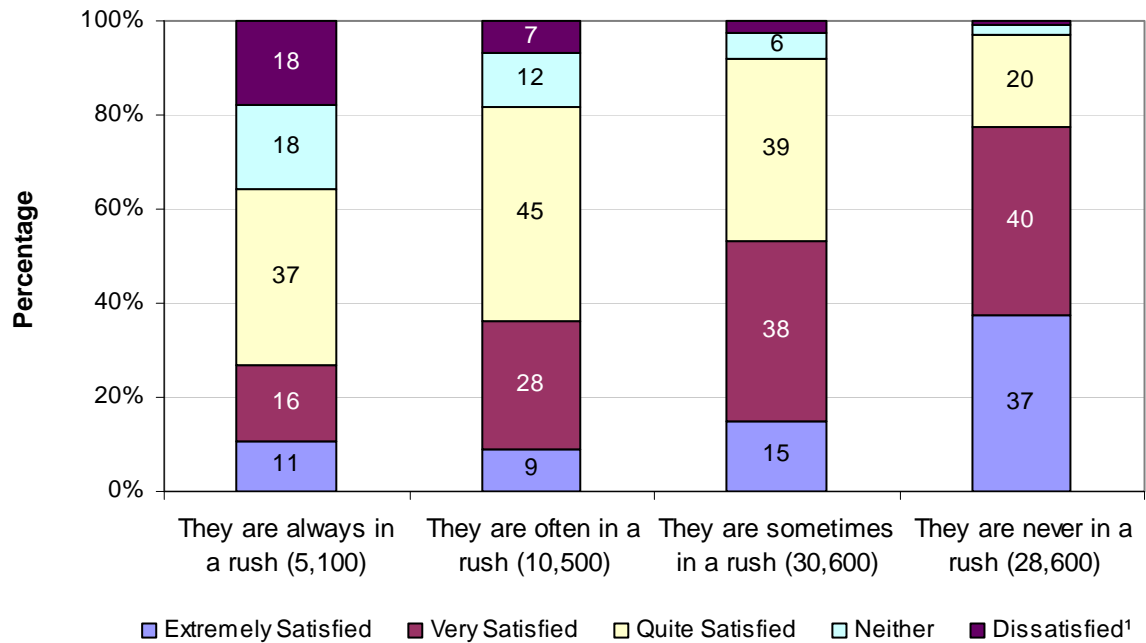
Do your care workers do the things you want done?	Degree of Satisfaction					Total Respondents
	Extremely Satisfied	Very Satisfied	Quite Satisfied	Neither	Dissatisfied <sup>2</sup>	
They always do the things I want done	33	42	22	2	1	46,100
They nearly always do the things I want done	5	31	51	9	3	22,100
They sometimes do the things I want done	2	9	42	25	21	6,200
They never do the things I want done	9	7	18	20	45	500

1. Figures may not add up to 100 per cent due to rounding.  
 2. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied

**Figure 1.3** shows that if the care worker was in a rush the respondents were less satisfied with the home care service. 37 per cent of home care services users who said their care workers are never in a rush were extremely satisfied. In contrast, only 11 per cent of home

care service users that said their care workers were always in a rush were extremely satisfied and 18 per cent were dissatisfied.

**Figure 1.3: Are your carers in a rush (Q5) by degree of satisfaction (Q1), 2008-09**



1. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied  
 2. Figures may not add up to 100 per cent due to rounding

**Table 1.3** shows that there is a strong relationship between the respondents satisfaction and whether their care worker arrives on time. 48 per cent of respondents that said their care worker always came on time were extremely satisfied. However, the respondent tends to be more dissatisfied if their carer worker does not arrive when they are supposed to. 20 per cent of those whose care worker never arrives on time and 16 per cent of those who never knew what time their care worker was coming were dissatisfied.

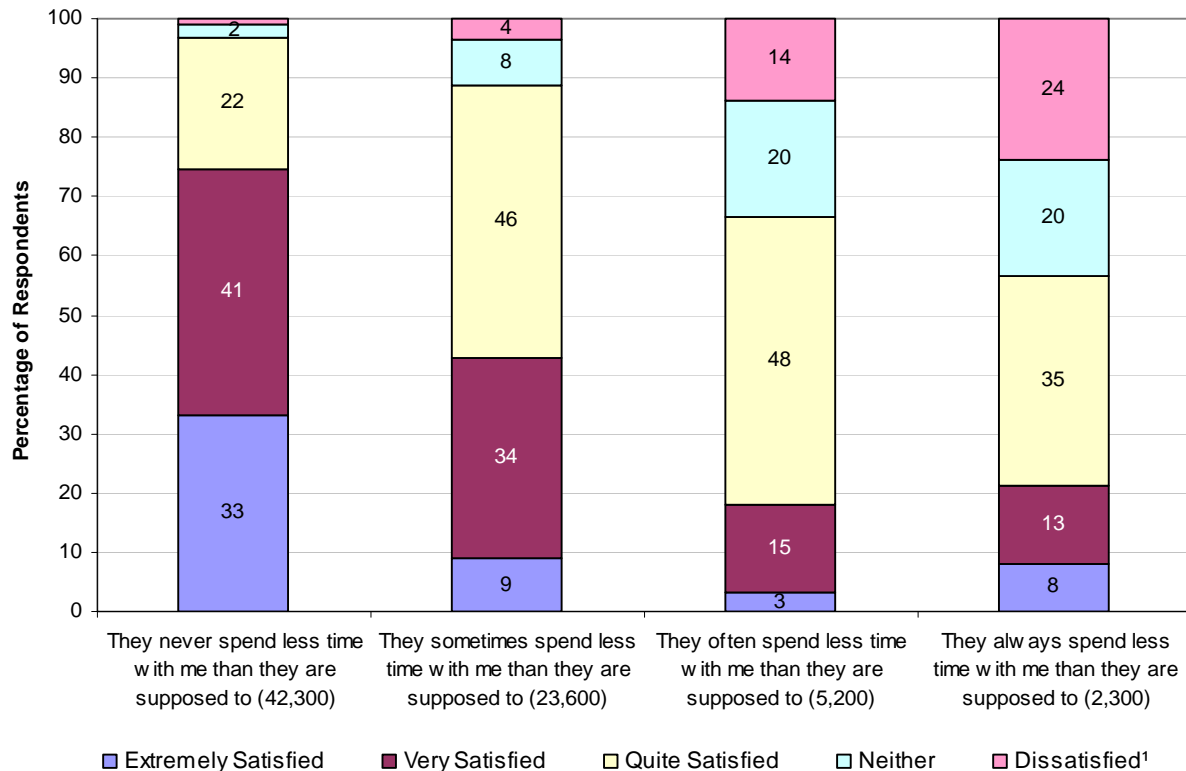
**Table 1.3: Do your care workers arrive on time (Q6) by degree of satisfaction (Q1)**

Do your care workers arrive on time?	Degree of Satisfaction					Total Respondents
	Extremely Satisfied	Very Satisfied	Quite Satisfied	Neither	Dissatisfied <sup>2</sup>	
They are always on time	48	36	14	1	1	17,800
They are usually on time	18	43	35	4	1	41,500
They are sometimes on time	5	20	49	16	9	10,700
They are never on time	15	18	31	16	20	1,100
I never know what time they're coming	7	18	41	17	16	4,100

1. Figures may not add up to 100 per cent due to rounding.  
 2. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied

**Figure 1.4** shows that three quarters (75%) of respondents that said their care worker never spent less time than they were supposed to were extremely or very satisfied. 24 per cent of respondents who stated that their care worker always spend less time than they are supposed to were dissatisfied with the home care service.

**Figure 1.4: Do your care workers spend less time with you than they are supposed to (Q7) by degree of satisfaction (Q1), 2008-09**



1. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied  
 2. Figures may not add up to 100 per cent due to rounding

**Table 1.4** shows that there appears to be a relationship between how satisfied the respondents' were with their home care and whether they saw the same care workers.

37 per cent of respondents that said they always saw the same care workers were extremely satisfied with their home care. However only 14 per cent of respondents who said they never saw the same care worker were extremely satisfied and 22 per cent were dissatisfied with the home care they received.

**Table 1.4: Do you always see the same care worker (Q8) by degree of satisfaction (Q1)**

England, 2008-09

Percentages<sup>1</sup> and Rounded Figures

Do you always see the same care worker?	Degree of Satisfaction					Total Respondents
	Extremely Satisfied	Very Satisfied	Quite Satisfied	Neither	Dissatisfied <sup>2</sup>	
Yes, I always see the same care workers	37	38	21	3	1	21,000
No, I nearly always see the same care workers	18	37	36	6	3	47,900
No, I hardly ever see the same care workers	7	20	41	16	16	5,000
No, I never see the same care workers	14	18	29	17	22	1,000

1. Figures may not add up to 100 per cent due to rounding.

2. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied

## Other help received

Councils were asked to identify whether the service user was in receipt of any other services as well as if the service user was in receipt of intensive home care (defined as 10 hours or more a week) at the time the survey was conducted. Using the additional information collected from the client records and service users responses we are able to see how the satisfaction varies across the different groups and how much help they are receiving from Social Services and their own family, friends or neighbours.

**Table 1.5** shows that there is only a very small relationship between the satisfaction level of those receiving practical help from friends and family members and those that do not. This is a similar pattern to the response to these two questions in 2005-06 when the survey was last conducted.

**Table 1.5: Do you receive practical help in your home on a regular basis from your husband/wife, partner, friends, neighbours or family members (Q12<sup>1</sup>) by degree of satisfaction (Q1)**

England, 2008-09

Percentages<sup>2</sup> and Rounded Figures

Do you receive practical help in your home on a regular basis?	Degree of Satisfaction					Total Respondents
	Extremely Satisfied	Very Satisfied	Quite Satisfied	Neither	Dissatisfied <sup>3</sup>	
Yes, from someone living in my household	23	37	32	5	3	21,800
Yes, from someone living in another household	21	37	33	6	3	42,000
No - just home care	25	33	30	7	5	11,200

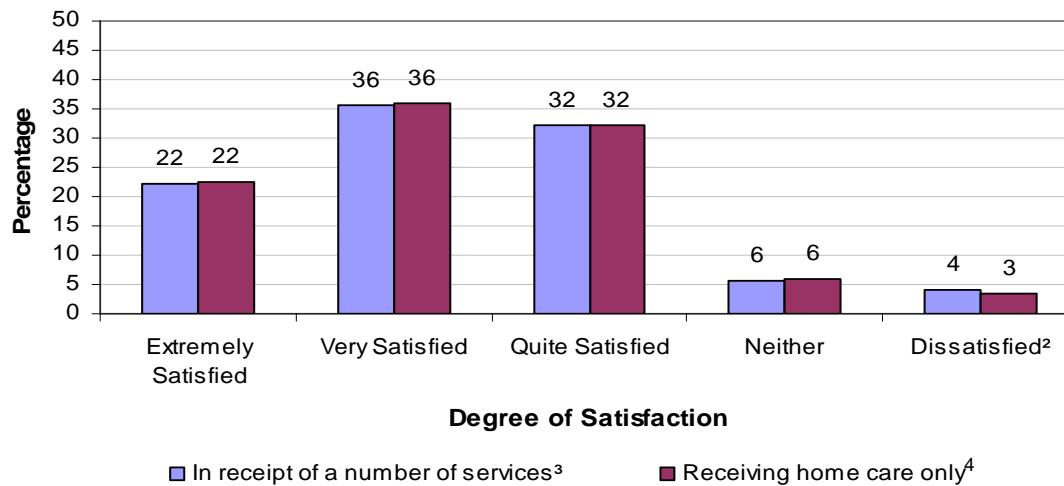
1. 270 users were excluded from this table as they gave conflicting answers to question 12

2. Figures may not add up to 100 per cent due to rounding.

3. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied

**Figure 1.5** shows that there is no relationship between whether the respondent is receiving additional services (other than home care) and their level of satisfaction with the home care service.

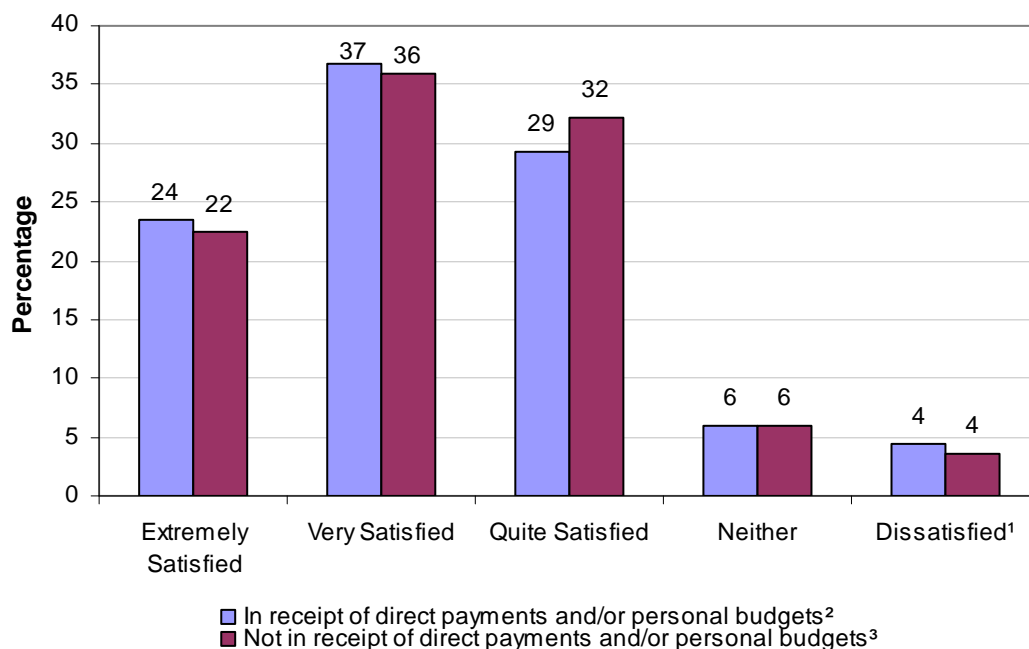
**Figure 1.5: Service users in receipt of a combination of services<sup>1</sup> including home care by degree of satisfaction (Q1), 2008-09**



1. Includes meals, day care, visits from a district nurse and other services
2. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied
3. Based on 47,900 respondents
4. Based on 29,100 respondents
5. Figures may not add up to 100 per cent due to rounding.

**Figure 1.6** shows that there is very little difference between those service users that are also in receipt of direct payments and/or personal budgets (see editorial notes for more information) and those that are not. 24 per cent of those also in receipt of a direct payments and/or personal budget were extremely satisfied compared to 22 per cent who were not, and due to the small number of users receiving a direct payments and/or personal budget this difference is not significant.

**Figure 1.6: Service users in receipt of direct payments and/or personal budgets as well as home care by degree of satisfaction (Q1), 2008-09**



1. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied
2. Based on 2,500 respondents
3. Based on 74,500 respondents
4. Figures may not add up to 100 per cent due to rounding

Respondents receiving a more intensive package of home care (defined as 10 hours or more each week) were slightly less satisfied with their service. 21 per cent of those receiving intensive home care said that they were extremely satisfied compared to 23 per cent for those users receiving a less intensive package.

**Table 1.6: Intensity of home care by degree of satisfaction (Q1)**

Intensity of home care	Degree of Satisfaction					Total Respondents
	Extremely Satisfied	Very Satisfied	Quite Satisfied	Neither	Dissatisfied <sup>2</sup>	
Less than 10 hours	23	37	32	6	3	52,800
10 hours or more	21	34	33	7	4	23,300

1. Figures may not add up to 100 per cent due to rounding.
2. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied

**Table 1.7** shows that 23 per cent of the respondents that have only one home care service provider said they are extremely satisfied with the service. 7 per cent of respondents had two home care providers and of those, 20 per cent were extremely satisfied with their home care.

**Table 1.7: Number of service providers by degree of satisfaction (Q1)**

England, 2008-09

Percentages<sup>1</sup> and Rounded Figures

Number of Providers	Degree of Satisfaction					Total of Respondents
	Extremely Satisfied	Very Satisfied	Quite Satisfied	Neither	Dissatisfied <sup>2</sup>	
1	23	36	32	6	3	70,300
2	20	35	34	7	4	5,700
3 or more	20	33	36	6	6	800

1. Figures may not add up to 100 per cent due to rounding.

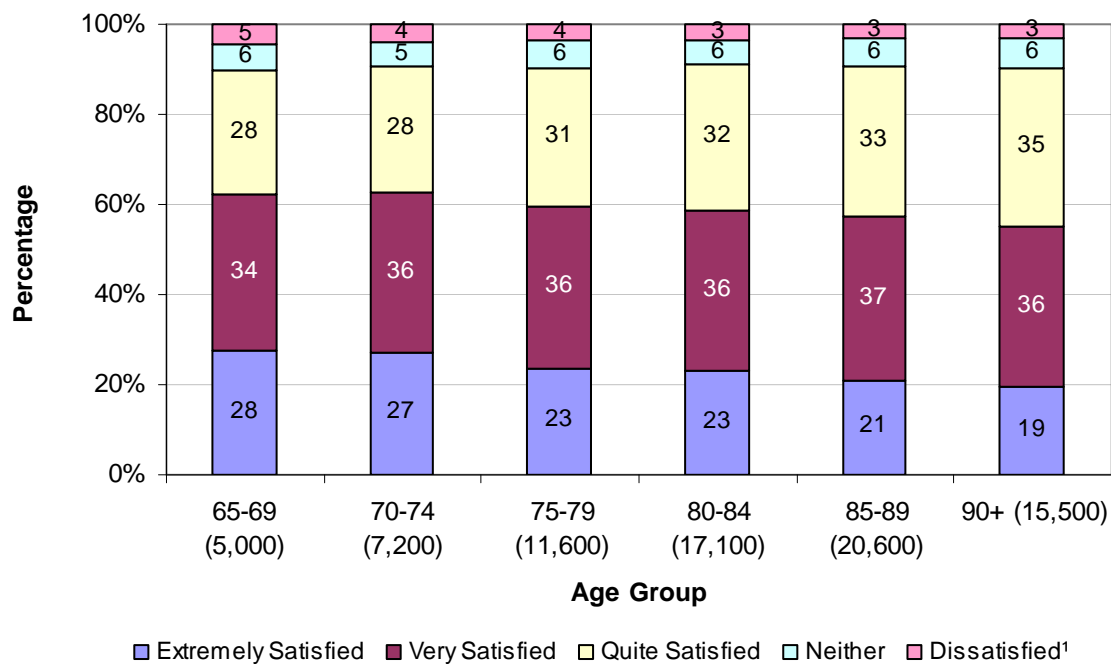
2. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied

## Respondents Characteristics

Councils also provided the age, gender and ethnicity for each service user which enables us to examine satisfaction by for each of these characteristics.

The percentage of respondents answering extremely satisfied is lower for the older service user groups. **Figure 1.7** shows that 28 per cent of service users aged 65-69 were extremely satisfied compared to 19 per cent for service users aged 90 and over.

**Figure 1.7: Age group of respondent by degree of satisfaction (Q1), 2008-09**

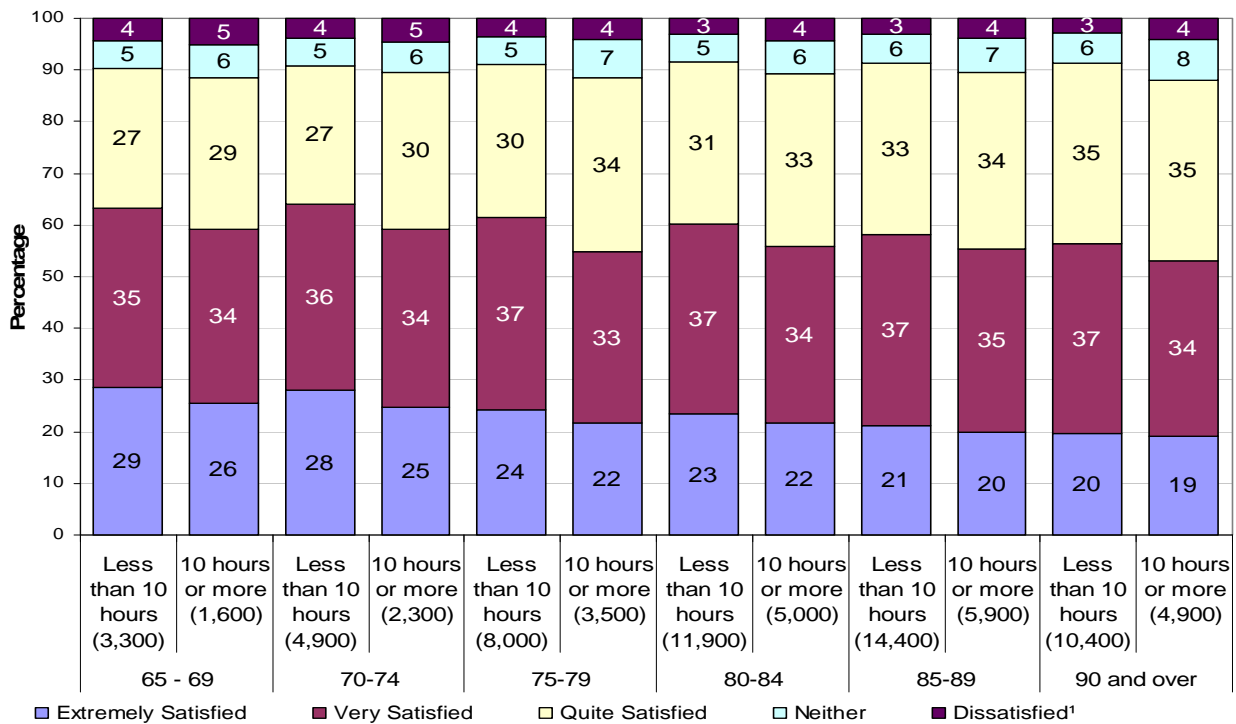


1. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied

2. Figures may not add up to 100 per cent due to rounding

The difference may be related to the intensity of the home care package as this may increase with age, however, **figure 1.8** shows this is not the case. The proportion of people aged 90 or over who were extremely satisfied was 20 per cent for those not receiving an intensive service which was similar to that for those who were (19%).

**Figure 1.8: Age group and intensity of home care service, by degree of satisfaction (Q1), 2008-09**



1. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied  
 2. Percentages may not add up to 100 per cent due to rounding

Nearly three quarters (72%) of respondents were female and there is a slight relationship between the level of satisfaction and gender.

24 per cent of males responded that they were extremely satisfied with their home care, compared to 22 per cent of female respondents.

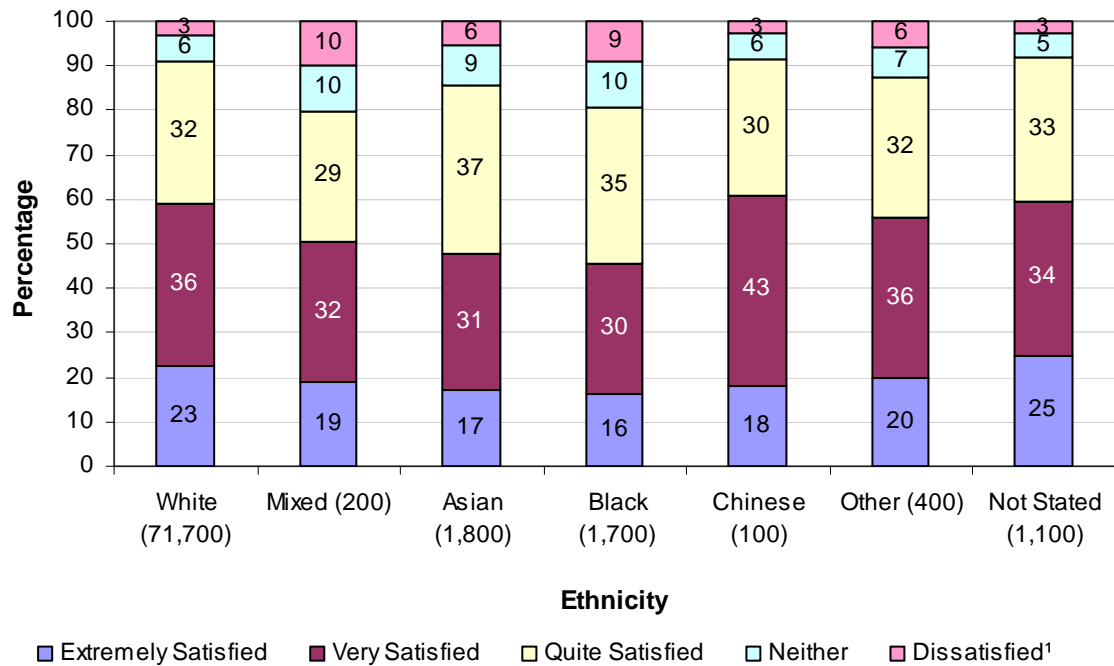
**Table 1.8: Gender by Degree of Satisfaction (Q1)**

	Degree of satisfaction					Total Respondents
	Extremely Satisfied	Very Satisfied	Quite Satisfied	Neither	Dissatisfied <sup>2</sup>	
Male	24	36	31	6	3	21,400
Female	22	36	33	6	4	55,600

1. Figures may not add up to 100 per cent due to rounding.  
 2. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied

**Figure 1.9** shows that there is a relationship between ethnicity and satisfaction. 23 per cent of respondents of the “White” ethnicity group were extremely satisfied with their home care, compared to 17 per cent of the “Asian” ethnicity group and 16 per cent of the “Black” ethnicity group. This is similar to the findings from the last home care user survey, which took place in 2005-06.

**Figure 1.9: Ethnic Group by Degree of Satisfaction (Q1), 2008-09**



1. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied  
 2. Figures may not add up to 100 per cent due to rounding

## 2. Dignity

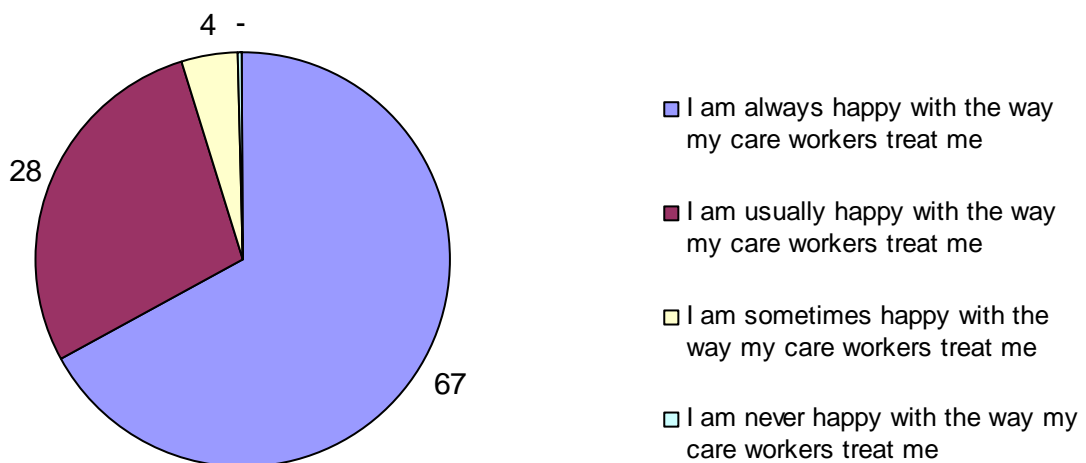
### Introduction

Since January 2006, the Department of Health has taken a number of steps to take forward the Dignity in care agenda at a national level. The dignity of service users is fundamental to the provision of good services in both health and social care settings. “Question 9 – How do you feel about the way your care workers treat you?” is a question that seeks to provide a level of understanding of whether service users feel they are receiving care that does not diminish their dignity, affect their modesty and respects their human rights. The following chapter explores this question and its relationship with other questions and service user characteristics.

### Degree of happiness with how the service user is treated

The percentage of service users satisfied with the service they are receiving is supported by **Figure 2.1** which shows the distribution of answers to the question on how happy the service users were with the way they were treated by their care worker. 95 per cent of respondents reported they were always or usually happy with the way their care workers treated them and less than 5 per cent said they were sometimes or never happy with the way their care workers treated them.

**Figure 2.1: Q9 - How do you feel about the way your care workers treat you? 2008-09**



- Less than 0.5 per cent

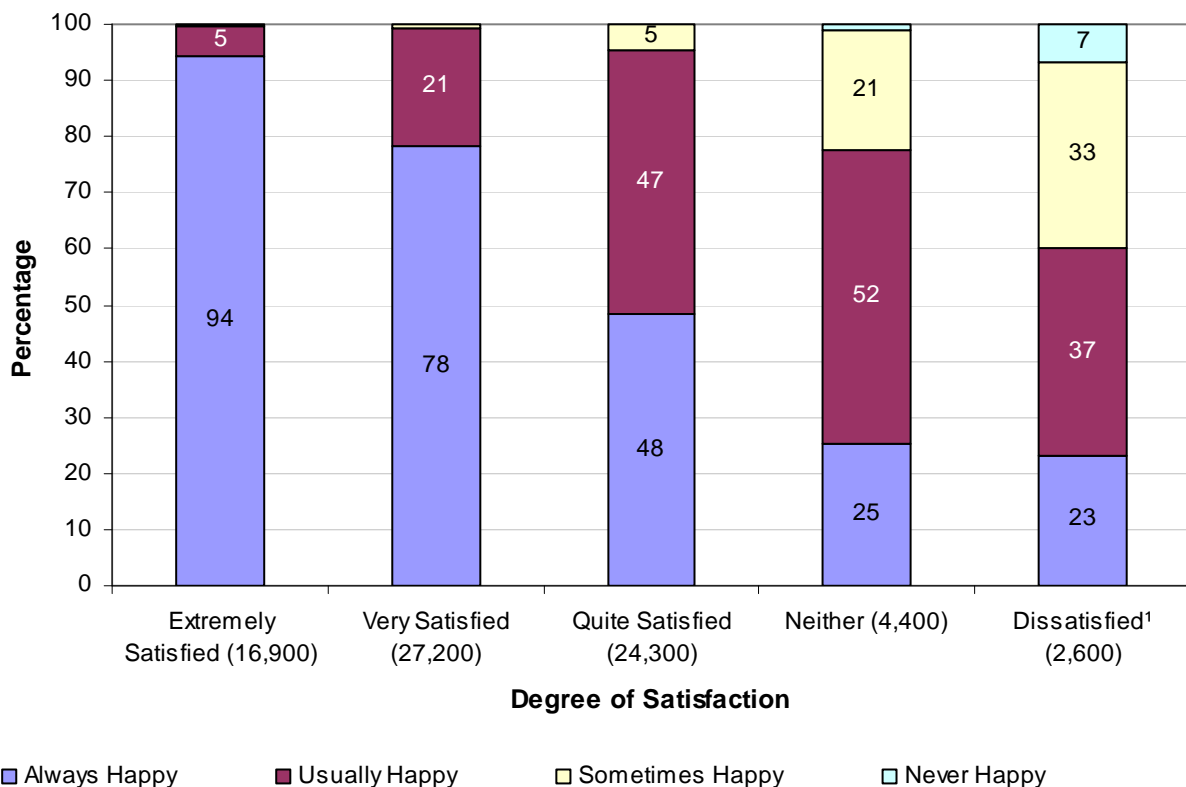
1. Based on 76,500 respondents

2. Figures may not add up to 100 per cent due to rounding

## Relationship with other questions

There appears to be a strong link between the respondents' degree of satisfaction and how they feel the care worker treated them. 94 per cent of those respondents who were extremely satisfied said they were also always happy with the way they were treated by their care workers. This compares to those dissatisfied with their home care service where only 23 per cent were always happy with the way their care worker treated them and 7 per cent were never happy.

**Figure 2.2: How satisfied are you with the home care you receive from Social Services (Q1) by how happy the service user is with how they are treated (Q9), 2008-09**



1. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied

2. Percentages may not add up to 100 per cent due to rounding.

- Less than 0.5 per cent

**Table 2.1** shows that there is a strong relationship between how the service user feels they were treated and whether their care workers came at times that suited them. 90 per cent of those respondents answering that their care workers always came at times that suited them said they were always happy with the way their care workers treated them. Of those respondents that said their care workers never came at times that suited them, only 32 per cent were always happy with the way they were treated and 9 per cent were never happy.

**Table 2.1: Do your care workers come at times that suit (Q2) by how happy the service user is with how they are treated (Q9)**

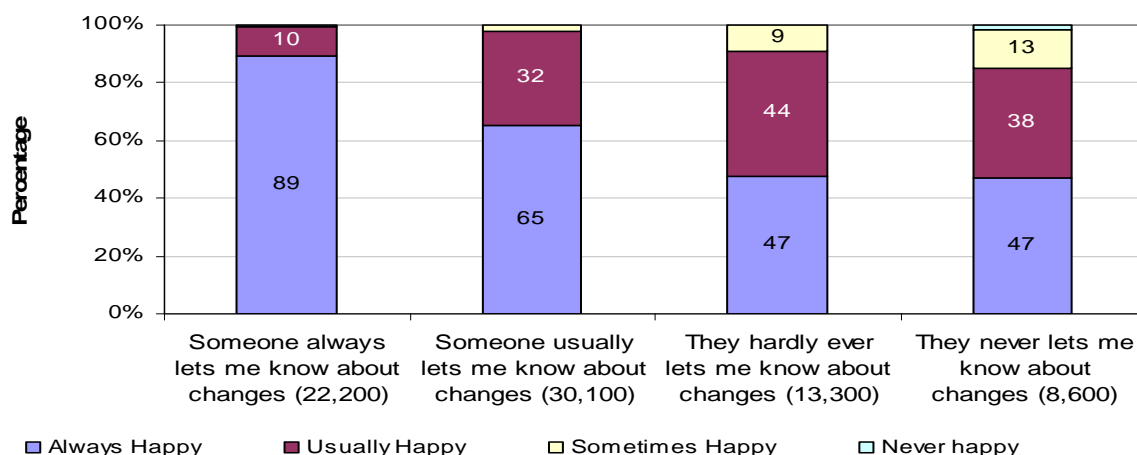
England, 2008-09 Percentages<sup>1</sup> and Rounded Figures

Do your care worker come at times that suit	Degree of happiness with how they are treated				Total Respondents
	I am always happy with the way my care workers treat me	I am usually happy with the way my care workers treat me	I am sometimes happy with the way my care workers treat me	I am never happy with the way my care workers treat me	
They always come at times that suit	90	9	1	-	25,200
They usually come at times that suit	62	36	2	-	38,300
They sometimes come at times that suit	36	46	17	1	10,400
They never come at times that suit	32	32	27	9	1,500

1. Figures may not add up to 100 per cent due to rounding.  
 - Less than 0.5 per cent

89 per cent who said that someone always let them know about changes to their care said they were always happy with the way they were treated compared to 47 per cent of those respondents that said they were hardly ever or never told about changes (**figure 2.3**)

**Figure 2.3: Are you informed of changes to your home care (Q3) by how happy the service user is with how they are treated (Q9), 2008-09**



- Less than 0.5 per cent  
 1. Figures may not add up to 100 per cent due to rounding

**Table 2.2** shows that 86 per cent of the respondents who said their care workers always do the things they want done said they are always happy with the way their care worker treated

them. This compares to only 26 per cent of the service users that said their care workers never did things they want done. 20 per cent of those service users that their care worker never did the things they want done also said they were never happy with the way they were treated.

**Table 2.2: Do your care workers do the things you want done (Q4) by how happy the service user is with how they are treated (Q9)**

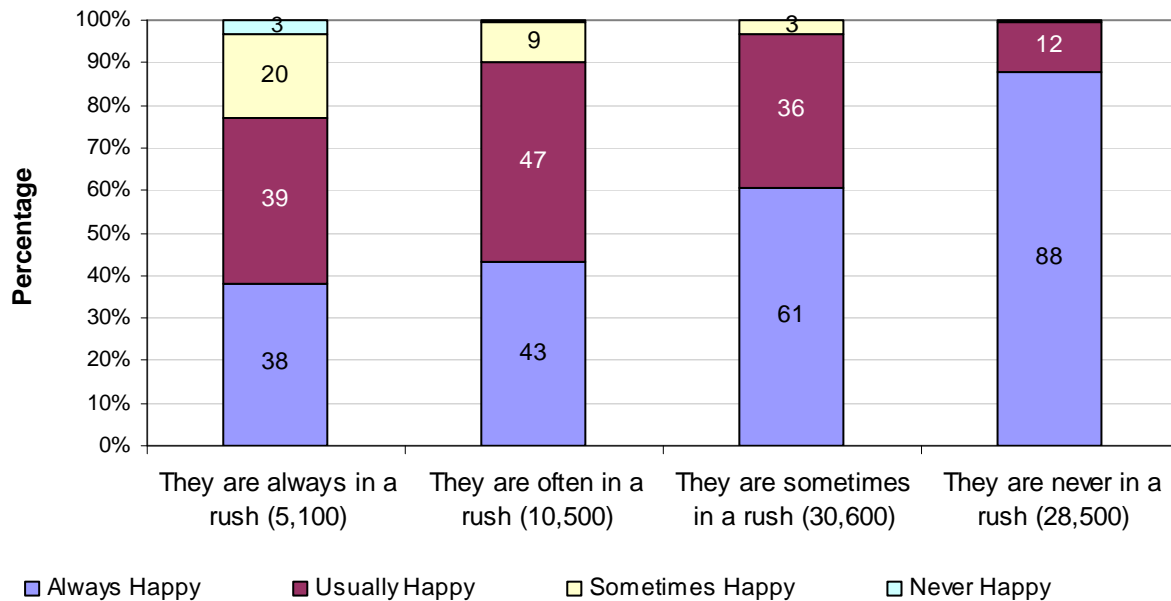
England, 2008-09		<i>Percentages<sup>1</sup> and Rounded Figures</i>			
Do your care workers do the things you want done?	Degree of happiness with how they are treated				Total Respondents
	I am always happy with the way my care workers treat me	I am usually happy with the way my care workers treat me	I am sometimes happy with the way my care workers treat me	I am never happy with the way my care workers treat me	
They always do the things I want done	86	14	1	-	45,900
They nearly always do the things I want done	43	53	4	-	22,000
They sometimes do the things I want done	20	49	29	2	6,200
They never do the things I want done	26	21	34	20	500

1. Figures may not add up to 100 per cent due to rounding.

- Less than 0.5 per cent

Of respondents who said their care worker was never in a rush, 88 per cent said they were always happy with the way care workers treated them (**figure 2.4**). However only 38 per cent of respondents who said their care workers were always in a rush also said they were always happy with the way they were treated, 20 per cent were only sometimes happy and 3 per cent were never happy.

**Figure 2.4: Are your carers in a rush (Q5) by how happy the service user is with how they are treated (Q9), 2008-09**



- Less than 0.5 per cent  
 1. Figures may not add up to 100 per cent due to rounding

**Figure 2.5** shows that there is a relationship between whether the care worker arrives on time and how the user feels about how their care worker treated them. 92 per cent of those service users responding that their care workers were always on time were always happy with the way they were treated. Of those that said their care workers were never on time, only 44 per cent said they were always happy with the way they were treated and 5 per cent were never happy.

**Figure 2.5: Do your care workers arrive on time (Q6) by how happy the service user is with how they are treated (Q9), 2008-09**



- Less than 0.5 per cent

1. Percentages may not add up to 100 per cent due to rounding.

84 per cent of service users that responded their care workers never spent less time with them than they were supposed to also said they were always happy with the way they were treated (**table 2.3**). This compares to 28 per cent of users that said their care workers often spent less time than they were supposed to. 6 per cent of respondents that said their care workers always spent less time with them than they were supposed to also stated they were never happy with the way they were treated.

**Table 2.3: Do your care workers spend less time with you than they are supposed to (Q7) by how happy the service user is with how they are treated (Q9)**

England, 2008-09

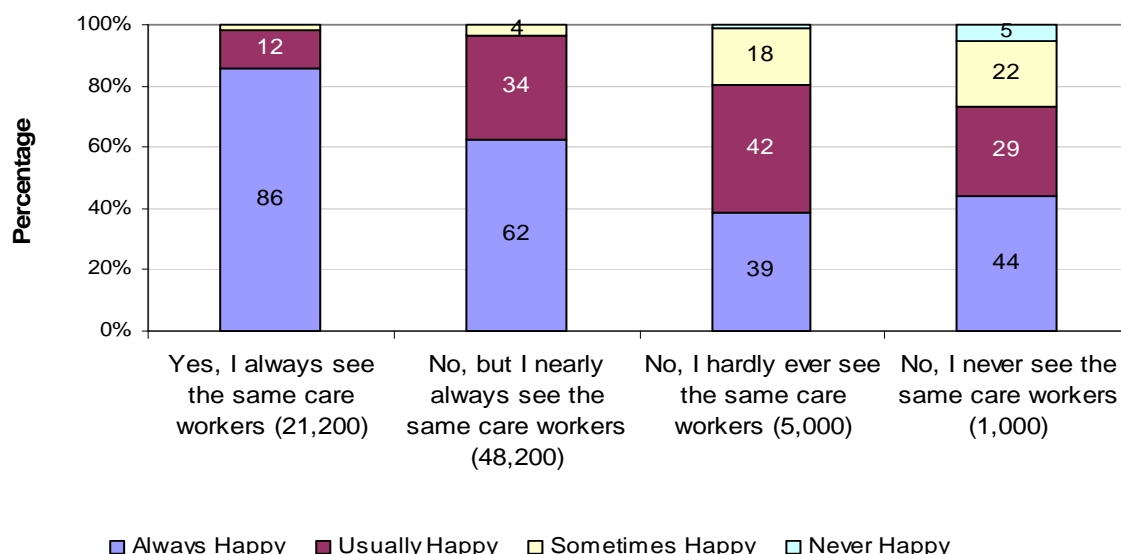
Percentages<sup>1</sup> and Rounded Figures

Do your care workers spend less time with you than they are supposed to?	Degree of happiness with how they are treated				Total Respondents
	I am always happy with the way my care workers treat me	I am usually happy with the way my care workers treat me	I am sometimes happy with the way my care workers treat me	I am never happy with the way my care workers treat me	
They never spend less time with me than they are supposed to	84	15	1	-	42,400
They sometimes spend less time with me than they are supposed to	50	45	5	-	23,800
They often spend less time with me than they are supposed to	28	52	19	1	5,200
They always spend less time with me than they are supposed to	33	36	25	6	2,300

1. Figures may not add up to 100 per cent due to rounding.  
 - Less than 0.5 per cent

**Figure 2.6** shows there was a link between whether the service user always saw the same care worker and how happy they were with how they were treated. 86 per cent of those service users who always saw the same care workers were always happy with the way they were treated, compared to only 44 per cent of those who never saw the same care workers and 5 per cent of this group were never happy.

**Figure 2.6: Do you always see the same care worker (Q8) by how happy the service user is with how they are treated (Q9), 2008-09**



- Less than 0.5 per cent  
 1. Percentages may not add up to 100 per cent due to rounding.

## Other help received

**Table 2.4** shows that there is only a very small relationship between whether the respondent is receiving practical help from family and friends and how they feel about how their care workers treated them.

**Table 2.4: Do you receive practical help in your home on a regular basis from your husband/wife, partner, friends, neighbours or family members (Q12) by how happy the service user is with how they are treated (Q9)**

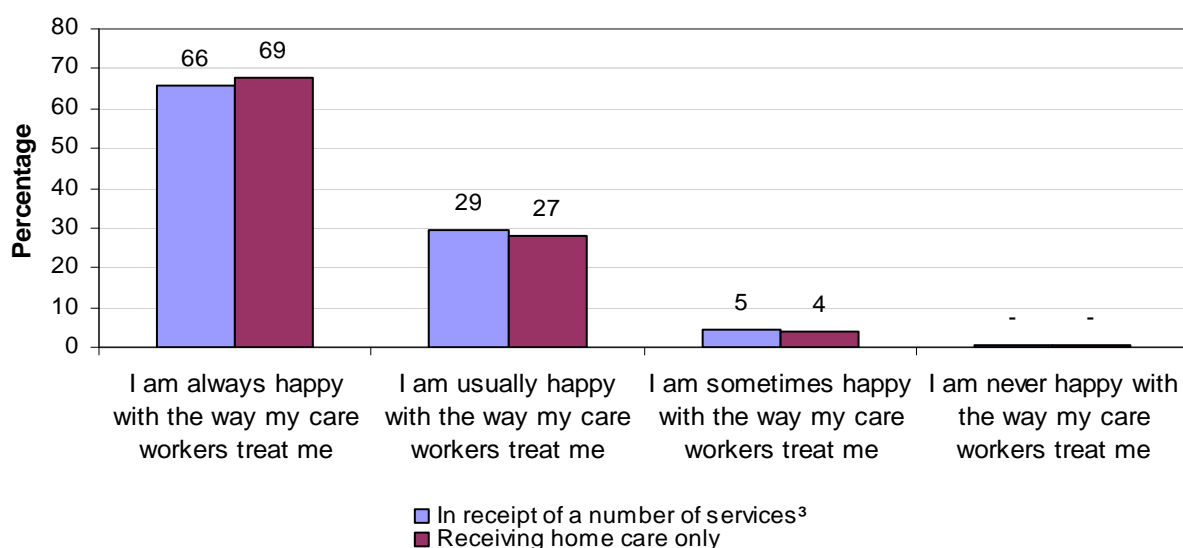
England, 2008-09 Percentages<sup>1</sup> and Rounded Figures

Do you receive practical help in your home on a regular basis?	Degree of happiness with how they are treated				Total Respondents
	I am always happy with the way my care workers treat me	I am usually happy with the way my care workers treat me	I am sometimes happy with the way my care workers treat me	I am never happy with the way my care workers treat me	
Yes, from someone living in my household	68	28	4	-	21,800
Yes, from someone living in another household	66	30	4	-	42,000
No	69	25	5	1	11,200

1. Figures may not add up to 100 per cent due to rounding.  
- Less than 0.5 per cent

66 per cent of respondents that were in receipt of a number of services at the time of the survey said they were always happy with the way they were treated compared to 69 per cent of respondents who were not in receipt of other services (**figure 2.7**).

**Figure 2.7: The service user in receipt of a number of services<sup>1</sup> by how happy the service user is with how they are treated (Q9), 2008-09**



1. Includes meals, day care, visits from a district nurse and other services  
2. Based on 47,700 respondents  
3. Based on 28,900 respondents  
4. Percentages may not add up to 100 per cent due to rounding  
- Less than 0.5 per cent

**Table 2.5** shows that there is no relationship between whether the respondent is receiving a direct payment and/or personal budget and how they feel about how their care workers treated them.

**Table 2.5: The service user in receipt of a direct payment and/or personal budget by how happy the service user is with how they are treated (Q9)**

England, 2008-09		Percentages <sup>1</sup> and Rounded Figures				
		Degree of happiness with how they are treated				Total Respondents
Service users in receipt of a direct payment and/or personal budget at the time of the survey		I am always happy with the way my care workers treat me	I am usually happy with the way my care workers treat me	I am sometimes happy with the way my care workers treat me	I am never happy with the way my care workers treat me	
Yes		67	28	4	1	2,500
No		67	28	4	-	74,000

1. Figures may not add up to 100 per cent due to rounding.  
 - Less than 0.5 per cent

**Table 2.6** shows there was a relationship between intensity of home care service and how happy the service user was with how they were treated. 70 per cent of the respondents that received less than 10 hours of home care were always happy with the way their care workers treated them compared to 60 per cent of those respondents that received 10 hours or more. Only 1 per cent of these respondents said they were never happy with the way they were treated.

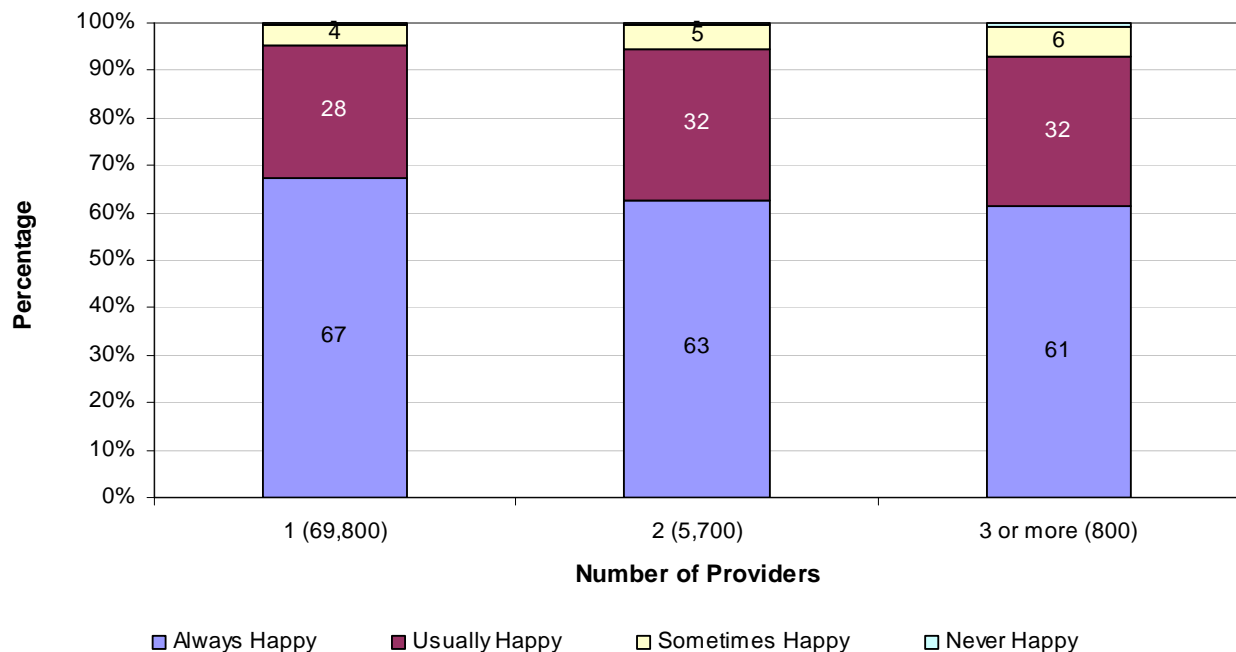
**Table 2.6: Intensity of Home Care by how happy the service user is with how they are treated (Q9)**

England, 2008-09		Percentages <sup>1</sup> and Rounded Figures				
		Degree of happiness of how they are treated				Total Respondents
Intensity of Home Care		I am always happy with the way my care workers treat me	I am usually happy with the way my care workers treat me	I am sometimes happy with the way my care workers treat me	I am never happy with the way my care workers treat me	
Less than 10 hours		70	26	4	-	52,400
10 hours or more		60	33	6	1	23,200

1. Figures may not add up to 100 per cent due to rounding.

**Figure 2.8** indicates that as the number of providers increases the percentage of users saying that they are always happy with the way they are treated by their care workers slightly decreases. 67 per cent of respondents that had one home care service provider said they were always happy with the way they were treated compared to 61 per cent that had 3 or more providers.

**Figure 2.8: The number of home care service providers by how happy the service user is with how they are treated (Q9), 2008-09**



1. Figures may not add up to 100 per cent due to rounding.  
 - Less than 0.5 per cent

## Respondents Characteristics

There was a very small relationship between gender and how the respondent was treated. 68 per cent of male respondents were always happy with the way they were treated, which was very similar to the equivalent figure for female of 67 per cent.

**Table 2.7: Gender by how happy the service user is with how they are treated (Q9)**

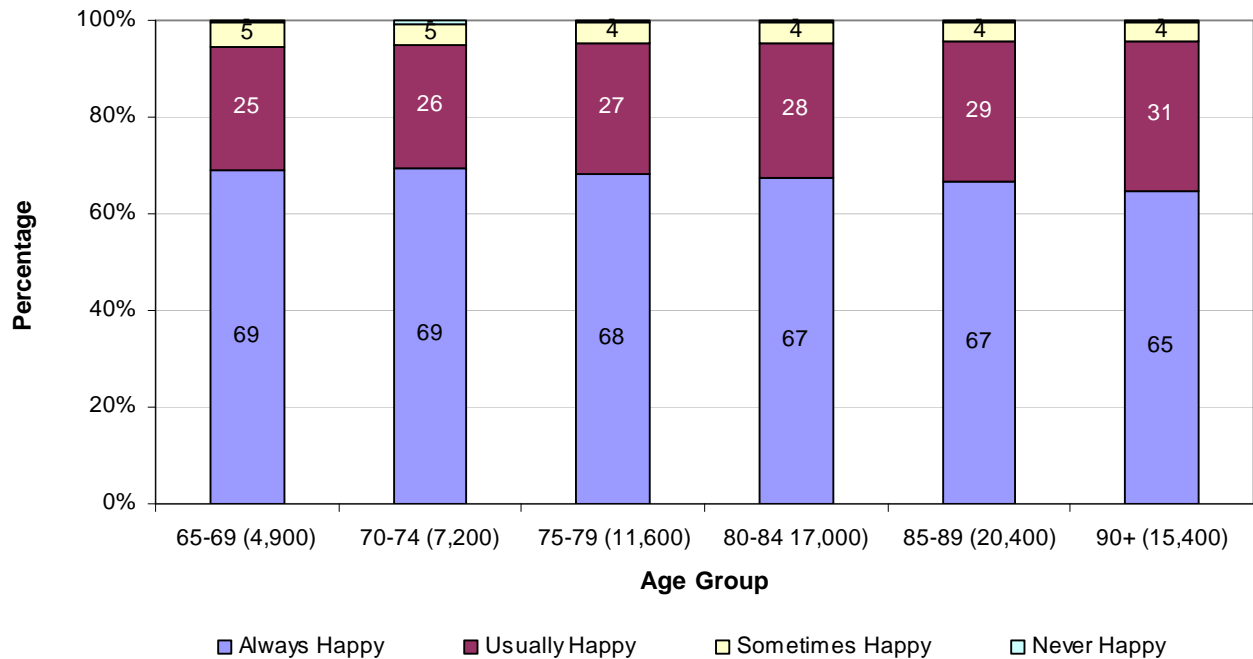
Gender	Degree of happiness with how they are treated				Total Respondents
	I am always happy with the way my care workers treat me	I am usually happy with the way my care workers treat me	I am sometimes happy with the way my care workers treat me	I am never happy with the way my care workers treat me	
Male	68	27	4	-	21,300
Female	67	29	4	-	55,200

1. Figures may not add up to 100 per cent due to rounding.  
 - Less than 0.5 per cent

**Figure 2.9** indicates that the percentage of users saying that they were always happy with the way they were treated decreases slightly for older service users.

69 per cent of those respondents aged 65-69 said they were always happy with the way they were treated compared to 65 per cent of respondents aged 90 and over.

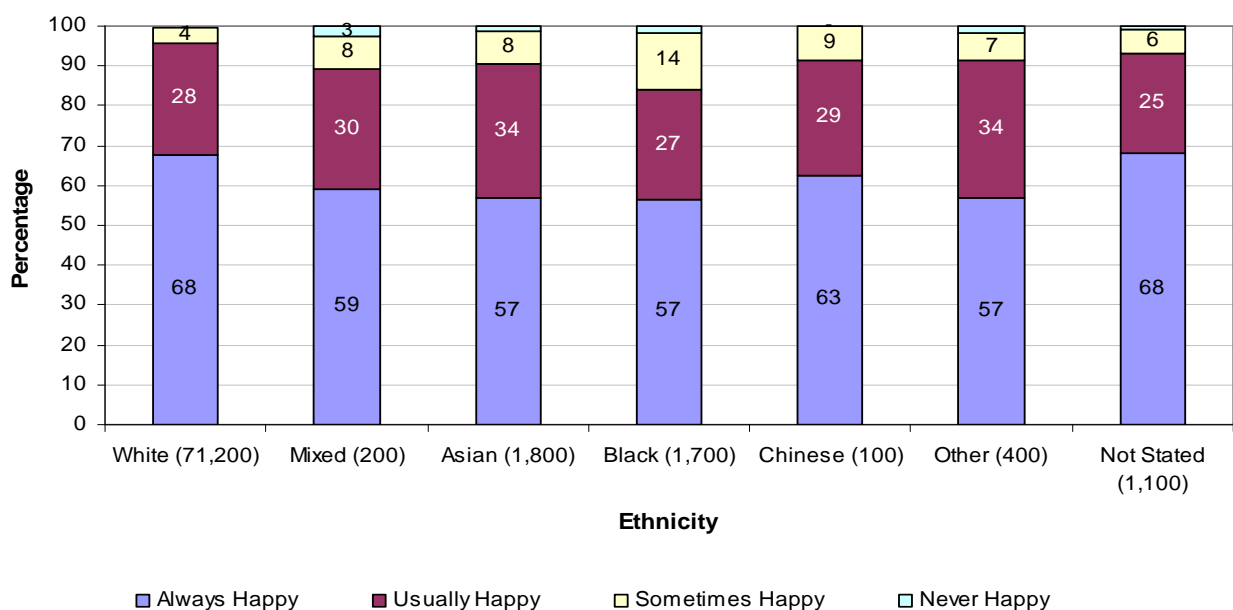
**Figure 2.9: Age group by how happy the service user is with how they are treated (Q9), 2008-09**



1. Figures may not add up to 100 per cent due to rounding.  
 - Less than 0.5 per cent

Figure 2.10 shows that 68 per cent of the respondents of the White ethnic group were always happy with the way they were treated, whereas, only 57 per cent of respondents of the Asian, Black and Other ethnic groups were always happy with the way they were treated.

**Figure 2.10: Ethnicity by how happy the service user is with how they are treated (Q9), 2008-09**



1. Percentages may not add up to 100 per cent due to rounding.  
 - Less than 0.5 per cent

# 3. Service Quality

## Introduction

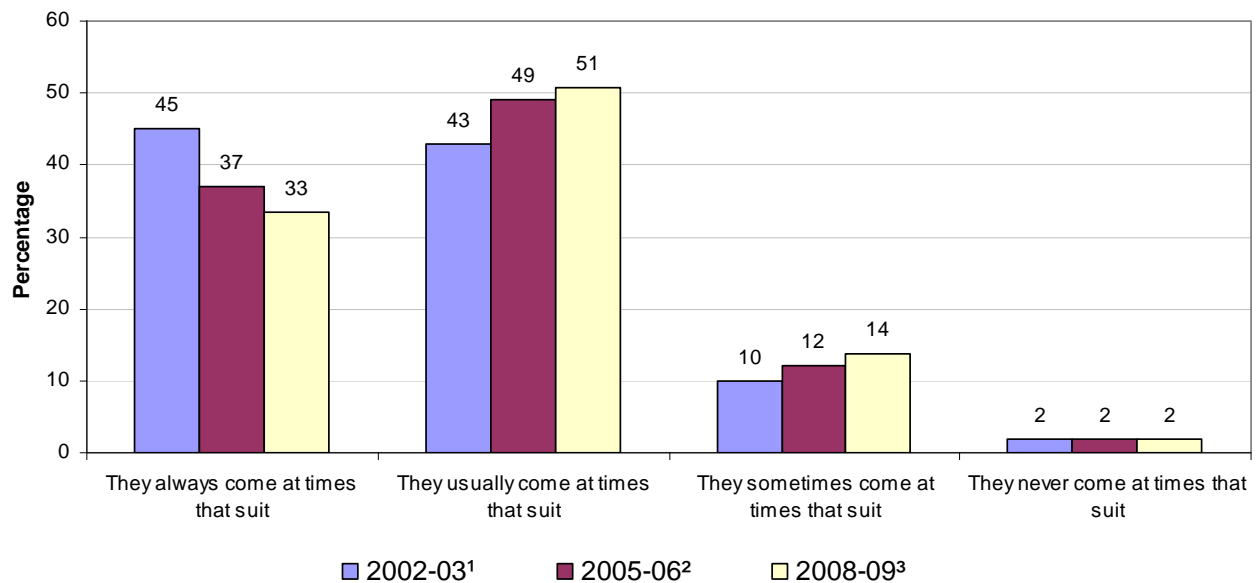
This section looks at the other questions in the survey and the relationships between them. Comparisons are also made with previous surveys for those questions which have been repeated.

## Degree of Quality of Service Provided

### Do your care workers come at times that suit you? (Q2)

**Figure 3.1** shows 84 per cent of respondents feel that their care workers always or usually came at times that suited them. This is a decrease compared with 2005-06, when 86 per cent responded their care workers came at times that suited them and 89 per cent in 2002-03. 2 per cent of service users felt their care workers never came at an appropriate time and this has remained unchanged since the 2002-03 survey.

**Figure 3.1: Percentage of respondents whose care workers come at times that suit them (Q2), 2002-03, 2005-06 and 2008-09**



1. Based on 87,300 respondents

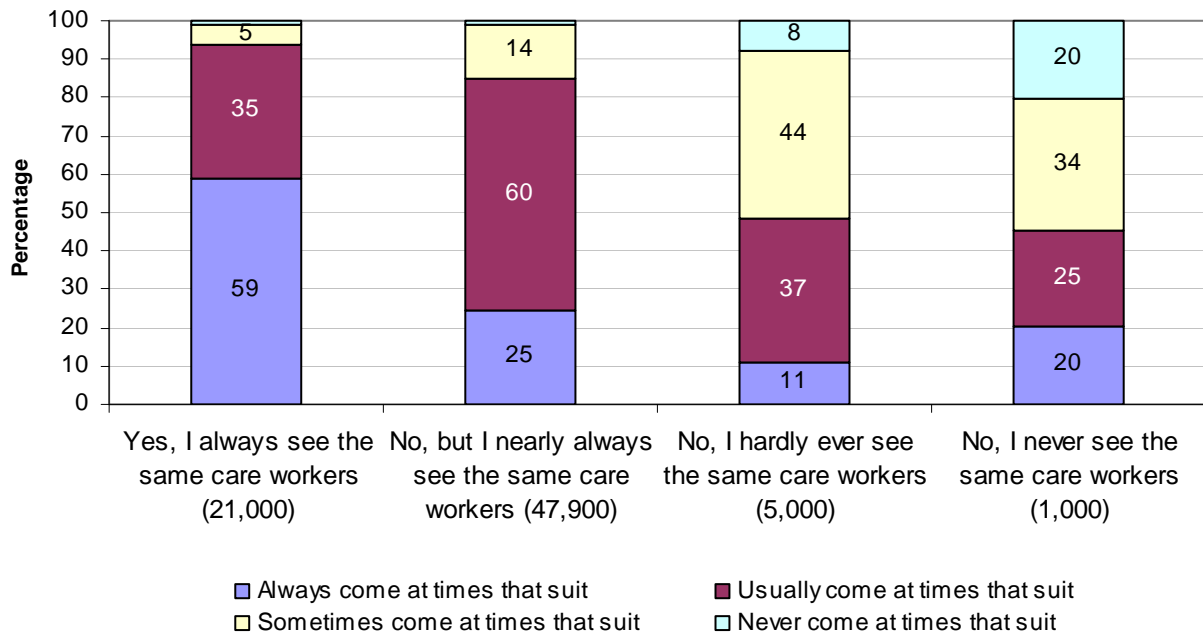
2. Based on 81,700 respondents

3. Based on 76,900 respondents

4. Percentages may not add up to 100 per cent due to rounding.

Of those that always saw the same care workers, 59 per cent said their care worker always came at times that suited them while 6 per cent said that their care workers sometimes or never came at times that suited them (**figure 3.2**). For respondents that said they never saw the same care workers only 20 per cent said their care workers always came at times that suited them and 20 per cent said their care workers never came at times that suited them.

**Figure 3.2: The care workers come at times that suit the respondent (Q2) by do they see the same care workers (Q8), 2008-09**

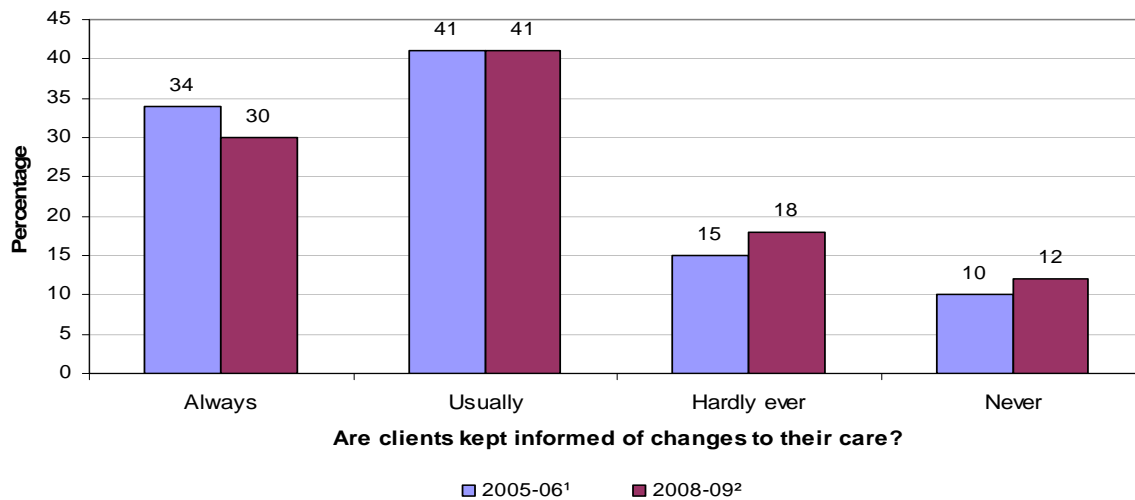


1. Percentages may not add up to 100 per cent due to rounding.

### Informed about changes to home care (Q3)

**Figure 3.3** shows that 30 per cent of the respondents said that they were always kept informed about changes in their care. This is a drop of 4 percentage points compared to 2005-06. There is also an increase in the percentage of respondents that said that they were never informed of changes to their care, from 10 per cent in 2005-06 to 12 per cent in 2008-09.

**Figure 3.3 – Percentage of service users that are kept informed about changes to their care in 2005-06 and 2008-09 (Q3)**



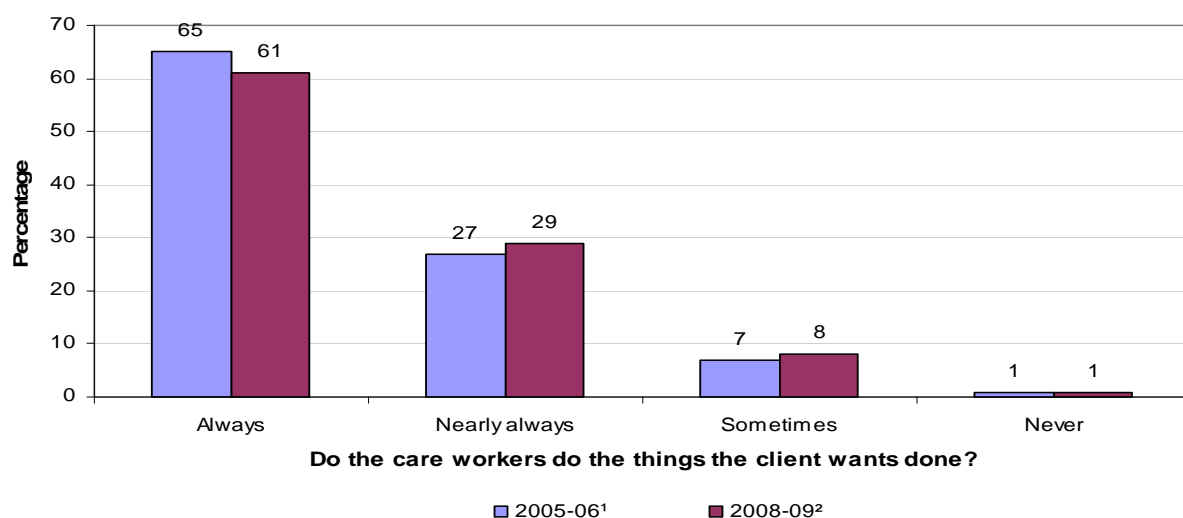
1. Based on 80,500 respondents
2. Based on 75,500 respondents
3. Percentages may not add up to 100 per cent due to rounding.

### Care workers do the things that the user wants done (Q4)

In the 2005-06 home care survey a performance Indicator (PI) was based around this question. The New Indicator Set (NIS) from 2008-09, but indicators using User Experience data will not be introduced until 2009-10.

**Figure 3.4** shows that 61 per cent of service users felt that their care workers always do what they want done which is a decrease from 65 per cent in 2005-06. Only 1 per cent of service users never get the things they want done by their care workers which is unchanged from 2005-06.

**Figure 3.4: Percentage of service users that felt their care workers do what they want done in 2005-06 and 2008-09 (Q4)**



1. Based on 80,800 respondents
2. Based on 75,900 respondents
3. Figures may not add up to 100 per cent due to rounding

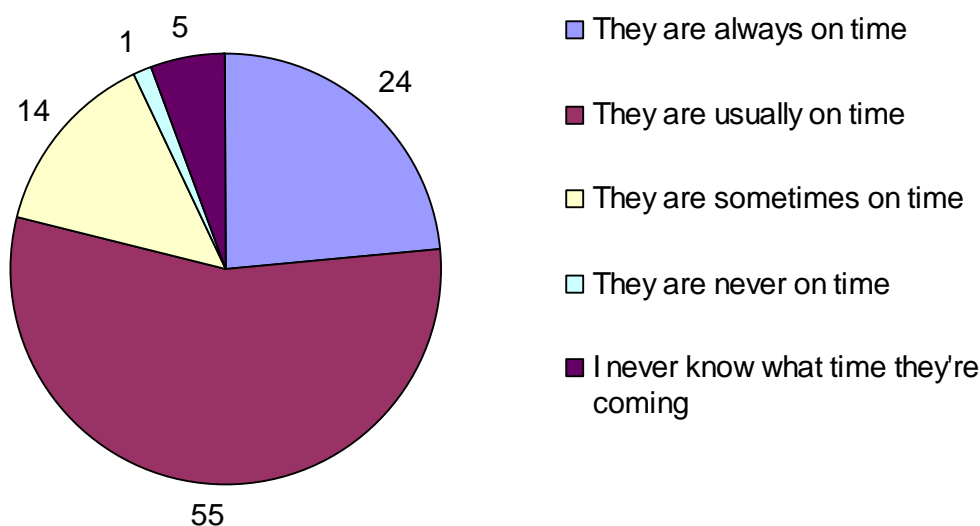
## Relationship between Questions

### Care Worker's Time-keeping

There are three questions regarding the time-keeping of the care worker and this section looks at how these questions relate to each other and also examines the relationship with the level of satisfaction.

**Figure 3.5** shows that 79 per cent of service users said that their care worker was either always or usually on time, but 14 per cent said they were only sometimes on time, 1 per cent said they were never on time and 5 per cent said they never knew what time they were coming.

**Figure 3.5: Do your care workers arrive on time? (Q6), 2008-09**



1. Based on 76,200 respondents

2. Figures may not add up to 100 per cent due to rounding

**Table 3.1** shows that 41 per cent of respondents who said that their care worker was never in a rush said they always arrived on time, with a further 49 per cent stating they usually arrived on time. In comparison, only 14 per cent of respondents that said their care workers were always in a rush said they were always on time, while 16 per cent never knew what time they were supposed to arrive and 6 per cent said they were never on time.

**Table 3.1: Are the care workers always in a rush (Q5) by do they arrive on time (Q6)**

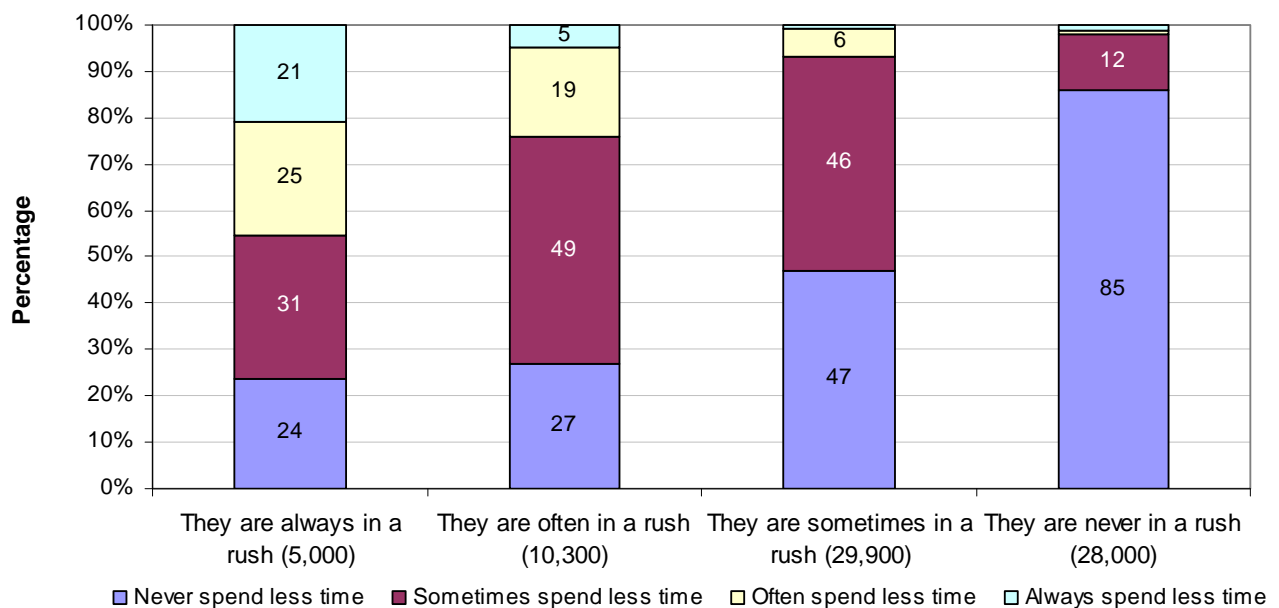
England, 2008-09 Percentages<sup>1</sup> and Rounded Figures

Are your care workers in a rush	Do your care workers arrive on time?					Total Respondents
	They are always on time	They are usually on time	They are sometimes on time	They are never on time	I never know what time they're coming	
They are always in a rush	14	35	30	6	16	5,200
They are often in a rush	9	55	26	2	8	10,500
They are sometimes in a rush	14	64	16	1	5	30,700
They are never in a rush	41	49	5	1	3	28,700

1. Figures may not add up to 100 per cent due to rounding.

**Figure 3.6** shows there was a link between whether the care worker was in a rush and whether they spent as long with the service user as they were supposed to. 21 per cent of those service users who said their care workers were always in a rush also said they always spent less time with them than they were supposed to. Of those respondents that said their care workers were never in a rush, only 2 per cent said they either often or always spent less time with them than they were supposed to and 85 per cent said their care workers never spent less time than they were supposed to.

**Figure 3.6: Are the care workers always in a rush (Q5) by do they spend less time than they are supposed to (Q7), 2008-09**



1. Figures may not add up to 100 per cent due to rounding.

**Table 3.2** shows that there was a relationship between time-keeping and satisfaction with the home care service. Respondents were classified into four groups depending on the number of times they gave the most positive answer for the three time-keeping questions. That is, whether they said their care worker was never in a rush (Q5), always on time (Q6) and never spent less time with them than they were supposed to (Q7).

The table shows that 56 per cent of those who chose the most positive answer for all three questions were extremely satisfied with their home care service compared to 5 per cent of respondents who did not give the most positive answer for any of the three questions.

**Table 3.2: The percentage of respondents answering the best option to the time-keeping questions (Q5, Q6 and Q7) by degree of satisfaction**

England, 2008-09	Degree of Satisfaction					Total Respondents
	Extremely Satisfied	Very Satisfied	Quite Satisfied	Neither	Dissatisfied <sup>2</sup>	
Answering the best option for all 3 of the questions	56	33	10	1	1	10,700
Answering the best option for two of the questions	31	45	21	2	1	17,600
Answering the best option for one of the questions	18	44	33	4	2	18,600
Not answering the best option for any of the questions.	5	26	49	12	8	25,000

1. Figures may not add up to 100 per cent due to rounding.

2. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied

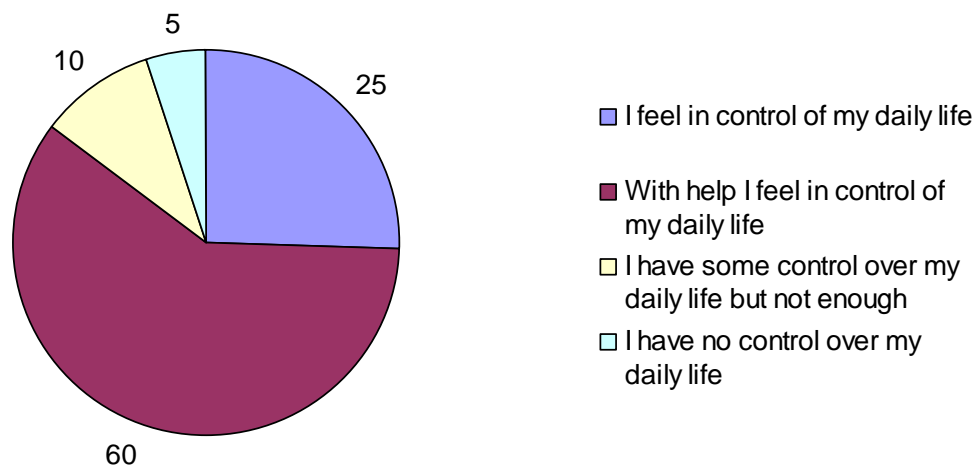
- Less than 0.5 per cent

### In control of daily life (Q10)

Service users were asked if they felt they had control over their daily life which was described as having the choice to do things they wanted when they wanted to, for example having meals, going to bed, getting up and going out.

**Figure 3.7** shows that the majority of those service users who responded (85%) felt in control of their daily life, but the majority of these needed help to do so. A further 10 per cent felt they had some control but not enough and 5 per cent felt they had no control.

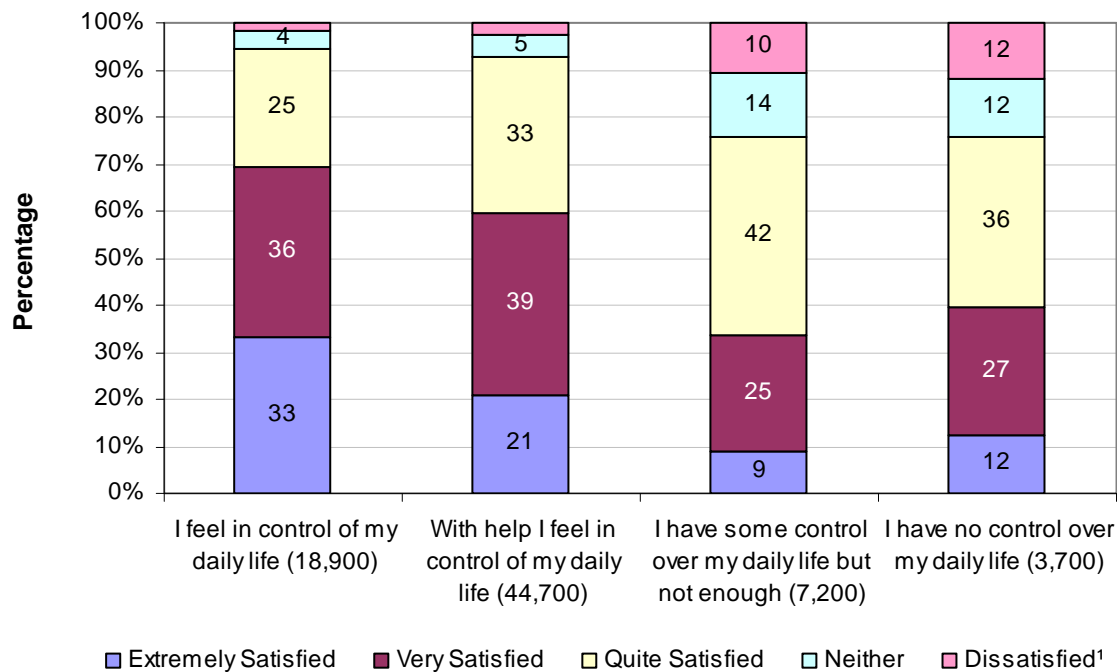
**Figure 3.7: Percentage of service users that feel in control of their daily lives (Q10), 2008-09**



1. Based on 75,700 respondents
2. Figures may not add up to 100 per cent due to rounding

**Figure 3.8** shows that 33 per cent of respondents that said they felt in control of their daily lives were extremely satisfied with their home care and 2 per cent of these respondents said they were dissatisfied with their home care. In comparison 9 per cent of those who said they have some control over their daily lives but not enough said that they were extremely satisfied with their home care and 10 per cent said they were dissatisfied.

**Figure 3.8: How much control do service users have on their daily lives (Q10) by degree of satisfaction (Q1), 2008-09**



1. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied  
 2. Figures may not add up to 100 per cent due to rounding

**Table 3.3** shows there was a relationship between control and how happy services users were with how they were treated. 82 per cent of those respondents that answered they felt in control of their daily life also said they were always happy with the way their care workers treated them. Of those respondents that said they had no control over their daily lives, 45 per cent said they were always happy with the way they were treated by their care workers, but 15 per cent said they were either only sometimes or never happy with the way their care workers treated them.

**Table 3.3: How much control do service users have on their daily lives (Q10) by how happy the service user is with how they are treated (Q9)**

England, 2008-09 Percentages<sup>1</sup> and Rounded Figures

Which of the following statements best describes your present situation?	Degree of happiness with how they are treated				Total Respondents
	I am always happy with the way my care workers treat me	I am usually happy with the way my care workers treat me	I am sometimes happy with the way my care workers treat me	I am never happy with the way my care workers treat me	
I feel in control of my daily life	82	16	2	-	19,000
With help I feel in control of my daily life	67	30	3	-	44,900
I have some control over my daily life but not enough	42	43	14	1	7,300
I have no control over my daily life	45	40	13	2	3,700

1. Figures may not add up to 100 per cent due to rounding.  
 - Less than 0.5 per cent

## 4. Coverage

### Introduction

The eligible population was defined as those users receiving care in their own homes funded wholly or in part by social services, who are aged 65 or over when the questionnaires were distributed in February 2009.

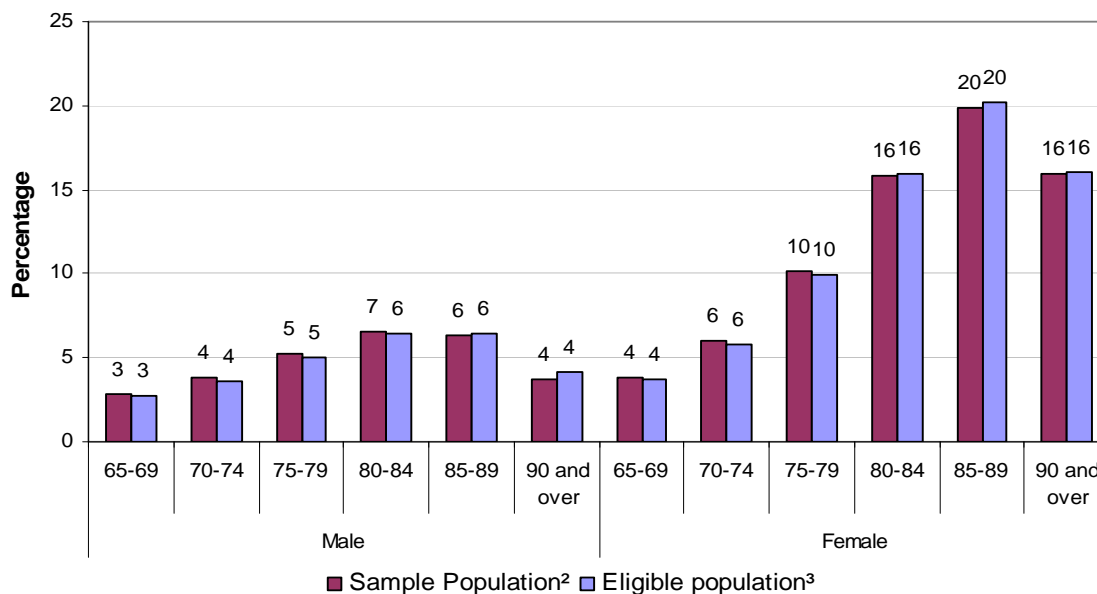
The survey was carried out by 147 of 150 Councils with Adult Social Services Responsibilities (CASSRs) for completion in early 2009. Two councils, Isles of Scilly and City of London, were excluded from the survey as their eligible population was less than 150 so it would have been difficult for them to deliver robust results, and Bedfordshire decided not to take part as it was going through desegregation (into Bedford borough and Central Bedfordshire).

### Selection of Sample

In total, the questionnaire was distributed to approximately 147,000 service users out of an eligible population of 242,300.

**Figure 4.1** shows the distribution of the eligible population of service users and those selected for the sample and therefore sent questionnaires, broken down by age and gender. The two distributions are very similar showing that the sample was selected correctly and no noticeable bias was introduced at this stage.

**Figure 4.1: Breakdown of eligible population and those sampled by age and gender**



1. Figures may not add up to 100 per cent due to rounding

2. Based on 146,900 service users.

3. Based on 242,100 service users. The age or gender was unknown for around 200 eligible users and these have been excluded from the chart.

## Respondents and Non Respondents

A user is classed as a respondent if they responded to one or more questions, allowing service users to express their views on areas they feel strongly about without having to complete the entire questionnaire.

**Table 4.1** below shows that over half (53%) of people surveyed responded with answers to one or more questions compared to 59 per cent in 2005-06. The majority of the questionnaires returned were administered by post.

**Table 4.1: Method of collection for total respondents and non respondents<sup>1</sup>**

England, 2008-09	Percentages <sup>2</sup>
Method of Collection	Total respondents and non respondents
By post	52
Face to face	-
Telephone	1
Non response	47

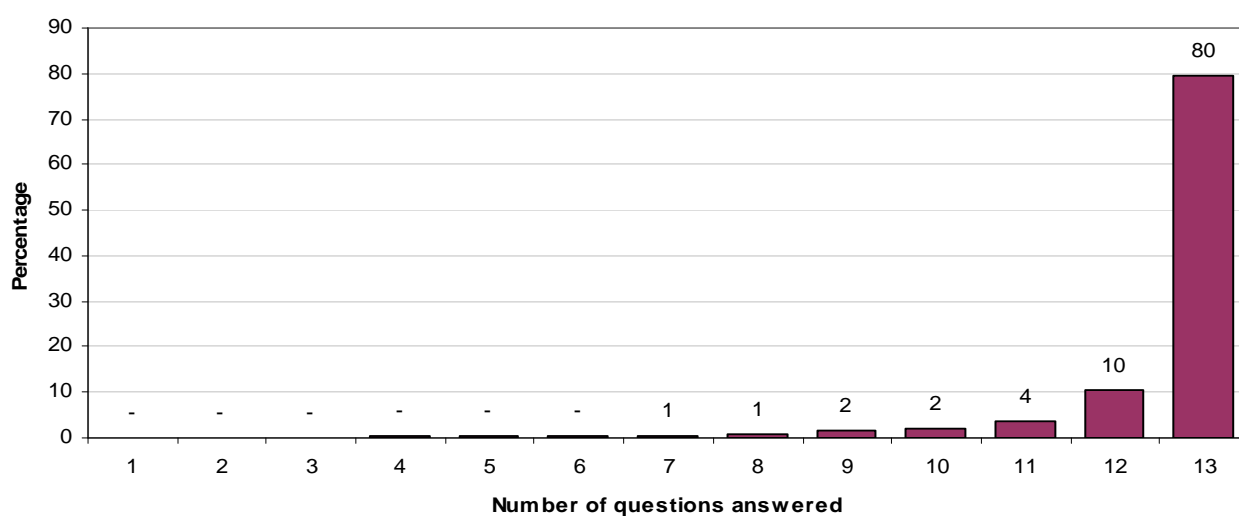
1. Based on 146,800 service users sampled.

2. Figures may not add up to 100 per cent due to rounding.

- Less than 0.5 per cent

**Figure 4.2** shows that 80 per cent of respondents answered all the questions in the questionnaire. 10 per cent of respondents answered all but one question, 4 per cent of respondents answered all but two questions, and a small percentage of respondents answered fewer questions than this. Annex Table U3 shows the national response rate for each question.

**Figure 4.2: Number of questions from the questionnaire answered by respondents<sup>1, 2</sup>**



- Less than 0.5 per cent

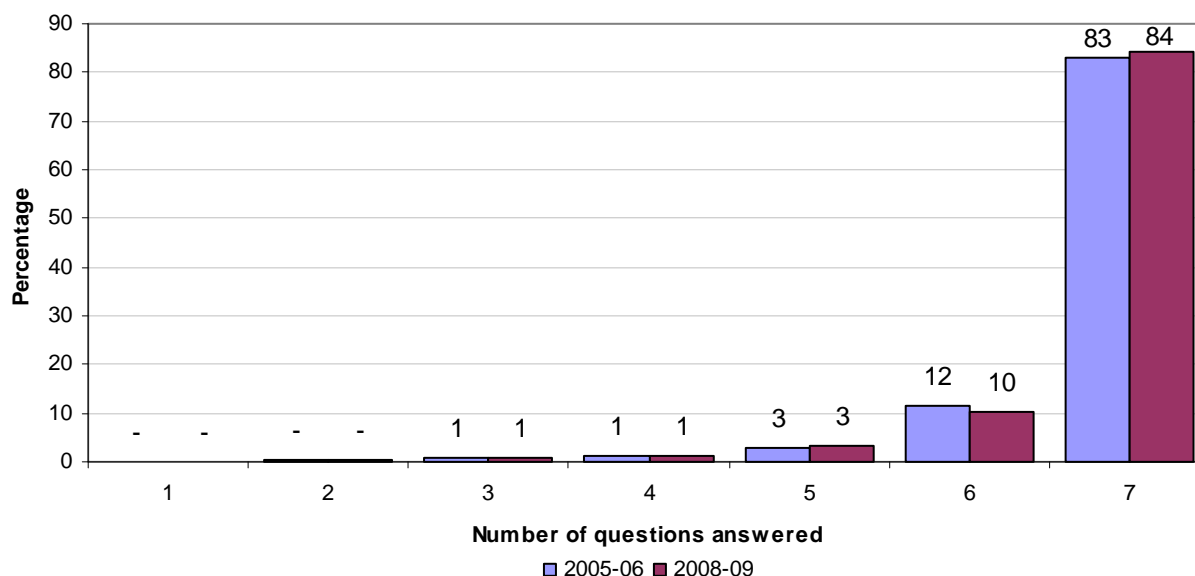
1. Based on 78,500 respondents.

2. Does not include 3 demographic questions as these could be answered from council records.

3. Figures may not add up to 100 per cent due to rounding

It is interesting to see if there has been a decline in the number of questions answered in the 2008-09 survey compared to the 2005-06 survey. **Figure 4.3** repeats the analysis shown in **figure 4.2** but restricts it to the 7 questions which appeared in both surveys. It shows there has not been a deterioration between the two surveys.

**Figure 4.3: Number of questions from the questionnaire answered by respondents<sup>1</sup> for questions<sup>2</sup> that appeared in the 2005-06 and the 2008-09 questionnaires.**



Less than 0.5 per cent

1. Based on 83,700 respondents in 2005-06 and 78,500 respondents in 2008-09.
2. Restricted to Q1 (satisfaction), Q2 (Times that suit), Q3 (Informed), Q4 (do the things you want done), Q10 (in control), Q12 (practical help) and Q17 (help completing the questionnaire)
3. Figures may not add up to 100 per cent due to rounding

**Table 4.2** shows that there is some relationship between the degree of satisfaction and the number of questions the respondent chose to answer. Of those respondents that answered 1 to 4 questions 29 per cent said they were extremely satisfied compared to 22 per cent of those who answered all 13 questions. 10 per cent of those answering 1 to 4 questions were dissatisfied compared to 3 per cent of those answering all questions.

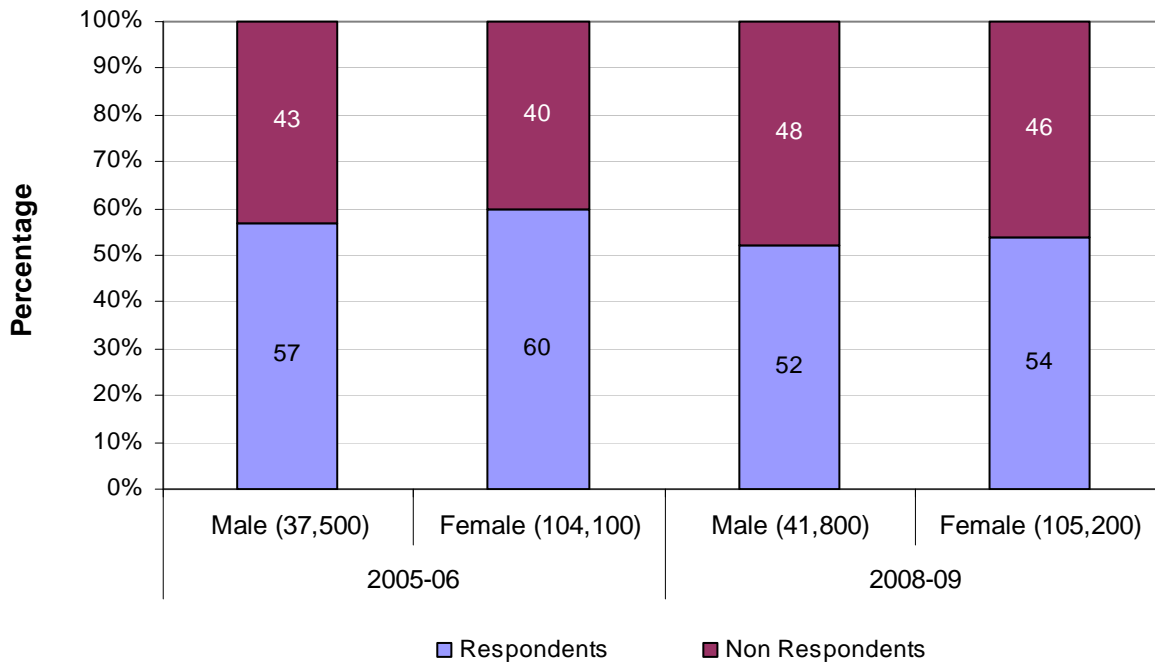
**Table 4.2: The number of questions answered by respondents by degree of satisfaction**

Number of Questions answered by respondents	Degree of Satisfaction					Total Respondents
	Extremely Satisfied	Very Satisfied	Quite Satisfied	Neither	Dissatisfied <sup>2</sup>	
13 Questions	22	37	32	6	3	62,500
9-12 Questions	23	34	32	7	4	13,100
5-8 Questions	27	30	30	8	5	1,200
1-4 Questions	29	27	23	11	10	200

1. Figures may not add up to 100 per cent due to rounding.
2. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied

**Figure 4.4** shows there is a slight difference in the response rates with females slightly more likely to respond than males. The response rate for both groups has fallen compared to 2005-06.

**Figure 4.4: Respondents and non respondents for gender groups, 2008-09**



1. In both years there were a small number of those sampled for whom gender was unknown, these have not been included in the table.
2. Figures may not add up to 100 per cent due to rounding

It can be seen from **Table 4.3** that the response rate for all age groups has fallen by a similar amount. It also shows that older people are slightly more likely to respond but the differences are not sufficiently large to bias results.

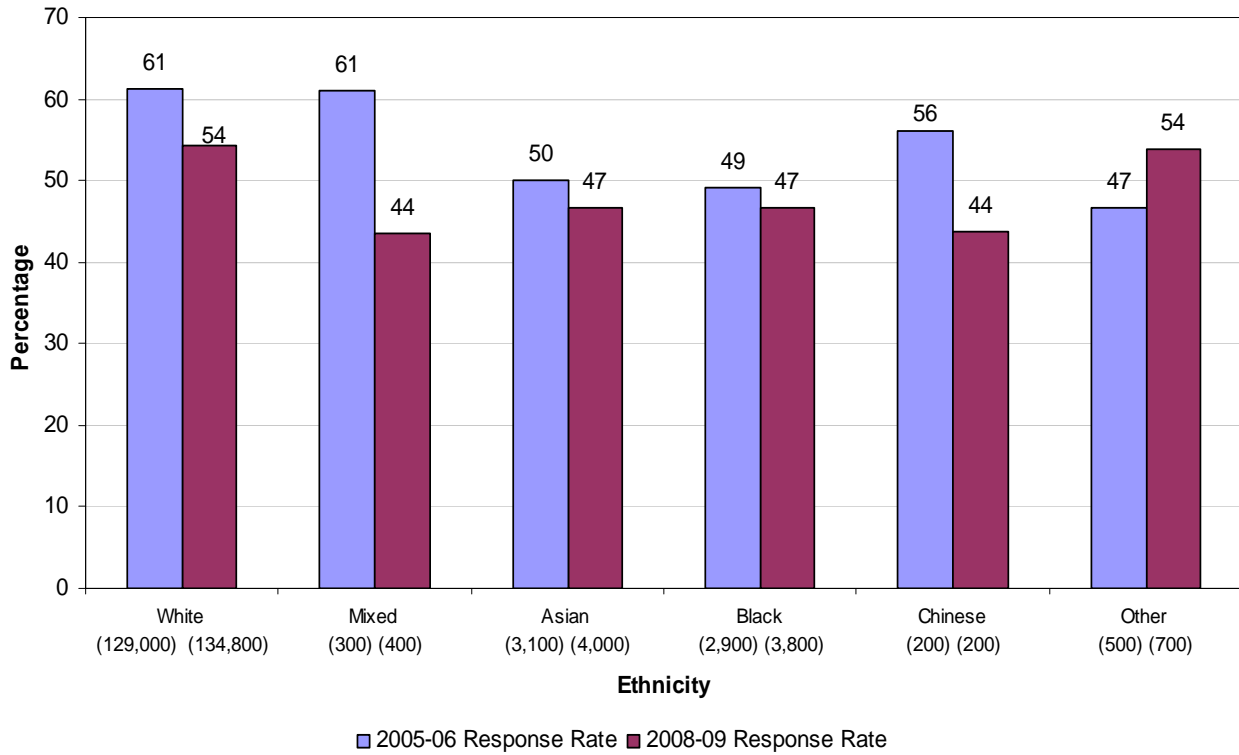
**Table 4.3: Respondents and non respondents for age groups**

Age Group	2005-06		2008-09	
	Response Rate	Total respondents and non respondents	Response Rate	Total respondents and non respondents
65-74	57	22,400	52	24,200
75-84	59	56,500	53	55,500
85 and over	60	62,700	55	67,300

1. Figures may not add up to 100 per cent due to rounding.
2. In both years there were a small number of those sampled for whom age group was unknown, these have not been included in the table

The White and Other ethnic groups had the highest response rate (both 54%) in 2008-09 whilst the groups with the lowest response rate were Mixed and Chinese (both 44%). Again, the smaller number of users in these groups indicates that their lower response rate will not have noticeably biased the results. **Figure 4.5** shows that the response rate for the Mixed race ethnic group has fallen by 18 percentage points from 61 per cent in 2005-06 to 44 per cent in 2008-09, although there are only a small number of users in this group.

**Figure 4.5: Respondents and non respondents for ethnic groups, 2008-09**



# Appendix A: Editorial Notes

## Introduction

This section outlines the methodology for the survey and discusses response rates, interpretation and robustness of the data.

## Overview of Methodology

Councils were asked to conduct a survey of their Personal Social Service users. Guidance was issued to councils on the methodology to be used to ensure comparability.

The population sample was defined as those who received a home care service provided or commissioned by the council aged 65 or over when the form was distributed. For the purposes of this survey, service users in receipt of Direct Payments and/or Personal Budgets were excluded in the survey unless it was known that some or all of their Direct Payment and/or Personal Budget was spent on Home Care services provided by or contracted by the Local Authority. For example, the service user may have received a Personal Budget but this was managed by the council and therefore the council knew that some or the entire budget was used to purchase Home Care. In the cases where it was unknown how the Direct payment and/or Personal Budget was been spent, then the service users were not included in the survey. Care was also taken to remove users from the sample that had moved away or died.

For most councils the forms were distributed in February 2009. The method of collection varies across service users with approximately 97 per cent of respondents doing so by post, less than 1 per cent via face to face interviews and 2 per cent via telephone interviews.

Users who returned the form by post had a slightly lower percentage of respondents who were extremely or very satisfied with their home care compared to users who took part via a telephone interview (as shown in **Table A.1**). Those taking part in a face to face interview were the least likely to be satisfied but this should not be used as evidence to suggest the method of collection influences responses to the questionnaire as this is more likely to be a reflection of the satisfaction levels in the councils who made the most use of these methods.

**Table A.1: Method of collection by degree of satisfaction (Q1)**

England, 2008-09

Percentages<sup>1</sup> and Rounded Numbers

Method of collection	Degree of Satisfaction					Total Respondents
	Extremely Satisfied	Very Satisfied	Quite Satisfied	Neither	Dissatisfied <sup>2</sup>	
By post	22	36	32	6	4	75,100
Face to face	17	47	27	5	4	300
By telephone	26	36	28	4	5	1,400

1. Figures may not add up to 100 per cent due to rounding.

2. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied.

Of the total forms received, the satisfaction of users who had help from their care worker was higher than users who filled in the form by themselves as shown in **Table A.2**. Approximately 62 per cent of respondents that answered Question 1 had help in completing the questionnaire.

**Table A.2: Received help completing the questionnaire by degree of satisfaction (Q1)**  
England, 2008-09 *Percentages<sup>1</sup> and Rounded Numbers*

Help completing the questionnaire	Degree of Satisfaction					Total Respondents
	Extremely Satisfied	Very Satisfied	Quite Satisfied	Neither	Dissatisfied <sup>2</sup>	
Filled it in myself	26	35	30	6	3	28,400
I had help from a care worker	36	38	21	3	2	3,200
I had help from someone else	18	36	35	6	4	42,500

1. Figures may not add up to 100 per cent due to rounding.

2. Includes quite dissatisfied, very dissatisfied and extremely dissatisfied.

## Survey

Councils were provided with a sample questionnaire which is re-produced in **Appendix C** although councils were able to include additional questions and local branding. 69 councils (48%) reported that they included additional questions. These questions generally asked the service user about self directed support and some councils had chosen to keep questions from the 2005-06 questionnaire that had been removed, or they added selected questions from the 2008-09 extended survey without doing the full extended survey itself.

The aim of the guidance issued was to ensure comparability across councils by specifying the wording and ordering of the compulsory questions.

## Missing Data

The Isles of Scilly and City of London were exempt from the survey as the number of service users within their area who met the survey eligibility criteria was too small (less than 150) to guarantee a statistically significant response. Bedfordshire decided not to take part as it was going through disaggregation (into Bedford Borough and Central Bedfordshire).

## Response Rates

Response rates play an important part in the overall value of surveys. Confidence in the estimates derived from the survey will be affected by non-response bias and statistical sampling error if response rates are low (see separate sections on Non-Response Bias and Confidence Intervals). The council tables (**Appendix D**) show the response rates achieved for the survey questions. Overall, the response rate achieved in 2008-09 (53%) is lower than for previous surveys (59% in 2005-06). However, there was variation in the rates achieved for different questions and between councils.

## Non-Response Bias

Typically, we might expect people who don't reply to surveys to be more satisfied. This means that the lower the achieved response rate, the more likely it is for the results to be subject to non-response bias (probably giving a lower figure for satisfaction than the true figure). 19 councils failed to achieve a response rate which would enable an estimate of 50 per cent from their results to have a confidence interval of less than 4 percentage points and therefore care should be taken when interpreting their results.

## Confidence Intervals

Surveys produce statistics that are estimates of the real figure for the whole population which would only be known if the entire population was surveyed. Therefore estimates from sample surveys are always surrounded by a confidence interval which assesses the level of uncertainty caused by only surveying a sample of service users. The 95% confidence interval gives the range in which you would expect the true value to fall 95 times if 100 samples were selected.

Care needs to be taken in making comparisons with England averages. If the confidence interval for a council level estimate does not overlap with the confidence interval for the equivalent England estimate then it is likely that the values are genuinely different. Similarly if the confidence intervals for estimates for two different councils or two different years do not overlap then it is likely that they are genuinely different.

It is Best Value good practice for service specific surveys for the 95% confidence interval for indicators to be no more than plus or minus 4 per cent. That is, we want to be 95% confident that the true figure is within plus or minus 4 percentage points of the figure obtained from the sample. So this means that if the survey gives an answer of 50 per cent, for example, we can be confident that the true figure is between 46 per cent and 54 per cent.

Differences discussed in the commentary of this report either over time or between different categories of respondents are significant to 95% confidence interval.

## Calculating Confidence Intervals

A standard formula for the calculation of a 95% confidence interval (CI) for the estimate of a proportion  $p$  from a sample survey is:

$$\pm 1.96 \times \sqrt{\left( \left( \frac{p(1-p)}{n} \right) \left( \frac{N-n}{N} \right) \right)}$$

where:

**p** is the sample proportion

**n** is the sample size (number of useable responses)

**N** is the size of the eligible population

This formula includes the finite population correction factor and assumes  $n$  is reasonably large.

As an example, it can be applied to calculate confidence intervals for estimates derived from the question “Do your care workers come at times that suit you?” (Question 2) where:

$p$  is the proportion of people who answered “They always come at times that suit me”

$n$  is the sum of those that responded to the question

$N$  is the size of the eligible population

### Example

Council A has 1024 eligible service users and surveyed 637 of them, 410 were returned by users. The responses received to the question ‘Do your care workers come at times that suit you?’ were:

Response	Number
They <u>always</u> come at times that suit me	209
They <u>usually</u> come at times that suit me	164
They <u>sometimes</u> come at times that suit me	31
They <u>never</u> come at times that suit me	4
Did not respond to the question	2
Did not take part in the survey	227

The proportion of people who answered “They always come at times that suit me” for Council A is 51.2% ( $p = 0.512$ , 209 divided by 408).

The 95% confidence interval is plus or minus 3.8%. This is calculated by inserting the values of  $p$ ,  $n$  and  $N$  below into the formula for calculating confidence intervals.

$p = 0.512$

$n = 408 (=209+164+31+4)$

$N = 1024$

More details and a further worked example along with a Confidence Interval Calculator can be found at appendix E.

# Appendix B: Related Publications

## User Experience Surveys

This publication can be downloaded from the NHS Information Centre website at:

[www.ic.nhs.uk/pubs/psshcu0809](http://www.ic.nhs.uk/pubs/psshcu0809)

## Related publications

Publications relating to social care activity, finance, staffing and user experience surveys can be found at [www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information](http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information).

The National Adult Social Care Intelligence Service (NASCIS) is an online portal which contains standard reports for each council as well as the capacity to carry out further analysis of social care data via the NASCIS online analytical tool can be found at <http://nascis.ic.nhs.uk/>

Below is a list of links to specific social care reports:

*“Personal Social Services Survey of Home Care Users in England Aged 65 or Over: 2005-06”* is available at

[www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/personal-social-services-survey-of-care-users-in-england-aged-65-or-over:-2005-06](http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/personal-social-services-survey-of-care-users-in-england-aged-65-or-over:-2005-06)

*“Personal Social Services Survey of Adults Receiving Community Equipment and Minor Adaptations in England, 2007-08”* is available at

[www.ic.nhs.uk/pubs/pssadultsequip0708](http://www.ic.nhs.uk/pubs/pssadultsequip0708)

Previous User Experience surveys carried out by the Department of Health are available on their website at:

[www.dh.gov.uk/PublicationsAndStatistics/Statistics/StatisticalWorkAreas/StatisticalSocialCare/StatisticalSocialCareArticle/fs/en?CONTENT\\_ID=4088276&chk=g2x841](http://www.dh.gov.uk/PublicationsAndStatistics/Statistics/StatisticalWorkAreas/StatisticalSocialCare/StatisticalSocialCareArticle/fs/en?CONTENT_ID=4088276&chk=g2x841)

*“Community Care Statistics: Social Services Activity, England – Councils with Adult Social Services Responsibilities tables, provisional, 2008-09”* is available at

[www.ic.nhs.uk/pubs/carestats0809asr](http://www.ic.nhs.uk/pubs/carestats0809asr)

*“Personal Social Services: Expenditure and Unit Cost, England – Councils with Adult Social Services Responsibilities tables, provisional, 2008-09”* is available at

[www.ic.nhs.uk/pubs/pss0809exp](http://www.ic.nhs.uk/pubs/pss0809exp)

*“Community Care Statistics 2007-08: Referrals, Assessments and Packages of Care for Adults, England”* is available at

<http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/community-care-statistics-2007--08:-referrals-assessments-and-packages-of-care-for-adults-england-national-report-and-cassrs>

*“Community Care Statistics 2008: Home help/ home care services, England”* which is available on the Information Centre for health and social care website at

[www.ic.nhs.uk/pubs/commcarestats08home](http://www.ic.nhs.uk/pubs/commcarestats08home)

*“Community Care Statistics 2007/08: Grant Funded Services for Adults, England”* is available at

[www.ic.nhs.uk/pubs/carestats08gfs](http://www.ic.nhs.uk/pubs/carestats08gfs)

*“Personal Social Services Staff of Social Services Departments at 30 September 2008, England. [NS]”* is available at

[www.ic.nhs.uk/pubs/pssstaffsept08](http://www.ic.nhs.uk/pubs/pssstaffsept08)

*“Personal Social Services Expenditure and Unit Costs: England 2007/08”* is available at

<http://www.ic.nhs.uk/statistics-and-data-collections/social-care/adult-social-care-information/personal-social-services-expenditure-and-unit-costs:-england-2007-08>

## PSSRU – Personal Social Services Research Unit

An extended version of this survey was available to councils on a voluntary basis. The extension sought to add value to the user experience survey for the participating councils by enhancing comparability between councils across additional questions. In addition they aimed to assess the suitability of questions as performance indicators and use the results to facilitate further development of a measure of quality of home care services for adults aged 65 and over. Results of this survey will be found on the PSSRU website:

<http://www.pssru.ac.uk/>

## Department of Health

The White paper on improving health and social care services is available online via the Department of Health’s website

<http://www.dh.gov.uk/PolicyAndGuidance/OrganisationPolicy/Modernisation/OurHealthOurCareOurSay/fs/en>

## Care Quality Commission (CQC)

Results from Performance Indicators can be found on the Commission for Social Care Inspection website

<http://www.cqc.org.uk/guidanceforprofessionals/socialcare/councils/performanceassessment.cfm>

## Appendix C: Blank Copy of Base Questionnaire

# Your Home Care Service

What we would like you to do

We would like you to help us by taking a few minutes to give us your views about the home care services you receive. Whether you do or don't answer the questions won't affect the services you personally receive.

What to do if you need help to give your views

If you would like, you can ask a friend or a relative to help you complete the questionnaire. **[Councils can mention here any telephone help line they have through which assistance in completing the survey can be arranged]**

What to do if you have queries or would like to know how to obtain information on the results

**If you, or your friend or relative, have questions you would like to ask about the survey please ring ..... on Monday to Friday between 10.00 am and 12.00 pm or between 2.00 pm and 4.00 pm** **[Councils can vary these hours or expand this sentence e.g. to say leave a message and someone will get back to you]**

**[Councils can add a paragraph on the availability of Alternative formats of questionnaire here]**

Why you were selected

Your name is just one of many that have been selected at random from **[Social Services']** records.

What will be done with the results of the survey

The results of the survey will be used by the Commission for Social Care Inspection, the Department of Health and your local **[social**

**services department]** to see how happy people are with the home care services, to see whether improvements need to be made to local care services and for further research or analysis.

## Confidentiality

Your answers will be treated as confidential: they will not be passed on to your care workers or anyone providing you with services. You will not be personally identified.

The code found **[enter position]** on this form is used for administration purposes only to make sure that when you return this questionnaire we do not send you another one. However, if you say on the form that you are being hurt or harmed by anybody then we will use this code to identify you so that someone (but not your care worker) can contact you to talk about it. This is the only circumstance under which this code will be used to identify you.

## Sending back the completed questionnaire

Once you have completed the questionnaire please return it in the envelope provided by **[DATE]**. You don't need to put a stamp on the envelope.

**Thank you for helping us by completing this questionnaire.**

[Councils may include a comments box after some questions if they wish]

1. Overall, how satisfied are you with the help from [Social Services] that you receive in your own home?

Please tick [✓] one box

I am extremely satisfied

I am very satisfied

I am quite satisfied

I am neither satisfied nor dissatisfied

I am quite dissatisfied

I am very dissatisfied

I am extremely dissatisfied

2. Do your care workers come at times that suit you?

Please tick [✓] one box

They always come at times that suit me

They usually come at times that suit me

They sometimes come at times that suit me

They never come at times that suit me

3. Are you kept informed, by your home care service, about changes in your care? (e.g. your visit will be late or you'll have a different carer)

Please tick [✓] one box

Someone always lets me know about changes

Someone usually lets me know about changes

They hardly ever let me know about changes

They never let me know about changes

4. Do your care workers do the things that you want done?

Please tick [✓] one box

They always do the things I want done

They nearly always do the things I want done

They sometimes do the things I want done

They never do the things I want done

Please list other things you want your care workers to do in this box

5. Are your care workers in a rush?

Please tick [✓] one box

They are always in a rush

They are often in a rush

They are sometimes in a rush

They are never in a rush

6. Do your care workers arrive on time?

Please tick [✓] one box

They are always on time

They are usually on time

They are sometimes on time

They are never on time

I never know what time they're going to arrive

7. Do your care workers spend less time with you than they are supposed to?

Please tick [✓] one box

They never spend less time with me than they are supposed to

They sometimes spend less time with me than they are supposed to

They often spend less time with me than they are supposed to

They always spend less time with me than they are supposed to

8. Do you always see the same care workers?

Please tick [✓] one box

Yes, I always see the same care workers

No, but I nearly always see the same care workers

No, I hardly ever see the same care workers

No, I never see the same care workers

9. Overall, how do you feel about the way your care workers treat you? (e.g. whether they are understanding and treat you with respect for your dignity)

Please tick [✓] one box

I am always happy with the way my care workers treat me

I am usually happy with the way my care workers treat me

I am sometimes happy with the way my care workers treat me

I am never happy with the way my care workers treat me

10. **Which of the following statements best describes your present situation?**

By 'control over daily life' we mean you have the choice to do what you want when you want to, for example having meals, going to bed and getting up, going out etc.

**Please tick [✓] one box**

I feel in control of my daily life

With help I feel in control of my daily life

I have some control over my daily life but not enough

I have no control over my daily life

**[Councils may add additional questions here if they wish]**

**[Councils can choose to omit question 11 if they wish]**

11. **Please write any other comments you would like to make about the home care you receive in the following box**

The answers to the next group of questions will be used to make sure that we have a balanced sample of home care users.

12. **Do you receive any practical help in your home on a regular basis from your husband/wife, partner, friends, neighbours or family members?**

**Please tick [✓] all those that apply**

Yes, from someone living in my household

Yes, from someone living in another household

No

13. **In the last fortnight, have you had a visit from a community/district nurse?**

**Please tick [✓] one box**

Yes

No

**[Councils may choose to omit this gender question if it can be supplied accurately from their current records]**

14. **Are you male or female?**

*Please tick [✓] one box*

Male

Female

**[Councils may choose to omit this age question if it can be supplied accurately their current records]**

**15. Which age group do you belong to?**

*Please tick [✓] one box*

Under 65

65-69

70-74

75-79

80-84

85-89

90 or over

[Councils may choose to omit this ethnicity question and supply data from their own records if they are confident of the quality and coverage of the information about the client's assessment of their ethnic origin in their current records; if they do include the question, they may break the categories down further if they wish to do so]

16. To which of these groups do you consider you belong?

Please tick [✓] one box

a) White (British, Irish, Traveller of Irish Heritage, Gypsy/Roma, any other white background)

b) Mixed (White and Black Caribbean, White and Black African, White and Asian, any other mixed background)

c) Asian or Asian British (Indian, Pakistani, Bangladeshi, any other Asian background)

d) Black or Black British (Caribbean, African or any other Black background)

e) Chinese

f) Any other ethnic group

17. **Did you fill in this questionnaire by yourself or did you have help from someone else?**

*Please tick [✓] one box*

I filled it in myself

I had help from a care worker

I had help from someone else

**[Councils may seek further information on the category of person who helped here if they wish – but these should only be categories of person (eg. relative) and not names. Any expanded categories need to be aggregated back to the three categories in the question above before entering the results onto the data return.]**

**Councils may also insert additional material here, asking the user if they would like the council to provide information about additional services available to meet their needs better, or to seek permission for information to be shared to follow up a particular matter]**

**Thank you for helping us by filling in this questionnaire.**

**Please post it back to us in the envelope provided.**

You don't need to put a stamp on the envelope.

**For your views to count please return this form by **DATE****

# Appendix D: Council Tables and Confidence Interval Tools

Excel tables containing council level analyses can be found at [www.ic.nhs.uk/pubs/psshcu0809](http://www.ic.nhs.uk/pubs/psshcu0809).

## Further Information

This report forms part of a suite of statistical reports. Other reports cover information on the wider scope of activity and social services provided for Adults by CASSR's. All reports will become available on the Information Centre website.

Comments on this report would be welcomed. Any questions concerning any data in this publication, or requests for further information, should be addressed to:

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