

Action taken by Adult Social Care in response to feedback

Surveys

2020 Department of Health User Survey

62% of people who responded said they were satisfied with care and support they receive.

We will engage with people who were dissatisfied to understand their experiences. This will feed into our adult social care strategy and plans so that improvements can be made.

We contacted 198 people who said they wanted to be part of our involvement group to help to improve adult social care services.

Many have now responded to say they would like to be involved in discussion groups, engagement, training and recruitment, either face-to-face, online or by post.

Information

You told us there was not enough guidance about the coronavirus pandemic in easy read on the 'My life my care' website.

We now have links to easy read, translated and signed guidance on My life my care. We also include links to easy read guidance on the gov.uk website, where it is available.

Letters

Through our complaints process, you told us that when we wrote to you about financial matters our letters were not easy to understand.

We asked a focus group of service users and carers to suggest how we could improve the way we explain financial information. A set of questions and answers were developed.

Feedback? Suggestions? Please tell us about it:

comments.adultsocialcare@bcpcouncil.gov.uk