

Adult Social Care Survey

Understanding the views and experiences of
adult social care service users **2024/25**

The sample

1512



People who had **received help or support from Adult Social Care in the last 12 months** were invited to participate in the survey.

We contacted people receiving different types of support:

58.6% **Supported at home or in the community**

22.5% **Receiving residential care**

18.9% **Receiving nursing**

66% had **physical** support needs **16.5%** had **learning disability** support needs, and the rest had mental health, sensory, memory or social support needs.



Survey responses

441



Surveys were completed and returned. 51 were returned blank and 1020 surveys were not returned. We sent reminders, and that generated 165 of the replies.

43.6% used the community survey, **39.9%** the care home survey and **16.5%** used the easy read survey. Some of the questions were worded a little differently within the easy read survey to help with completions.

58.3% of our surveys went to women and **41.7%** to men. **94.2%** of those who had a survey were White. We managed to capture the views of people aged from **18 to 104**.



Overall satisfaction and quality of life

64.8% Of people are extremely or very satisfied with the care and support they receive. 24.1% are quite satisfied and 4.1% are quite to very dissatisfied. 7% are neither satisfied or dissatisfied.

58.8% feel their quality of life is either good to very good/it couldn't be better. **32.2%** feel their quality of life is alright. Unfortunately **9.1%** of people feel their quality of life is bad or very bad (of those **1.9%** selected so bad it couldn't be worse).

The survey results highlighted that **90.7%** of people believe the care and support services they receive help them to have a better quality of life. **9.3%** of people don't feel the care and support they receive helps improve quality of life.

Choice and Control

66.5%

Have enough choice over care and support services in Shropshire. **28.6%** would like more choice and **4.9%** don't want or need choice.

34.1% of people feel they have as much control as they want over their daily life. **46.9%** have adequate control. The feedback highlights that **19%** don't feel they have enough control or feel they have no control over their daily life.

The survey results show that **81.9%** of people believe the care and support services they receive help them to control their daily lives compared to **10.2%** who don't feel this. **7.9%** do not need help to control their daily lives.



Comfort, meals and keeping clean

95.9% Feel able to keep clean and presentable.

Of those, **60.9%** are able to present themselves the way they like and **35%** to an adequate standard. **4.1%** don't feel adequately clean or presentable.

61.2% of people have all the food and drink they like, when they want. **31.9%** feel their food and drink is adequate and **6.9%** have concerns about food and drink (e.g. times and/or amounts).

69.4% of people believe their home is as clean and comfortable as they like. **25.8%** report adequate satisfaction and **4.8%** have concerns.



Safety and social contact

77.1% Feel as safe as they want. **18.3%** generally feel adequately safe. **3.5%** have some concerns about safety and **1.2%** don't feel safe at all (people were contacted in a follow up if they didn't feel safe).

90.3% of people feel that the care and support services they receive help them to feel safe **9.7%** don't feel the support helps them to feel any safer. This is a significant increase when compared to the previous year.

80.9% of survey respondents feel they have adequate social contact (of those **48.7%** have as much social contact as they like). A concern is that **5.8%** feel socially isolated and **13.3%** don't have enough contact.



Health and abilities

47.5% Describe their health as good or very good. **12.6%** said that their health was bad or very bad and **39.8%** describe their health as 'fair'.

58.4% of respondents experience some pain and **44.1%** experience some anxiety and depression. **34.4%** can wash themselves in the bath/shower, **45.2%** can dress themselves and **61.4%** can use a toilet alone.

56.2% can easily get around indoors by themselves, **78.2%** can easily feed themselves, **59.9%** can get in and out of bed/a chair by themselves. A task more people find difficult is dealing with finances and paperwork (**65.9%** need help and **17.2%** can manage but find it difficult).

Access and support

88.6% Feel their home meets most, or all of their needs. **30.9%** don't leave their home at all. Only **30.4%** can get to all the places in their local area they want to.

90.1% of people have some practical help from a family member or someone else within their home or living elsewhere. **80.9%** had some help completing the survey.

In Shropshire **7.6%** of survey respondents' families paid for additional support with their own money in 2023/24 that increased to **24.2%** in 2024/25.



The Personal Social Services Adult Social Care Survey is an annual survey led by NHS Digital. You can find out more here: [Personal Social Services Adult Social Care Survey - NHS England Digital](#)

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