

Carers Survey 2016 Consultation

**Results Report**

1. **Introduction**

This report sets out the key findings from the Carers Survey 2016 which was conducted in March/April 2016.

The aim of the survey was to gather the views of carers across the borough about how they access support and what services are important to them. Richmond Council and Richmond Clinical Commissioning Group (CCG) are currently refreshing the borough’s Carers Strategy and will use the findings from the survey to inform the updated Strategy.

1. **Methodology**

Data was gathered using an online questionnaire hosted on the Council’s consultation portal.

The survey was publicised through the Council and CCG websites, via partner organisations and using social media. The responses were analysed and reported by the Council’s Consultation Team on an anonymous basis under the guidelines of the Data Protection Act.

1. **Response**

There were **64** responses to the survey.

A demographic breakdown of respondents can be found in Section 6.

1. **Key Findings**

* Eight in ten respondents care for only one person
* Over nine in ten are caring for their partner or child
* Over seven in ten live with the person they care for some or all of the time
* Approaching half of respondents said that the person they care for has mental health issues, almost a third specified a long term health condition or frailty and over a fifth mentioned a physical disability
* Just under half of respondents have difficulty leaving their home due to their caring commitments
* Half of respondents have some help with their caring responsibilities
* Almost all respondents have access to the internet. The most common reasons for using the internet are to keep in touch with family and friends and to make carers’ lives easier or to save time, via online shopping or banking
* Over eight in ten respondents do not use any of the aids specified in the survey to help them care
* Awareness of carer’s assessments is relatively high at over 70%; however only half of respondents have had an assessment. The majority of assessments took place before April 2015 and almost seven in ten of those who have had an assessment found it useful. Three quarters of respondents who have had a carer’s assessment since April 2015 said that it resulted in a service
* Three quartersof respondents believe that their caring responsibilities have affected their financial situation, mainly due to either the carer or the person cared for being unable to work. Over half of respondents have to pay for additional things as a result of their caring responsibilities; the most common being travel costs. Over half of respondents do not feel they can afford the expenses incurred by their caring responsibilities
* The most common service used by carers was ‘advice and information about caring’followed by ‘advice about the condition of the person you care for’. These two services also score highest for the most helpful to the majority of carers
* Over eight in ten respondents said that they were happy for national priorities to be used in the local strategy

1. **Results**
   1. **Details about caring role**

**Q1: How many people do you care for?**

*Base: all respondents (64)*

Eight in ten respondents (81%) care for one person and almost a fifth (19%) care for two or more people.

Q2: Who do you care for?

*Base: all respondents (64)*

Almost half of respondents (47%) are caring for a spouse or partner and 44% for their child. 9% of respondents selected the ‘other’ option in answer to this question.

Q3: Do you live with the person you care for?

*Base: all respondents to this question (63)*

Over seven in ten respondents live with the person they care for, either all or some of the time.

**Q4: Please indicate the nature of the disability of the person(s) you care for**

*NB Percentages will not equal 100 as respondents were able to select multiple options*

Approaching half of respondents (45%) said that the person they care for has mental health issues, almost a third specified a long term health condition or frailty and over a fifth mentioned a physical disability.

1. respondents gave examples of ‘other’ issues; of these 11 specified drug or alcohol addiction.

**Q5: Does your caring responsibility mean you have difficulty leaving your home?**

*Base: all respondents to this question (63)*

Just under half (46%) of respondents to this question say that they have difficulty leaving their home. Of the 19 respondents who gave details, the main issues mentioned were safety, anxiety and personal care needs.

**Q6: Do you have help with your caring from family, friends or paid carers?**

*Base: all respondents to this question (63)*

Half of respondents (49%) have some help with their caring.

There were 24 comments on the type of help received. The most common response was paid help/care (16 comments), followed by family (6 comments), friends (3) and ‘moral support’ (2).

* 1. **Internet use**

**Q7: Do you have regular (or some) access to the internet?**

*Base: all respondents to this question (62)*

Almost all respondents (97%) have access to the internet.

To find out more about how carers currently use the internet they were asked how often they access a number of services. Responses are shown in the chart below.

The most popular reason for using the internet was to keep in touch with family and/or friends - 65% of respondents say they often access the internet for this reason, and 89% often or occasionally do so. More than half of carers often use the internet to make their lives easier/save time, eg shopping or banking, and three quarters do this at least occasionally.

Over eight in ten respondents also use the internet to find information or advice about caring or about the person they care for; however this is more likely to be on an occasional basis. A third of carers have accessed peer support, blogs or discussion groups on the internet at least occasionally, but this is a less common activity – over half of respondents have never used it for this purpose.

**Qs 8-13: Do you access the internet to…**

*Base: all respondents (64)*

* 1. **Caring aids**

**Q14: Do you have any of the following to help you care?**

Respondents were given a list of available caring aids and asked which they currently use. The percentage of respondents who have the specified aids to help them care are shown in the chart below.

*Base: all respondents (64)*

The most common aids used are computer communication aids; 17% of carers use these to help them care. Community alarms, automated prompts and computer/video chat are also used by over a tenth of respondents. However the majority of carers do not use any of the aids to help them care, and no respondents use falls sensors or water isolation devices.

In addition, respondents were asked to specify which aids they did not know about, or did not feel would be of use to them. The chart below shows that the lowest level of awareness was around ‘automated prompts and reminders for medication or certain actions required’ – a quarter of respondents did not know about these. Over a fifth did not know about water isolation devices or locator items.

In terms of usefulness, the aids that were felt to be least useful were alarm systems that alert when someone leaves the house or has not returned to bed - approaching half of respondents feel that this would not be of use to them.

**Chart to show caring aids used, ranked by percentage ‘didn’t know about it’**

* 1. **Carer’s assessments**

**Q15: Did you know you have a right to a carer’s assessment by the local authority?**

*Base: all respondents to this question (63)*

Awareness of carer’s assessments appears to be relatively high, as almost three quarters of respondents (73%) said that they knew they were entitled to an assessment from the local authority.

However, as the chart overleaf shows, only half of respondents have had an assessment from the local authority.

**Q16: Have you had a carer’s assessment?**

*Base: all respondents to this question (63)*

Q17 If you have had a carer’s assessment was it before April 2015 or after?

Of those respondents who stated that they have had a carer’s assessment, almost seven in ten (69%) said this was before April 2015.

*Base: all respondents who have had a carer’s assessment (32)*

Q18: If you have had an assessment since April 2015, did it result in a service (such as a respite or a personal budget?)

Of those respondents who stated that they have had a carer’s assessment since April 2015, over three quarters (78%) said that it resulted in a service.

*Base: all those who stated they have had a carer’s assessment since April 2015 (9)*

These respondents were then asked to give details, including what the personal budget was for and/or what type of service. The table below shows the responses to this question.

|  |  |
| --- | --- |
| **Response** | **Number of mentions** |
| Respite | 4 |
| Direct payments/personal budget | 3 |
| Personal assistance | 2 |
| Help with cleaning | 1 |
| Waiting to find out | 1 |

*Base: those who stated assessment had resulted in a service (7)*

*NB Number of mentions will not equal number of respondents due to multiple comments per respondent*

Q19: If you have had a carer’s assessment, did you find it helpful?

Almost seven in ten respondents who have had a carer’s assessment found it helpful.

*Base: all respondents who have had a carer’s assessment (32)*

* 1. **Effects of caring responsibilities on carer’s financial situation**

**Q20: Do you think your caring responsibilities have affected your financial situation?**

As the table below shows, three quartersof respondents to this question believe that their caring responsibilities have affected their financial situation.

|  |  |
| --- | --- |
| **Response** | **Percentage** |
| Yes | 75% |
| No | 25% |

*Base: all respondents to this question (63)*

Those respondents who feel that their financial situation has been affected were asked to give details. 41 respondents gave comments, which are recorded in the table below. The most common theme was around loss of earnings, as the carer or person being cared for is unable to work, needs to work reduced hours or take time off work.

|  |  |
| --- | --- |
| **Response** | **Number of mentions** |
| Financial impact of carer or person cared for unable to work/ working fewer hours/taking time off work | 28 |
| Erosion of savings or capital | 5 |
| Have to claim benefits | 3 |
| Funding living expenses for person cared for | 2 |
| Cost of holiday clubs/outings | 2 |
| Fuel bills | 2 |
| Behaviour of person being cared for impacts on carer/steals from carer | 2 |
| Cost of paid carers | 1 |
| Travel costs | 1 |
| Taking responsibility for debts incurred by person being cared for | 1 |
| Money spent on alcohol | 1 |

*Base: respondents who provided details (41)*

*NB Number of mentions will not equal number of respondents due to multiple comments per respondent*

Q21: Do you feel you can afford such expenses?

*Base: all respondents to this question (54)*

Over half of respondents (57%) do not feel they can afford the expenses incurred by their caring responsibilities.

Q22: Do you have to pay for additional things (respite care, travel etc) as a result of your caring responsibilities?

*Base: all respondents to this question (61)*

Over half of respondents (56%) state that they have to pay for additional things as a result of their caring responsibilities. Those respondents were asked to give further details. 29 carers provided comments, which were themed and recorded in the table below. The most common theme was travel costs, mentioned by 20 respondents.

|  |  |
| --- | --- |
| **Response** | **Number of mentions** |
| Travel/parking | 20 |
| Paid carers/childcare | 5 |
| Respite | 4 |
| Laundry/clothes | 4 |
| Aids/equipment/adaptations | 4 |
| Prescriptions | 2 |
| Food | 1 |
| Fuel/heating costs | 1 |
| Loss of income | 1 |
| Self-funding | 1 |

*Base: respondents who provided details (29)*

*NB Number of mentions will not equal number of respondents due to multiple comments per respondent*

* 1. **Questions about services**

Q23: There are a number of services in the borough of Richmond for carers, some of which are funded by the Council or the CCG. Please indicate which service(s) you have used or are using.

Carers were shown a list of services and asked to indicate which they had used or were currently using. As shown in the chart overleaf, the most commonly mentioned service was ‘advice and information about caring’ – 69% of respondents use this often or occasionally. This was followed by ‘advice about the condition of the person you care for’, which 60% of carers access often/occasionally.

**Chart to show services used, ranked by percentage often/occasionally use**

*Base: all respondents to this question (63)*

When looking at services that respondents say they never use, the highest response was for ‘break from caring via Shared Lives’ – 69% of carers had never used this service. Around two thirds had never accessed ‘advice about work’ (67%) or ‘training/learning opportunities to get back on the job market’ (63%).

In terms of awareness the Carers Alert Card was the least known about service – over a quarter (26%) of respondents did not know about this.

**Table to show services used, ranked by percentage often/occasionally use**

|  |  |  |  |
| --- | --- | --- | --- |
| **Service** | **Often/Occasionally use** | **Never use** | **Didn’t know about** |
| Advice and information about caring | 69% | 19% | 2% |
| Advice about the condition of the person you care for | 60% | 29% | 9% |
| Break from caring via meeting other carers | 58% | 34% | 5% |
| Activities for you relating to caring | 56% | 32% | 3% |
| Activities for the person you care for | 49% | 34% | 5% |
| Individual support or counselling | 45% | 31% | 8% |
| Activities for you and the person you care for | 39% | 45% | 8% |
| Benefits advice | 36% | 36% | 7% |
| Training/learning opportunities relating to caring | 34% | 34% | 21% |
| Therapeutic services such as massage etc | 26% | 47% | 16% |
| Financial help and advice | 21% | 50% | 13% |
| Break from caring via provision of care | 20% | 51% | 10% |
| Advocacy | 20% | 61% | 8% |
| Break from caring via a sitting service | 16% | 58% | 14% |
| Break from caring other | 16% | 64% | 12% |
| Acute Carers Recovery Worker (mental health) | 14% | 56% | 19% |
| Day services | 12% | 57% | 16% |
| Advice about work | 12% | 67% | 11% |
| Non-mainstream travel (such as Dial a Ride) | 8% | 53% | 16% |
| Break from caring via Shared Lives | 8% | 69% | 16% |
| Carers Alert Card | 7% | 55% | 26% |
| Dementia Café | 7% | 57% | 15% |
| Training/learning opportunities to get back on the job market | 3% | 63% | 21% |

Q24: Which services listed below have helped you most in your caring role?

Carers were shown a list of services and asked how much each one had helped them in their caring role.

As the chart overleaf shows, the services that scored highest for significantly helping carers were ‘advice and information about caring’ and ‘advice about the condition of the person you care for’ – 34% of carers said that these significantly helped.

The chart above gives an overall picture and includes ‘not applicable’ responses. However to give a fuller picture, the table below shows results for respondents who ‘often’ use each service. There is a much higher percentage of ‘significantly helped’ responses from frequent users, demonstrating high levels of satisfaction from service users.

**Table to show services often used, ranked by percentage ‘significantly helpful’**

|  |  |  |
| --- | --- | --- |
| Service ‘often’ used | % significantly helped | Base number of respondents |
| Advocacy | 100 | 5 |
| Break from caring other | 100 | 2 |
| Acute Carers Recovery Worker (mental health) | 100 | 5 |
| Day services | 100 | 4 |
| Advice about work | 100 | 1 |
| Break from caring via provision of care (eg Crossroads or Home Care) | 100 | 6 |
| Dementia Café | 100 | 4 |
| Activities for you relating to caring | 80 |  |
| Advice and information about caring | 80 | 15 |
| Advice about the condition of the person you care for | 76 | 17 |
| Break from caring via meeting other carers | 72 | 18 |
| Activities for you and the person you care for | 71 | 7 |
| Non-mainstream travel (such as Dial a Ride) | 67 | 3 |
| Training/learning opportunities relating to caring | 63 | 8 |
| Activities for the person you care for | 62 | 13 |
| Therapeutic services such as massage etc | 57 | 7 |
| Benefits advice | 50 | 4 |
| Financial help and advice | 50 | 2 |
| Break from caring via a sitting service | 50 | 4 |
| Individual support or counselling | 42 | 12 |
| Carers Alert Card | 33 | 3 |
| Break from caring via Shared Lives | - | 0 |
| Training/learning opportunities to get back on the job market | - | 0 |

*NB Percentages should be treated with caution due to small sample sizes*

* 1. **National priorities**

Q25: Are you happy for us to use the national priorities for our local strategy?

Over eight in ten respondents (82%) said that they were happy for national priorities to be used in the local strategy. There was also a reasonable amount of ambiguity around this question, as a tenth (10%) did not know.

*Base: all who answered this question (61)*

1. **Respondent Profile**

The table below shows the composition of the survey sample.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Demographic | Proportion  (Unweighted %) | | Sample base (Unweighted) | |
| Gender | | | | |
| Male | 23% | 15 | | |
| Female | 73% | 47 | | |
| Not answered | 3% | 2 | | |
| Age | | | | |
| 25 – 34 | 3% | 2 | | |
| 35 – 44 | 11% | 7 | | |
| 45 – 54 | 25% | 16 | | |
| 55 – 64 | 17% | 11 | | |
| 65 – 74 | 28% | 18 | | |
| 75+ | 16% | 10 | | |
| Not answered | 0% | 0 | | |
| Disability | | | |
| Yes | 11% | 7 | |
| No | 89% | 57 | |
| Not answered | 0% | 0 | |
| Ethnicity | | | |
| Asian or Asian British | 8% | 5 | |
| Mixed/multiple ethnic groups | 2% | 1 | |
| Other ethnic group | 5% | 3 | |
| White | 81% | 52 | |
| Not answered | 5% | 3 | |

*NB Percentages may not equal 100 due to rounding*