

If you require this information in an alternative version such as large print, Braille, tape or help in understanding it in your language, please contact 0116 305 4699.

ਜੇ ਆਪ ਆ ਮਾਭਿਤੀ ਆਪਨੀ ਆਖਾਮਾਂ ਸਮਝਵਾਮਾਂ ਥੋੜੀ ਮਦਦ
ਉਥਰਨਾਂ ਭੀ 0116 305 4699 ਨੰਬਰ ਪਰ ਫ਼ੋਨ ਕਰੋ ਅਤੇ
ਅਸੇ ਆਪਨੇ ਮਦਦ ਕਰਵਾ ਆਵਰਾ ਕਰੀਓ.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ
ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 4699 ਨੰਬਰ ਤੇ ਫ਼ੋਨ ਕਰੋ ਅਤੇ
ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਚਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন
সাহায্যের প্রয়োজন হয়, তবে 0116 305 4699 এই নম্বরে
ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں
0116 305 4699 اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔

假如閣下需要幫助，用你的語言去明白這些資訊，
請致電 0116 305 4699，我們會安排有關人員為你
提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji
w Twoim języku, zadzwoń pod numer 0116 305 4699,
a my Ci dopomożemy.

For further advice and support contact the Adult Social Care
Customer Service Centre on **0116 305 0004**;
Minicom **0116 305 6870**; Fax **0116 305 0010**;
email adultsandcommunities@leics.gov.uk or visit
www.leics.gov.uk/socialcare

There are a range of options to support you to live your life the way
you want to including the Choose My Support website that helps you
to look at all the options and find local services that can best meet
your needs. To find out more visit www.choosemysupport.org.uk

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Adult Social Care Survey 2011 Survey Results



Promoting independence | Changing lives
Working with communities

Leicestershire County Council is appreciative of your decision to participate in the survey of Adult Social Care service users conducted in the spring of 2010.

We received 461 replies to the 1,000 surveys that were sent out.

The survey helped us gauge the quality of our services. More importantly, it helped us get some understanding of what you think of our services. This information is crucial in devising future service plans.

This leaflet is a summary of your views about the support and services that you receive.



What Happens Next?

Your feedback

Will be used to help Leicestershire County Council improve services. We will continue to consult and service users in the design of future services.

The Department of Health

Will use the survey results nationally and will challenge local health and social care providers to make improvements.

Local Account

The results will be included in the Adults and Communities Local Account which will be published in the new year.

Your Views

- Overall, 89% of respondents reported being satisfied with the care and support services they receive
- The top three ways that care and support services help respondents are 1) with personal care, 2) feeling safe and secure, and 3) to have control over their daily life
- When asked “How is your health in general?” 83% of the respondents described their health as being fair, good or very good
- Of all those who tried to find information and advice about support, services or benefits, 70% found it very or fairly easy to find
- Almost 40% of respondents purchase additional care or support privately with their own money
- Almost half of respondents stated that they had as much control over their daily lives as they want to
- 96% of respondents felt that they were adequately clean and presentable
- When questioned about their abilities with a variety of tasks – dealing with finances and paperwork was the area most respondents struggled with – over half of service users said they can’t do this by themselves.

