

# **Carers Experience Survey Pilot**

## **April 2009**

### **Results Fact sheet**

#### **Introduction**

In April 2009, the pilot Carers Experience Questionnaire was sent out in order to explore the views of people who care for a friend or family member. This questionnaire had been developed by the Department of Health and the Commission for Social Care Inspection (now the Care Quality Commission) and was carried out in order to find out what carers think of support services available to them and the person that they care for. This fact-sheet contains the results from questions in the survey.

The questionnaires were sent out to a small sample of people who had had a carers assessment in the past twelve months. 150 questionnaires were sent in the post with a prepaid return envelope.

The questionnaire asked questions with mainly tick-box answers asking respondents to rate their overall satisfaction with elements of the service that they and the person they care for receive. There was also space for respondents to add comments about their answer.

We received 39 returned surveys by the deadline, giving a response rate of 26%. As such, the results included in this fact sheet cannot be seen as representative of the caring population as a whole, but can only provide an indication of trends that may exist.

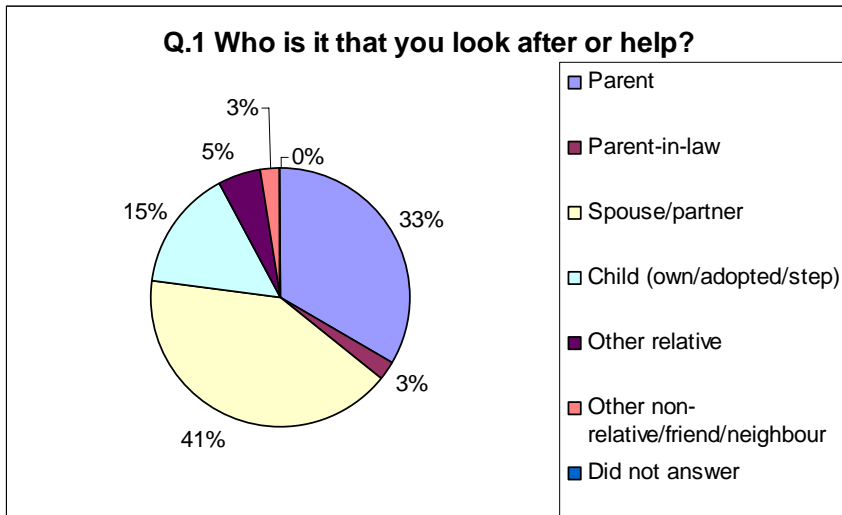
The survey results show a relatively high level of satisfaction with the service received from Adult Social Services - with 85% of respondents feeling that they had enough or some encouragement and support in their care giving role. 76% of respondents also said that they found information and advice available to them from Adult Social Services and other support agencies very or quite helpful.

**October 2009**

## Section 1: About the person you care for

The questions in this section asked respondents about the person they care for and their experience of support and services.

### 1. Who is it that you look after or help?

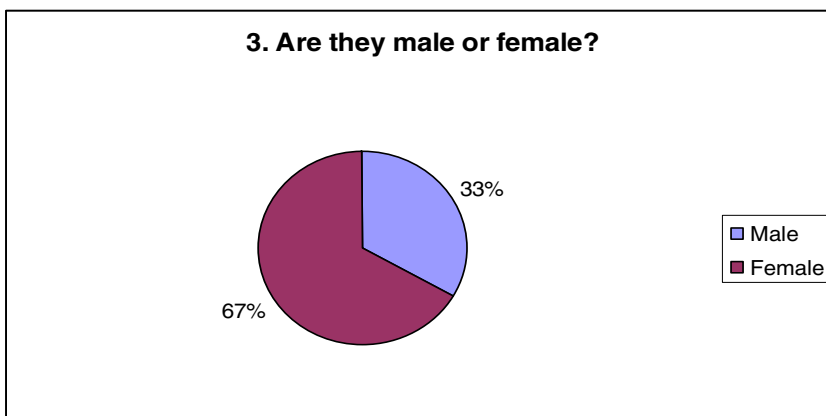


**41% of respondents looked after their spouse or partner, and 33% looked after a parent.**

### 2. How old is this person?

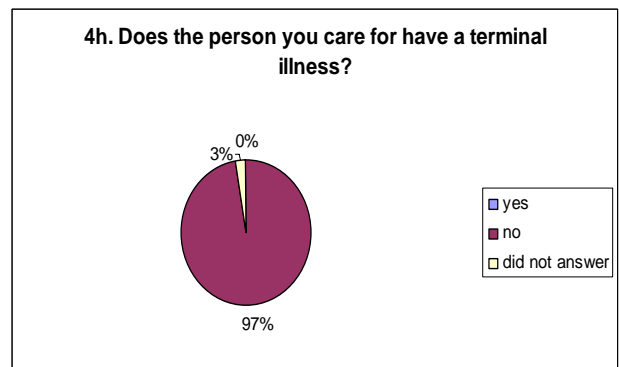
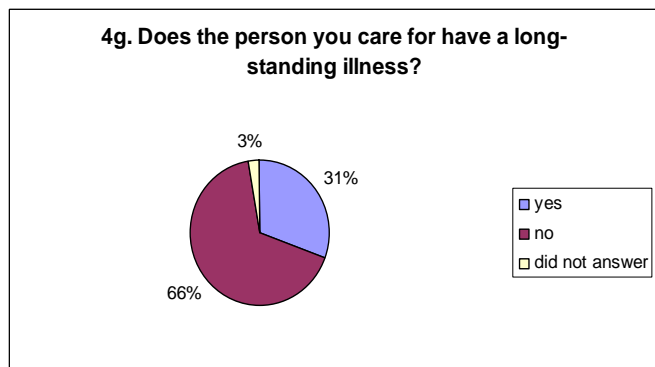
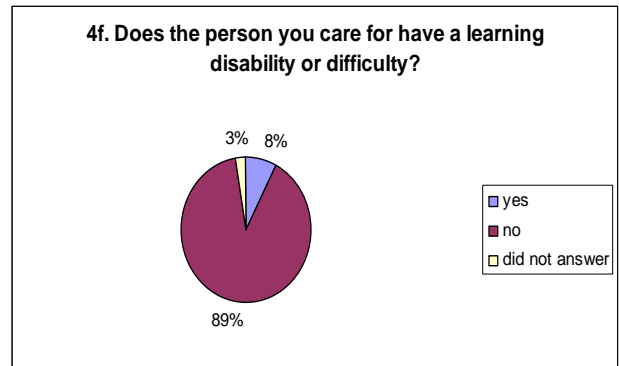
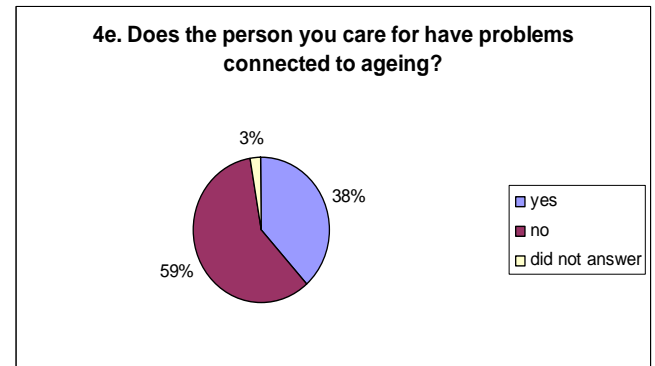
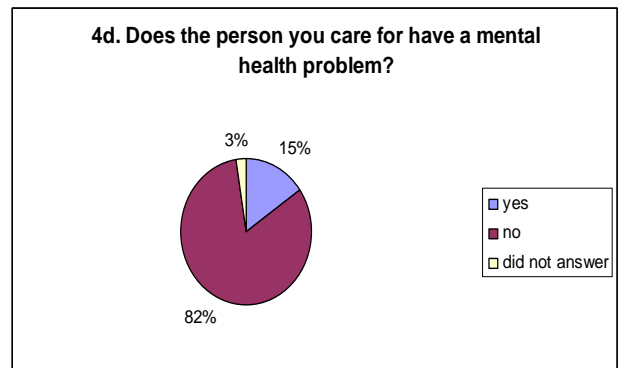
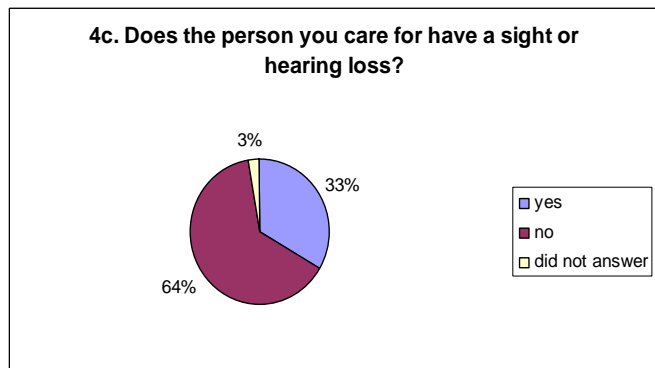
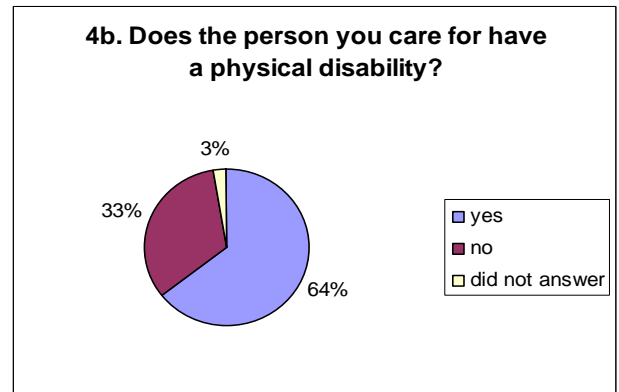
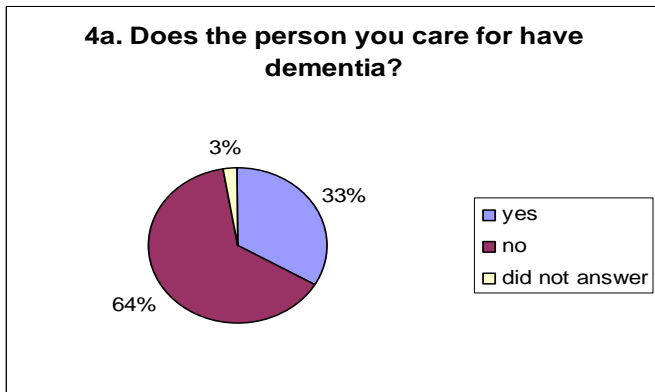
The average age of the person cared for was 70 years.

### 3. Are they male or female?

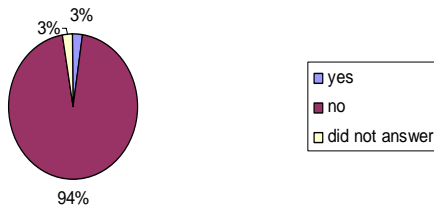


**67% of people that respondents cared for were female.**

## 4. Does the person you care for have...?

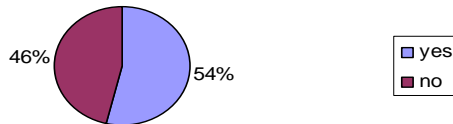


4i. Does the person you care for have an alcohol or drug dependency?



5. Which of these services has the person you care for used in the past year?

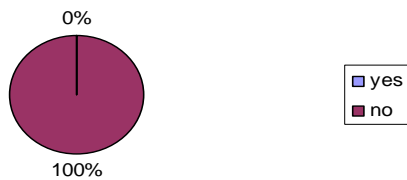
5a. Which of these service has the person you care for used in the past year? Home care/home help



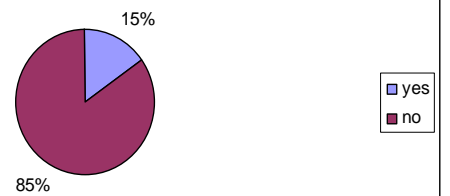
5b. Which of these service has the person you care for used in the past year? Day centre or day activities



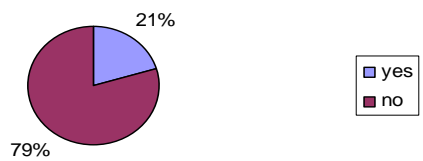
5c. Which of these service has the person you care for used in the past year? Lunch club



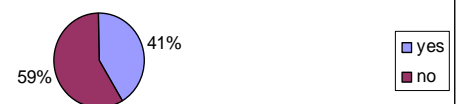
5d. Which of these service has the person you care for used in the past year? Meals-on-wheels



5e. Which of these service has the person you care for used in the past year? Transport services



5f. Which of these service has the person you care for used in the past year? Equipment or adaptation to their home, such as an alarm system, ramps, a wheelchair



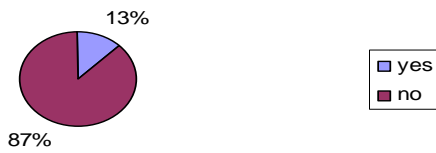
**5g. Which of these service has the person you care for used in the past year? Short breaks provided in the home, such as a sitting service**



**5h. Which of these service has the person you care for used in the past year? Short breaks where he or she might be taken out, such as a befriending service**



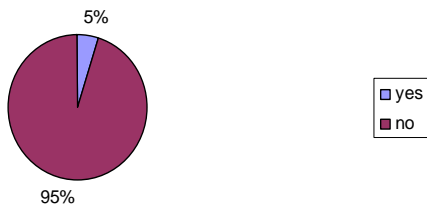
**5i. Which of these service has the person you care for used in the past year? Short breaks provided in a day centre, or residential or nursing home**



**5j. Which of these service has the person you care for used in the past year? Supported employment for people with disabilities**



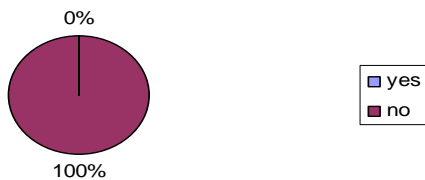
**5k. Which of these service has the person you care for used in the past year? Special College**



**5l. Which of these service has the person you care for used in the past year? None of the services listed above**



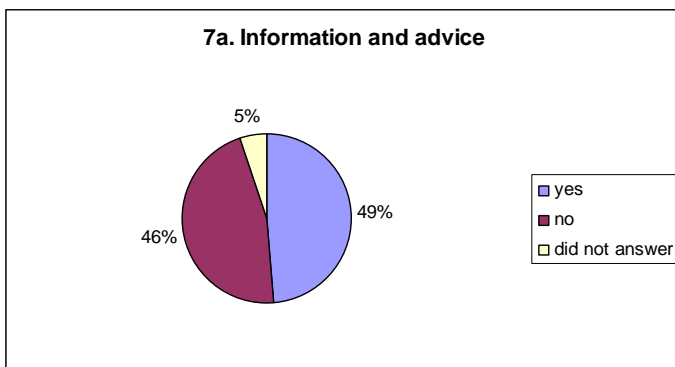
**5m. Which of these service has the person you care for used in the past year? Don't know**



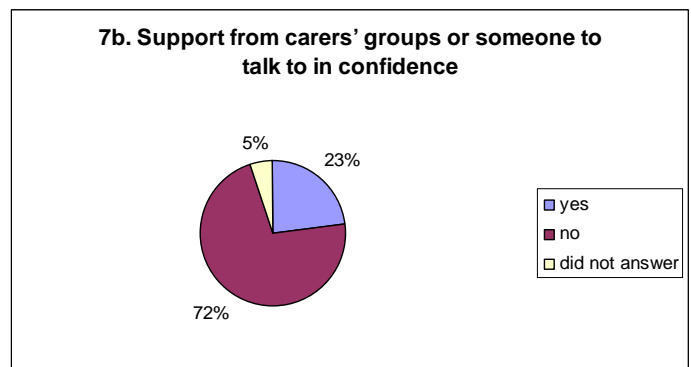
## Section 2: About your needs and experiences of support

The questions in this section asked about the support and services that respondents **themselves** had as a carer. These may have been services arranged privately or by Adult Social Services. They may be provided by a voluntary organisation, a private agency or Adult Social Services.

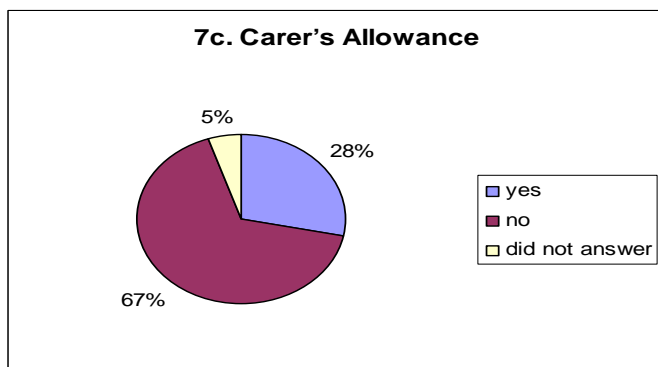
### 7. What support or services have you had to help you as a carer over the last year? Please tick all the services you have had in the last year.



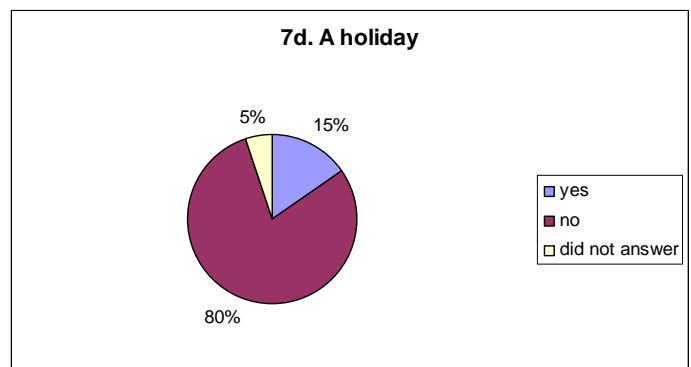
**49% of carers who responded had received information and advice**



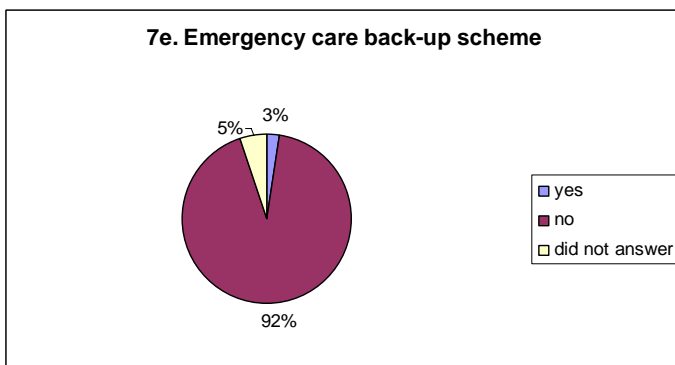
**23% had received support from carers groups**



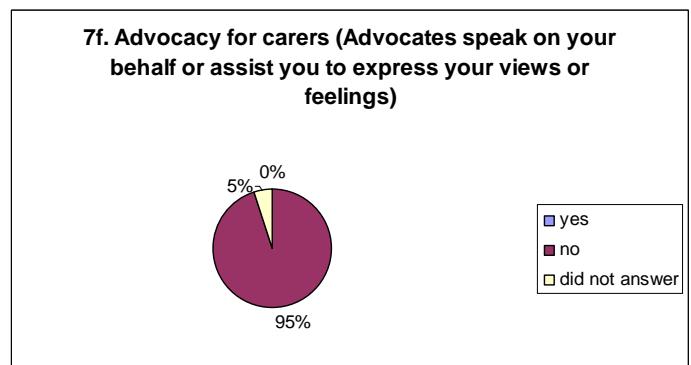
**28% of respondents had received carers allowance in the past year**



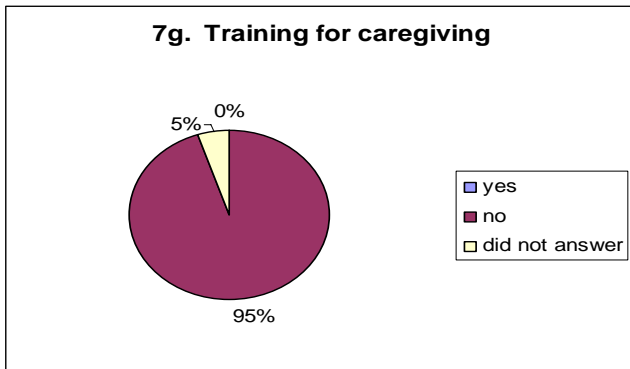
**15% of respondents had received a carers' holiday**



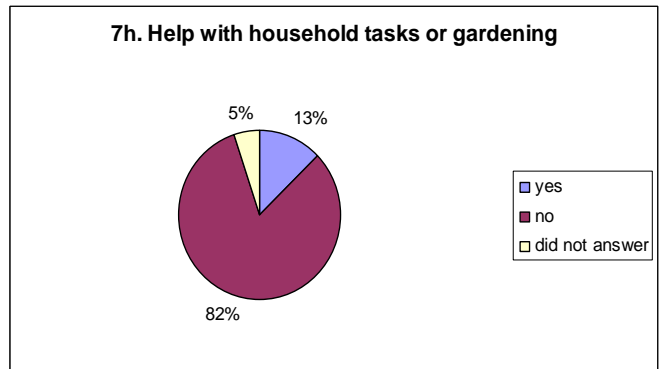
**3% had an emergency care back-up scheme in place**



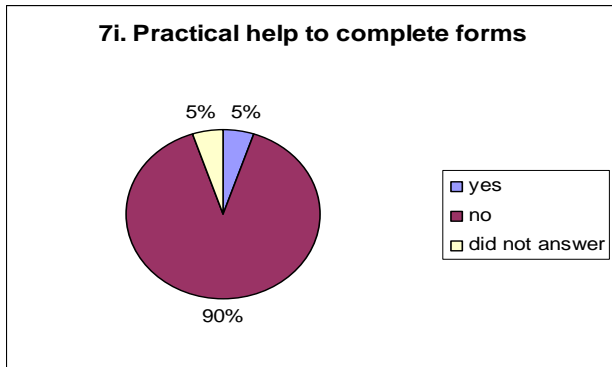
**None of the respondents has used an advocate in the past year**



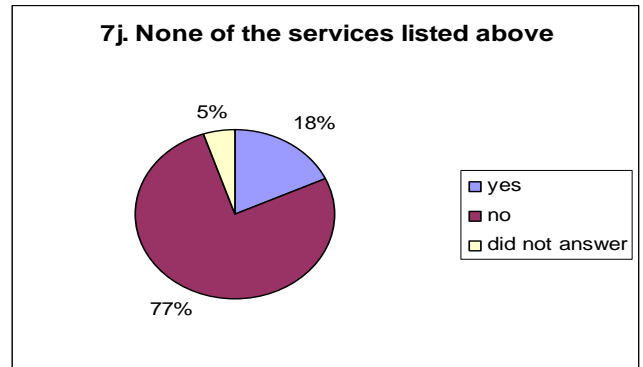
**None of the respondents had received training for care giving in the past year**



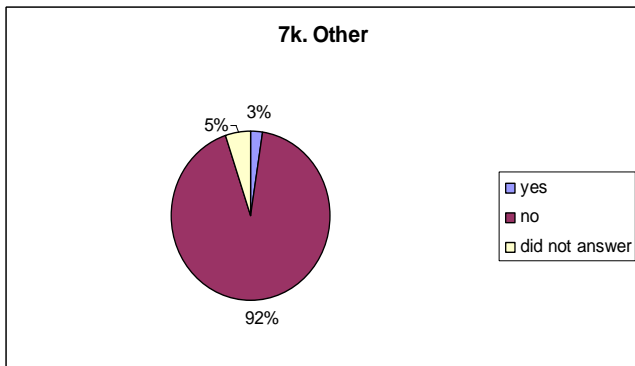
**13% of respondents had received help for household tasks or gardening**



**5% had received help to complete forms**



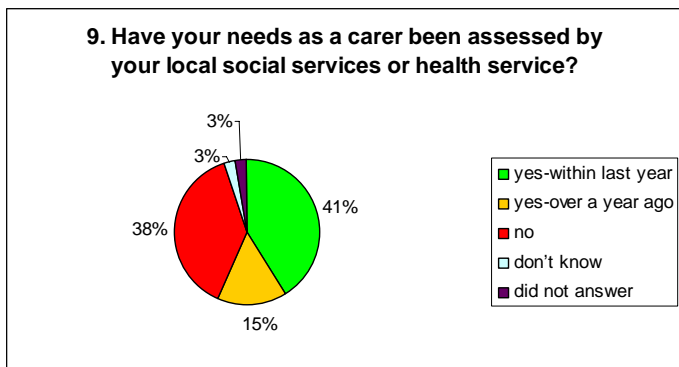
**18% had not received any services for themselves as a carer in the past year**



A Communication Strategy for communicating with carers is currently being developed to improve the information and advice that is available to carers. It will help carers to be more aware of what support is available to them and improve access to services provide by other organisations.

Adult Social Services are also developing an online directory of services available in the borough, which will be available to all and include information ranging from leisure activities to organisations who can give advice on benefits. Further work will be undertaken to support carers to put in place emergency back up plans where their inability to care in an emergency would put the person they care for at risk.

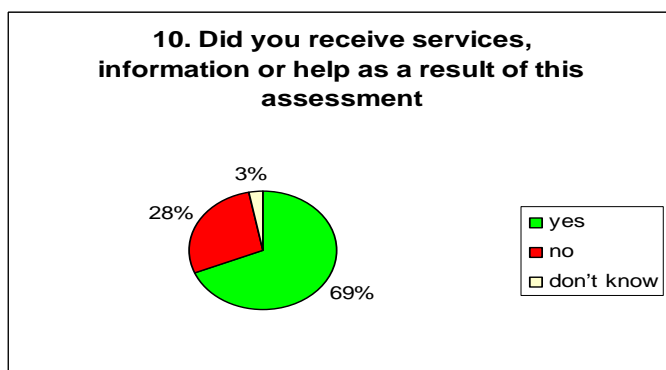
**9. Have your needs as a carer been assessed by Adult Social Services or local health service?**



41% of those who answered had had their needs assessed in the past year.

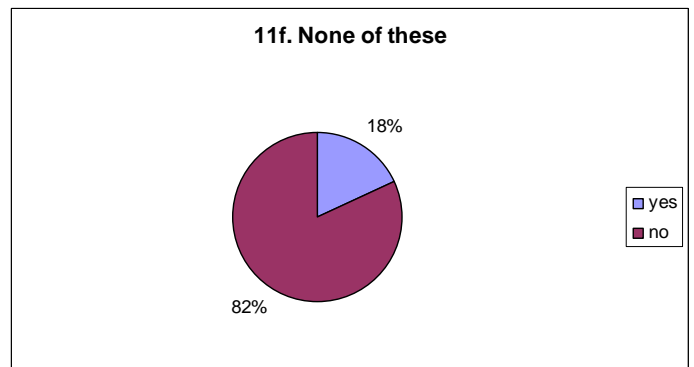
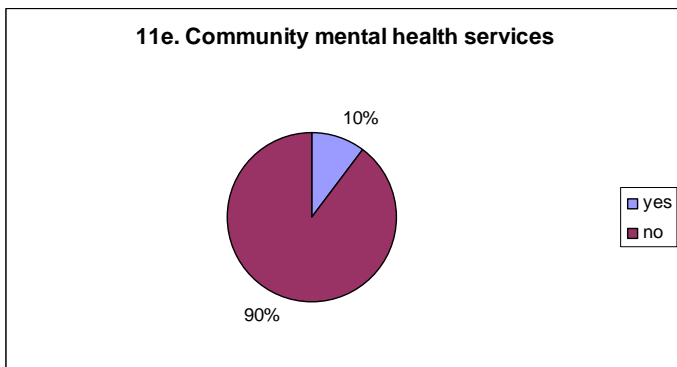
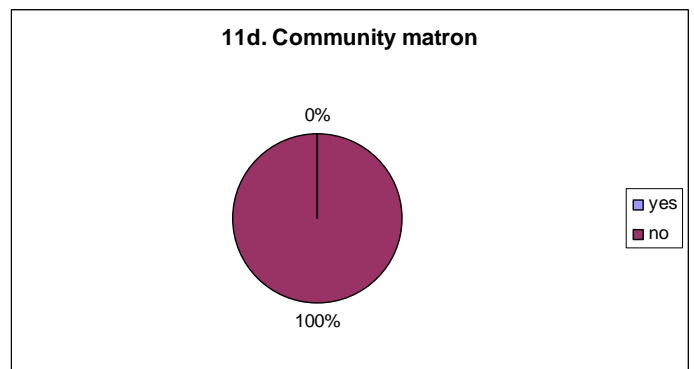
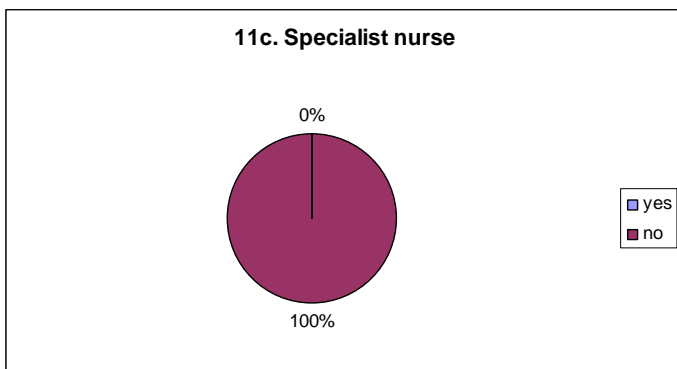
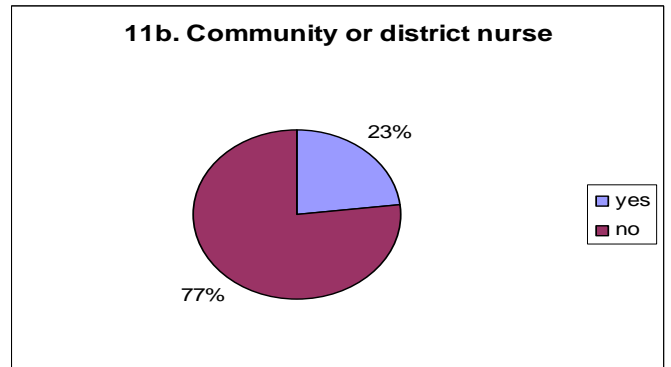
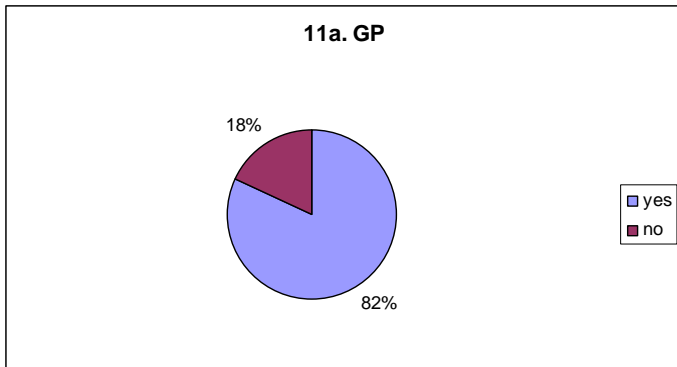
The Carers Assessment process is currently being reviewed by social workers and local carers will be involved in a focus group later in the year to discuss what would make the process easier for carers.

**10. Did you receive services, information or help as a result of this assessment?**



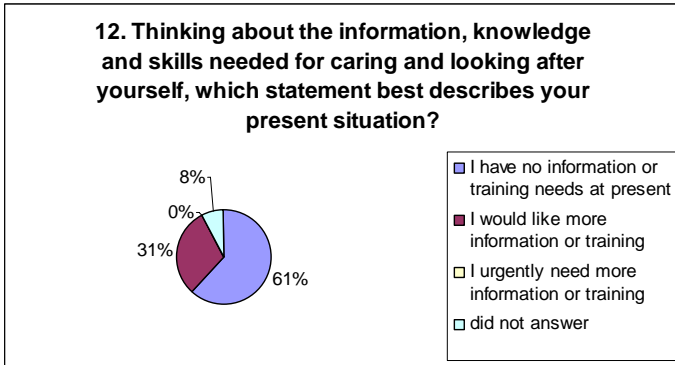
Of those who said they had had an assessment, 69% had received services, information or help as a result of their assessment.

# 11. Which of these health services have you used in the last 12 months?



As many carers make frequent visits to their GP, discussions will take place with NHS Barnet to try to maximise opportunities for this contact to be of benefit to carers. This is part of our development of a joint social services and health model.

**12. Thinking about the information, knowledge and skills needed for caring and looking after yourself, which statement best describes your present situation?**

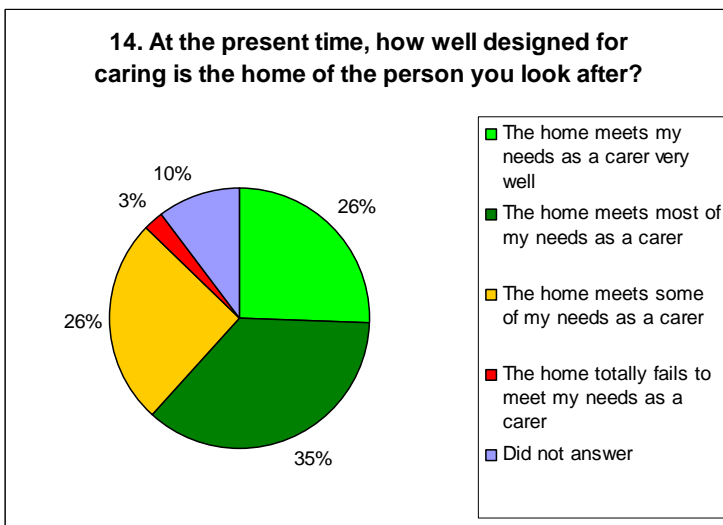


**61% of respondents answered that they did not need any additional training or information at present**

The council has successfully bid for funding to run the Caring with Confidence training programme for carers in the borough. This free programme gives carers the opportunity to learn how to cope more effectively with their caring role and will include modules on specific areas of interest to different groups of carers.

The programme has developed a publicity plan so that as many carers as possible are reached.

**14. At the present time, how well designed for caring is the home of the person you look after?**



**61% of people who responded said that the home of the person they look after meets all or most of their needs as a carer.**

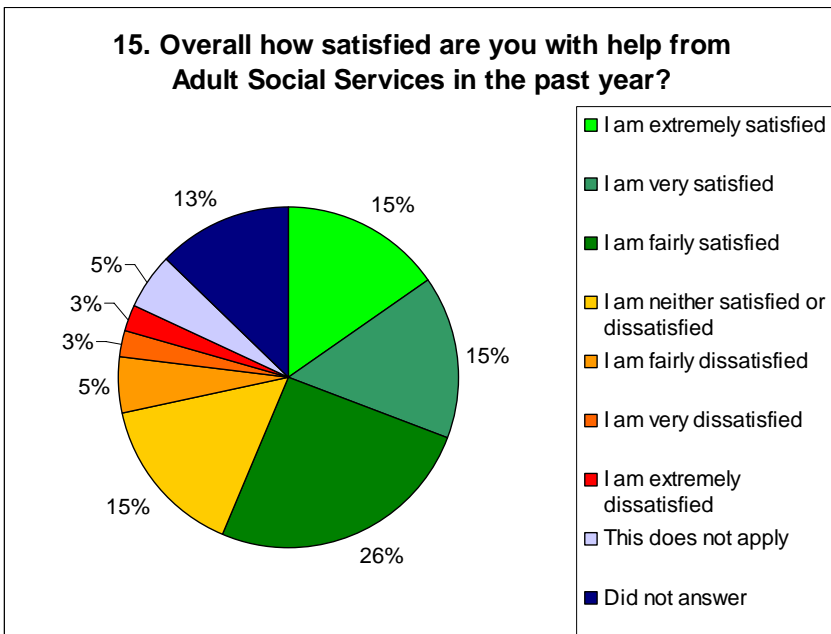
Telecare equipment such as flood detectors and personal alarms can help to make care-giving in the home easier, and provide the carer with piece of mind. Equipment such as grab rails and ramps are also available through the Occupational Therapy Team to support people to remain as independent as possible and remain in their own home.

When we consider new housing developments and conversion proposals we seek to ensure that they are built to Lifetime Homes Standards, providing homes which are accessible and that can be easily adapted to meet the needs of disabled people.

### Section 3: Overall satisfaction with services

Questions in this section asked respondents about their satisfaction with services. Some questions ask about Adult Social Services directly, while others ask more generally about services which might be provided by different organisations, such as by a voluntary organisation, private agency or Adult Social Services

#### 15. Overall how satisfied are you with help from Adult Social Services in the past year?

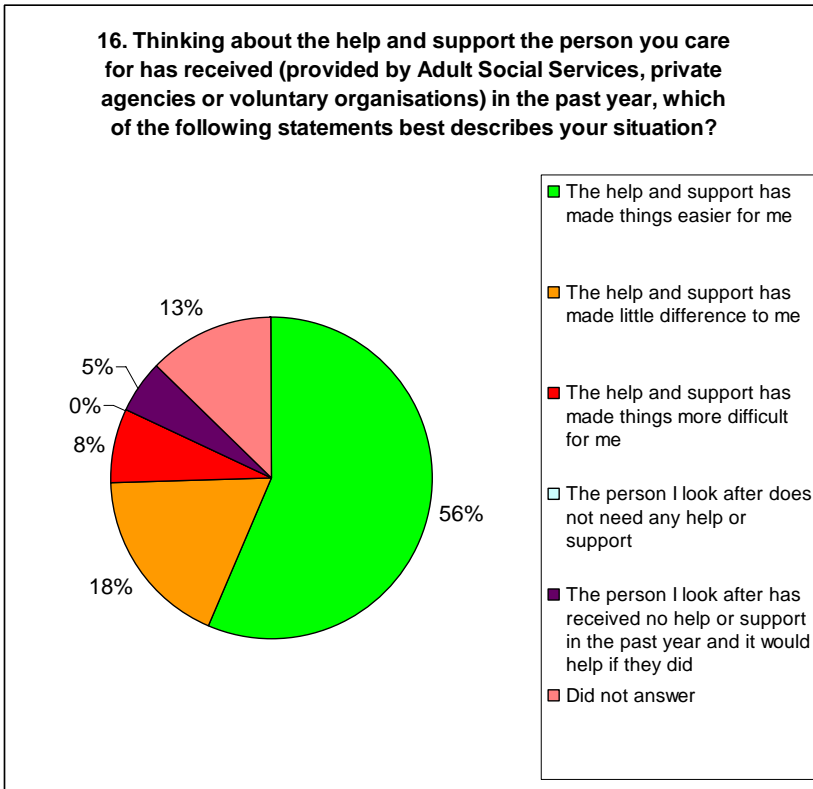


56% of respondents were satisfied to some extent with the help they have received from Adult Social Services in the past year.

We are always striving to meet the needs of individual carers.

This year, we are reviewing the services that are available to carers to make sure that they meet the needs of local carers and that they focus on the effect they will have on the lives of those carers. This is a priority in the new carers strategy for 2009-2012.

**16. Thinking about the help and support the person you care for has received (provided by Adult Social Services, private agencies or voluntary organisations) in the past year, which of the following statements best describes your situation?**



56% of respondents said that the help and support that the person they care for receives had made things easier for them as a carer.

We acknowledge that the service that the cared-for person receives must be a positive experience for them in order to make life easier for their carer.

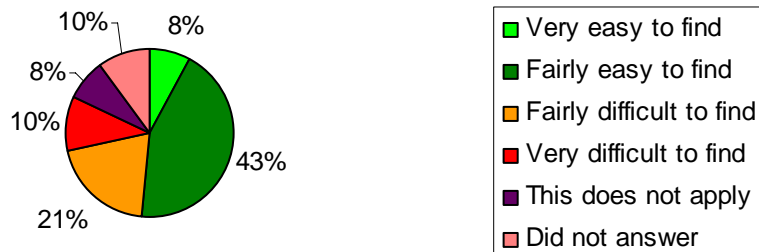
We work closely with all our service providers, such as homecare agencies, and make recommendations to them about how to improve their practice.

## Section 4: Information and advice quality

The next questions asked for carers views about the quality of information and advice.

**17. In the past year, have you found it easy or difficult to find information and advice about support, services or benefits? Please include information from different sources, such as voluntary organisations, and private agencies as well as Adult Social Services.**

**17. In the past year, have you found it easy or difficult to find information and advice about support, services or benefits?**

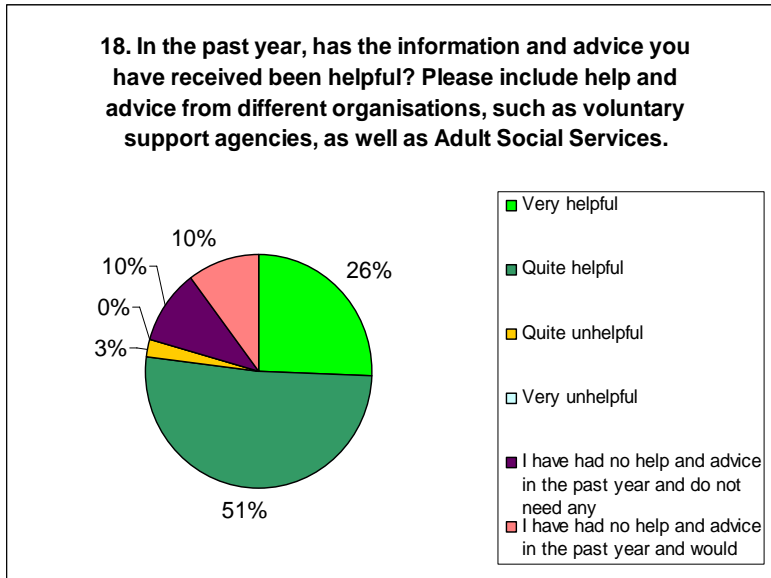


51% of people who completed the survey found it very or fairly easy to find information and advice about support, services or benefits

As part of the development of a communications strategy for carers, we will be reviewing how people are currently signposted to the information and services that they need.

As well as the Carers Direct website and helpline provided by the NHS to help carers access this information, the new online directory of services in Barnet will be an invaluable resource for carers wanting to find out about the range of services available to both themselves and those that they care for.

**18. In the past year, has the information and advice you have received been helpful? Please include help and advice from different organisations, such as voluntary support agencies, as well as Adult Social Services.**

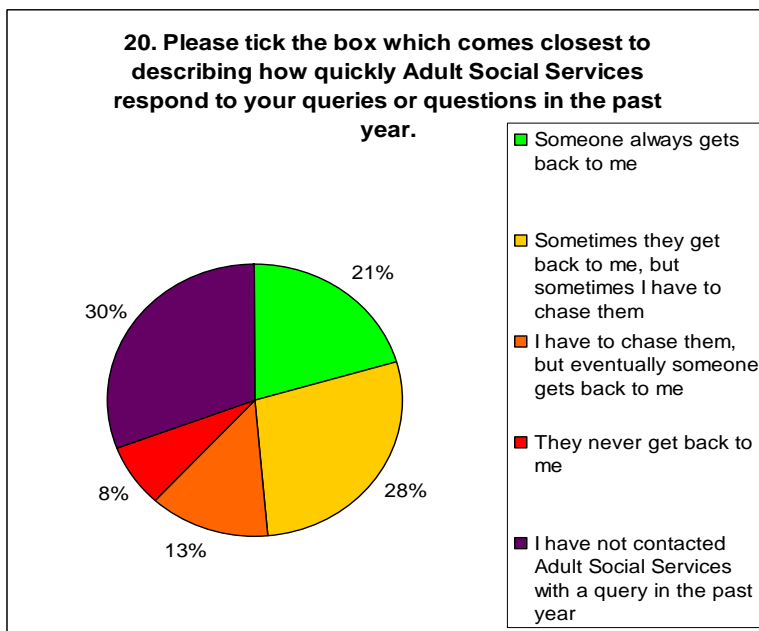


76% of respondents said that they found information and advice available to them from Adult Social Services and other support agencies very or quite helpful

We always try to ensure that our information is accurate, relevant and accessible to those that it is aimed at.

We are increasing the range of information available to carers through the development of our online directory of services, which will include information about services borough-wide, not just those provided by Adult Social Services.

**20. Please tick the box which comes closest to describing how quickly Adult Social Services respond to your queries or questions in the past year.**



49% of respondents said that someone from Adult Social Services gets back to them when they ask questions.

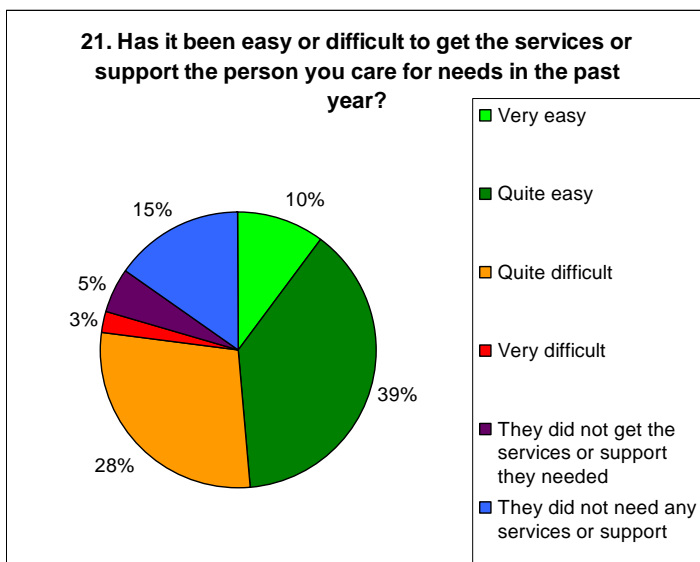
The creation of a central Access Team in early 2010 will make it easier for people who use social care services and their carers to access the information and services that they need.

## Section 5: Arrangement of services and support in the past year.

The next questions are about the organisation of care and support with the person that arranges help for the person you care for. This person could be your social worker or care manager or key worker or someone who works for a voluntary agency.

### 21. Has it been easy or difficult to get the services or support the person you care for needs in the past year?

The services may be provided by different organisations, such as by a voluntary organisation, private agency or Adult Social Services.

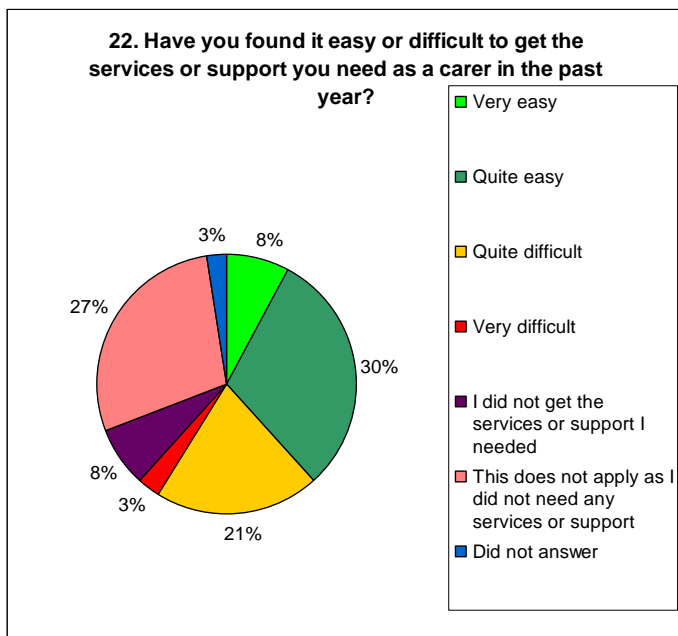


49% of those who responded said that it had been very or quite easy to get the support that the person they care for needed in the past year.

Access to Adult Social Services is being improved with the creation of a new central team who will be able to deal with enquiries faster by providing advice and some services there and then, whilst referring more complex requests on to specialist teams.

The creation of the online directory of services will also help carers to find specialist support available from organisations in the voluntary sector.

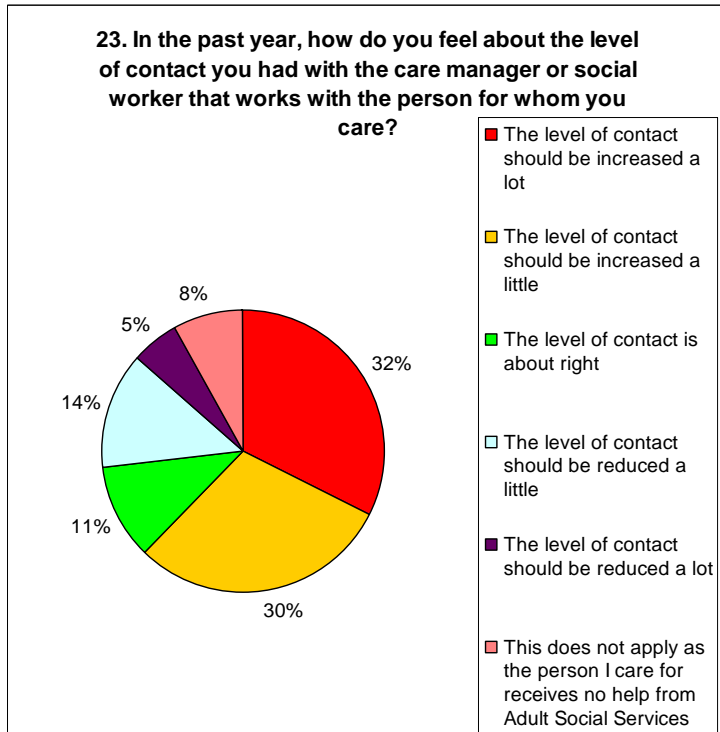
**22. Have you found it easy or difficult to get the services or support you need as a carer in the past year?**



38% of the carers who answered the survey said that it had been very or quite easy to get the support they needed as a carer in the past year

The carers communication strategy being developed aims to make sure that carers are well informed of the eligibility criteria for having a carers assessment and other support services.

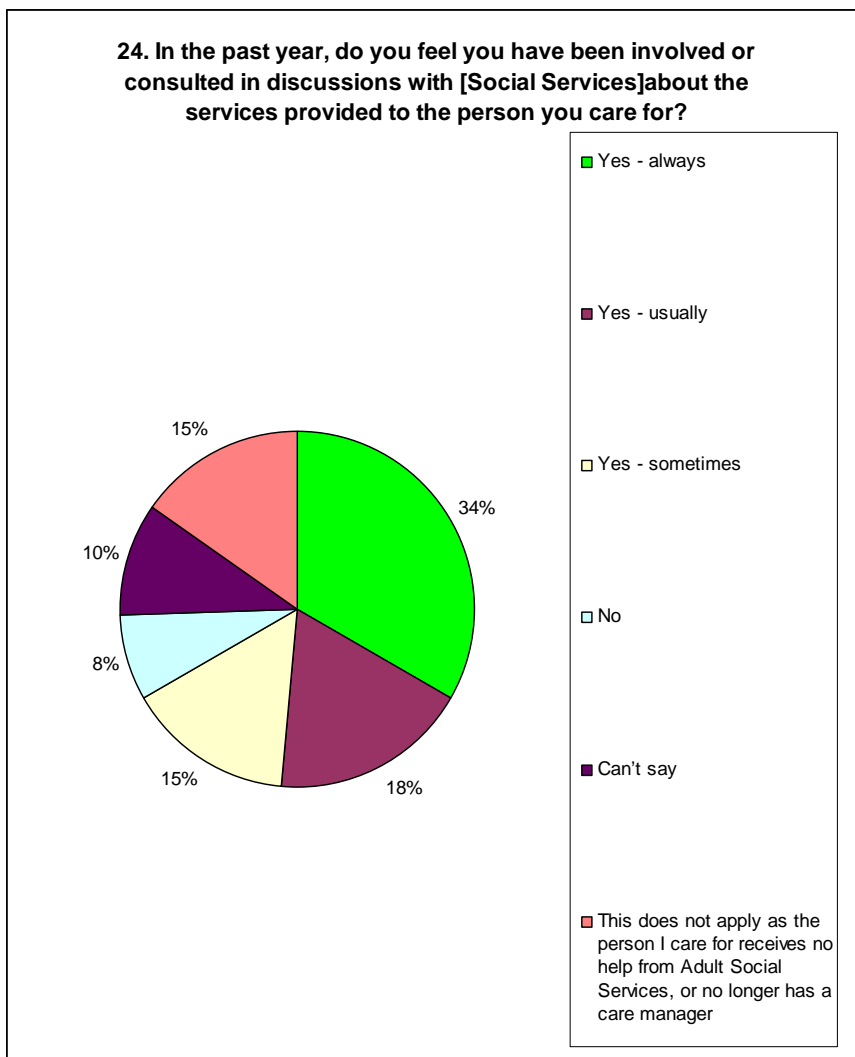
**23. In the past year, how do you feel about the level of contact you had with the care manager or social worker that works with the person for whom you care?**



62% of carers said that the level of contact with their social worker should be increased a little or a lot

We are committed to improving the involvement of carers in the planning of support for the person they care for.

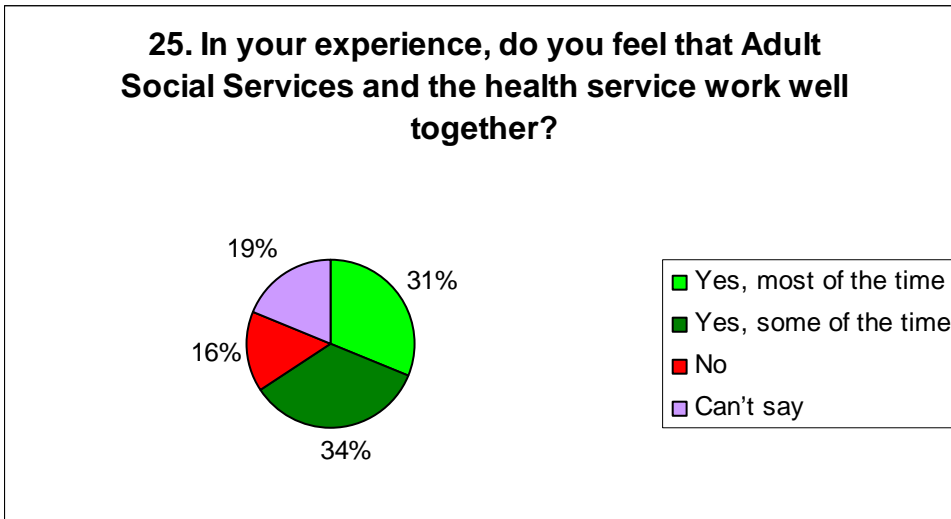
**24. In the past year, do you feel you have been involved or consulted in discussions with Adult Social Services about the services provided to the person you care for?**



52% of respondents said that they always or usually feel involved in discussions about services provided to the person they care for.

The main priority of the Barnet inter-agency carers strategy is to ensure that carers are seen by social services staff as expert partners in care when support is being arranged for the person they care for. Carers will work side by side with professionals to ensure the best possible outcome for the cared-for person is being achieved.

**25. In your experience, do you feel that Adult Social Services and the health service work well together?**

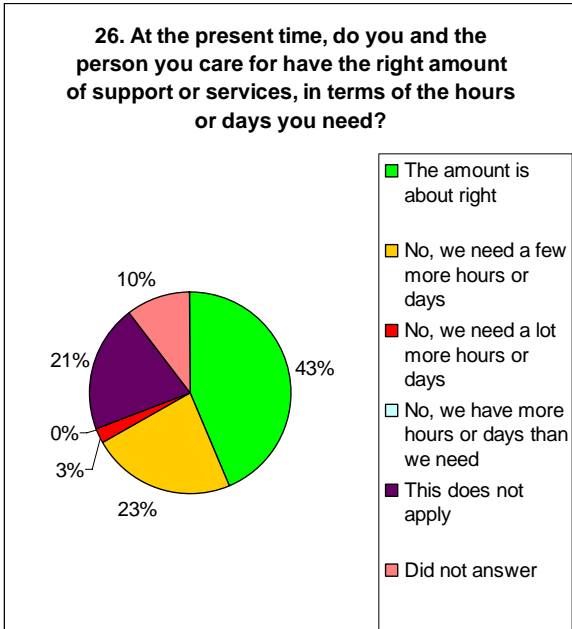


65% of respondents said they felt that health and Adult Social Services work well together most or some of the time

The creation of the new Carers Lead post, which is a joint post between the Council and Barnet NHS will mean a more seamless approach to support for carers, and will raise the profile of carers in both sectors.

## Section 6: Service quality

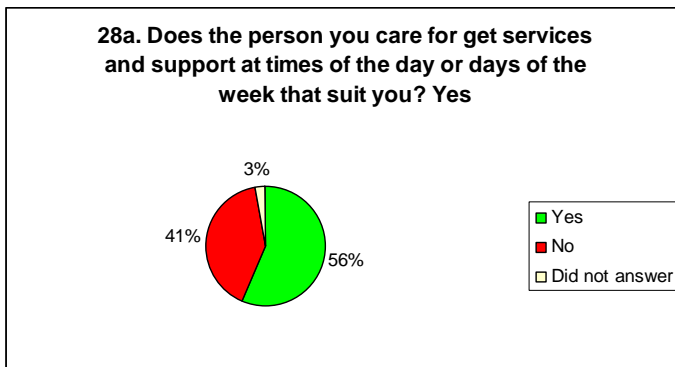
### 26. At the present time, do you and the person you care for have the right amount of support or services, in terms of the hours or days you need?



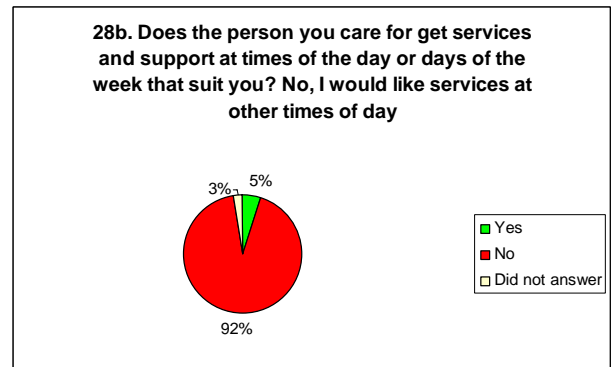
43% of people who responded said that they and the person they care for have the right amount of hours of support

Our new central access service should make it easier for people who use social care services to let us know if their needs have changed. We will also be offering clients the opportunity to decide for themselves using their Personal Budgets how best to structure their support to meet their identified needs.

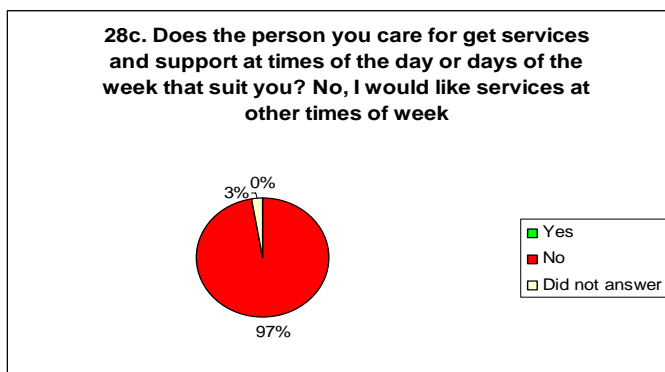
**28. Does the person you care for get services and support at times of the day or days of the week that suit you?**



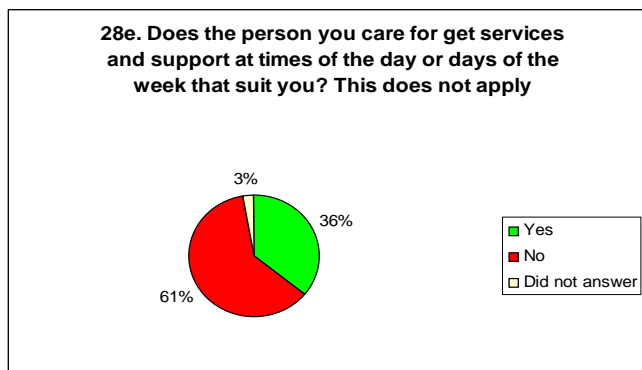
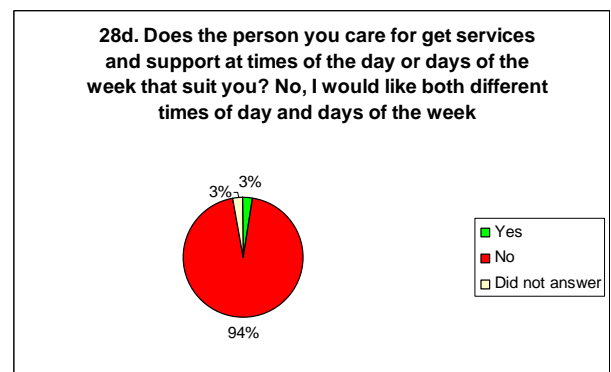
**56% of respondents said that the person they care for gets services and support at times that suit them**



**92% of respondents were happy with the days of the week that support was provided**

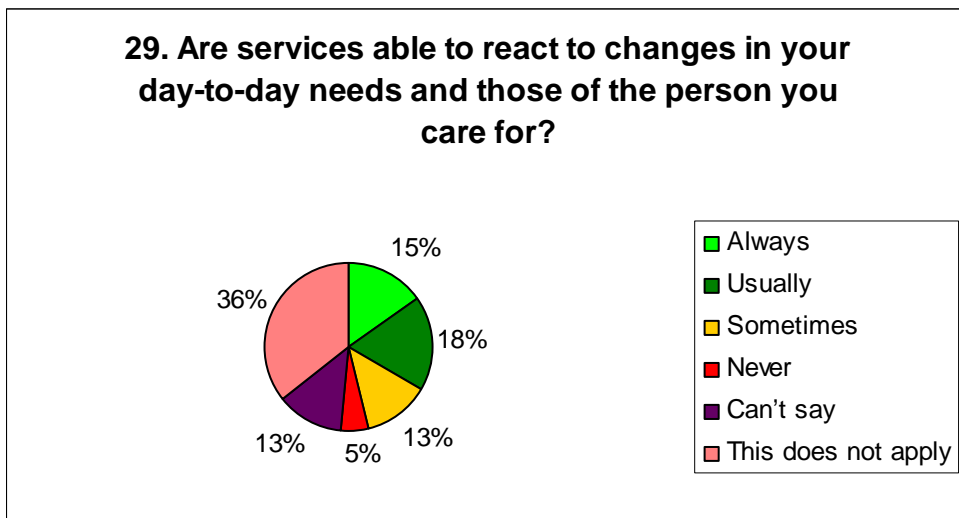


**97% were happy with the time of day that support was provided**



People who use social care services will be encouraged to take more control over the care they receive in the future, and to have more say in when they are supported.

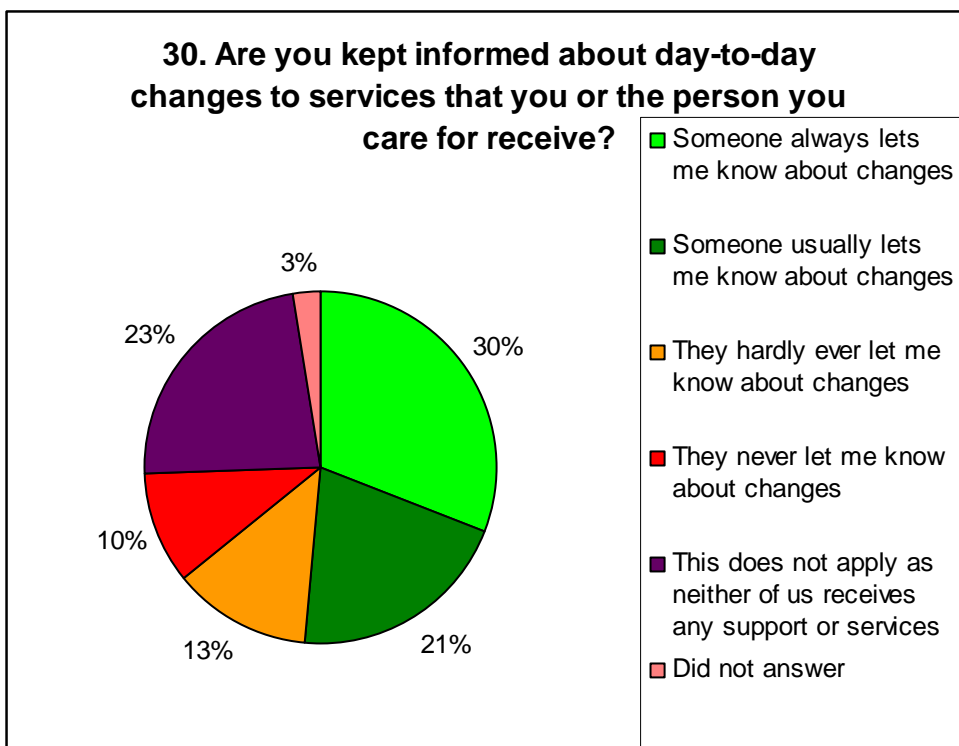
**29. Are services able to react to changes in your day-to-day needs and those of the person you care for?**



Of those carers who this question applied to, over half said that services were able to react to changes in their needs.

The current roll-out of Personal Budgets will give people who use services more flexibility in the way that their support is organised.

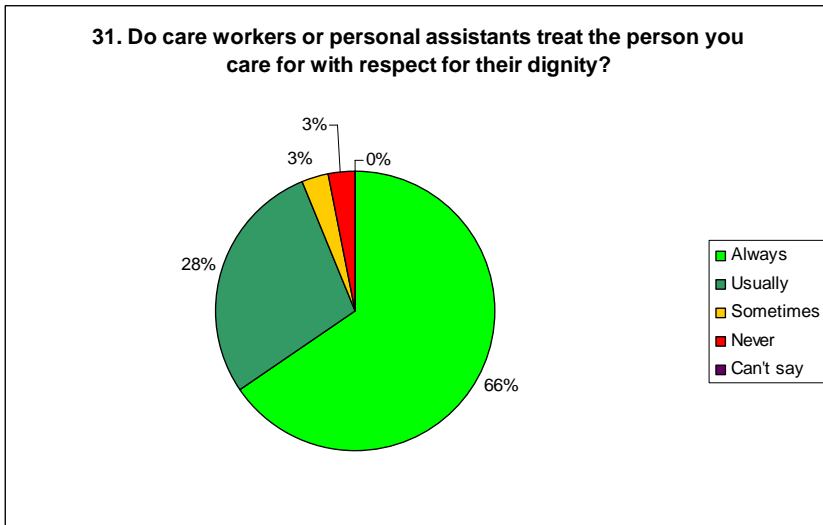
**30. Are you kept informed about day-to-day changes to services that you or the person you care for receive?**



51% of respondents said that someone always or usually lets them know about to services.

The increased use of Direct Payments has put more responsibility on providers to provide a good level of service to their customers, which we will continue to build upon.

**31. Do care workers or personal assistants treat the person you care for with respect for their dignity?**

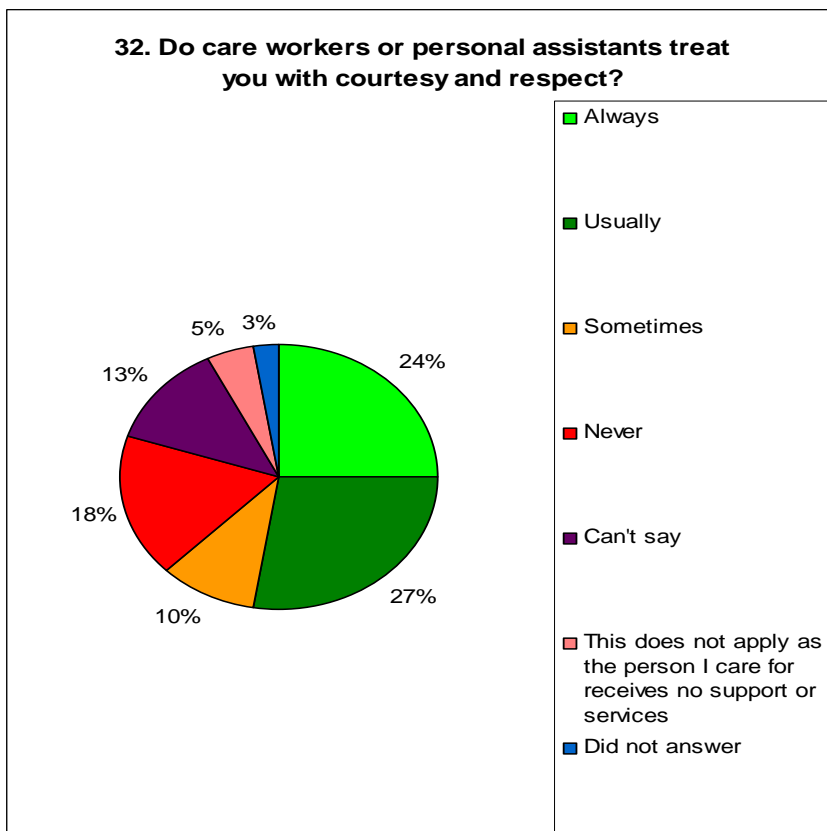


74% of respondents that answered this question said that care workers always or usually treated the person they care for with respect for dignity.

We will continue to work closely with our providers to ensure that maintenance of dignity and respect is a key outcome of all care packages.

This chart does not include results of those who did said that the person they care for did not receive any support services

**32. Do care workers or personal assistants treat you with courtesy and respect?**



51% of carers who answered the questionnaire said that their care workers treat them with courtesy and respect.

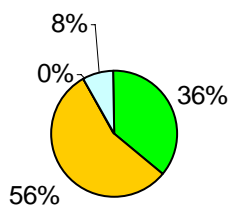
We will work with providers to make sure that all care staff recognise carers as experts who should be listened to and respected.

## Section 7: The impact of services and your quality of life

The questions in this section look at the impact that caring and support provided by Adult Social Services or voluntary agencies, have on aspects of your life. Some questions ask directly about the impact of support and services, while others ask about the quality of different parts of your life more generally.

**33. Thinking generally about how you spend your time, including education, leisure, paid/ unpaid employment, and doing things for others, which of the following statements best describes your present situation?**

**33. Thinking generally about how you spend your time, including education, leisure, paid/ unpaid employment, and doing things for others, which of the following statements best describes your present situation?**

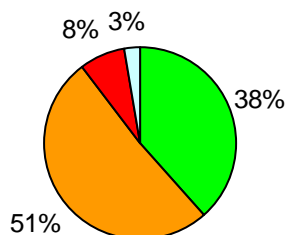


- I do the things I want to do
- I can't do many of the things I want to do
- I can't do anything I want to do
- Did not answer

56% of carers said they can't do many of the things they want to do.

**34. Thinking about the space and time you have to be yourself in your daily life, which of the following statements best describes your present situation?**

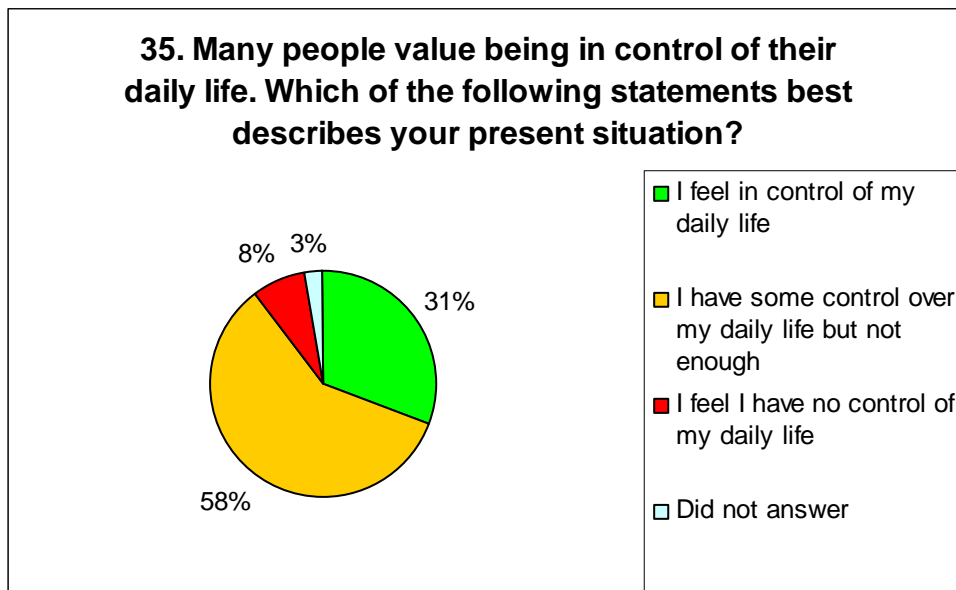
**34. Thinking about the space and time you have to be yourself in your daily life, which of the following statements best describes your present situation?**



- I have space and time I need to be myself
- I have some space or time to be myself but not enough
- I do not have any space or time to be myself
- Did not answer

59% of carers who responded said that they do not have enough or any space and time to be themselves.

**35. Many people value being in control of their daily life. Which of the following statements best describes your present situation?**



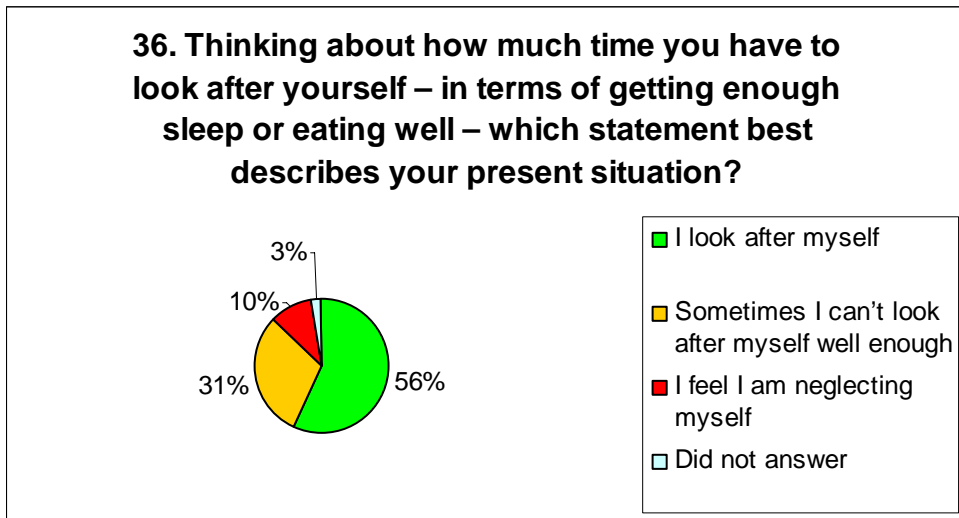
66% of respondents said that they had not enough or no control over their daily life

We recognise that the caring role means people are less able to have free time. The inter-agency carers strategy aims to improve people's quality of life, and give more flexibility to carers. Carer's Direct Payments give carers the opportunity to have more time to themselves with the peace of mind that the person they care for is being well looked after.

For carers over 50, the Care2Work scheme can help with caring responsibilities to allow carers to attend training. This could be to gain qualifications, or to find volunteering or employment opportunities.

The Caring with Confidence Programme also provides free training to carers to help them to balance their caring responsibilities with their own life aspirations.

**36. Thinking about how much time you have to look after yourself – in terms of getting enough sleep or eating well – which statement best describes your present situation?**

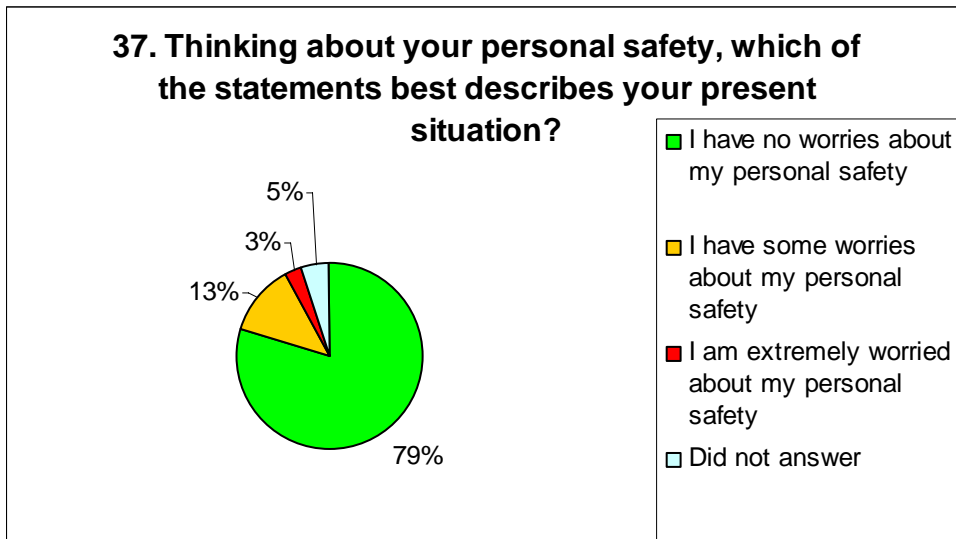


56% of carers responded that they were able to look after themselves well enough

We recognise the importance of maintaining carers' well-being, and the Carers Nurse funded by NHS Barnet acts as an expert nurse for carers themselves, to make sure they stay as well as possible while caring for a loved one.

The Carers Nurse assesses the carer's health needs, including physical, psychological, health promotion and social care needs.

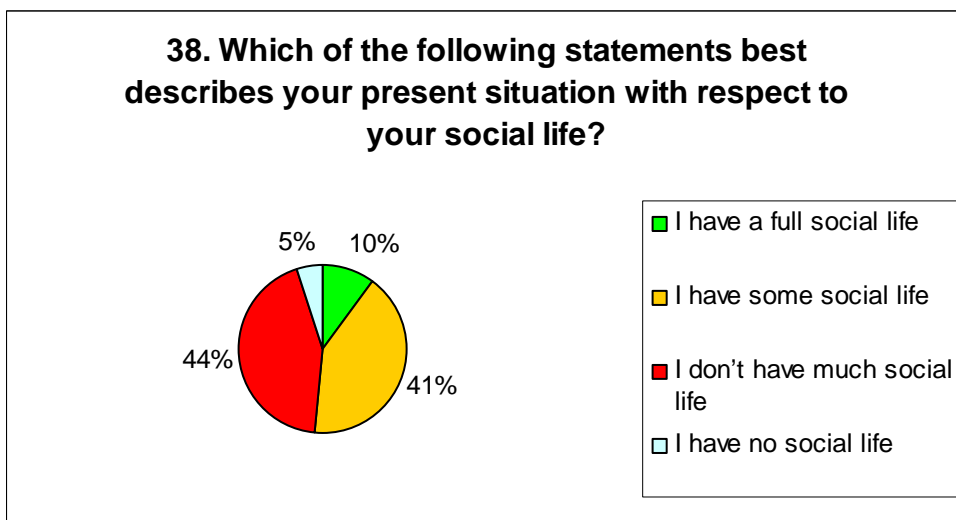
**37. Thinking about your personal safety, which of the statements best describes your present situation?**



79% of respondents said they had no worries about their personal safety.

Personal safety is highlighted as an issue in all carers assessments. We continue to work closely with Barnet's Community Safety Teams on issues such as distraction burglary, and have been working hard to raise awareness of adult abuse and how to report it.

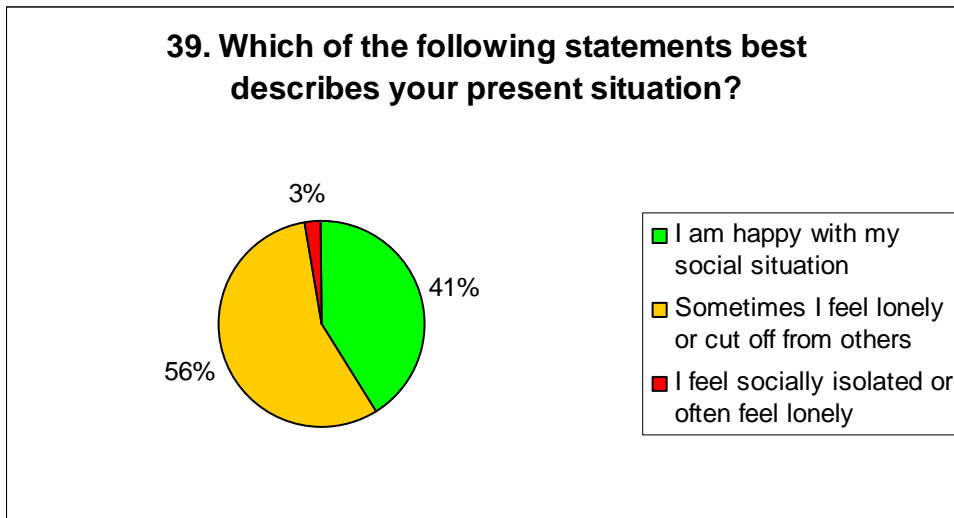
**38. Which of the following statements best describes your present situation with respect to your social life?**



51% of those who completed the survey said that they had a full or some social life.

Carers Direct Payments can be used to help carers redress the balance between their social life and their role as a carer, by providing opportunities for respite care, for example.

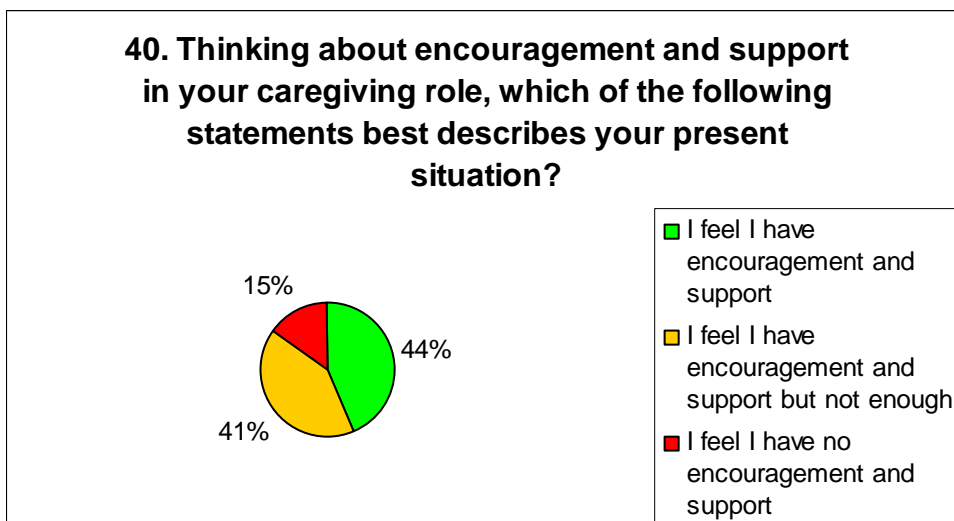
**39. Which of the following statements best describes your present situation?**



41% of carers said they were happy with their social situation.

Through initiatives such as Caring With Confidence and Direct Payments, we aim to help carers make the best of their current situation and support them in their caring role.

**40. Thinking about encouragement and support in your caregiving role, which of the following statements best describes your present situation?**

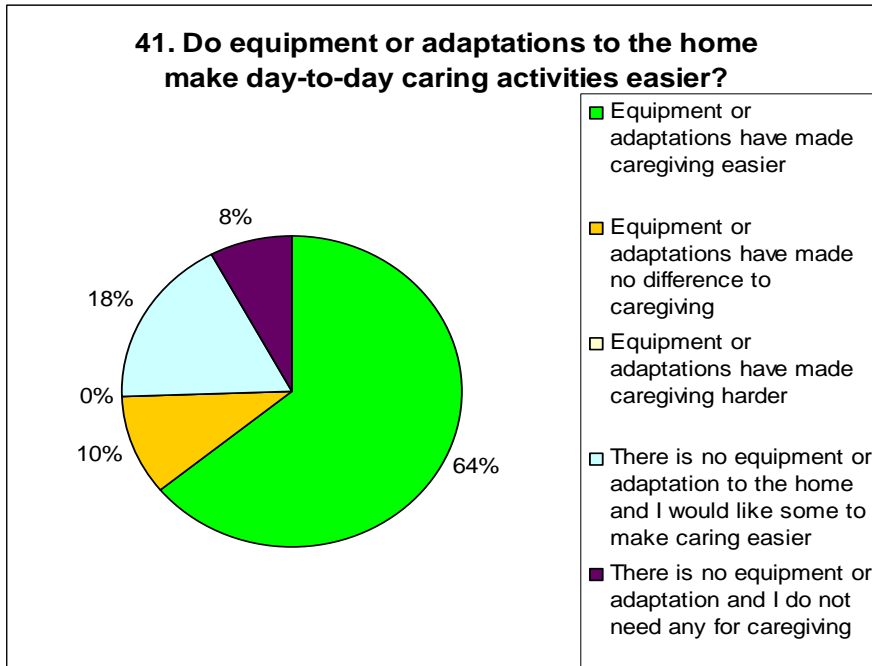


85% of respondents felt that they had enough or some encouragement and support in their caregiving role.

Through the work of the Carers Strategy group, we want to ensure that carers continue to be valued and recognised for the important role that they play.

The new Caring with Confidence training programme will provide carers with opportunities to expand their knowledge in areas such as manual lifting and coping with stress, as well as helping them to grow in confidence in undertaking this role.

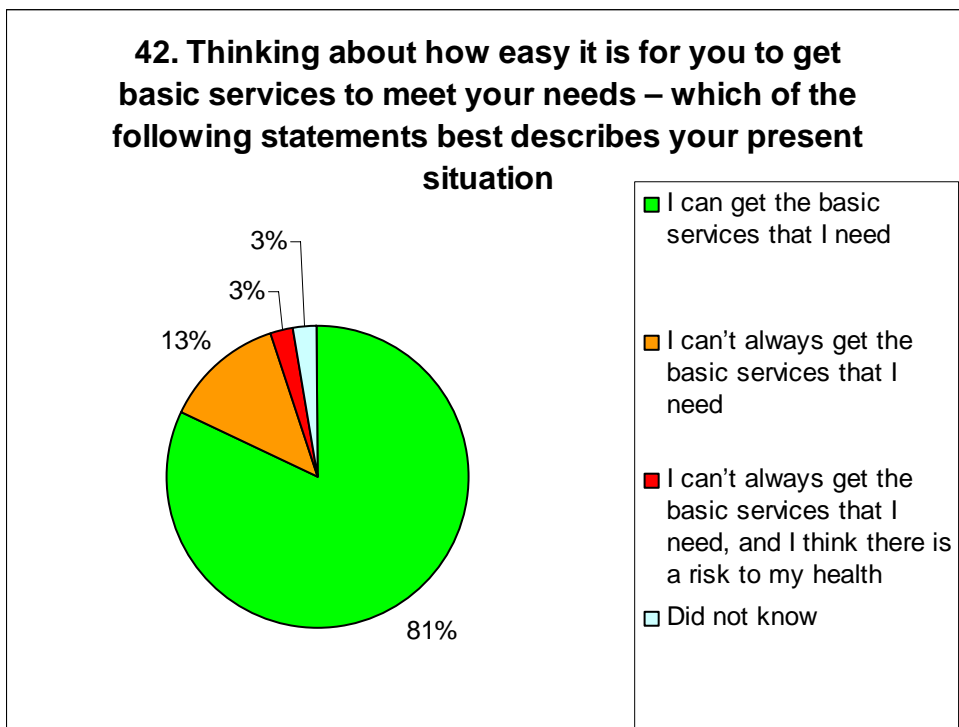
#### 41. Do equipment or adaptations to the home make day-to-day caring activities easier?



64% of respondents said that equipment and adaptations had made caregiving easier.

Telecare equipment such as personal alarms and movement sensors can provide extra security to carers, as well as equipment available from the Occupational Therapy Team such as grab rails and ramps providing more practical support.

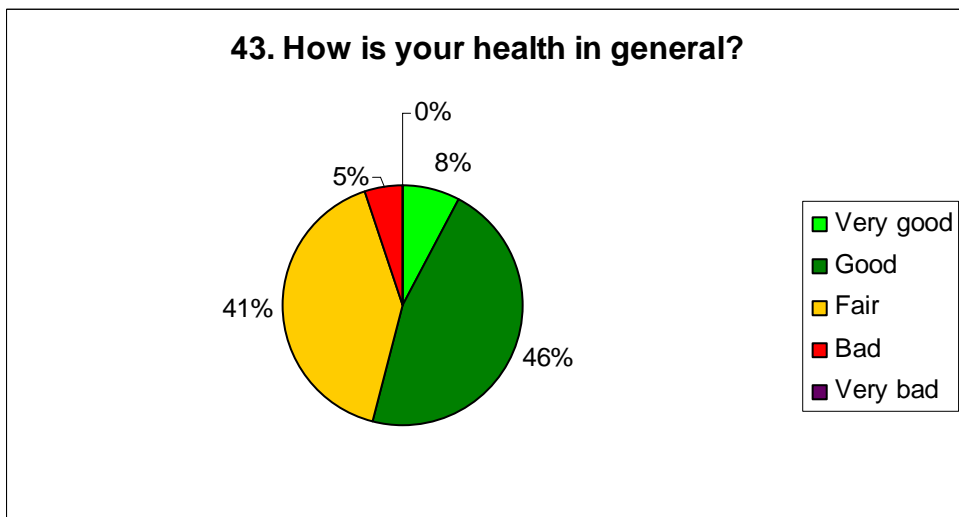
**42. Thinking about how easy it is for you to get basic services to meet your needs - such as going to see a GP (General Practitioner) about your health, or visiting a dentist, or optician - which of the following statements best describes your present situation?**



81% said that they can get basic services to meet their needs.

We recognise that many carers feel unable to attend health appointments for themselves when they are in their caring role. The Carers Contingency Service is available to give carers peace of mind that if they were to fall ill, the cared-for person would still be looked after in a suitable environment.

**43. How is your health in general?**



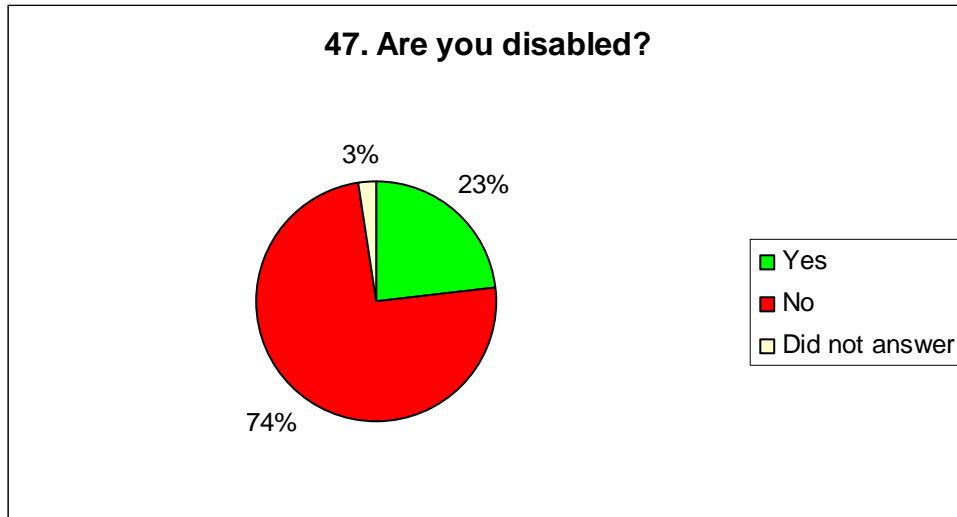
54% of respondents described their health as 'very good' or 'good'.

The Carers Nurse can work with carers to discuss how their general health can be improved whilst they are in their caring role.

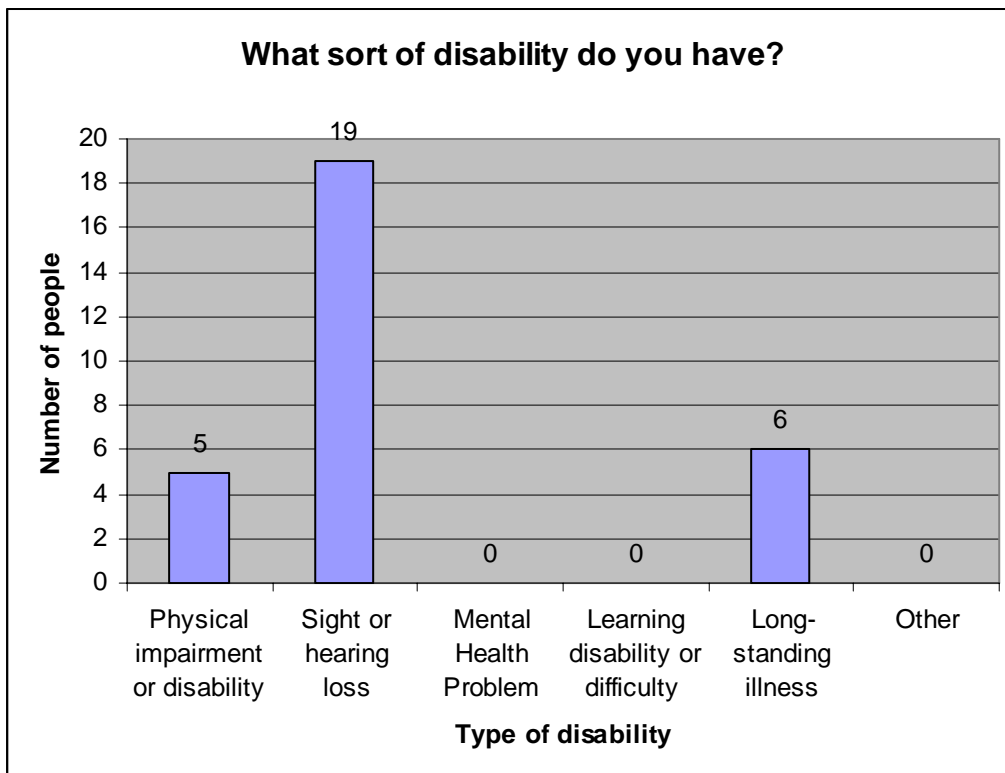
## Section 8: About yourself

The next group of questions help us get a picture of the types of carers who took part in this survey

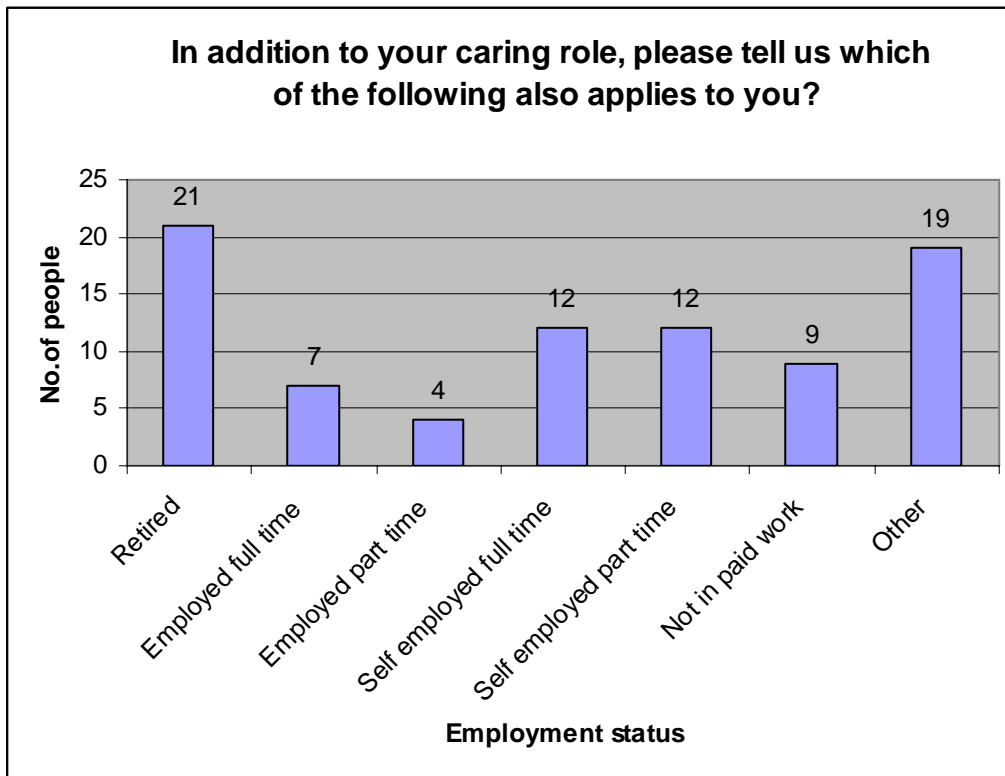
### 47. Are you disabled?



### 48. If Yes, what sort of disability do you have?

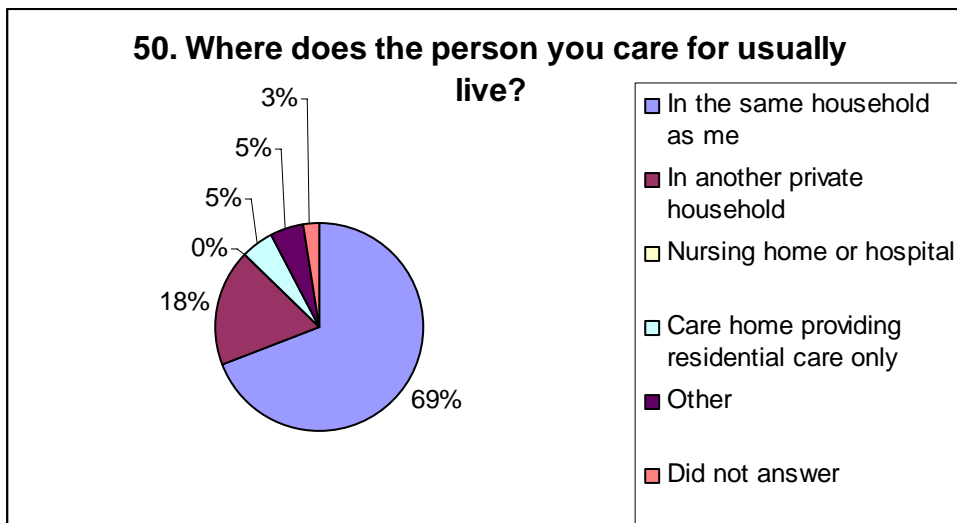


49. In addition to your caring role, please tell us which of the following also applies to you?



Of the 39 people who responded to the survey, only 9 said that they were not in paid work.

**50. Where does the person you care for usually live?**



**51. About how long do you spend each week looking after or helping the person you care for?**

