

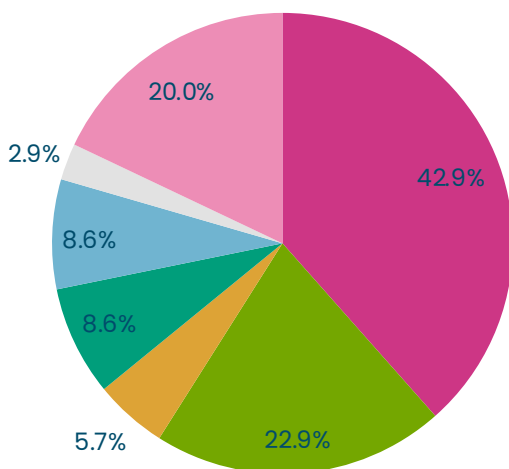
Poll Results: Adult Social Care Services

In November 2024, Healthwatch in Sussex sought experiences of adult social care services in the last 12 months, or from their relatives, carers or friends. Adult social care covers a wide range of activities that help people who are older or living with disability or physical or mental illness to live independently and stay well and safe.

63 people from across Sussex shared their views with us. We heard:

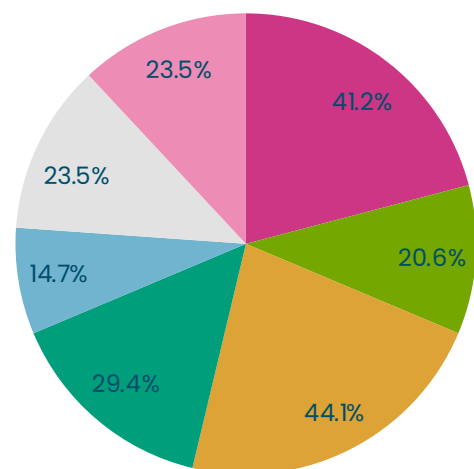
- 74% receive support from a friend or family member as an unpaid carer.
- 48.6% would know, 34.3% don't know and 17.1% wouldn't know where to find information about self funding care options.
- 31.7% are currently receiving social care support and 14.3% are currently waiting for a care assessment or for care and support to begin.
- Just under 6 out of 10 respondents felt their social care services met their needs.

What type of support do you currently or used to receive?



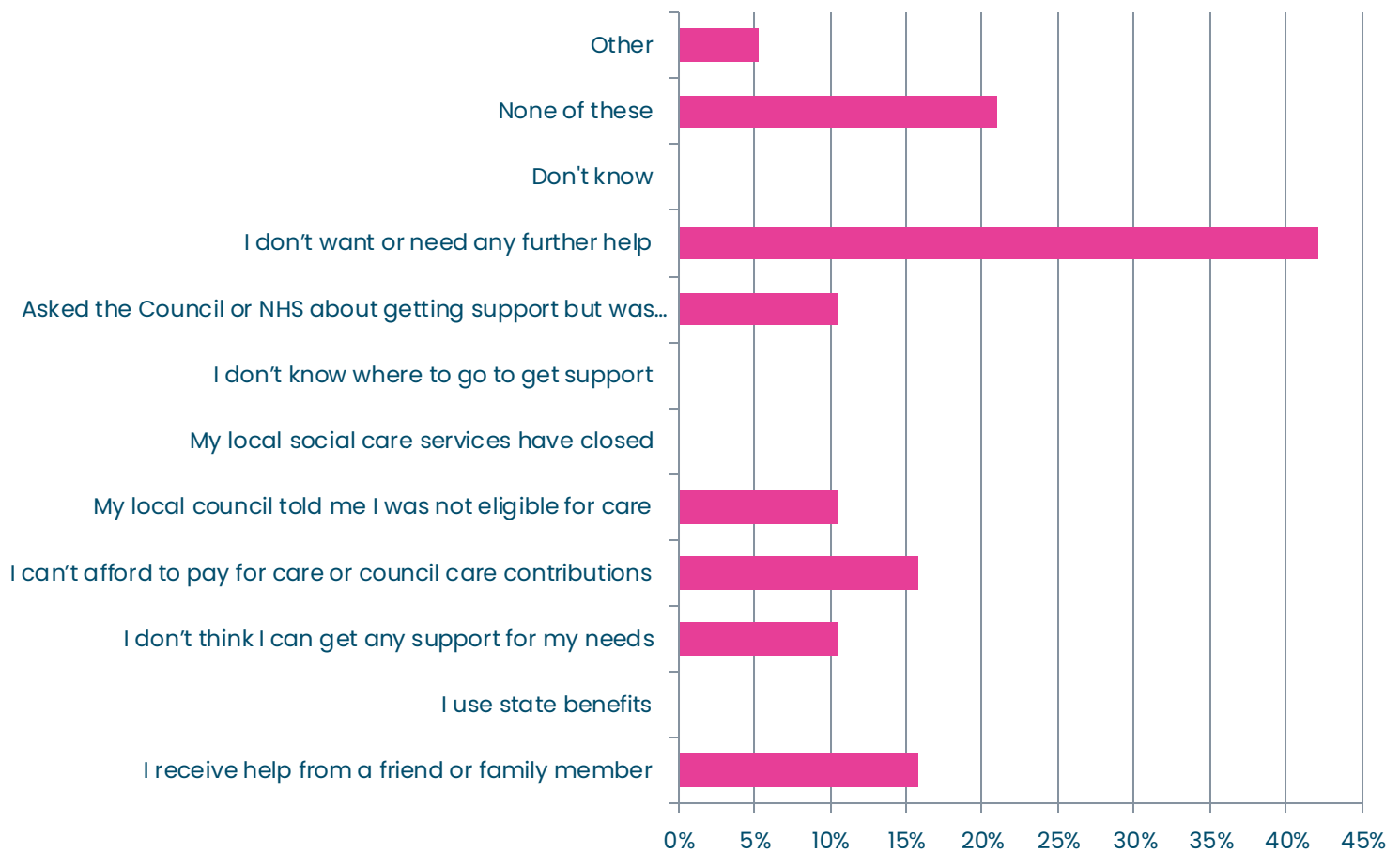
- I receive help with daily living tasks in my own home
- I have made adaptations to my own home
- I live in housing which includes social care support
- I live in a residential care or nursing home
- I access activities or support in my community or town
- Don't know
- None of these

Which of the following, if any, does or did the social care and support you receive enable you to do?

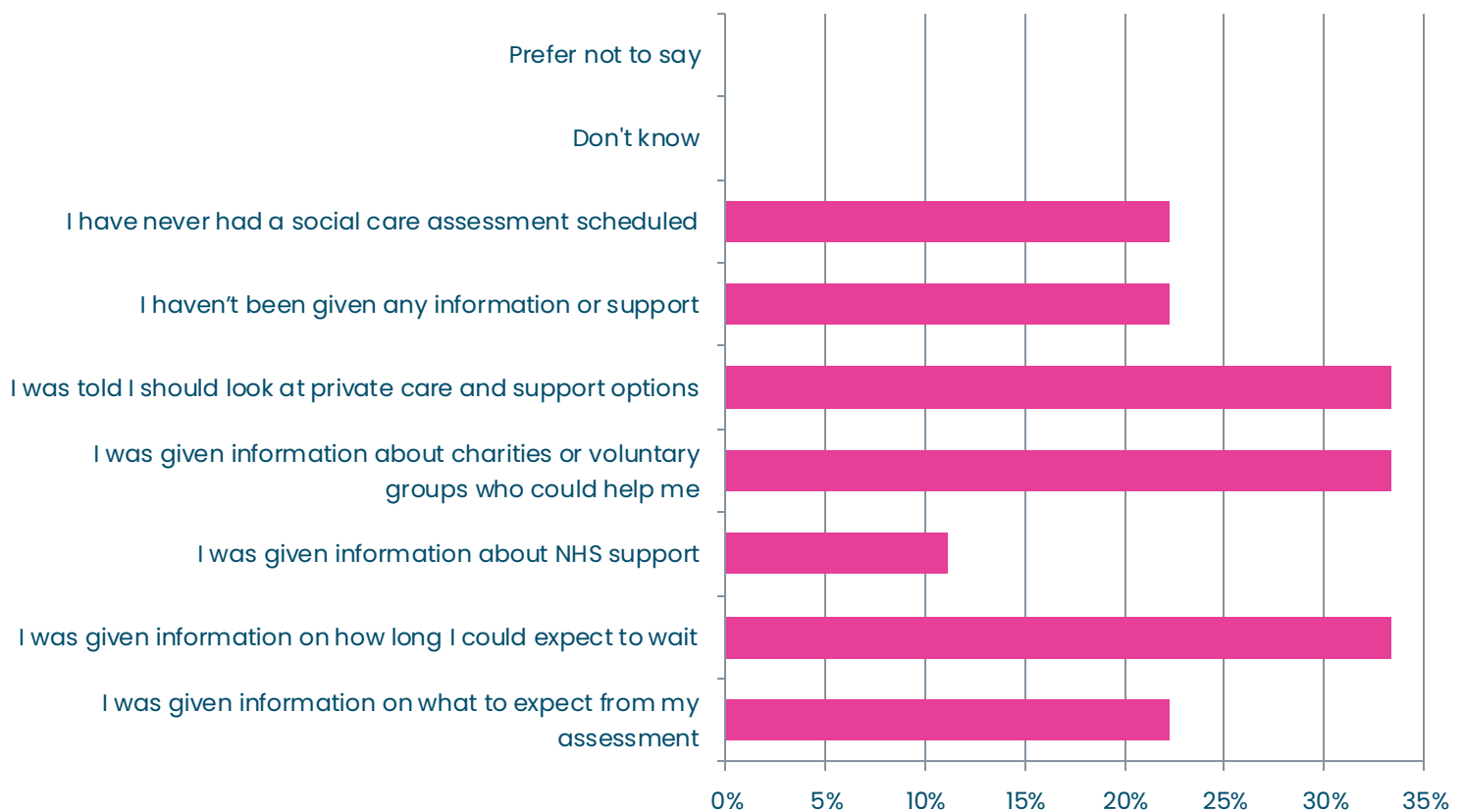


- It supports me to stay healthy
- It supports me to eat and drink properly
- It supports me to keep myself and the place I live clean
- It supports me to do the activities I like to do
- It supports me to work, study or volunteer
- It supports me to stay healthy
- None of these

Why have you never received social care support?



Whilst waiting for a social care assessment or support to begin, which, if any, of the following happened?



Respondents to our poll told us they would like to see:

Easier access for advice on social care

"Easier access to advice re social care. Difficult to find appropriate contact numbers."

"A single point of contact for the whole system that helps you're and the families navigate the system."

"I would like to be able to access my social work team in the evening and weekends like my care provider."

"Yes when one has been referred to social care a letter of acknowledgement would be nice as one only has the GP's word that one has been made and the wait to hear is so long you begin to wonder if they hope you no longer need help, because you're not around anymore to bother anyone."

Waiting times for social care

"Waiting times too long. Had a carers assessment and they told me it takes a long time to get things in place. Up to 3 months on average.."

"Long delay in accessing support for daughter"

"Assessments being carried out correctly and in good time."

Cost of using social care

"More affordable fit for purpose."

"I had no alternative than pay for my own care, I get nothing from the state by way of help."

"Reduced contributions, for adults with learning disabilities who live at home, parents of these adults do 24 hour care.. We cannot work as we are caring 24/7... and the benefits money is taken away from them to contribute to the day centre which they attend."

"She has had to fund carers, she has had no support outside, no visit from a social worker."

A comprehensive review of the Adult Social Care Outcomes Framework (ASCOF) in England is carried out annually.

The ASCOF measures how well care and support services achieve the outcomes that matter most to service users in England as a whole and by individual area. The 2023-24 report is due to be published soon.

Further details can be found on [here](#).

Tell us your experience

We always want to hear more about people's experiences of health and care services. Share your story with your local Healthwatch:

Healthwatch Brighton & Hove: info@healthwatchbrightonandhove.co.uk or 01273 234 040

Healthwatch East Sussex enquiries@healthwatcheastsussex.co.uk or 0333 101 4007

Healthwatch West Sussex helpdesk@healthwatchwestsussex.co.uk or 0300 012 0122