

REPORT ON THE RESULTS FROM
2017 Adult Social Care Prison Survey Feedback Survey
Prisoners and people in resident in approved premises

In April 2015 a new law called The Care Act (2014) reformed how social care systems are delivered in England. The new laws makes social care better by making it more focused on people's individual needs, fairer across the country and more supportive for carers. This will mean more people will get access to the right services and support. These changes also relate to people in prison and Local Authorities are now responsible for arranging appropriate procedures are in place to identify and assess prisoners with a social care need. The level of need will then be evaluated against the national eligibility criteria, and if judged to be eligible, Local Authorities then have a duty to commission a service for that need.

Some key factors to ensure that prisoners are receiving the same level of assessment as people living in the community appear to be:

- Explicit policy and guidance that supports effective commissioning (without this there could be confusion across the system as to who is responsible for what.)
- What is the engagement between prisons and local agencies?
- Good systems and procedures to support assessment and continuity of care.
- Variable adaptation of the physical infrastructure to accommodate those with physical disability.
- Good training across the system to support effective assessment and service provision.

1. Purpose of the Report

Adult Care wished to review the way in which it meets the care and support needs of adults who are detained in prisons in Derbyshire. This information will help us understand what we get right and how we can improve our service to other people in the future.

2. Methodology and Approaches

The 2017 Adult Care Prison Service Feedback Survey was launched on the 5 June 2017 and ran for 12 weeks closing on the 29 August 2017. This report will summarise views and opinions submitted during this period.

A mixed approach was used to engage including:

1. The Adult Care Stakeholder Engagement and Consultation Team conducted a survey supported by Health and Social Care Champions who are inmates at the prisons in Derbyshire. The survey was offered to anyone who had a

social care assessment whilst detained in a Derbyshire prison during the consultation period. A covering letter, questionnaire and plain envelope was offered to these prisoners together with a copy of the Guide to Adult Care Services booklet.

2. The Derbyshire County Council website gave an outline of the survey and stated that the survey would be in paper version only.
3. The availability of the survey was promoted in the prisons by the Health and Social Care Champions.

3. About the Survey

The results from this survey are examined in this report. Before the survey was launched a Project officer from the Stakeholder Engagement and Consultation Team worked with the Health and Social Care Champion to provide facilitation training to them to assist prisons in completing the survey whilst detained.

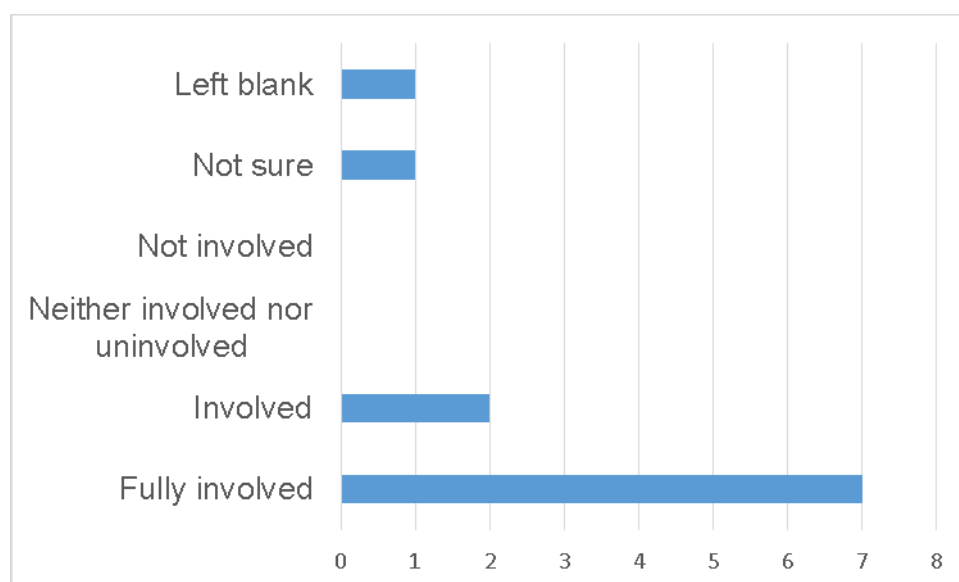
4. Respondents

In total 11 people responded to the survey.

See question 15 onwards for a breakdown of the demographics of the respondents who took part in the survey.

5. Questions Asked

Q1. How involved did you feel in the assessment process?



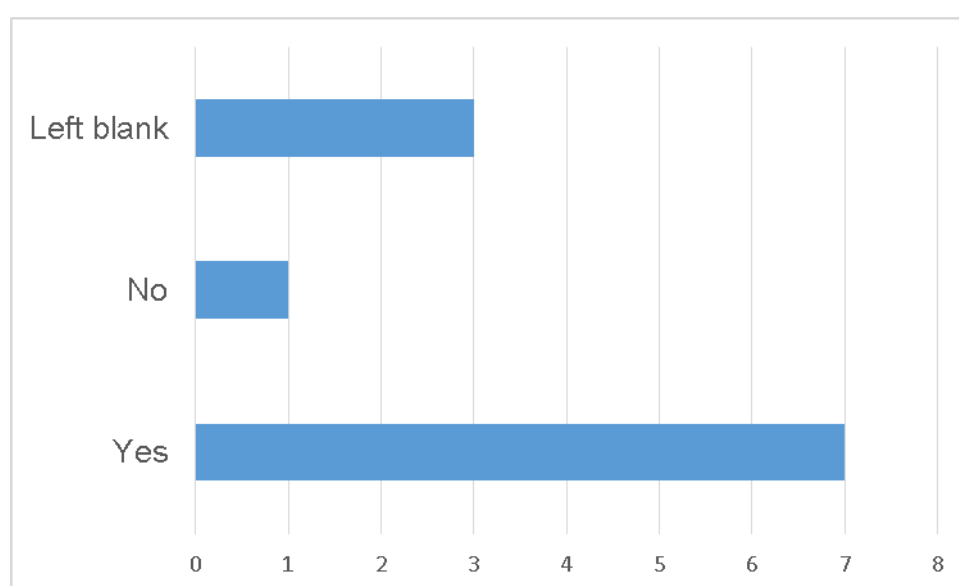
Over three quarters of the respondents (82%) stated that felt either fully involved or involved in the assessment process.

Q2. If you have any comments on your involvement in the assessment process please put these in the box below.

Four respondents chose to answer question two and the remainder left this section blank. The responses were mainly positive and are as follows:

- “I was passed onto relevant services quickly and effectively and everything was always explained”
- “Help me to get sorted out for when I get out”
- “They have been very supportive”
- “They did not action my care plan by the end of December, and It was still not actioned at the beginning of January”

Q3. Did the Adult Care staff work with you to identify the outcomes (goals and priorities) you want to meet?

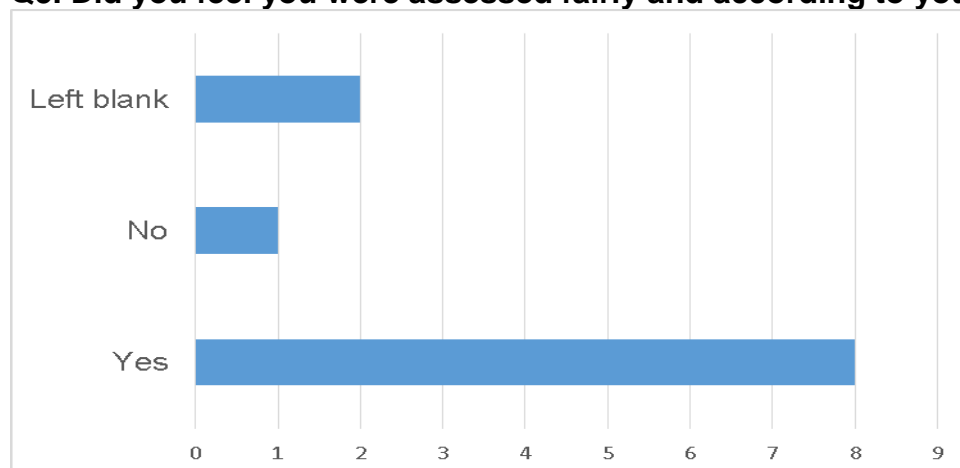


Q4. If you have any comments on the outcomes from your social care assessment and how they were identified please put these in the box below.

Three respondents chose to respond and the remaining eight left this section blank. One respondent commented on the timeliness of the assessment which had been changed due to the respondent being ill. The remaining two other comments were as follows:

- “All the outcomes were discussed with me and I was kept up to date with the development”
- “We talk about a list and a list was made up”

Q5. Did you feel you were assessed fairly and according to your needs?



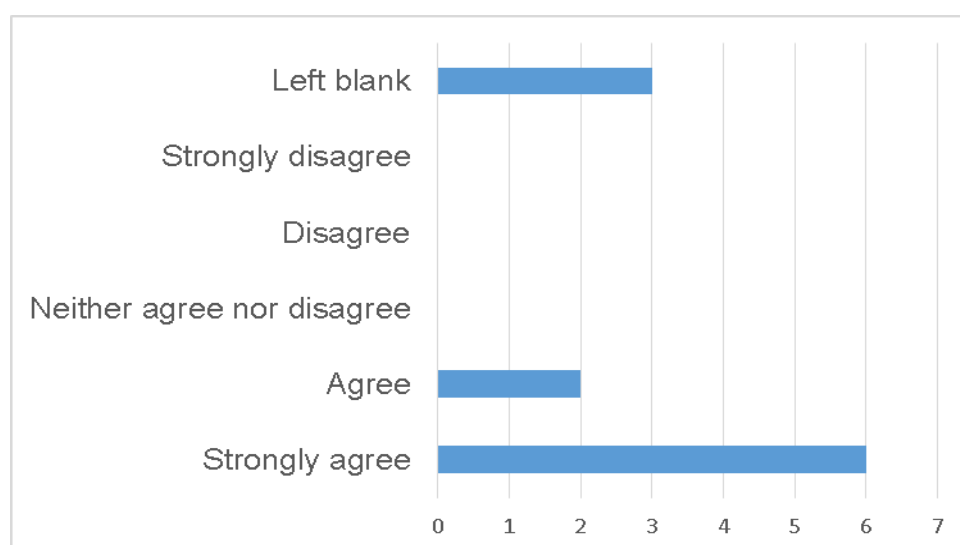
Q6. If you have any other comments about how you were assessed please put these in the box below.

Four respondents chose to comment on this section with three out of the four comments being very positive:

- “Even being assessed in custody I still felt that I was treated fairly”
- “Yes, my care needs were met and I was supplied with the equipment that I needed”
- “It seems to take a while for the assessment, but it was done properly”

The remaining comment did not address the question being posed.

Q7. How strongly do you agree or disagree that during the assessment process your dignity and privacy were respected?



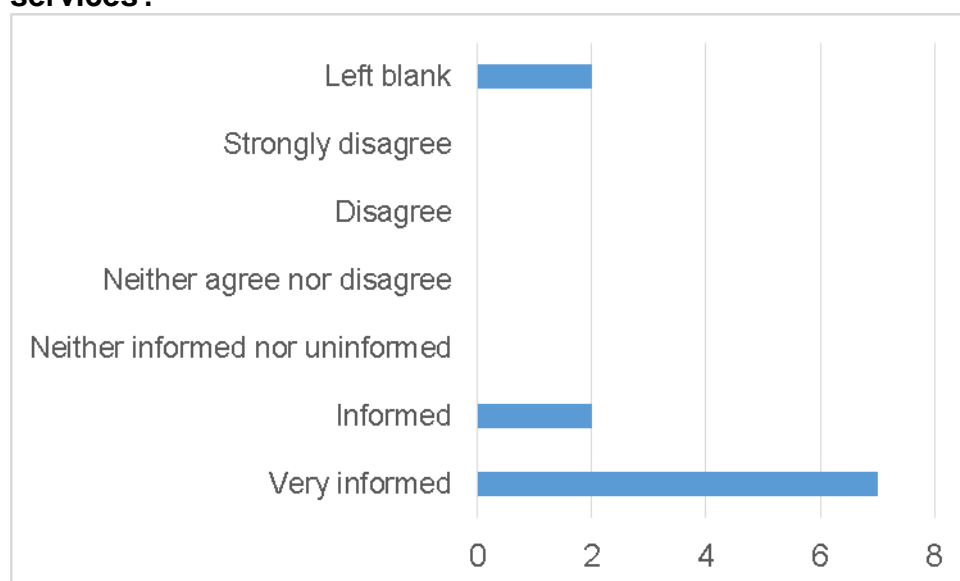
It is encouraging that over 73% of the respondents agreed that the assessment process respected their dignity and privacy.

Q8. If you have any other comments about your dignity and privacy please put these in the box below.

Only two of the respondents out of the 11 who completed the survey chose to answer this question with the following comments made:

- “Felt it was very understanding”
- “Being in custody it would be very easy for other departments to get involved, however confidentiality was kept to a high level”

Q9. How clear and informed did you feel about your eligibility for services?



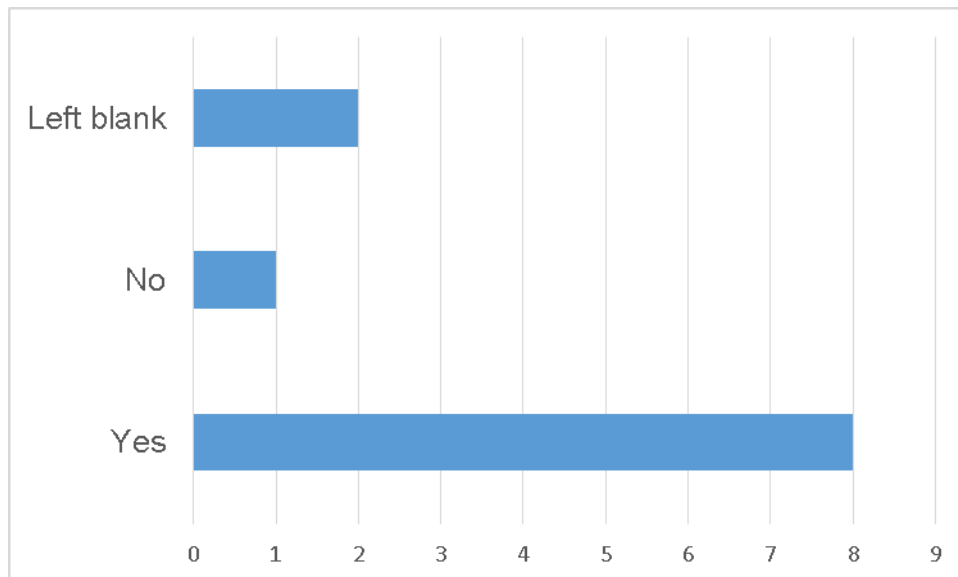
82% of the respondents stated that felt that felt clear and informed about their eligibility for services.

Q10. If you have any other comments about your eligibility for services and how clear Derbyshire County Council Adult Care were about this, please put these in the box below

Three of the eleven respondents chose to answer question 10, with one of the responses failing to address the question posed. The remaining two responses were as follows:

- “He made clear what he could or could not do but he would try”
- “At any point I am kept informed what I ask is doable and I fell I always know where I stand”

Q11. Did you feel Derbyshire County Council Adult Care supported you with information and advice for social care and support needs that you were not eligible for?



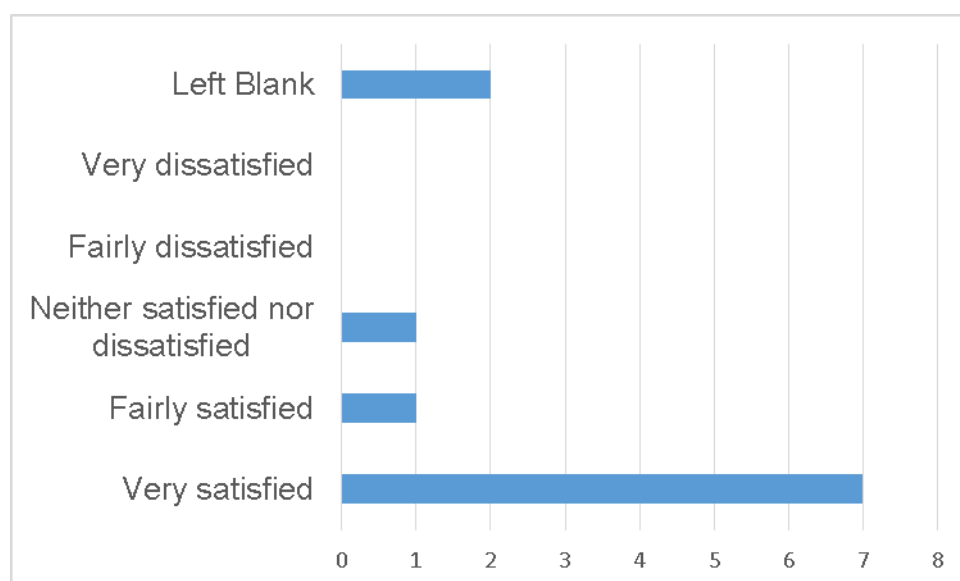
73% of respondents felt that the County Council supported them with information and advice for social care and support needs which they were not eligible for.

Q12. If you have any other comments about information and advice for ineligible needs please put these in the box below

Four respondents chose to complete this question with very similar answers to those provided in question two:

- “I was passed onto relevant services quickly and effectively and everything was always explained”
- “Helped me to get sorted out for when I get out”
- “They have been very supportive”
- My care plan was not actioned quickly – it should have been December and was not done until January”

Q13. Overall, how satisfied or dissatisfied are you with the care and support services you receive in prison? (By care and support services' we mean any equipment or care provided under your personal social care budget)



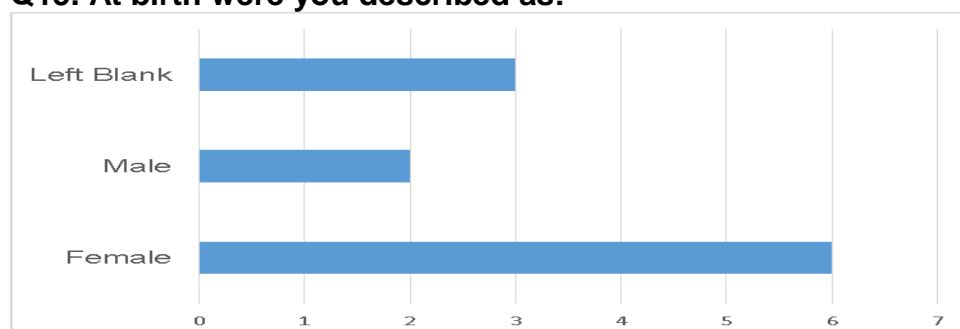
73% of respondents were satisfied with the care and support services they had received in prison.

Q14. If you have any further comments overall about the Care and Support services you have received whilst in prison from Derbyshire County Council Adult Care, please put these in the box below

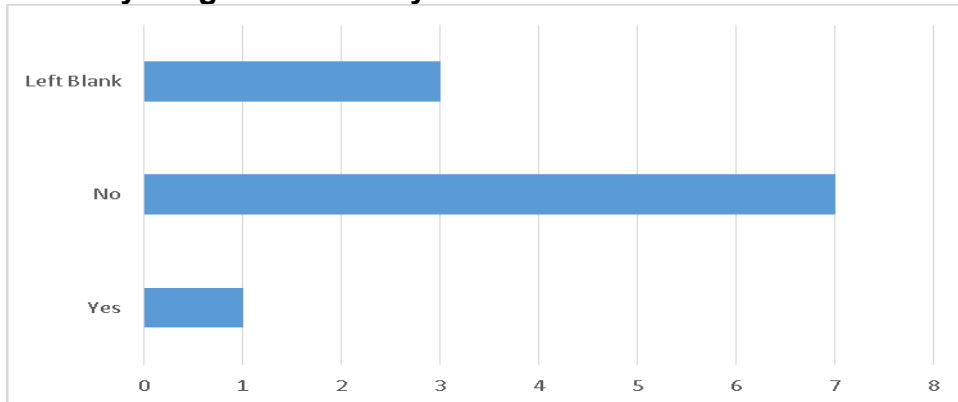
Five respondents chose to respond to question 14, one of which was not relevant to the question posed. The remaining comments were:

- “Not everything has been accomplished”
- “The social worker was very helpful thank you”
- “Very helpful and support and always go above and beyond”
- “I see them every Thursday and we talk about how I'm feeling”

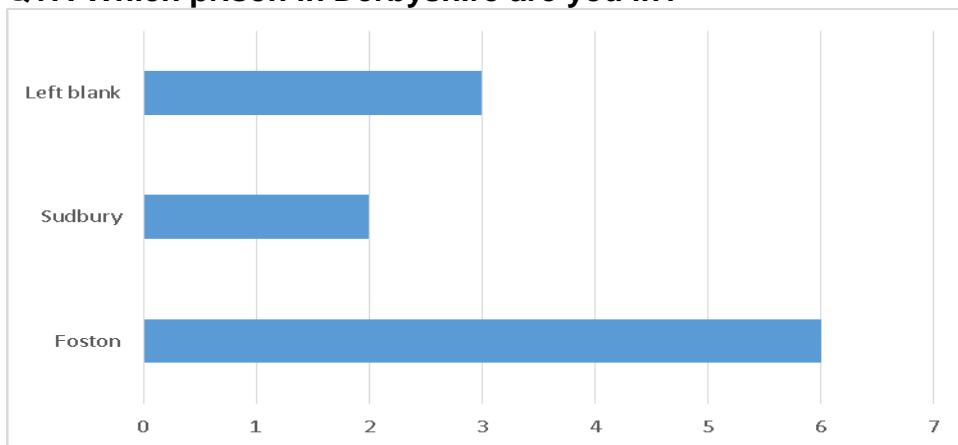
Q15. At birth were you described as:



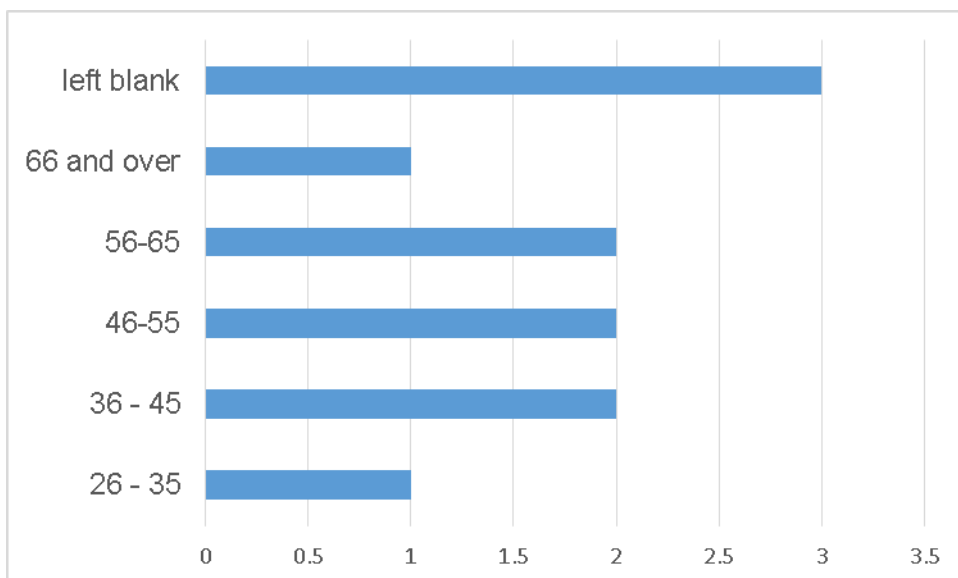
Q16. Is your gender identity now different?



Q17. Which prison in Derbyshire are you in?



Q 18. What was your age at your last birthday?

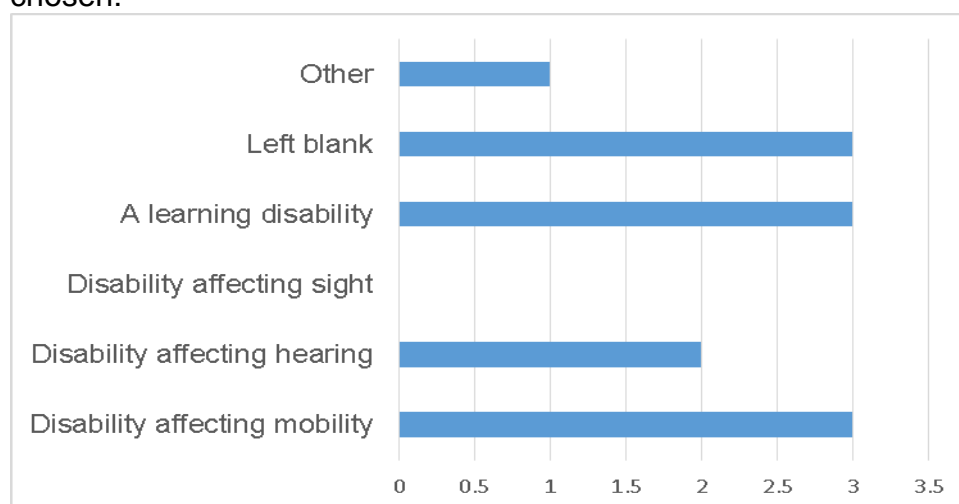


Q 19. Do you consider yourself disabled?

7 out of the respondents indicated that they had a disability with one respondent stating that did not feel they had a disability and the remaining 3 respondents choosing to leave question 19 blank.

Q 20. If you are disabled, what type of disability do you have? (Please select all that apply)

In the multi choice responses to question 20 the following disabilities were chosen:



Q21. How would you describe yourself?

Out of the eleven respondents that chose to answer the question regarding their ethnicity all of them stated that they were white (8)

6. Summary and Findings

This is the first survey which has been carried out by Derbyshire County Council Adult Care within the prisons in Derbyshire since the introduction of the Care Act. The initial findings from the questionnaire indicate that overall the service provided by Adult Care is appreciated by the prisoners and is making a difference to their quality of life. The only improvement which appears to be mentioned to the service which is provided would be the timeliness of the implementation of the care plans.

As this is the first survey that has been carried out discussions have been made on how future survey returns may be improved upon, with a suggestion that the responses may be increased if a small prize draw was made from everyone who took part with an appropriate prize being awarded to the respondent who was drawn.