

Carers pilot 2009 - Analysis

A carers pilot survey was undertaken in April- May 2009 on behalf on the NHS information centre. A sample of 150 carers, who had received a carers assessment in the last 12 months, was taken from ISSIS. The results of the pilot survey are as follows:

Response rate

Area	No of questionnaires sent	No of questionnaires returned	% response rate
Central Lancashire	50	28	56%
East Lancashire	50	30	60%
North Lancashire	49	20	41%
Grand Total	149	78	52%

N.B 150 questionnaires were sent, 1 form was returned informing us that the person cared for had recently passed away and they were no longer a carer - this form was excluded.

Q1. Who is that you look after or help? (please tick one box)

	Number	Percentage
Parent	23	29.5
Parent-in-law	2	2.6
Spouse/partner	38	48.7
Child (own/adopted/step)	11	14.1
Other relative	2	2.6
Other non-relative/friend/neighbour	2	2.6
Total respondents	78	100.0

Q2. How old is this person?

Age group	Number	Percentage
18-24	1	1.3
25-34	4	5.1
35-44	2	2.6
45-54	5	6.4
55-64	1	1.3
65-74	13	16.7
75-84	24	30.8
85+	28	35.9
Total respondents	78	100.0

Q3. Are they male or female?

	Number	Percentage
Male	33	42.3
Female	45	57.7
Total respondents	78	100.0

Q4. Does the person you care for have? (Please tick all that apply)

	Number	Percentage
Dementia	19	10.6
A physical disability	46	25.7
Sight or hearing loss	24	13.4
A mental health problem	12	6.7
Problems connected to ageing	38	21.2
A learning disability or difficulty	7	3.9
Long-standing illness	30	16.8
Terminal illness	1	0.6
Alcohol or drug dependency	2	1.1
Total respondents	179	100.0

Q5. Which of these service has the person you care for used in the past year? (Please tick all that apply)

	Number	Percentage
Home care/home help	48	27.6
Day centre or day activities	23	13.2
Lunch club	2	1.1
Meals-on-wheels	6	3.4
Transport services	18	10.3
Equipment or adaptation to their home, such as an alarm system, ramps, a wheelchair	38	21.8
Short breaks provided in the home, such as a sitting service	10	5.7
Short breaks where he or she might be taken out, such as a befriending service	5	2.9
Short breaks provided in a day centre, or residential or nursing home	15	8.6
Supported employment for people with disabilities	2	1.1
Special College	1	0.6
None of the services listed above	5	2.9
Don't know	1	0.6
Total respondents	174	100.0
No response	4	

Q6. See comments sheet

Q7. What support or services have you had to help you as a carer over the last year? (Please tick all that apply)

	Number	Percentage
Information and advice	33	31.1
Support from carers' groups or someone to talk to in confidence	8	7.5
Carer's Allowance	26	24.5
A holiday	4	3.8
Emergency care back-up scheme	6	5.7
Advocacy for carers (Advocates speak on your behalf or assist you to express your views or feelings)	1	0.9
Training for caregiving	0	0.0
Help with household tasks or gardening	11	10.4
Practical help to complete forms	4	3.8
None of the services listed above	13	12.3
Other	0	0.0
Total respondents	106	100.0
No response	8	

Q8. See comments sheet

Q9. Have your needs as a carer been assessed by your local social services or health service?

	Number	Percentage
Yes – within the last year	28	37.3
Yes – over a year ago	13	17.3
No	26	34.7
Don't know	8	10.7
Total respondents	75	100.0
No response	3	

Q10. Did you receive services, information or help as a result of this assessment?

	Number	Percentage
Yes	33	52.4
No	14	22.2
Don't know	5	7.9
This does not apply	11	17.5
Total respondents	63	100.0
No response	15	

Q11. Which of these health services have you used in the last 12 months? (Please tick all that apply)

	Number	Percentage
GP	65	60.2
Community or district nurse	24	22.2
Specialist nurse	6	5.6
Community matron	0	0.0
Community mental health services	8	7.4
None of these	5	4.6
Total respondents	108	100.0
No response	3	

Q12. Thinking about the information, knowledge and skills needed for caring and looking after yourself, which statement best describes your present situation?

	Number	Percentage
I have no information or training needs at present	47	81.0
I would like more information or training	8	13.8
I urgently need more information or training	3	5.2
Total respondents	58	100.0
No response	20	

Q13. See comments sheet

Q14. At the present time, how well designed for caring is the home of the person you look after?

	Number	Percentage
The home meets my needs as a carer very well	41	59.4
The home meets most of my needs as a carer	16	23.2
The home meets some of my needs as a carer	9	13.0
The home totally fails to meet my needs as a carer	3	4.3
Total respondents	69	100.0
No response	9	

Q15. Overall how satisfied are you with help from [Social Services] in the past year?

	Number	Percentage
I am extremely satisfied	9	12.5
I am very satisfied	20	27.8
I am fairly satisfied	19	26.4
I am neither satisfied nor dissatisfied	8	11.1
I am fairly dissatisfied	4	5.6
I am very dissatisfied	3	4.2
I am extremely dissatisfied	2	2.8
This does not apply	7	9.7
Total respondents	72	100.0
No response	6	

Q16. Thinking about the help and support the person you care for has received provided by Lancashire Adult and Community Services, private agencies or voluntary organisations in the past year, which of the following statements best describes your situation?

	Number	Percentage
The help and support has made things easier for me	46	64.8
The help and support has made little difference to me	16	22.5
The help and support has made things more difficult for me	3	4.2
The person I look after does not need any help or support	1	1.4
The person I look after has received no help or support in the past year and it would help if they did	5	7.0
Total respondents	71	100.0
<i>No response</i>	7	

Q17. 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 Lancashire Adult and Community Services.

	Number	Percentage
Very easy to find	16	22.2
Fairly easy to find	29	40.3
Fairly difficult to find	9	12.5
Very difficult to find	6	8.3
This does not apply	12	16.7
Total respondents	72	100.0
<i>No response</i>	6	

Q18. 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 Lancashire Adult and Community Services.

	Number	Percentage
Very helpful	14	20.9
Quite helpful	28	41.8
Quite unhelpful	5	7.5
Very unhelpful	2	3.0
I have had no help and advice in the past year and do not need any	9	13.4
I have had no help and advice in the past year and would like some	9	13.4
Total respondents	67	100.0
<i>No response</i>	11	

Q19. See comments sheet

Q20. Please tick the box which comes closest to describing how quickly Lancashire Adult and Community Services respond to your queries or questions in the past year.

	Number	Percentage
Someone always gets back to me	30	46.2
Sometimes they get back to me, but sometimes I have to chase them	7	10.8
I have to chase them, but eventually someone gets back to me	8	12.3
They never get back to me	1	1.5
I have not contacted Lancashire Adult and Community Services with a query in the past year	19	29.2
Total respondents	65	100.0
No response	13	

Q21. 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 Lancashire Adult and Community Services.

	Number	Percentage
Very easy	14	20.0
Quite easy	30	42.9
Quite difficult	12	17.1
Very difficult	7	10.0
They did not get the services or support they needed	2	2.9
They did not need any services or support	5	7.1
Total respondents	70	100.0
No response	8	

Q22. Have you found it easy or difficult to get the services or support you need as a carer in the past year?

	Number	Percentage
Very easy	7	10.0
Quite easy	26	37.1
Quite difficult	11	15.7
Very difficult	5	7.1
I did not get the services or support I needed	6	8.6
This does not apply as I did not need any services or support	15	21.4
Total respondents	70	100.0
No response	8	

Q23. 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?

	Number	Percentage
The level of contact should be increased a lot	9	13.6
The level of contact should be increased a little	15	22.7
The level of contact is about right	34	51.5
The level of contact should be reduced a little	0	0.0
The level of contact should be reduced a lot	0	0.0

This does not apply as the person I care for receives no help from social services	8	12.1
Total respondents	66	100.0
No response	12	

Q24. In the past year, do you feel you have been involved or consulted in discussions with [Social Services] about the services provided to the person you care for?

	Number	Percentage
Yes - always	18	25.0
Yes - usually	10	13.9
Yes - sometimes	12	16.7
No	20	27.8
Can't say	7	9.7
This does not apply as the person I care for receives no help from social services, or no longer has a care manager	5	6.9
Total respondents	72	100.0
No response	6	

Q25. In your experience, do you feel that Lancashire Adult and Community Services and the health service work well together?

	Number	Percentage
Yes, most of the time	28	37.3
Yes, some of the time	19	25.3
No	8	10.7
Can't say	20	26.7
Total respondents	75	100.0
No response	3	

Q26. 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?

	Number	Percentage
The amount is about right	36	50.7
No, we need a few more hours or days	11	15.5
No, we need a lot more hours or days	5	7.0
No, we have more hours or days than we need	1	1.4
This does not apply	18	25.4
Total respondents	71	100.0
No response	7	

Q27. See comments sheet

Q28. Does the person you care for get services and support at times of the day or days of the week that suit you? (Please tick all that apply)

	Number	Percentage
Yes	36	52.2
No, I would like services at other times of day	3	4.3
No, I would like services at other times of week	3	4.3
No, I would like both different times of day and days of the week	0	0.0
This does not apply	27	39.1
Total respondents	69	100.0
No response	9	

Q29. Are services able to react to changes in your day-to-day needs and those of the person you care for? For example, can you ask that care workers visit at a different time, the person you care for goes to a day centre on a different day, or that things are done differently?

	Number	Percentage
Always	8	12.1
Usually	17	25.8
Sometimes	7	10.6
Never	2	3.0
Can't say	5	7.6
This does not apply	27	40.9
Total respondents	66	100.0
No response	12	

Q30. Are you kept informed about day-to-day changes to services that you or the person you care for receive? (For example a care worker will be late or there will be a different care worker.)

	Number	Percentage
Someone always lets me know about changes	11	16.7
Someone usually lets me know about changes	17	25.8
They hardly ever let me know about changes	6	9.1
They never let me know about changes	12	18.2
This does not apply as neither of us receives any support or services	20	30.3
Total respondents	66	100.0
No response	12	

Q31. Do care workers or personal assistants treat the person you care for with respect for their dignity?

	Number	Percentage
Always	33	47.1
Usually	13	18.6
Sometimes	1	1.4
Never	0	0.0
Can't say	6	8.6
This does not apply as the person I care for receives no support or services	17	24.3
Total respondents	70	100.0
No response	8	

Q32. Do care workers or personal assistants treat you with courtesy and respect?

	Number	Percentage
Always	35	49.3
Usually	15	21.1
Sometimes	2	2.8
Never	0	0.0
Can't say	3	4.2
This does not apply	16	22.5
Total respondents	71	100.0
No response	7	

Q33. 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?

	Number	Percentage
I do the things I want to do	24	35.8
I can't do many of the things I want to do	37	55.2
I can't do anything I want to do	6	9.0
Total respondents	67	100.0
No response	11	

Q34. 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?

	Number	Percentage
I have space and time I need to be myself	27	40.3
I have some space or time to be myself but not enough	28	41.8
I do not have any space or time to be myself	12	17.9
Total respondents	67	100.0
No response	11	

Q35. Many people value being in control of their daily life. Which of the following statements best describes your present situation? By 'control over daily life' we mean having the choice to do what you want, when you want.

	Number	Percentage
I feel in control of my daily life	27	39.1
I have some control over my daily life but not enough	26	37.7
I feel I have no control of my daily life	16	23.2
Total respondents	69	100.0
No response	9	

Q36. 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?

	Number	Percentage
I look after myself	47	65.3
Sometimes I can't look after myself well enough	13	18.1
I feel I am neglecting myself	12	16.7
Total respondents	72	100.0
No response	6	

Q37. Thinking about your personal safety, which of the statements best describes your present situation? By 'personal safety' include feeling safe and secure, fear of abuse, falling or other physical harm or fear of being attacked.

	Number	Percentage
I have no worries about my personal safety	55	77.5
I have some worries about my personal safety	14	19.7
I am extremely worried about my personal safety	2	2.8
Total respondents	71	100.0
No response	7	

Q38. Which of the following statements best describes your present situation with respect to your social life? By social life we mean seeing the people you want to see as often as you want.

	Number	Percentage
I have a full social life	9	12.5
I have some social life	22	30.6
I don't have much social life	28	38.9
I have no social life	13	18.1
Total respondents	72	100.0
No response	6	

Q39. Which of the following statements best describes your present situation?

	Number	Percentage
I am happy with my social situation	37	52.9
Sometimes I feel lonely or cut off from others	28	40.0
I feel socially isolated or often feel lonely	5	7.1
Total respondents	70	100.0
No response	8	

Q40. Thinking about encouragement and support in your caregiving role, which of the following statements best describes your present situation?

	Number	Percentage
I feel I have encouragement and support	35	51.5
I feel I have encouragement and support but not enough	18	26.5
I feel I have no encouragement and support	15	22.1
Total respondents	68	100.0
No response	10	

Q41. Do equipment or adaptations to the home make day-to-day caring activities easier? By equipment we mean items that help people to carry out activities that they were having difficulties with or were unable to do, such as a seat for the bath. By adaptations we mean changes to people's homes such as fitting a handrail to give extra support and reassurance.

	Number	Percentage
Equipment or adaptations have made caregiving easier	51	73.9
Equipment or adaptations have made no difference to caregiving	3	4.3
Equipment or adaptations have made caregiving harder	0	0.0
There is no equipment or adaptation to the home and I would like some to make caring easier	3	4.3
There is no equipment or adaptation and I do not need any for caregiving	12	17.4
Total respondents	69	100.0
No response	9	

Q42. Thinking about how easy it is for you to get basic services to meet your needs – such as going to see a General Practitioner about your health, or visiting a dentist, or optician – which of the following statements best describes your present situation.

	Number	Percentage
I can get the basic services that I need	59	83.1
I can't always get the basic services that I need	9	12.7
I can't always get the basic services that I need, and I think there is a risk to my health	3	4.2
Total respondents	71	100.0
No response	7	

Q43. How is your health in general?

	Number	Percentage
Very good	5	7.1
Good	21	30.0
Fair	34	48.6
Bad	7	10.0
Very bad	3	4.3
Total respondents	70	100.0
No response	8	

Q44. How old are you?

Age group	Number	Percentage
18-24	1	1.3
25-34	4	5.1
35-44	2	2.6
45-54	5	6.4
55-64	1	1.3
65-74	13	16.7
75-84	24	30.8
85+	28	35.9
Total respondents	78	100.0

Q45. Are you male or female?

	Number	Percentage
Male	33	42.3
Female	45	57.7
Total respondents	78	100.0

Q46. To which of these groups do you consider you belong?

	Number	Percentage
White	72	92.3
Asian or Asian British	2	2.6
Not Stated	4	5.1
Total respondents	78	100.0

Q47. Are you disabled?

	Number	Percentage
Yes	21	31.8
No	45	68.2
Total respondents	66	100.0
No response	12	

Q48. If Yes, what sort of disability do you have? (Please tick all that apply)

	Number	Percentage
Physical impairment or disability	13	36.1
Sight or hearing loss	5	13.9
Mental health problem	1	2.8
Learning disability or difficulty	1	2.8
Long-standing illness	10	27.8
Other	6	16.7
Total respondents	36	100.0
No response	53	

For "other" see comments sheet

Q49. In addition to your caring role, please tell us which of the following also applies to you? (Please tick all that apply)

	Number	Percentage
Retired	52	65.8
Employed full-time	5	6.3
Employed part-time (working 30 hours or less)	5	6.3
Self-employed full-time	1	1.3
Self-employed part-time	2	2.5
Not in paid work	13	16.5
Other	1	1.3
Total respondents	79	100.0
No response	7	

Q50. Where does the person you care for usually live?

	Number	Percentage
In the same household as me	46	67.6
In another private household	15	22.1
Nursing home or hospital	1	1.5
Care home providing residential care only	5	7.4
Other (please specify below)	1	1.5
Total respondents	68	100.0
No response	10	

Other specify:

For 1 month of last year

His own home.

In the same household but from 7th May 2009 is in Mayfair care home - initially for 2 weeks respite care.

Sheltered accommodation

Sheltered accommodation (small flat)

Q51. About how long do you spend each week looking after or helping the person you care for?

	Number	Percentage
0–19 Hours per week	11	17.7
20–34 hours per week	10	16.1
35–49 hours per week	5	8.1
50–99 hours per week	11	17.7
100 or more hours per week	21	33.9
Varies – Under 20 hours	0	0.0
Varies – 20 hours or more	2	3.2
Other (please specify below)	2	3.2
Total respondents	62	100.0
No response	16	

For "other" see comments sheet