



2B	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation (effectiveness of the service)	81	81.5	80.3	82	84	81.1%	82.7%	85.9%	84.3%
2B2	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (offered the service)	4.6%	3.8%	4.5%	6.5%	6.9%	6.0%	NA	NA	NA
2D	Proportion of those that received a short term service during the year where the sequel to service was either no ongoing support or support of a lower level	74.7	72.3	66.8	60	65.1	75.0%	82.6%	79.5%	76.4%



83.7	81.6	82.3	78	95	3	83.5
4.5	4.4	2.9	8	15	1	=
74.4	74.1	77.5	110	89	3	78.3

**Domain 3 - Ensuring that people have a positive experience of care and support**

3A	Overall satisfaction of people who use services with their care and support	60	63.4	63.1	N/A	62	60.5%	NA	NA	NA
3B	Overall satisfaction of carers with social services	NA	40.1	NA	N/A	32	32%	33.2%	33.2%	33.2%
3C	Proportion of carers who report that they have been included or consulted in discussion about the person they care for	NA	73.7	NA	N/A	66.5	66.5%	69.2%	69.2%	69.2%
3D1	Proportion of people who use services who find it easy to find information about services	69	65	69.8	N/A	66.2	70.5%	NA	NA	NA
3D2	Proportion of carers who find it easy to find information about services	NA	60.1	NA	N/A	58.7	58.7%	60.4%	60.4%	60.4%

NA



NA



61.7	65.1	64.4	103	118	3	64.7
35.9	34.6	36.3	110	N/A	3	36
64.1	61	64.7	50	N/A	2	68.1
66.1	65.6	67.2	61	39	2	71
54.7	54.8	57.7	60	N/A	2	61.8

**Domain 4 - Ensuring people are safe and protected from avoidable harm**

4A	Proportion of people who use services who feel safe	72	69.7	76.7	N/A	72.0	69.9%	NA	NA	NA
4B	Proportion of people who use services who say that those services have made them feel safe and secure	86	84	80.9	N/A	85.3	87.4%	NA	NA	NA

NA

NA

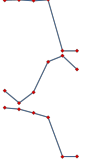









68.0	71.3	69.7	36	79	2	73
85.4	89	87.1	87	77	3	87.7

LOCAL	Reviews for people in long term support for 12+ months	58.7%	67.0%	59.8%	42.5%	44.9%	49.2%	48.4%	49.6%	53.4%
LOCAL	Waiting times for Care Act Assessment (average of days)					146	114	92	96	80
LOCAL	Waiting list for Care Act Assessment (number of people)					466	461	284	330	388



54%	64.0%	57%	102	101	3	58%
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2B1	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation (effectiveness of the service)	81	81.5	80.3	82	84%	81.1%		-2.9%		↓	83.7	81.6	82.3	78	95	3	83.5
2B2	Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services (offered the service)	4.6	3.8	4.5	6.5	6.9	6		-0.9		↓	4.5	4.4	2.9	8	15	1	=
2D	Proportion of those that received a short term service during the year where the sequel to service was either no ongoing support or support of a lower level	74.7	72.3	66.8	60	65.1%	75.0%		9.9%		↑	74.4	74.1	77.5	110	89	3	78.3
<b>Domain 3 - Ensuring that people have a positive experience of care and support</b>																		
3A	Overall satisfaction of people who use services with their care and support	60	63.4	63.1	N/A	62%	60.5%		-1.5%		↓	61.7	65.1	64.4	103	118	3	64.7
3B	Overall satisfaction of carers with social services	40.1%	40.1%	40.1%	40.1%	32.0%	32.0%	33.2%	1.2%		↓	35.9	34.6	36.3	110	N/A	3	36
3C	Proportion of carers who report that they have been included or consulted in discussion about the person they care for	73.7%	73.7%	73.7%	73.7%	66.5%	66.5%	69.2%	3%		↓	64.1	61	64.7	50	N/A	2	68.1
3D1	Proportion of people who use services who find it easy to find information about services	69%	65%	69.8%	69.8%	66%	70.5%		4.3%		↑	66.1	65.6	67.2	61	39	2	71
3D2	Proportion of carers who find it easy to find information about services	60.1%	60.1%	60.1%	60.1%	58.7%	58.7%	60.4%	1.7%		↑	54.7	54.8	57.7	60	N/A	2	61.8
<b>Domain 4 - Ensuring people are safe and protected from avoidable harm</b>																		
4A	Proportion of people who use services who feel safe	72	69.7	76.7	N/A	72%	69.9%		-2.1%		↓	68.0	71.3	69.7	36	79	2	73
4B	Proportion of people who use services who say that those services have made them feel safe and secure	86	84	80.9	N/A	85%	87.4%		2.1%		↑	85.4	89	87.1	87	77	3	87.7

LOCAL	Reviews for people in long term support for 12+ months	58.7%	67.0%	59.8%	42.5%	44.9%	49.2%
LOCAL	Waiting times for Care Act Assessment (average of days)					146	114
LOCAL	Waiting list for Care Act Assessment (number of people)					466	461