

Adult Social Care Experience Survey



The Adult Social Care Experience Survey is a more 'real time' approach to understanding the experience of those who access our support and to encourage more people to 'get involved' and help us improve our adult social care support. It's an online survey that has been developed consisting of a series of statements from either the perspective of the adult with support needs or their carer.

www.coventry.gov.uk/asceperiencesurvey

For each statement you will be asked to indicate how much you agree or disagree with it. You do this by choosing one of the five possible options:



Strongly agree



Agree



Neither agree
or disagree



Disagree



Strongly
disagree

The statements you will be asked depend on whether you are an 'adult with support needs' or a 'carer'.

Adult with support needs statements

- I am treated with kindness, dignity and respect
- I am happy with the support I receive
- I have enough choice and/or control over the support I receive
- I am supported to live as independently as possible
- Information about my support is easily available to me and those who need it
- I have as much contact with people as I would like
- The support I receive helps me feel safe

Carer statements

- I am treated with kindness, dignity and respect
- I am happy with the support I receive
- I have been involved and listened to in the planning for the person I care for
- Information I have needed to support me in my caring role has been easily available
- I am able to manage my social life alongside my caring role

Finally, you will be asked if there was one improvement that could be made to the support you receive, what would you ask for?

You will also be asked whether you would be interested in getting involved in improving adult social care. If you say yes you will be added to a mailing list and we will inform you normally by a quarterly emailed newsletter and occasional emails about opportunities to get involved, including receiving information about topics being discussed at our Adult Social Care Stakeholder Group.

THANK YOU FOR COMPLETING OUR ADULT SOCIAL CARE EXPERIENCE SURVEY

This survey is being carried out by Coventry City Council, in line with the General Data Protection Regulation (GDPR) 2018. The data controller is Coventry City Council. The information collected in this survey will be used by Coventry City Council officers to help with improving our adult social care service. We may share the results of the survey. All information produced will be anonymised. More information on how we handle personal information and your rights under the data protection legislation can be found in our **Privacy Notice**.

Contact Adult Social Care Direct

Call **024 7683 3003** or email ascdirect@coventry.gov.uk

or visit www.coventry.gov.uk/health-social-care

Speech impairment, deaf or hard of hearing? You can call using Next Generation Text (also known as Text Relay and TypeTalk): **18001 024 7683 3003**

If you require this information in another language or format, please email ascdirect@coventry.gov.uk

Jeśli potrzebujesz zawartych informacji w innym języku lub formie, prosimy o wiadomość e-mail na adres ascdirect@coventry.gov.uk

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ

ascdirect@coventry.gov.uk 'ਤੇ ਈਮੇਲ ਕਰੋ

اگر آپ کو یہ معلومات کسی دوسری زبان یا فارمیٹ میں درکار ہوں تو براۓ مہربانی ascdirect@coventry.gov.uk پر ای میل کریں۔

إذا اردت الحصول على هذه المعلومات بلغة أو تنسيق آخر، يرجى إرسال بريد إلكتروني إلى: ascdirect@coventry.gov.uk

Dacă aveți nevoie de aceste informații într-o altă limbă sau format, vă rugăm trimiteți email la:

ascdirect@coventry.gov.uk

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