Carers pilot 2009 – Summary

Introduction

A Carers pilot was undertaken in April/May 2009 on behalf of the NHS Information Centre. A sample of 150 carers, who had received a Carers assessment in the last 12 months, was taken from ISSIS.

This survey is being developed due to a need to learn more about whether or not services received by carers are helping them in their caring role and their life outside of caring, and also their perception of services provided to the cared for person.

Very little is known as to whether or not these services have improved carers ability to care and live a life outside this role. The need to take into account the impact on carers of the provision and quality of services provided to service users is also important. The survey aims to collect information about carers' experiences of social care services and support, and the full survey will feed into monitoring of the impact of the national carers strategy.
The aim of the pilot survey is to test the questionnaire with Carers to help develop the full questionnaire.

Methodology

A sample of 150 carers, who had received a Carers assessment in the last 12 months, was taken from ISSIS. The random sample consisted of 50 Carers from Central Lancashire, 50 Carers from North Lancashire and 50 Carers from East Lancashire. All 150 Carers in the sample were sent a self completion questionnaire in the post (See Appendix 1). Carers were asked to complete the questionnaire and return it in a pre-paid envelope. Each questionnaire had a unique number printed on it to enable the questionnaires to be logged as they came back. To ensure a good response rate, reminders were sent to Carers who had not returned questionnaires by the return date printed on their questionnaire. The results of the pilot survey were collated and analysed.

Results

Of the 150 questionnaires that 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. The response rate for the questionnaire was 52% (78 respondents out of 149). A summary of the results is as follows:

- Of the 78 respondents 49% cared for a spouse or partner followed by 30% who cared for a Parent.(Q1 appendix 2)

- 68% of respondents (Carers) were aged 65 or over and 58% of respondents were female. (Q2 & Q3 appendix 2)

- 46 respondents stated that the person they care for had a physical disability. This was followed by 38 respondents who stated that the person they cared for had problems associated with ageing. (Q4 appendix 2)

- 34 respondents (45%) felt that their needs had not been assessed or did not know if their needs had been assessed by their local Social services or Health service.(Q9 appendix 2)

- The majority of respondents (47) felt that they have no training or information needs at present.(Q12 appendix 2))

- 67% of respondents were satisfied with the help that they had received from Adult and Community Services in the past year.(Q15 appendix 1)

- 65% of respondents felt that the help and support, the person they care for, has received from Lancashire Adult and Community Services, private agencies or voluntary organisations in the past year has made things easier for them.(Q16 appendix 2)

- 63% of respondents felt that it had been easy to get the services or support the person they care for needed in the past year.(Q21 appendix 2)

- 47% of respondents felt it had been easy to get the services or support that they as a Carer needed in the past year.(Q22 appendix 2)

- 62% of respondents felt that Lancashire Adult and Community Services and the Health Service worked well together some or most of the time. (Q25 appendix 2)

Outcomes related questions

- Of Service Users receiving support or services from Adult and Community Services, 89% (47) of respondents felt that care workers or personal assistants treated the person they care for with respect for their dignity either always, usually or sometimes. (Q31 appendix 2)

- Of Service Users receiving support or services from Adult and Community Services, 95% (52) of respondents felt that care workers or personal assistants treated them with courtesy and respect.(Q32 appendix 2)

- 55% of respondents felt that they were unable to do the things they wanted to do with regards to how they spend their time, including education, leisure, paid/ unpaid employment, and doing things for others.(Q33 appendix 2)

- 39% of respondents felt that they had control over their daily lives, however, 38% did feel that they had some control but not enough.(Q35 appendix 2)

- 65% of respondents felt that they were able to look after themselves with regard to getting enough sleep or eating well. However, 17% did feel that they were neglecting themselves.(Q36 appendix 2)

- 78% of respondents had no worries about their personal safety, 3% were extremely worried about their personal safety.(Q37 appendix 2)

- 57% of respondents felt that they didn't have much of a social life or no social life at all.(Q38 appendix 2)

- 53% of respondents felt happy with their current social situation, however, 47% felt socially isolated or cut off from others.(Q39 appendix 2)

- 52% of respondents felt that they had encouragement and support in their care giving role. (Q40 appendix 2)

- 74% of respondents felt that equipment and adaptations had made care giving easier. (Q41 appendix 2)

- 83% of respondents stated that they can get the basic services that they need such as going to see a General Practitioner about their health, or visiting a dentist, or optician.(Q42 appendix 2)

- The majority of respondents (49%) felt that there health was "fair" and 21 respondents considered themselves to be disabled.(Q43 and Q47 appendix 2)

- Of those respondents with a disability, the majority of Carers had a physical impairment or disability followed by a long standing illness.(Q48 appendix 2)

- 34% of respondents stated that they spend over 100 hours looking after or helping the person they care for. (Q51 appendix 2)

All comments provided by respondents can be found in Appendix 3.

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