

Services for older people have improved



East Sussex County Council works in partnership with healthcare, voluntary groups and families to improve services for older people.

In 2005, people with long term health conditions such as diabetes, stroke and asthma were selected at random, using census data, to give their views about health and social care. In 2008 the survey was repeated with people aged over 65 .

3968 older people with a long term condition completed the 2005 postal survey and 723 completed the 2008 survey. The response rates were about 60% in 2005 and about 10% in 2008. The age, gender and ethnic breakdowns were similar, and broadly matched the population.

In 2008, older people were more likely to:

- say they **knew a lot** about their long term condition (92% in 2008 vs 50% in 2005)
- **feel in control** of the care and services they receive (83% vs 20%)
- believe they **work in partnership** with services to get the care they need (80% vs 15%)
- say that health and social services **work as a team** (73% vs 14%)
- **feel confident** they get good care (92% v 51%)
- say the **quality of healthcare** was good (81% vs 60%)
- say the **quality of social care** was good (65% vs 44%)



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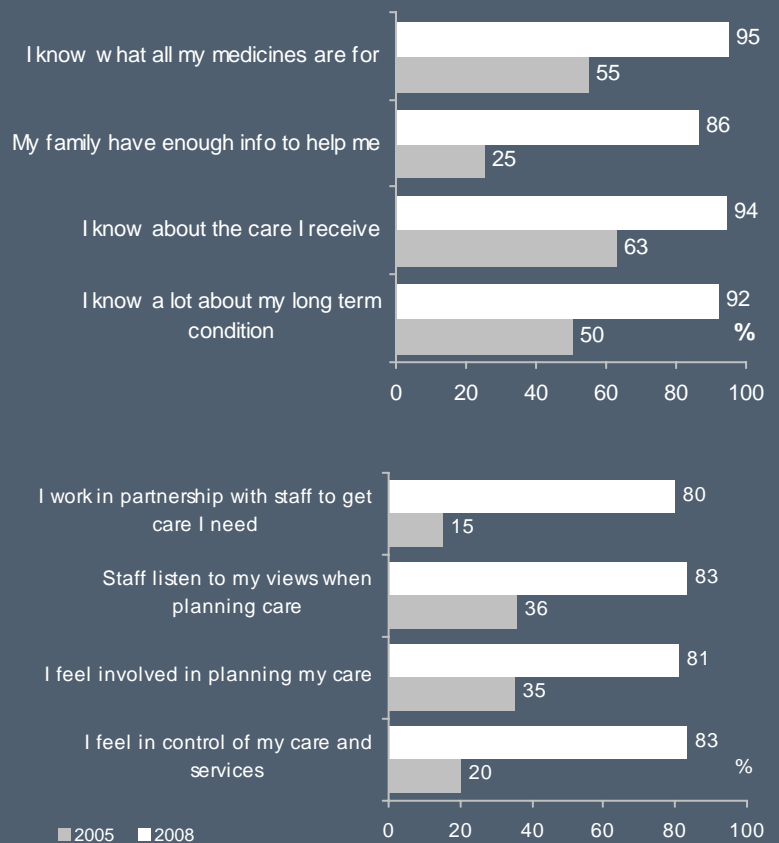


Information & involvement



- Nine out of ten older people say they know about all the care they receive
- Nine out of ten older people say their family have enough information to help them
- Nine out of ten say they know what all their medicines are for
- Eight out of ten say they feel involved and in control of their care
- Eight out of ten say health and social care teams listen to their views when planning care

These are all significant improvements over the past three years

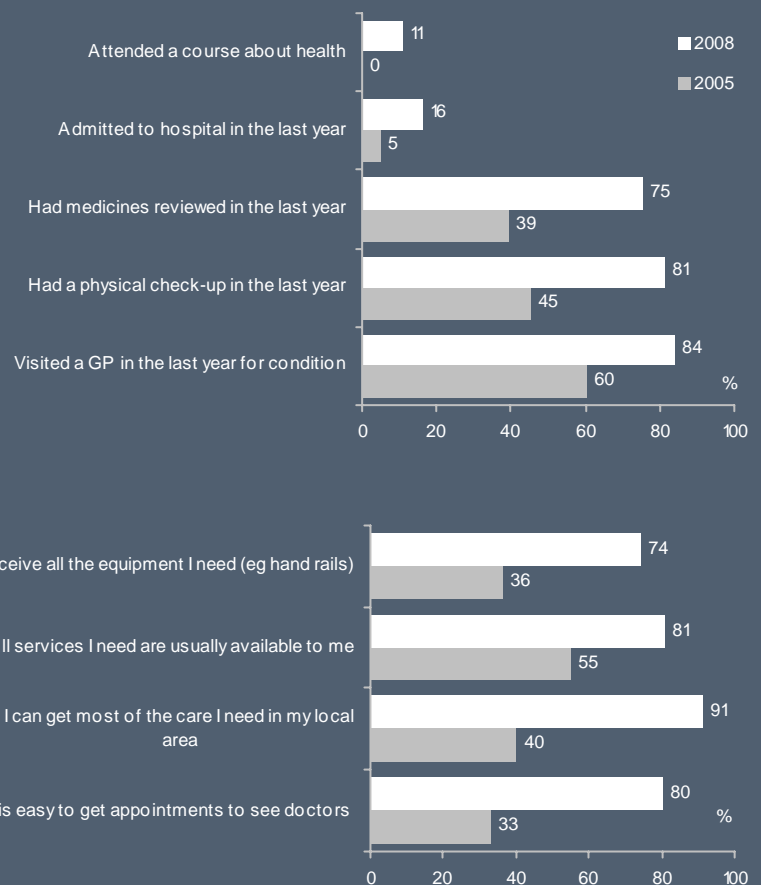


“Someone is always on hand. They really care.”

Using services



- In 2008, older people were more likely to say they had attended a course to learn about their health, visited a GP, had a physical check up or had their medicines reviewed in the past year compared to 2005.
- But older people were also more likely to say they had visited a hospital A&E department or been admitted to hospital in 2008.
- Nine out of ten people thought that most health and social care services they need are available locally and seven out of ten thought it was easy to access services.



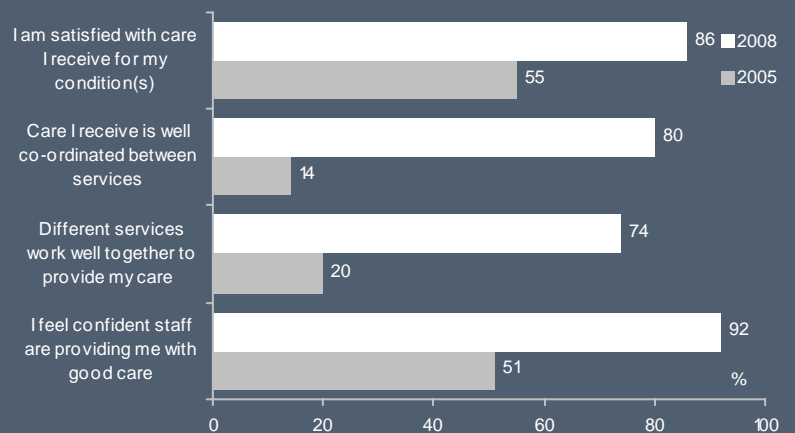
“Services and facilities are comprehensive and quickly available”

Partnership & satisfaction



- Eight out of ten older people say they are satisfied with the health and social care they receive to support them with their long term conditions
- Eight out of ten older people say care is well co-ordinated between services
- Seven out of ten think that different services work well together to provide their care
- Nine out of ten say they feel confident health and social care staff are providing them with good care

These are all significant improvements over the past three years



The surveys suggest that older people think there have been significant improvements in health and social services over the past three years. The main areas thought to need continued development were transport, after hours services and social activities.

“I consider myself very fortunate to live in this area where the elderly have such good services”