

Adult Social Care in Gateshead

How are we doing?



**Local Account
2012/13**

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Foreword

Welcome to Gateshead Council's Adult Social Care Local Account. This is our second local account which describes the delivery of adult social care services in Gateshead over the last year, April 2012 to March 2013, along with our priorities and plans for the future.

In Gateshead we're committed to improving the quality of life and promoting independence for all our residents and we listen to what people tell us about their experiences of services that they receive. Recently we have worked with people who use our services as well as carers, health partners and voluntary sector groups, to help us decide what services we should be delivering in Gateshead alongside the national guidelines set out for adult social care.

This report is a way for us to show you what's happening to adult social care in Gateshead and how we're trying to improve our services to continue to meet the needs of residents. It also lets us share with you our priorities and plans for the future.

Our key aims are to:

- Enhance the quality of life for people with care and support needs
- Delaying and reduce the need for care and support
- Ensure that people have a positive experience of care and support
- Safeguard adults whose circumstances make them vulnerable and protect them from avoidable harm

Your views and comments make sure we're delivering the services that you need. If you would like to comment on what we do, or about any of the information contained in this report, fill out the feedback form at the back of this report or contact us on 0191 433 2346.

Councillor Michael McNestry
Cabinet Member
Adult Social Care



Care nationally

Over recent years the government has introduced significant changes to how adult social care services are delivered to ensure services are suitable for modern life. Gateshead Council's social care system and the way people receive their support is also changing.

The Government want to make sure that people have better lives by having choice and control over the support that they receive. This is known as the 'personalisation' of social care services.

'Preventative' services, those which help individuals to live independently and maintain their quality of life, have been used more in health and social care in recent years and are at the heart of what we do in Gateshead.

A number of other national reviews, reports and government guidance have also influenced the move to the personalisation of services. These include:

- Dilnot Review: Future Funding of Care and Support
- The Government's 'Vision for Adult Social Care'
- The Care and Support Bill
- The Health and Social Care Act 2012
- The Welfare Reform Act 2012



Care in Gateshead

Latest figures show Gateshead's population is 200,214, which is predicted to increase by 3% by 2020. Whilst the numbers of people aged 18 to 64 is predicted to remain the same during this period, it is predicted that the number of people aged 65 years and above will increase by 10% and those aged 90 plus will increase by 36%.

People in Gateshead suffer from poor health compared to the rest of the country. While there have been improvements, far more people in Gateshead continue to suffer illness and early death than the national average.

There are also big differences between different areas within Gateshead. Both men and women in the area with the poorest health live 9 years less than those living in the area with the best health. People in the more affluent areas of the borough can expect to live much longer without acquiring a limiting, long term illness or disability than people from more deprived areas. In Gateshead the difference in 'disability free life expectancy' for men is 14.8 years and for women 11.5 years.

Gateshead also has significant increases in the number of older people most at risk of needing care and support, e.g. people with dementia, people living alone, and those with long term illnesses.

In recent years the demand for social care services has increased which has placed extra demand on the adult social care budget during a time of financial strain.

Gateshead Council provide services to diverse groups of people and their carers including older people, people with mental health needs, people with a physical disability and/or sensory impairment, people with a learning disability, people with drug and alcohol issues, people with diagnosed Autism Spectrum conditions, and young people moving to adult social care services.

We employ a skilled, committed and diverse workforce to work with residents and their carers. This includes social workers, social care workers, assessing officers, social work auxiliaries, and occupational therapists. We also fund independent advocacy to support people to speak up for what they want.

"That is the best support you gave us, we have benefited a lot from it, I got direct payment because of that help"

- Bangladeshi male carer

We work with partners and services are delivered by a variety of organisations from the public, private and volunteering sectors.

Gateshead Council and its partners have ambitious plans to improve the health of people in Gateshead, especially in those areas with the worst health.



How are we doing?

We want adult social care in Gateshead to help older people and people with disabilities to remain healthy and active, to ensure they can use the same facilities and services as everyone else, and that they can take part in the same activities and have the same opportunities.

In Gateshead last year:

- 6,752 people contacted Gateshead Council's social services for help or advice
- 2,254 new service users had an assessment of their needs
- 87.7% of new clients aged 18 and over received a completed assessment within four weeks of their initial contact with Gateshead Council. The national average is 77.8%.
- Following the completion of their assessment, 86.9% of all clients received all required services within four weeks. This is an improvement from 2011/12 (83%). No national average is available.
- 1,190 people per 100,000 population aged 18 - 64 years received social care services compared to a national average of 1,425.
- 12,665 people per 100,000 population aged 65 years and over received social care services compared to a national average of 11,355.
- 800 people per 100,000 population were looked after in residential care homes compared to a national average of 535.

Communities in Gateshead received a variety of services, including:

- 5,413 people aged 20 - 60 years and 1,499 people aged over 60 years participated in arts workshops
- There are 3,701 Active Card holders aged 60 years and over currently using leisure centres
- Health Trainers provided 1-2-1 support to 2342 people setting personal healthy lifestyle goals
- Over 2000 community based exercise classes were delivered to adults with 30,000 attendances

National Prioritising Needs Framework

This is a national system for deciding how much support people with social care needs can expect to help them cope and keep them fit and well.

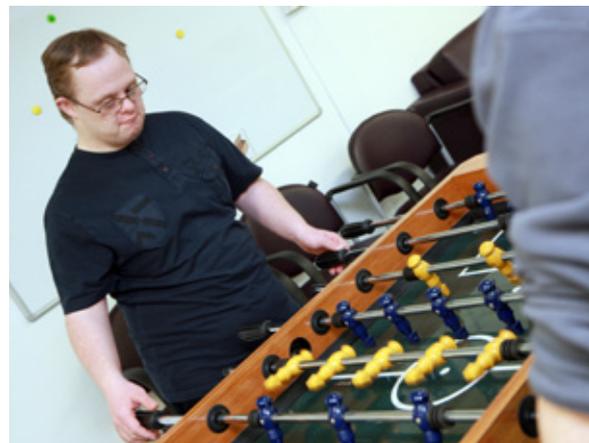
There are four bands of eligibility: critical, substantial, moderate and low. Most local authorities, including Gateshead, support you to receive a service if your needs are critical or substantial. More information on these bands can be found at: <http://www.scie.org.uk/publications/guides/guide33/files/facs-leaflet.pdf>

For people whose needs fall below the substantial level, support often involves giving information and advice, and identifying community and other support, so that difficulties don't become overwhelming.

Prevention

Prevention is central to what we do and by working in partnership with individuals, their families, the voluntary and independent sectors, the NHS and other council services we aim to improve people's quality of life and prevent their care needs increasing.

Findings from the national Partnerships for Older People Project (POPP) identified that preventative support improved quality of life for service users, reduced overnight hospital stays by 47%, and reduced use of Accident & Emergency departments by 29%.



How do we spend your money?

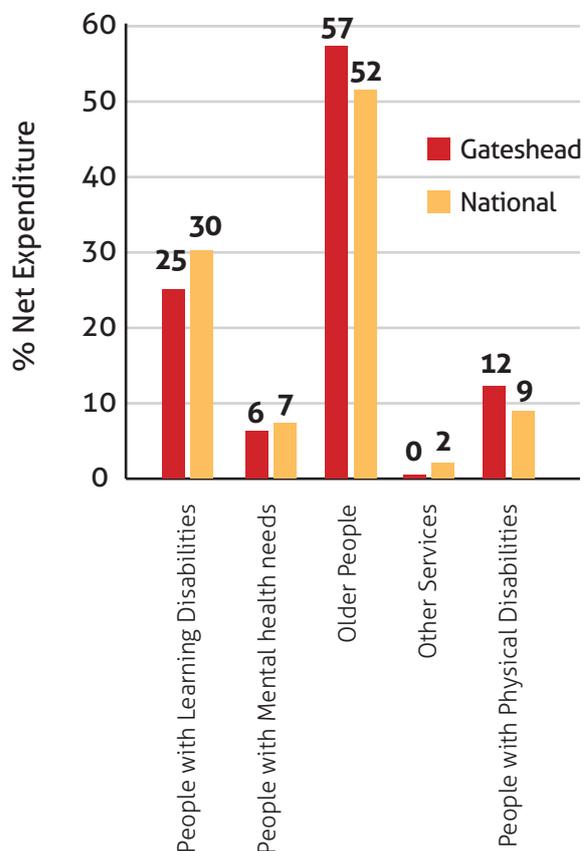
We spend 32% of the Council's money on Adult Social Care. The chart below shows how this £60.3m is shared between people with different needs in adult social care.

In order to continue to maintain our current services levels, Gateshead Council is reliant on income from charges for services to help pay for them.

All Gateshead Council social care charges are determined in accordance with national guidelines called the Fairer Charging Policy and people are assessed to contribute towards the cost of their care. More information is available at: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/208323/Fairer_Charging_Guidance_final_2013-06-20_rc.pdf

Any contribution that individuals are asked to make towards the cost of their care is assessed according to their ability to pay and in line with what is reasonably acceptable for them to pay.

The table below shows the way Gateshead spends its money compared to the national picture.



Older People
£34.44m
(57%)



People with Learning Disabilities
£14.87m
(25%)



People with Physical Disabilities
£7.05m
(12%)



People with Mental Health Needs
£3.75m
(6%)



Other Services
£0.17m
(0%)

"The care workers do a great job and I feel much better when they are here"

- Home care service user

Our success so far

In November 2012, the Local Government Association conducted a peer challenge of adult social care services in Gateshead. In their report, the peer challenge team stated that:

- "significant and impressive progress has been made"
- "There have been major improvements in the Safeguarding Adults procedures and practices... it should be recognised as national best practice"
- "the department has an evident focus on effective partnership working and is outcome focused"
- "staff in the Adult Social Care Directorate at Gateshead Council are a stable, committed and hard working group who have a track record of delivering improved services"
- "The Peer Challenge Team have confidence that this level of progress will be maintained through the challenges ahead which face us all in Adult Social Care. This is a commendable achievement".



Adult Social Services User and Carers Experience Surveys show that:

- The overall score for quality of life of users of social care in Gateshead was 18.9 out of 24, above the England average. Carer reported quality of life is 9 out of 12 – national comparisons are not currently available
- 66.3% of people said that they were extremely satisfied or very satisfied with the care and support services they receive (improved from 63% in 2011/12) and above the England average of 62%
- 75% of service users and carers said it was easy to find information about services. National and previous year comparisons are not available at the time of writing.

During the last year we have continued to work to transform the services we provide for people, such as:

- More people manage their own support as much as they wish through personal budgets, so that they are in control of what, how and when support is delivered. 2447 people (51% of those eligible) used personal budgets or direct payments – an increase on the previous year (43.7%) and above the national average of 44.6%.
- We have improved the support that we offer to carers and 1,661 carers received services, advice or information.
- We have continued to support people to live independently. 84.7% of older people (aged 65 years and over) receiving our reablement services on discharge from hospital were still at home 91 days later. A recent regional research project identified that, following reablement, 84% of people in Gateshead require no on-going service compared to a regional average of 63.6%.
- We have commissioned an independent Local Healthwatch organization to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided.
- During 2012/13, Gateshead Council received 1078 compliments and only 69 complaints relating to adult social care.
- The Care Quality Commission (CQC) undertook a Mental Health Act 1983 monitoring visit in December 2012, which included Local Authority social work assessment activity. The overall findings from the inspection reported that the inspectors "were very satisfied with the high level of service provided to older persons in Gateshead."
- We have continued to provide specialist equipment and services, including the telehealth programme which has been expanded and now covers 822 people who are 80 years and over receiving the services for free.
- We have continued to work in partnership with a wide range of external organisations and, through working together with Age UK, 378 older people received free computer training in our sheltered housing schemes.

Your experiences

Barry is 63 years old and suffered a stroke affecting his left side and his speech. He felt totally reliant on his wife and family to take him everywhere. His mood and confidence levels considerably dropped and he started to become socially withdrawn.

Barry was referred to Exercise on Referral in December 2012 and was recommended to attend a Move Easy session which catered for older people with limited mobility which his wife brought him along to.

Three months on Barry is still attending the session, orders a taxi and has the confidence to come along on his own. He walks up the 3 flights of stairs to the session instead of using the lift as he did when he first attended and has made many friends.

His confidence has considerably increased as well as his strength, balance and cardiovascular fitness.



Listening to you

We use the information you feedback to us to improve the services we deliver, so we can develop a better understanding of what you need now and how this might need to change in the future.

When collecting and considering views and feedback we ensure that the requirements of the Equality Act 2010 are considered within all aspects of adult social care.

This means that we are committed to hearing your views and experiences of using our services, and we use a range of methods to help us to do this, including:

- User forums
- Postal and online questionnaires
- Focus groups
- Public meetings
- Satisfaction surveys
- Feedback from service users
- Comments and complaints
- Specific consultation exercises
- Quality checkers



Who we work with

We deliver our adult social care services with a wide range of partners. We also recognise the contribution that individuals, families, carers, and communities make in providing care and support. Groups and organisations we work with include:

- Service users and their carers
- Healthwatch Gateshead
- User-led services and organisations, such as the Older People's Assembly, Your Voice Counts, and the Carers Association
- A large number of voluntary and third sector organisations, such as the Alzheimer's Society, Age UK, and Gateshead Autism Group
- NHS Gateshead Clinical Commissioning Group
- Health Services, including local hospitals
- NHS England Area Team
- Northumbria Police
- Tyne and Wear Fire and Rescue Service
- The Gateshead Housing Company
- Other council services, including Public Health, Housing Services, Economic Development, Regulatory Services and Legal & Corporate Services

To ensure that we deliver the best possible adult social care services we operate a number of partnerships. Their membership includes people from Gateshead Council, the voluntary sector, health, and people who use, or have an interest in, adult social care. These include:

- Older Persons Partnership
- Carers Partnership
- Involvement Forum
- Learning Disability Partnership
- Physical Disability and Sensory Impairment Partnership
- Personalisation Partnership
- Community Safety Partnership
- Safeguarding Adults Partnership Board
- Health and Wellbeing Board
- South of Tyne & Wearside Mental Health Model of Care Partnership

Enhancing Lives

We offer support to enhance resident's lives in Gateshead and have the following key aims:

Aim

To support people to live their lives to the full and achieve their goals.

We help individuals to:

- Be clean and presentable
- Get the right amount of food and drink
- Have a clean and comfortable home
- Feel safe
- Have control over their daily life
- Have social contact with people
- Be treated with dignity and respect
- Spend time doing things that they value or enjoy

How?

We have a team that focuses on working with our customers to help them live at home.

Aim

To support people to manage their own support so that they are in control of what, how, and when support is delivered to suit their needs.

We help individuals to:

- Have as much control as they wish over services they receive day-to-day
- Plan and use self-directed support or a direct payment with a support plan that shows the clear outcomes they want to achieve using their personal funding

How?

We directly provide money to people so that they can choose how they want their services to be delivered.

Aim

To help carers balance their roles and maintain their quality of life.

We help individuals to:

- Have control of their daily life
- Get enough sleep and eat well
- Feel safe
- Have social contact with people they like
- Attend training courses and go to work
- Receive encouragement and support in their caring role

How?

We provide breaks and support services for carers throughout the year.

Aim

Help people find employment, maintain a family and social life, contribute to their community and avoid loneliness or isolation.

We help individuals to:

- Access work experience placements to gain skills and confidence
- Engage in paid employment
- Live independently

How?

- We have commissioned services that help people avoid living in loneliness and isolation.
- We have developed a Volunteers Plan to help everyone make a contribution to their community.

Shared Lives carers help individuals to be as independent as possible, sharing their home and time

Delivering on our plans

Last year, we said we would:

- Have more people using personal budgets – this increased from 43.7% to 51.3% of service users
- Have more people with a personal budget choosing to have a direct payment - this increased from 8% to 9% of service users
- Have more carers getting assessments in their own right – 39% of carers received services, advice or information compared to 32% the previous year
- Have more people using leisure and cultural services – the number of people participating in sport and active recreation at least once per week increased by 5.5%.

How we are going to improve

We want to:

- Have more people with a personal budget choosing to have a direct payment
- Improve employment opportunities for adults with learning disabilities, reducing the risk of social exclusion and enhancing quality of life
- Reduce the number of permanent admissions to residential and nursing care and help more older people to stay in their own homes

"We have been using direct payments for nearly two years... I find it easy now. We could not do without it now."

- User of direct payments

"I would like to put on record that without the input of your staff that my wife's life would have been very lonely. All of the services involved made a tremendous improvement to both our lives"

- Support for person with Physical Disabilities

Your experiences

Gary has learning disabilities and has been attending Chase Park Centre. In the past, Gary worked hard in the garden at Chase Park helping secure 1st place in 'Whickham in Bloom' competition 2 years running. Gary then completed a 12 week work placement experience at Shadon House, that he thoroughly enjoyed giving him the experience and confidence to move forward. Gary now works with Harvest and Help gardening service 5 days per week.



Jobshop Springwell

Springwell Community Association working with Gateshead Council developed a job club within their community centre. Aligned to the Governments 'Get Britain Working' initiative this local job club supports local people to access training and employment opportunities.

Through the Job Club, the Group is able to provide opportunities for volunteering within the centre and the wider community. An adult with learning difficulties based at the group began volunteering and offering to make teas and coffees for the Job Club clients. This has continued to develop and the individual has increased in confidence and now volunteers regularly.

Quality of life

We offer support to improve the quality of resident's lives in Gateshead and have the following key aims:

Aim

To ensure that admissions to long term residential or nursing care only occur when there is no alternative provision to support people in their own homes.

We help individuals to:

- Live independently at home

How?

We have developed alternative approaches to residential and nursing care.

Aim

To ensure everyone has the opportunity for the best health and well being throughout their life.

We help individuals to:

- Access support and information to help them manage their care needs

How?

We have worked with GPs and community matrons to assist people who have long term health conditions.

Aim

To ensure earlier diagnosis of health issues, earlier intervention and reablement so that individuals and their carers are less dependent on intensive services.

We help individuals to:

- Remain at home after discharge from hospital into reablement/ rehabilitation services.

How?

We provide Promoting Independence Centres for people who need additional support.

Aim

To support individuals when they develop care needs in the most appropriate setting to them, enabling them to regain their independence.

We help individuals to:

- Be discharged from hospital in a timely manner

How?

We have worked closely with hospital services to ensure that people are able to leave hospital in a timely manner, with appropriate support.

FACT:

6.1 per 100,000 population are delayed in hospital in Gateshead well below England and north east averages*

"I was very satisfied with the review. The issues were handled sensitively and I felt reassured that I was being looked after."

- The views of an older person following a review of her needs and the services provided.

*Source: Adult Social Care Outcomes Framework Comparater Report 2012-13

Delivering on our plans

Last year, we said we would:

- Develop our joint working with partners – we have established a Health and Well-being Board to ensure effort is coordinated across all key partners
- Improve how quickly people get home from hospital – this has improved from 7.6 to 6.1 delays per 100,000 population (much better than north east and England averages)
- Offer reablement services to people with a learning disability or mental health issue - the service is provided to all client groups. Independent regional evaluation has found our reablement services to be cost effective
- Keep using equipment and new technology to support people
- Keep helping people live at home independently for as long as possible – there has been an increase in the numbers of older people entering residential care. We are working to find new ways to maintain independence.

How we are going to improve

We want to:

- Develop our joint working with partners
- Improve how quickly people get home from hospital
- Keep using equipment and new technology to support people
- Keep helping people live at home independently for as long as possible.

"Just wanted to say how brilliant C has been..... he has been fantastic. I couldn't have done without him"

- Social work support for someone leaving hospital

Your experiences

George is 66 years old. Following many years of heavy drinking, George and his wife divorced in 1978. Eventually, George moved away from the North East and lived rough on the streets.

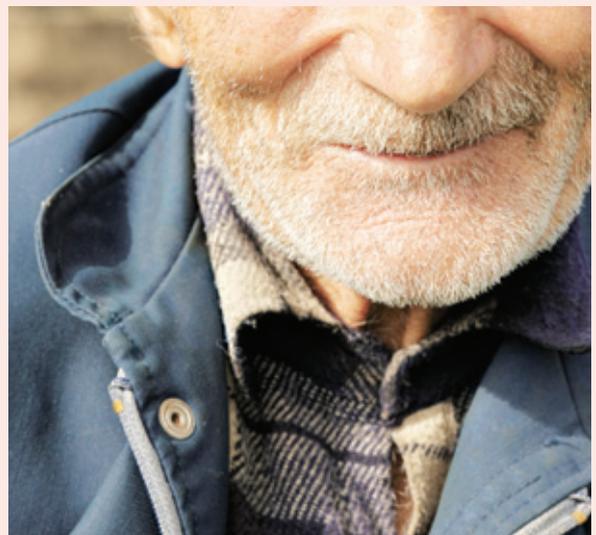
George returned to Gateshead and arrived at his mother's home to be informed by his nephew that she died in 2003. His nephew took him in but George's physical health was worsening and after only 2 days George was admitted to hospital. George has not drunk alcohol for many years and had stopped smoking.

George was suffering from lung cancer which had spread to his lymph nodes. Chemotherapy treatment was required.

George was discharged into sheltered housing with support from the Council's START Team to help him to re establish skills within the home and with personal care tasks. Donations of food and clothing were provided until a Crisis Loan could be arranged.

After only 3 weeks of support from the START Team, George was able to look after himself.

George feels his life has been turned around and is looking forward to planning the rest of his life in his own home.



Positive Lives

We aim to respect the dignity of individuals and ensure that the support they receive is sensitive to their particular circumstance. We have the following key aims:

Aim

To ensure that individuals who use our services and their carers are satisfied with their experience of care and support services.

We help individuals to:

- Have overall satisfaction with the care and support they receive

How?

We collect user and carer feedback to improve our services.

Aim

To make sure that carers feel they are respected as equal partners throughout the assessment, care and support planning process.

We help individuals to:

- Feel included in discussions about the person they care for

How?

We treat carers as equal partners in our assessment, care plan and review processes.

Aim

To ensure that people know what choices are available to them locally, what they are entitled to, and who to contact when they need help.

We help individuals to:

- Easily find information about support available to them

How?

By having well trained staff in our contact centre (Adult Social Care Direct) who inform the public and signpost appropriately.

Aim

To make sure that individuals, including those involved in making decisions on social care, respect the dignity of the individual.

We help individuals to:

- Receive support that is sensitive to their own circumstances

How?

By having individual care and support plans that include the views of service users and carers that reflect individual need.

80.5%
of carers feel included
in discussions about the
person they care for.
The National average
was 72.8%*

"I'd just like to say that TH (social worker) has been very helpful and supportive to myself and my family during the process of my son's assessment regarding direct payments"

- Carer of an adult with disabilities.

*Source: Adult Social Care Outcomes Framework Comparater Report 2012-13

Delivering on our plans

Last year, we said we would:

- Ensure that services that we offer are right for our customers – 66.3% of service users are extremely or very satisfied with their care and support services (from 63% in 2011/12)
- Use customer feedback to improve our services - many improvements have been made as a result of feedback. A summary can be found in our annual report on representations: <http://online.gateshead.gov.uk/docushare/dsweb/Get/Document-34501/Item+08a+-+Appendix+2012-13+++FINAL-+Adults.pdf>
- Consider carers' needs – 80.5% of carers report that they have been included or consulted in discussions about the person they care for compared to an England average of 72.8%
- Make sure that we provide choice in the services that we offer – a person centred approach is important to us ensuring that all users have choice and control
- Keep informing the public about what we offer and signpost them to services - 75% of service users and carers told us it is easy to find information about services.

How we are going to improve

We want to:

- Ensure that services that we offer are right for our customers
- Use customer feedback to improve our services
- Consider carers' needs
- Make sure that we provide choice in the services that we offer
- Improve information and advice about social care so people know what choices are available to them, and who to contact when they need help

Your experiences

The Transitions Team arrange an annual information event which, in the past two years, have focussed on education, training and employment opportunities. Carer consultation identified that information was required on a wider range of services, including domiciliary care, social opportunities, volunteering, short breaks, accommodation and direct payments, so this is what we did!

A total of 238 people attended which included young people, their carers, professionals, stall holders and guest speakers.

Feedback identified that 80% found the event very or extremely useful. Comments included:

- "Young adults in Gateshead are treated as individuals"
- "Thank you for inviting me to the transition event on Friday. It was extremely informative for me and has given me insight into services.."

A carer from the Polish Community was struggling to look after her 83 year old mum who has dementia and general ill health. Both the carer and her mum can only speak Polish.

A worker from Gateshead Carers advised the carer about a Community Care Assessment and made a referral to Adult Social Care Direct. She also advised about possibly being eligible to claim Attendance Allowance and Carers Allowance and advised the Department for Work and Pensions (DWP) would be able to do a full benefits check and help complete forms.

The carer is absolutely delighted. Her mum now has a social care package in place which includes daily personal care and some grab rails. It is working perfectly "Thank You, Thank You" said the carer.

Protecting Lives

It is important to us that everyone in Gateshead enjoys physical safety and feels secure. We have the following key aims:

Aim

Everybody in Gateshead has the right to lead a fulfilling life and should be able to live safely, free from abuse and neglect – and to contribute to their own and other people’s health and wellbeing.

In Gateshead we believe that safeguarding is everyone’s business. This means, whoever you are, wherever you are and whatever position you have - you have a responsibility to take action to help protect our local residents when you hear about allegations of abuse or neglect. We will strive to prevent and protect from harm.

How?

The Gateshead Safeguarding Adults Board leads and oversees the work of all Adult Safeguarding arrangements in Gateshead and is responsible for ensuring that services provided are of a high standard and arrangements work effectively.

We have delivered a comprehensive awareness raising programme which has led to a 60% increase in Safeguarding Alerts and 41% increase in the number of Deprivation of Liberty Safeguard referrals.

We have established a Dignity in Gateshead Charter, where all Services in Gateshead will:

- Treat all individuals with the same respect and dignity we would want for ourselves or a member of our family
- Be ethical, honest, courteous and professional and respect confidentiality
- Not tolerate any forms of abuse
- Treat everyone fairly
- Make sure processes are in place so that people can tell us what they think about the quality of services without fear of repercussions.

967

alerts were received last year relating to people who could be at risk of abuse or neglect. Appropriate action is taken wherever required.

To raise an alert call: 0191 433 7033
For support & advice call: 0191 433 3361

Delivering on our plans

Last year, we said we would:

- Raise awareness about adult safeguarding - a 60% increase in alerts highlights the success of our work. Over fifty Safeguarding Adult Managers from partner agencies are now trained to lead on individual Safeguarding cases.
- Work to protect people from physical, financial and emotional abuse, harassment, neglect and self-harm – we completed 411 investigations, 57% of which were either fully or partly substantiated. Protection plans are implemented where required.
- Work closely with our partners to make sure that they have policies and procedures relating to safeguarding - Representatives from partner agencies attend a Policies, Procedures and Performance sub-group bi-monthly to drive forward improvements and enhance safeguarding practice.
- Keep developing the role of our Adult Safeguarding Board – we have appointed an Independent Chair of the Safeguarding Adults Board and developed a strategic assessment to help to identify those areas and those individuals more susceptible to abuse.

How we are going to improve

We want to:

- support a better understanding of how safe adults are locally and how well local services are carrying out their safeguarding responsibilities.
- adopt a project based approach to the prevention of abuse, commencing with a focus upon Personalisation and financial abuse.
- build capacity among individuals, within organisations and the wider community to protect people.
- continue to raise awareness about Deprivation of Liberty Safeguards when people are not able to make decisions for themselves.

Your experiences

Two recent Safeguarding alerts help to highlight the importance of linking Safeguarding Adults with the wider Safer Communities agenda. The first alert was made by Northumbria Police and the second by concerned health professionals from the Queen Elizabeth Hospital. In both instances, it had been alleged that numerous individuals had been preying on vulnerable adults in a particular street in order to obtain money and property.

In order to ensure that appropriate support and intervention could be implemented, multi-agency action was taken. As a result of the partnership working and cross-team communication, the victims were fully supported and the perpetrators involved were targeted. The victims continue to live independently.





Your Feedback

Feedback

The Local Account for Gateshead will become an annual publication and we want it to provide useful information to help Gateshead residents to judge how well we are performing.

We welcome your feedback on adult social care in Gateshead. Please fill in the short questionnaire below and send back to:

Andi Parker
Planning and Development
Community Based Services
Gateshead Council, Civic Centre, Regent Street, Gateshead, NE8 1HH

How useful would you rate this report?

(Tick as applicable)

Very Useful

Useful

Not very useful

Not at all useful

Which part of this report was most interesting to you?

(Tick as applicable)

Care nationally

Care in Gateshead

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Why? _____

Which part of the report was least interesting to you?

(Tick as applicable)

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Why? _____

Did this report look like an interesting document?

(Tick as applicable)

Yes

No

If not, why not? _____

Was it easy to understand the facts and figures we used?

(Tick as applicable)

Yes

No

If not, why not? _____

How easy was it to read and understand this report?

(Tick as applicable)

- Very Easy
- Easy
- Not very easy
- Not at all easy

If there were any particular sections that you found difficult to read or understand which one(s) were they and why?

Is there any other information you would like to see included in the report?

About You

Do you or a family member use any Adult Social Care services?

(Tick as applicable)

- Yes
- No

Do you work in the Adult Social Care?

(Tick as applicable)

- Yes
- No

What is your gender?

(Tick as applicable)

- Male
- Female
- Prefer not to say

What is your age?

(Tick as applicable)

- Under 18
- 18 – 25
- 26 – 35
- 36 – 45
- 46 – 55
- 56 – 64
- 65 yrs+

If you would like us contact you about future publications of this report fill out your contact details below.

Name

Address

Postcode

Tel

Email

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