

Sunderland Joint Strategic Needs Assessment 2011

Data Annex

Chapter 9 Public and Service User Voice

Joint Strategic Needs Assessment 2011

Data Annex for Sunderland

Chapter 9

Public and Service User Voice

This Annex brings together indicators of population, health, well-being, the wider determinants of health and usage of care and health services among the population of Sunderland. Trends are considered over time and the values for local populations are compared to figures for local neighbours, similar populations in other parts of England, the NE and England. The data set has been put together jointly by NHS South of Tyne and Wear and Sunderland City Council

The data set is designed to support Local Authorities and Primary Care Trusts when undertaking Joint Strategic Needs Assessment in 2011. It will also be of use to a wide range of partners in the public, third and commercial sectors and individuals who either provide or use local health and care services.

The format of the data set has been informed by consultation with health and social care specialists across the North East region and this process was facilitated by the North East Public Health Observatory. It also reflects the content suggested by the Association of Public Health Observatories in its report "The JSNA Core Dataset".

The Annex is divided into nine chapters:

1. Population
2. Social and Environmental Context
3. Child Health and Lifestyle
4. Life Expectancy and Mortality and Ill Health due to All Causes
5. Heart Disease, Stroke and Related Conditions
6. Cancer
7. Adult Health, Long Term Conditions other than Heart Disease and Cancer and Social Care
8. Adult Lifestyle
9. Public and Service User Voice

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9. Public and Service User Voice

9.1. Carers' Survey 2009/10

Consultation period: December 2009-January 2010

Sample size: 855

Respondents: 347 (41% response rate)

Sample details and methodology: A representative sample of carers randomly selected from Adult Services' records

Organisation/Directorate conducting the consultation: Health, Housing and Adult Services

How often is the consultation undertaken: This was a pilot

Findings:

The aim of the survey was to provide local authorities with the opportunity to benchmark the Carers' Strategy¹ both internally and against other authorities by seeking to collect carers' views on a number of topics that support the key aims of the Strategy. The findings therefore reflect carers' experiences of a range of services and support in the city i.e. not just via Health, Housing and Adult Services.

Experience of Health services

The majority of carers stated that they were 'always' or 'usually' treated with respect as a carer when in contact with health professionals at an NHS hospital (88% of respondents) or GP surgery (91% of respondents) in the last 12 months. Similarly 85% of carers feel involved as much as they wanted to be in discussions about the care and treatment of the person they care for when at an NHS hospital and 91% when at a GP surgery in the last 12 months. However, a number of qualitative comments highlight issues experienced by carers when at NHS hospitals broadly these are; premature discharge without consultation with carers, information not getting passed on between different Wards/departments, carers not being kept informed about the treatment/diagnosis of the person they care for and the cared for person not being treated with dignity and respect. A number of comments also relate to services not feeling 'joined up', particularly between health and social care.

Experience of support and services

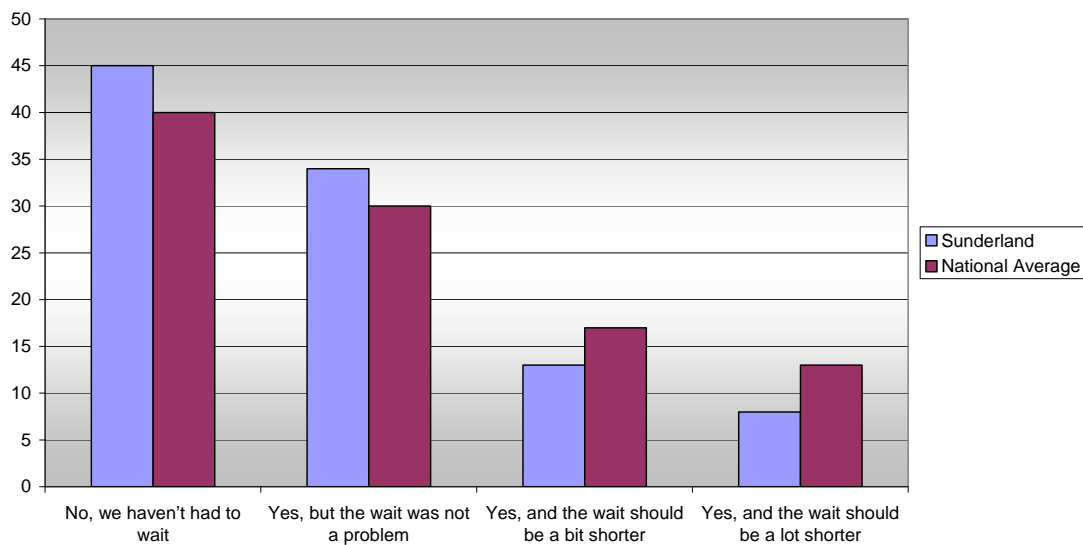
Nearly a quarter (23%) of carers have found it difficult to access the services they need as a carer in the last 12 months. Nevertheless, 83% of respondents overall are satisfied with the support and services they and the person they care for receives from Adult Services (59% 'very' or 'extremely' satisfied). A large number of comments praised the services and support carers and the people they care for had received from Adult Services in the last 12 months. The vast majority of carers (84%) 'always' or 'usually' feel involved or consulted as much as they wanted to be in discussions about the support or services provided to the person they care for and this is above the national average (78%). The majority (73%) of carers reported that someone always got back to them from Adult Services when they had a query or question.

¹ D of H (2008)

9.1 Carers' Survey 2009/10 (cont.)

However, 18% of carers reported that the services/support the person they care for receives can only sometimes or 'never' react to day to day changes in their needs and the needs of the person they care for. Qualitative comments suggest an issue with home support services not being flexible enough to meet the fluctuating nature of dementia, for example. Just under a third (30%) of carers feel that they are 'hardly ever' or 'never' kept informed about any changes to the services they, or the person they care for, accesses and 21% of carers felt that the wait they had for services and support in the last 12 months was longer than it should have been (although this is below the national average of 30%).

In the last 12 months have you or the person you care for had to wait to get any support or services?



Employment and financial implications of caring

Nearly a quarter of carers (24%) have experienced financial difficulties 'to some extent' due to their caring role and a further 5% 'a lot' of difficulty. Qualitative comments suggest many carers have difficulty with accessing the right advice and information about what benefits they may be entitled to.

Information and Advice

Just under a quarter of carers have found it difficult to get information and advice (from a range of sources including Adult Services, voluntary organisations and private agencies) in the last 12 months. A large number of comments suggest that accessing information and advice at the right time is a big issue for many carers. Where individuals had been able to access information and advice (from a range of sources) however, 94% had found this 'very helpful'.

9.2. Equipment Survey 2009/10

Consultation period: January-February 2010

Sample size: 769

Respondents: 456 (59% return rate)

Sample details and methodology: A representative sample of service users randomly selected from Adult Services' records

Organisation/Directorate conducting the consultation: Health, Housing and Adult Services

How often is the consultation undertaken: annually with a different theme each year-the last Equipment Survey was in 2007/08.

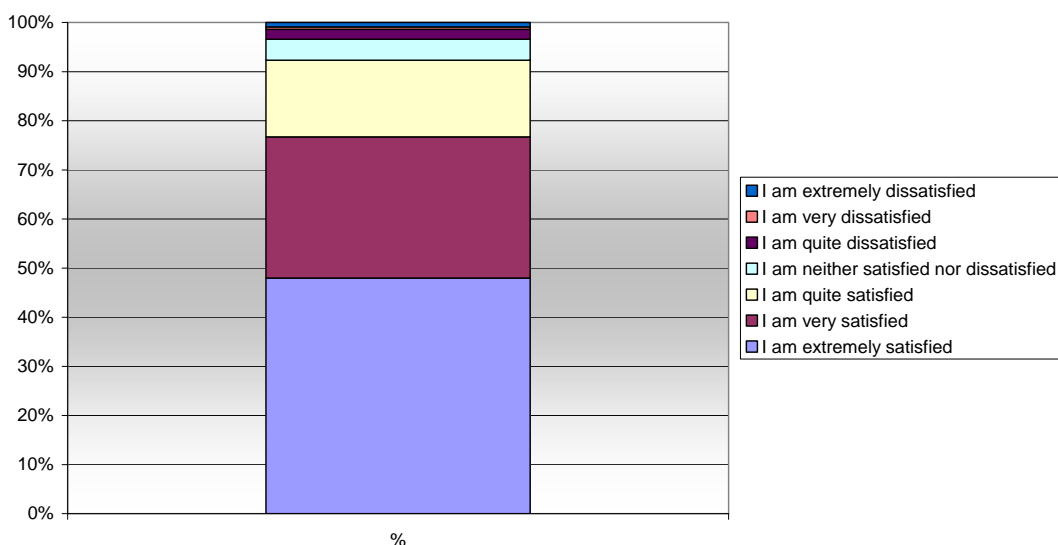
Findings:

The purpose of the 2009-2010 Community Equipment User Experience Survey was to gain an understanding of whether community equipment and minor adaptations received by service users in Sunderland is helping clients to live safely and independently in their own home.

Assessment

The vast majority of respondents (92%) were satisfied with the equipment or adaptations they received (compared to 95% in 2008/09) and nearly all respondents (97%) were happy with the way their needs were discussed, which is an improvement of 7% on the previous survey conducted.

Overall, how satisfied are you with the most recent piece of equipment/minor adaptation to your home you received?



When asked to indicate if they had any problem with the length of time it took to have their item of equipment or adaptation delivered, 76% of respondents stated that the length of time did not cause them any problems however 24% indicated that the wait did cause problems with 4% stating that there were serious problems (and this is an increase on 2007/08 when 18% of respondents stated the length of time they had to wait for the equipment/adaptation caused them problems to a greater or lesser extent).

9.2 Equipment Survey 2009/10 (cont.)

Delivery and installation

When asked to indicate how happy they were with the way the person delivering/installing treated them, 98.8% were happy with the way they were treated. Of this figure, 88.7% were very happy. This is similar to the figures from 2007/08 when 88% were 'very happy'. The survey also asked if respondent's homes were left neat and tidy following completion of the work-of those that this question was applicable to nearly all (97.5%) felt their home was left as neat and tidy as they would have liked. Of those who felt they should have been shown how to use their item of equipment/adaptation, 92% felt that this was done in a clear and helpful manner with just 1% reporting that they were not shown how to use the item of equipment/adaptation despite feeling that they should have been.

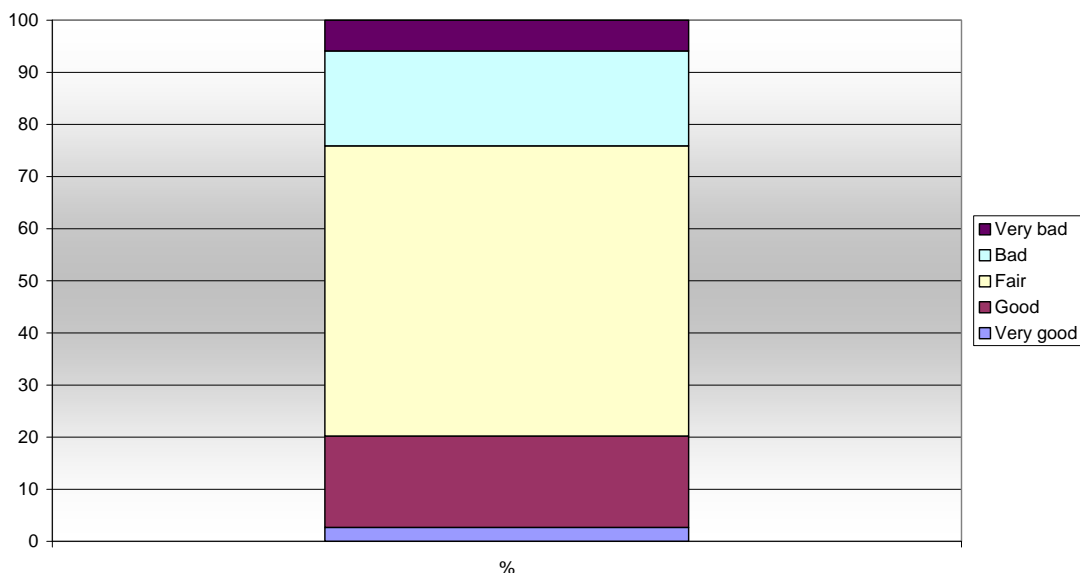
Post delivery

Following delivery of the equipment/adaptation, 73.2% of the respondents received contact either by telephone, personal visit or both. However, 17.6% have indicated that they were not contacted and this is an increase on those who responded this way in 2007/08 (12%).

The majority of respondents (81%) advised that they feel safe using the equipment/adaptation all of the time (which is a fall of 5% on the proportion of those who responded the same way in 2007/08) with a further 14.8% indicating that they felt safe "sometimes" and 4% 'never', which is area for concern. A total of 71% of respondents stated that the equipment/adaptation had made the quality of their life 'much better' and a further 25% felt that it had made their life a 'little better'. Just under a third (32%) of respondents now need less help from others as a result of the equipment/adaptation received.

The survey also asked about wider issues such as people's health, comfort, personal safety and so on. The vast majority of respondents (83%) feel in control of their life either independently or with support, however 13% feel they have some control over their daily life but not enough and a further 4% feel they have no control over their daily lives. In terms of being able to access the local community, 69% of respondents feel that they are able to get to the places that they want to in their local community either independently or with support. However, 15% of respondents feel unable to get to the places they want to. Nearly a quarter (24%) of respondents report that their health in general is 'bad' or 'very bad'.

How is your health in general?



9.3. Older Person's Lifestyle and Aspirations Survey

Consultation period: February-March 2010

Sample size: 5000 (however this was all ages due to the Electoral Roll not including information about people's ages)

Respondents: 648 people aged 50+

Sample details and methodology: A citywide representative sample of 5000 residents was drawn from the electoral roll with residents aged 50+ being asked to respond to the survey.

Organisation/Directorate conducting the consultation: Health, Housing and Adult Services

How often is the consultation undertaken: One off.

Findings:

The purpose of the survey was to understand more about older people's (50+) current home and what their future housing and lifestyle aspirations might be. This was to support the Council's strategic planning process to inform the development of local services and housing provision for older people in the city.

Health and wellbeing of respondents and their household

Just over half the respondents (53%) stated that at least one person in their household had a long term illness, health problem or disability. In the vast majority of cases people receive their care and support, where required, from a relative, partner or friend (for example 82% of those who responded that they themselves have a long term illness, health problem or disability receive informal help and support from a relative, partner or friend).

Current home

When asked whether their home was suitable for their needs, 80% of respondents felt that their home was suitable whilst 20% who stated that it was not with those responding 'no' predominantly from the Sandhill, Copt Hill, Silksworth, Doxford Park, Redhill and Southwick Wards of the city. Overall, half of the respondents stated that the reason their home was not suitable was due to mobility issues making it difficult for them to move around their home.

Repairs / improvements needed at their homes was highlighted as an issue for 30% of respondents, predominantly living in Copt Hill, Millfield, Sandhill, Redhill and Fulwell Wards. Health and care needs were an issue for 18.5% of respondents mainly living in Copt Hill, Doxford Park, Millfield, Pallion and Redhill. 16% of households said they had too many spare rooms i.e. under-occupying, with highest responses from Shiney Row, Washington West, Redhill, Sandhill and Copt Hill. Feeling unsafe in their homes was reported by 10.5% of respondents, predominantly living in Sandhill and Houghton.

Isolation and social inclusion

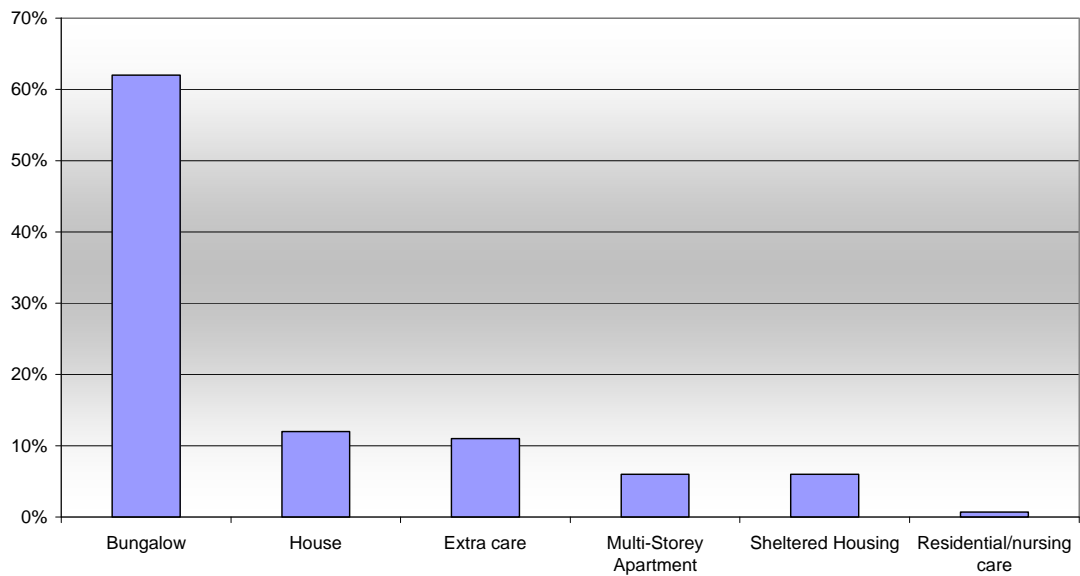
Overall, 17% of respondents reported that they feel isolated all or some of the time in their homes and the highest proportions of people reporting this were in Washington West, St. Chads, Castle and Hendon. Predominantly people said that living nearer family friends could lessen their isolation (28% of respondents who felt isolated) but more accessible transport, being able to live nearer people of their own age giving them opportunities to make new friends, regular visits from people providing professional help and better local amenities and community activities were also mentioned.

9.3 Older Person's Lifestyle and Aspirations Survey (cont.)

Future housing needs and aspirations

People were asked what their main reason for moving would be in the future and over half the respondents (55%) advised that they weren't expecting to move. However, 24% of responses advised that they may need to live in a smaller property with 12% of respondents thinking they may need a property more suitable for their needs and 11% of households responding that they may need to move to keep their independence. The majority of respondents stated that, if they were to move, they would prefer a bungalow (62%) but other responses to this question are shown below.

If you are planning to move, what type of housing would you prefer?



If expecting to move, just over a third (34%) of respondents stated that they would want to stay within 1 mile of their current home and this response was highest from Fulwell, Houghton, Ryhope, Southwick and Washington East. A further 31% of households advised that they would want to stay within 1-2 miles of their current home. Just over three quarters of respondents indicated that they would prefer a two bed roomed property in the future.

9.4. Adult in Need Census

Consultation period: January 2010

Sample size: not applicable

Respondents: 167

Sample details and methodology: Social Care practitioners completed a census form about every case they came in to contact with during a sample week.

Organisation/Directorate conducting the consultation: Health, Housing and Adult Services

How often is the consultation undertaken: One off.

Findings:

The Adult in Need census was administered to better understand the needs and characteristics of the people who receive services from Health, Housing and Adult Services. This is to inform a needs assessment for people with a long term health condition, physical disability and/or sensory impairment that means they need some help and support in their daily lives.

Of those sampled, 32% have more than one of the conditions listed²; 21% with two, 10% with three and 1% with four. Overall, 73% of individuals need support to carry out at least one Activity of Daily Living (ADL)³ and just over three quarters (78%) of individuals need support with at least one Instrumental Activity of Daily Living (IADL)⁴. However, 17% of those included in the census are able to carry out all of the listed ADLs without help or difficulty and a further 17% are able to carry out all of the IADLs without help or difficulty.

Housing

Overall, 27% of those included in the census were identified as having some type of issue with their housing.

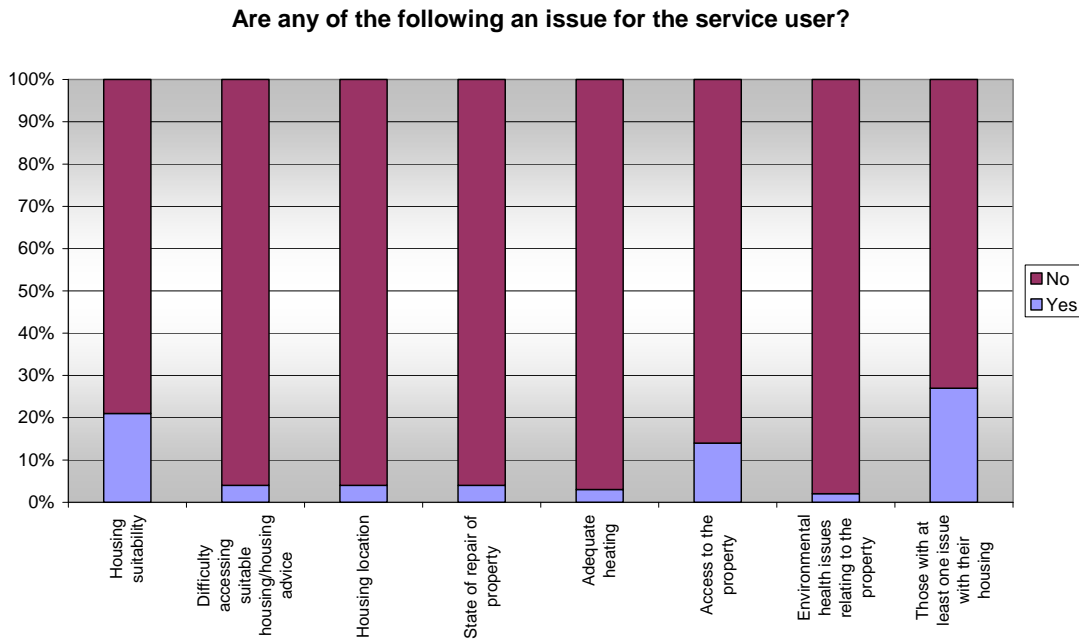
In 21% of cases it was considered that there was an issue with the suitability of the service user's housing and in over a third of these cases (37%) the impact of unsuitable housing on the service user's daily living was seen as 'serious' or 'very serious'. In only 4% of cases housing location was seen to be a problem for service users however in 80% of these cases the impact of this on service users' daily living was deemed 'serious'. Further comments made by Practitioners around housing included comments about the size of the property (i.e. too small), internal/external access issues, location, waiting for accommodation/more suitable accommodation and other issues such as risk of eviction.

² Brain Injury, Degenerative Neurological Condition, Strokes, Cancer, Orthopaedic Condition, Heart and Circulatory Disorder, Pulmonary (breathing) disorder, hearing impairment, sight impairment, other.

³ Get up and down stairs or steps, go out of doors and walk down the road, get around indoors (except steps), wash face and hands, bath, shower or wash all over, transfer (get in and out of chair, bed, car)

⁴ Shopping, cleaning, laundry, preparation of hot meals, managing personal affairs, control over physical environment, administering medication

9.4 Adult in Need Census (cont.)



Access to wider environment

38% of individuals have issues accessing social and leisure opportunities, 35% have issues accessing learning opportunities and a further 44% accessing employment opportunities. 35% have issues accessing shops, 20% health and 23% wellness services. Barriers cited by Practitioners include; physical access issues, severity of physical/mental health condition, low confidence, self esteem or general disinterest, communication difficulties, transport issues and so on.

Transport

Of those within the sample, 38% have difficulty managing essential personal and public transport. The issues are predominantly with public transport (bus, 78%, train/Metro 71%) but are also with car, taxi and shop mobility (59%, 41% and 64% respectively). More detailed comments by Practitioners centre around issues to do with transfer, the individuals need for support to travel anywhere, physical access issues and other issues such as a lack of funds and the individual not ever leaving the house.

Current and future services

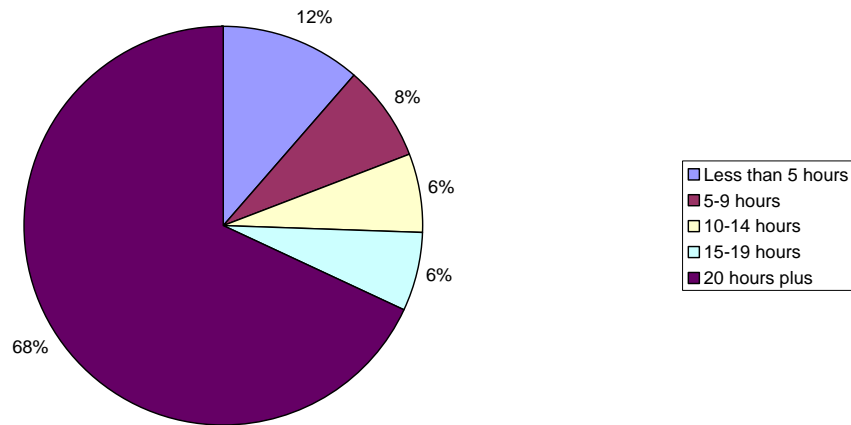
In the vast majority of cases (95%) it was felt that the services in place to promote the service users' independence and quality of life (or to delay/prevent deterioration in their condition or illness) were effective. Despite this it was felt that in just under a quarter (23%) of cases the service user would benefit from services/types of services that are not currently available in Sunderland. More detailed answers are around further services/support for people with visual impairment, low level services such as support with attending medical appointments, more locally based services (e.g. HIV support) and further housing options.

Informal care

Overall 67% of individuals included in the sample have an informal carer. Of these carers, 28% have a long-term illness, health problem or disability themselves. The majority of carers (68%) of people included in the sample provide 20 hours or more care per week.

9.4 Adult in Need Census (cont.)

Approximately how many hours of care does the service user's carer provide a week?



In just under a third of cases (32.5%) services primarily to support the carer are in place and as you would expect, these tend to be in cases where the carer provides 20 hours or more of care per week.

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Version control

Version number	Date completed	Amended/added content
3	30 th November 2010	New format. Original document split into 9 Chapters.
4	11 th January 2011	Content amended and updated to reflect involvement and consultation work carried out in 2009 and 2010.