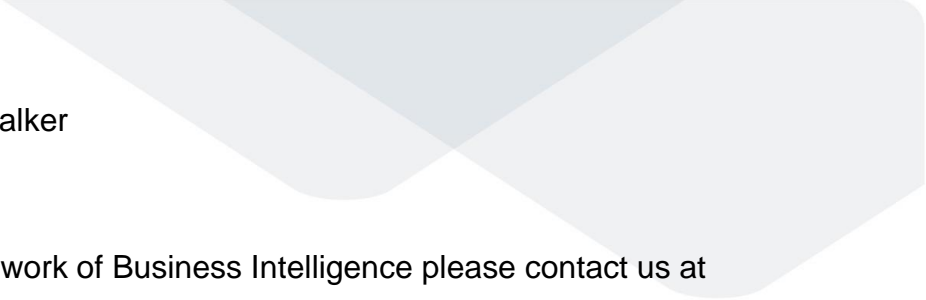


Survey of Adult Carers in England 2021/22

Lancashire County Council summary report





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April 2023

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1. Executive summary

The Survey of Adult Carers in England (SACE) seeks carers' opinions on several topics that are indicative of a balanced life alongside their caring role.

A random sample of 901 carers (aged 18 or over, caring for someone aged 18 or over, who either received 'support direct to carer' or 'no direct support to carer', irrespective of whether their cared-for person received respite care) were sent a self-completion questionnaire in the post during October 2021. Reminders were sent during November 2021. In total, 399 questionnaires were returned, giving an overall response rate of 44%.

1.1. Key findings

1.1.1. Overall satisfaction

- Of those respondents that said they or the person they cared for had received support or services from social services in the last 12 months, two-thirds of respondents (68%) were satisfied overall with the support or services they and the person they cared for had received. However, about one-in-seven respondents (15%) were dissatisfied.

1.1.2. Day-to-day life

- About an eighth of respondents (13%) were able to spend their time as they wanted, doing the things they valued or enjoyed. About seven-tenths of respondents (71%) did some of the things they valued or enjoyed but not enough. About one in seven (16%) didn't do anything they valued or enjoyed with their time.
- About a fifth of respondents (21%) had as much control over their daily life as they wanted. About two-thirds of respondents (64%) had some control over their daily life but not enough. About one-in-seven respondents (14%) had no control over their daily life.
- Half of respondents (50%) had enough time to look after themselves. About three-tenths of respondents (31%) sometimes couldn't look after themselves well enough. Almost a fifth of respondents (18%) felt they were neglecting themselves.
- Four-fifths of respondents (80%) had no worries about their personal safety. About one-fifth of respondents (19%) had some worries about their personal safety. One-in-fifty respondents (2%) were extremely worried about their personal safety.
- About three-tenths of respondents (28%) had as much social contact as they wanted with people they liked. About half of respondents (53%) had some social contact with people they liked but not enough. A fifth of respondents (20%) had little social contact and felt socially isolated.
- Over a third of respondents (37%) felt they had encouragement and support in their caring role. Over two-fifths of respondents (44%) felt they had some



encouragement and support but not enough. About a fifth of respondents (19%) felt they had no encouragement and support.

- About one-in-six respondents (16%) felt they always had enough time to care for other people they had caring responsibilities for. About a quarter (24%) felt they sometimes had enough time to care for them. One-in-twenty respondents (5%) felt they never had enough time to care for them.

1.1.3. Health

- When considering a list of ten issues related to health, two-fifths of respondents (40%) reported that their health had been affected in five or more of the ways listed. Respondents were most likely to say that in the last 12 months their caring role had affected them in feeling tired (79%), disturbed sleep (65%) and a general feeling of stress (62%). About a twelfth of respondents (8%) said that their health was not affected in any of the ways listed in the question.

1.1.4. Financial difficulties

- Almost three-fifths of respondents (58%) said that caring had not caused them any financial difficulties. A third of respondents (33%) said that caring had caused them financial difficulties to some extent. About one-tenth of respondents (9%) said that caring had cause them a lot of financial difficulties.

1.1.5. Information and advice

- Of those respondents who indicated that they had tried to find information and advice out about support, services or benefits in the last 12 months, about three-fifths (61%) said it was easy to find and about two-fifths (39%) said it was difficult to find.
- Of those respondents who had received information and advice in the last 12 months, nine-tenths of respondents (89%) said it was helpful.

1.1.6. Discussions about support or services

- Of those respondents who were aware of discussions in the last 12 months, about three-tenths (31%) always felt involved or consulted, about a quarter (26%) usually felt involved or consulted, a quarter (25%) sometimes felt involved or consulted and one-twelfth of respondents (8%) never felt involved or consulted.



2. Introduction

This report details findings from the 2021/22 Survey of Adult Carers in England (SACE) for Lancashire.

The SACE seeks carers' opinions on several topics that are indicative of a balanced life alongside their caring role.

Responses collected for the carers survey are also used to populate five of the measures within the Adult Social Care Outcomes Framework (ASCOF). These are

- 1D: Carer-reported quality of life (Q7-12)
- 1I2: The proportion of carers who reported that they had as much social contact as they would like (Q11)
- 3B: Overall satisfaction of carers with social services (Q4)
- 3C: The proportion of carers who report they have been included or consulted in discussions about the person they care for (Q18)
- 3D2: The proportion of carers who find it easy to find information about support (Q16)



3. Methodology

A random sample of 901 carers was selected from the eligible population on 24 September 2021. The eligible population for the 2021/22 Survey of Adult Carers in England was carers aged 18 or over, caring for someone aged 18 or over, who either received 'support direct to carer' or 'no direct support to carer', irrespective of whether their cared-for person received respite care.

All carers in the sample were sent a self-completion questionnaire in the post during October 2021. Carers were asked to complete the questionnaire and return it in a reply-paid envelope. Each questionnaire included a unique number so that returned questionnaires could be logged. Carers who had not returned their questionnaire were sent a reminder letter and questionnaire during November 2021. In total, 399 questionnaires were returned, giving an overall response rate of 44%.

The returned questionnaires were processed and compiled onto a datasheet provided by NHS Digital, and this completed datasheet was returned to NHS Digital for validation. The final validated survey result for all councils in England, along with several other related publications including the 2021/22 ASCOF figures, are published by NHS Digital at <https://digital.nhs.uk/data-and-information/publications/statistical/personal-social-services-survey-of-adult-carers/england-2021-22>.

The final validated data is weighted to account for non-response (further details can be found the NHS Digital publication, Personal Social Services Survey of Adult Carers in England, 2021-22, Methodology and Further Information).

3.1. Limitations

As per NHS Digital guidance, the sample size of 901 was calculated as it was estimated it provide a sampling tolerance of a maximum of +/- 5%.

The table below shows the sample tolerances that apply to the results in this survey. Sampling tolerances vary with the size of the sample as well as the percentage results.

Number of respondents	50/50 + / -	30/70 + / -	10/90 + / -
100	10%	9%	6%
200	7%	6%	4%
300	6%	5%	3%
400	5%	5%	3%
500	4%	4%	3%

In a sample of 400 respondents where 50% of respondents give a particular answer to a question, we would expect that in the same population if 100 different samples of 400 respondents were asked the same question then in 95 of those samples the response would be between 45% and 55% (ie +/- 5%). Therefore, we can be 95%



confident that the population (adult social care users) would provide a response to the same question somewhere between 45% and 55%.

In charts or tables where responses do not add up to 100%, this is due to multiple responses or computer rounding.



4. Main findings

4.1. ASCOF summary – SACE indicators

The SACE data is used for five ASCOF indicators. Lancashire's 2021/22 scores for these indicators are presented in the table below.

There are no statistically significant differences between the figures for 2021/22 and the previous survey for 2018/19.

Table 1 ASCOF summary – SACE indicators 2016/17 to 2021/22

ASCOF indicator	2016/17	2018/19	2021/22
1D Carer-reported quality of life	7.7	7.5	7.4
1I2 Proportion of carers who reported that they had as much social contact as they would like	35.3	30.3	27.6
3B Overall satisfaction of carers with social services	40.3	35.5	36.9
3C Proportion of carers who report that they have been included or consulted in discussion about the person they care for	67	68.1	63.3
3D2 The proportion of carers who find it easy to find information about services	58.8	62.0	60.8

4.1.1. Comparing different councils' SACE ASCOF scores

The SACE ASCOF measures are calculated using survey data and are therefore subject to confidence intervals.

With survey data, confidence intervals express the range of values that we would expect the response to fall between if the survey was repeated numerous times. The confidence intervals published by NHS Digital for this survey are the 95% confidence intervals. Therefore, if the survey was repeated in the exact same way 100 times, we would expect that 95 times the value would be somewhere between the range given by the confidence intervals.

When comparing the survey results of different councils, each council's confidence intervals need to be taken into account before it can be said if they differ statistically from each other. One way to do this is to test if their confidence intervals don't overlap each other. If they don't overlap, they can be said to be statistically significantly different from each other. This method is used for comparing 1D as this indicator is a derived score. For all other ASCOF indicators, a z-score test has been used to determine where statistically significant differences exist.



4.1.2. North West councils

There are 23 councils in North West England with responsibility for adult social care. They are

- Blackburn with Darwen
- Blackpool
- Bolton
- Bury
- Cheshire East
- Cheshire West and Chester
- Cumbria
- Halton
- Knowsley
- Lancashire
- Liverpool
- Manchester
- Oldham
- Rochdale
- Salford
- Sefton
- St. Helens
- Stockport
- Tameside
- Trafford
- Warrington
- Wigan
- Wirral

Table 2 Lancashire's SACE 2021/22 ASCOF scores compared to other North West councils

	1D	1I2	3B	3C	3D2
Higher score than LCC	0	1	1	0	2
Same score as LCC	20	20	20	22	14
Lower score than LCC	2	1	1	0	6

There is some statistical difference between Lancashire's SACE 2021/22 ASCOF scores and the scores of the other North West councils, with Lancashire scoring statistically identical scores to most other councils for most of the indicators. The differences occur in indicators 1D, 1I2, 3B and 3D2.

For the indicator '1D: carer-reported quality of life', Liverpool and Stockport had scores that were statistically significantly lower than Lancashire's score.

For the indicator '(1I2): proportion of carers who reported that they had as much social contact as they would like', Cumbria had a score that was statistically significantly higher than Lancashire's score. Warrington had a score that was statistically significantly lower than Lancashire's score.

For the indicator '3B: overall satisfaction of carers with social services', Blackpool had a score that was statistically significantly higher than Lancashire's score. Stockport had a score that was statistically significantly lower than Lancashire's score.

For the indicator '3D2: the proportion of carers who find it easy to find information about services', Blackpool and Halton had scores that were statistically significantly higher than Lancashire's score. Manchester, Wirral and Sefton were the three lowest scoring councils that had scores that were statistically significantly lower than Lancashire's.



4.1.3. Peer group councils

There are 15 councils in the Lancashire peer group. They are

- Cumbria
- Derbyshire
- Essex
- Gloucestershire
- Kent
- Lancashire
- Leicestershire
- Lincolnshire
- Norfolk
- Nottinghamshire
- Staffordshire
- Suffolk
- Warwickshire
- West Sussex
- Worcestershire

Table 3 Lancashire's SACE 2021/22 ASCOF scores compared to its peer group councils

	1D	1I2	3B	3C	3D2
Higher score than LCC	0	1	0	0	0
Same score as LCC	11	12	14	13	12
Lower score than LCC	3	2	0	1	2

There is some statistical difference for the SACE 2021/22 ASCOF scores between Lancashire and the councils in its peer group, with Lancashire scoring statistically identical scores to most other councils for most of the indicators. The differences occur in indicators 1D, 1I2, 3C and 3D2.

For the indicator '1D: carer-reported quality of life', Warwickshire, Derbyshire and Kent had scores that were statistically significantly lower than Lancashire's score.

For the indicator '(1I2): proportion of carers who reported that they had as much social contact as they would like', Cumbria had a score that was statistically significantly higher than Lancashire's score. Norfolk and Gloucestershire had scores that were statistically significantly lower than Lancashire's score.

For the indicator '3C: proportion of carers who report that they have been included or consulted in discussion about the person they care for', Warwickshire had a score that was statistically significantly lower than Lancashire's.

For the indicator '3D2: the proportion of carers who find it easy to find information about services', Warwickshire and Leicestershire had scores that were statistically significantly lower than Lancashire's score.

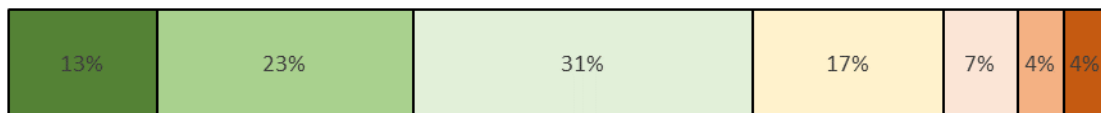


4.2. Overall satisfaction

Respondents were asked how satisfied or dissatisfied they were with the support or services they and the person they cared for had received from social services in the last 12 months. About a quarter of respondents (26%) said that they or the person they care for hadn't received any support or services in the last 12 months.

Of those respondents that said they or the person they cared for had received support or services from social services in the last 12 months, two-thirds of respondents (68%) were satisfied¹ overall with the support or services they and the person they cared for had received. However, about one-in-seven respondents (15%) were dissatisfied.

Chart 1 Overall, how satisfied or dissatisfied are you with the support or services you and the person you care for have received from Social Services in the last 12 months?



- I am extremely satisfied
- I am very satisfied
- I am quite satisfied
- I am neither satisfied nor dissatisfied
- I am quite dissatisfied
- I am very dissatisfied
- I am extremely dissatisfied

Base: respondents who said they or the person they care for had received support or services from Social Services in the last 12 months (unweighted 282)

¹ Either 'I am extremely satisfied', 'I am very satisfied', or 'I am quite satisfied'



4.3. Day-to-day life

Respondents were asked think about the following aspect of their lives

- how they spend their time
- how much control they have over their daily life
- how much time they have to look after themselves – in terms of getting enough sleep or eating well
- their personal safety
- the social contact they have with people they like
- encouragement and support in their caring role
- the other people they have caring responsibilities for

For each aspect of their lives they were asked to indicate which of three statements best described their situation. For example, for how they spend their time respondents were asked to indicate if

- they're able to spend their time as they want, doing things they value or enjoy
- they do some of the things they value or enjoy with their time but not enough
- they don't do anything they value or enjoy with their time

The results from these questions are presented in the following table.

Table 4 Thinking about...which of the following statements best describes your situation?

Issue	Response option statements	%
How you spend your time	I'm able to spend my time as I want, doing things I value or enjoy	13%
	I do some of the things I value or enjoy with my time but not enough	71%
	I don't do anything I value or enjoy with my time	16%
How much control you have over your daily life	I have as much control over my daily life as I want	21%
	I have some control over my daily life but not enough	64%
	I have no control over my daily life	14%
How much time you have to look after yourself – in terms of getting enough sleep or eating well	I look after myself	50%
	Sometimes I can't look after myself well enough	31%
	I feel I am neglecting myself	18%
Personal safety	I have no worries about my personal safety	80%
	I have some worries about my personal safety	19%
	I am extremely worried about my personal safety	2%
Social contact you've had with people you like	I have as much social contact as I want with people I like	28%



	I have some social contact with people but not enough	53%
	I have little social contact with people and feel socially isolated	20%
Encouragement and support in your caring role	I feel I have encouragement and support	37%
	I feel I have some encouragement and support but not enough	44%
	I feel I have no encouragement and support	19%
The other people you have caring responsibilities for	I always have enough time to care for them	16%
	I sometimes have enough time to care for them	24%
	I never have enough time to care for them	5%
	I don't have caring responsibilities for anyone else	55%

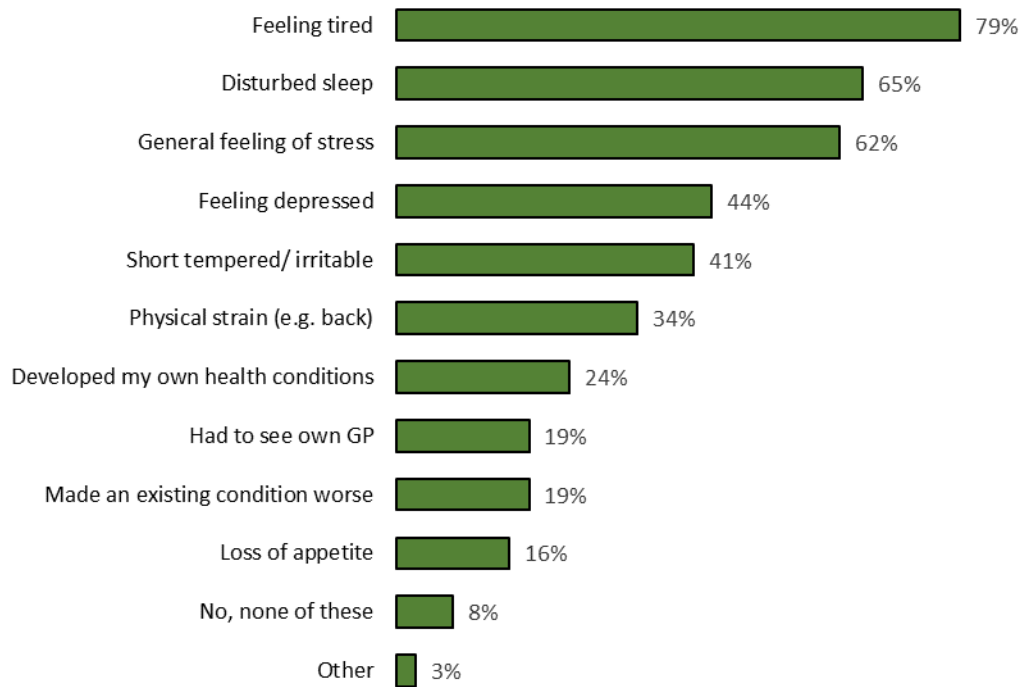
4.4. Health

Respondents were presented with a list of ten issues related to health and asked if, in the last 12 months, their health had been affected by their caring role in any of the ways listed.

Two-fifths of respondents (40%) reported that their health had been affected in five or more of the ways listed. Respondents were most likely to say that in the last 12 months their caring role had affected them in feeling tired (79%), disturbed sleep (65%) and general feeling of stress (62%). About a twelfth of respondents (8%) said that their health was not affected in any of the ways listed in the question.



Chart 2 In the last 12 months, has your health been affected by your caring role in any of the ways listed below?



Base: all respondents (unweighted 393)

4.5. Financial difficulties

Respondents were asked if, in the last 12 months, their caring role had caused them any financial difficulties.

Almost three-fifths of respondents (58%) said that caring had not caused them any financial difficulties. A third of respondents (33%) said that caring had caused them financial difficulties to some extent. About one-tenth of respondents (9%) said that caring had cause them a lot of financial difficulties.

Chart 3 In the last 12 months, has caring caused you any financial difficulties?



Base: all respondents (unweighted 394)

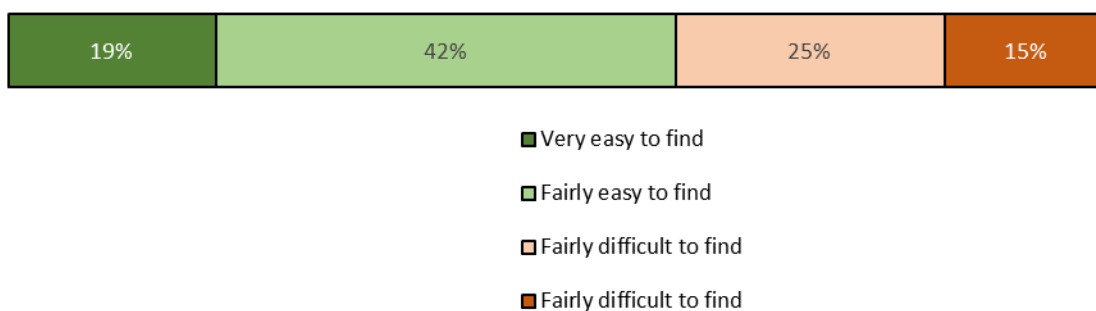


4.6. Information and advice

Respondents were asked if, in the last 12 months, they had found it easy or difficult to find information and advice about support, services or benefits. About one-third of respondents (32%) said that they had not tried to find information and advice about support, services or benefits in the last 12 months.

Of those respondents who indicated that they had tried to find information and advice out about support, services or benefits in the last 12 months, about three-fifths (61%) said it was easy to find² and about two-fifths (39%) said it was difficult to find³.

Chart 4 In the last 12 months, have you found it easy or difficult to find information and advice about support, services or benefits?



Base: respondents who had tried to find information and advice in the last 12 months (unweighted 265)

Respondents were then asked how helpful the information and advice they received in the last 12 months had been. Three-tenths of respondents (29%) said that they had not had any information or advice in the last 12 months.

Of those respondents who had received information and advice in the last 12 months, nine-tenths of respondents (89%) said it was helpful⁴.

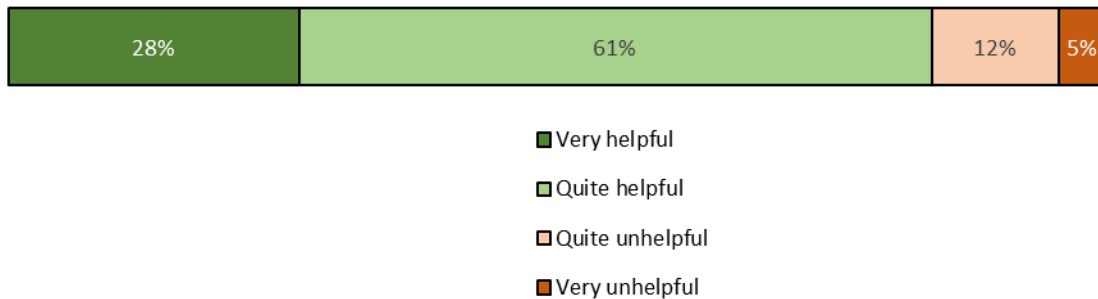
² Either 'very easy to find' or 'fairly easy to find'

³ Either 'very difficult to find' or 'fairly difficult to find'

⁴ Either 'very helpful' or 'quite helpful'



Chart 5 In the last 12 months, how helpful has the information and advice you have received been?



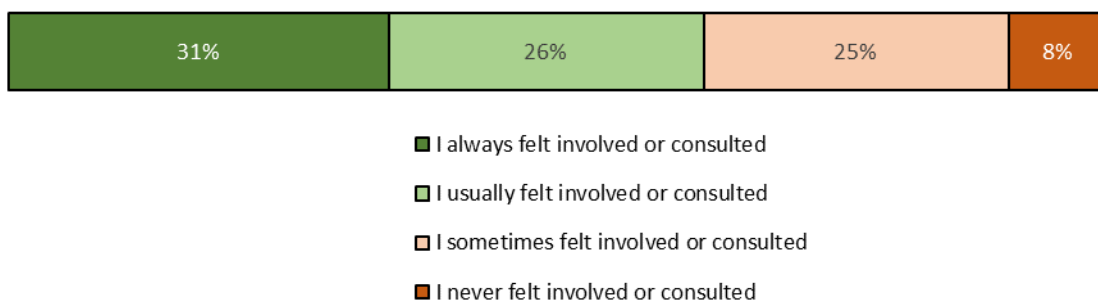
Base: respondents who had received information or advice in the last 12 months (unweighted 276)

4.7. Discussions about support or services

When asked if, in the last 12 months, they felt they had been involved or consulted as much as they wanted to be about the support or services of the person they care for, two-fifths of respondents (40%) said that they were not aware of any discussions.

Of those respondents who were aware of discussions in the last 12 months, about three-tenths (31%) always felt involved or consulted, about a quarter (26%) usually felt involved or consulted, a quarter (25%) sometimes felt involved or consulted and one-twelfth of respondents (8%) never felt involved or consulted.

Chart 6 In the last 12 months, do you feel you have been involved or consulted as much as you wanted to be, in discussions about the support or services provided to the person you care for?



Base: respondents who are aware of discussions the in the last 12 months about the support or services provided to the person they care for (unweighted 237)



4.8. Demographics

Over two-thirds of respondents (68%) cared for a person who was 65 years old or more.

Table 5 How old is the person you care for?

18-24	7%
25-34	5%
35-44	7%
45-54	8%
55-64	5%
65-74	15%
75-84	30%
85+	23%

Respondents were most likely to say that they cared for someone with a physical disability (46%), a long-standing illness (40%) and problems connected to ageing (37%).

Table 6 Does the person you care for have...?

A physical disability	46%
Long-standing illness	40%
Problems connected to ageing	37%
Dementia	31%
Sight or hearing loss	31%
A mental health problem	28%
A learning disability or difficulty	20%
Terminal illness	6%
Alcohol or drug dependency	3%

About three-quarters of respondents (73%) lived with the person they cared for.

Table 7 Where does the person you care for usually live?

With me	73%
Somewhere else	27%



Of the support or services listed in the question, respondents were most likely to say that in the last 12 months the person they cared for has used equipment or adaptation to their home (such as a wheelchair or handrails) (48%), a lifeline alarm (44%) and home care/home help (33%).

Table 8 Has the person you care for used any of the support or services listed below in the last 12 months?

	Yes	No	Don't know
Equipment or adaptation to their home (such as a wheelchair or handrails)	48%	52%	0%
Lifeline Alarm	44%	55%	1%
Home care/home help	33%	66%	1%
Day centre or day activities	19%	81%	1%
Support or services to allow you to have a rest from caring for between 1 and 24 hours (eg a sitting service)	18%	79%	3%
Support or services allowing you to take a break from caring for more than 24 hours	17%	80%	3%
Personal assistant	17%	82%	1%
Support or services allowing you to take a break from caring at short notice or in an emergency	12%	84%	4%
They are permanently resident in a care home	9%	90%	1%
Meals Services	4%	95%	1%
Lunch club	4%	95%	1%

Of the support or services listed in the question, respondents were most likely to say that they used information and advice (56%), and support from carers groups or someone to talk to in confidence (36%).

Table 9 Have you used any of the support or services listed below, to help you as a carer over the last 12 months?

	Yes	No	Don't know
Information and advice	56%	42%	2%
Support from carers groups or someone to talk to in confidence	36%	61%	3%
Training for carers	3%	95%	2%
Support to keep you in employment	1%	97%	2%



Three-fifths of respondents (60%) were retired and about a fifth (18%) were not in paid work.

Table 10 In addition to your caring role, please tell us which of the following also applies to you?

Retired	60%
Not in paid work	18%
Employed part-time (working 30 hrs or less)	12%
Employed full-time	10%
Other	8%
Doing voluntary work	4%
Self-employed part-time	3%
Self-employed full-time	1%

About a fifth of respondents (21%) were not in paid employment because of their caring responsibilities.

Table 11 Thinking about combining your paid work and caring responsibilities, which of the following statements best describes your current situation?

I am not in paid employment for other reasons (eg retired)	53%
I am not in paid employment because of my caring responsibilities	21%
I am in paid employment and I feel supported by my employer	11%
I am in paid employment but I don't feel supported by my employer	6%
I do not need any support from my employer to combine my work and caring responsibilities	5%
I am self-employed and I am able to balance my work and caring responsibilities	2%
I am self-employed but I am unable to balance my work and caring responsibilities	1%

About two-fifths of respondents (39%) had been a carer for less than 5 years. About a further two-fifths of respondents (38%) had been a carer for more than 5 years but less than 20 years. Almost a quarter of respondents (23%) had been a carer for 20 years or more.

Table 12 About how long have you been looking after or helping the person you care for?

Less than 6 months	1%
Over 6 months but less than a year	3%
Over 1 year but less than 3 years	17%
Over 3 years but less than 5 years	19%
Over 5 years but less than 10 years	17%
Over 10 years but less than 15 years	14%
Over 15 years but less than 20 years	7%
20 years or more	23%



Three-tenths of respondents (30%) spent 100 hours or more looking after or helping the person they cared for.

Table 13 About how long do you spend each week looking after or helping the person you care for?

0-9 hours per week	5%
10-19 hours per week	7%
20-34 hours per week	7%
35-49 hours per week	9%
50-74 hours per week	9%
75-99 hours per week	7%
100 or more hours per week	30%
Varies – under 20 hours per week	3%
Varies – 20 hours or more per week	9%
Other	14%

Respondents were most likely to say that over the last 12 months the things they usually did for the person they care for were keeping an eye on them to make sure they were all right (94%) and other practical help (92%).

Table 14 Over the last 12 months, what kinds of things did you usually do for the person you care for?

Keeping an eye on him/her to see if he/she is all right	94%
Other practical help	92%
Giving emotional support	85%
Helping with dealing with care services and benefits	84%
Helping with paperwork or financial matters	82%
Keeping him/her company	80%
Taking him/her out	78%
Giving medicines	77%
Personal care	66%
Physical help	58%
Other help	20%

Over one-third of respondents (36%) said that they didn't have any of the listed disabilities or long-standing illnesses. Three-tenths of respondents (30%) said that they had a long-standing illness and about a fifth of respondents (21%) said that they had a physical impairment or disability.

Table 15 Do you have any of the following?

A physical impairment or disability	21%
Sight or hearing loss	17%
A mental health problem or illness	15%
A learning disability or difficulty	4%
A long-standing illness	30%
Other	11%
None of the above	36%



About nine-tenths of respondents (89%) didn't have parental responsibility for any children aged 18 or under.

Table 16 How many children aged 18 or under do you have parental responsibility for?

0	89%
1	7%
2	2%
3	1%
4+	1%