

# Communicating and sharing information about adult social care service survey

Please use these questions to assist you in putting together your responses. This could be to support group feedback, discussion groups or to help you plan your response as an individual.

Please note that when completing an online survey, there may be routing applied to the survey which may mean that you are not asked all the questions that are visible here.

## List of survey questions

### Awareness of adult social care

How much do you know about adult social care? *Choose one option*

- I know a lot
- I know some
- I know a little
- I don't know anything

### Current information about adult social care

If you needed information about adult social care, where would you most likely look first? (*Choose 3 at most*)

- Connecting County Durham (an online resource)
- Council website
- Google / online general search
- GP or other health professional
- Family and/or friends
- Social media
- Via telephone to the council
- Via a community organisation such as Citizens Advice
- Not Sure
- Other - If 'Other', please specify

Have you ever looked for information about adult social care services?

- Yes
- No

Was the information about adult social care services easy or difficult to find? *Choose one option*

- The information was easy to find
- The information was difficult to find
- I could not find the information at all

Please tell us why this was the case.

Was the information about adult care services easy or difficult to understand? *Choose one option*

- The information was very easy to understand
- The information was easy to understand

- The information was difficult to understand
- The information was very difficult to understand

Please tell us why this was the case.

Were you provided with the information you needed at the time? *Choose one option*

- Yes, in full
- Yes, to an extent
- No

Please tell us why this was the case.

## Future communication and information preferences

If you or someone close to you needed support in future, what would you most want to know about? *Choose at most 3 options*

- Costs and funding options
- Eligibility criteria
- Help for carers
- How long it takes to get support
- How to access support
- Quality of services
- Rights and entitlements
- What services are available
- Other - If 'Other', please specify

How would you prefer to access information about adult social care services? (This may differ to how you currently access information about adult social care) *Choose at most 3 options*

- Connecting County Durham (an online resource)
- Council website
- Family and/or friends
- Google / online general search
- GP or other health professional
- Printed leaflets
- Social media
- Via telephone helpline
- Via community organisations such as Citizens Advice
- Other - If 'Other', please specify

Please tell us the reasons why these are your preferred options.

What would make information about adult social care most easy to understand? *Choose at most 3 options*

- Clear, simple language
- One place with all information
- Personalised advice
- Real-life examples
- Step-by-step guides

- Videos or visual content
- Other - If 'Other', please specify

Tell us about any barriers there are in accessing social care information.

## About you

Are you responding as:

- Someone who uses adult social care services or support
- Family or friend (non-carer) of someone who uses adult social care services or support
- A carer of someone who uses adult social care services or support
- A County Durham resident
- A professional working in or with adult social care
- A business, club or organisation
- Other - If 'Other', please specify

What is your post code? (We ask this question to ensure we have a response from across the county; this will not be used for any other purpose).

If you are replying on behalf of an organisation or voluntary sector group, who do you represent?

## Submitting a response

**Please do not use this information sheet to submit a response.**

You can formally respond to this project by either:

- Completing the online survey (recommended)
- Writing out your responses to these questions and posting them to us at the following address: Assurance Development and Practice Team, Green Lane, Spennymoor, County Durham, DL16 6JQ.
- Typing out your responses to these questions and emailing them to:  
[letstalkcountydurham@durham.gov.uk](mailto:letstalkcountydurham@durham.gov.uk)