

Survey of Adult Carers in England 2016-17

Lancashire County Council summary report

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1. Executive summary

This report details findings from the 2016-17 Survey of Adult Carers in England (SACE) for Lancashire. The survey seeks carers' opinions on a number of topics that are considered to be indicative of a balanced life alongside their caring role.

A random sample of 1,248 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 2016. Reminders were sent during November 2016. In total, 479 questionnaires were returned, giving an overall response rate of 38%.

1.1 Key findings

1.1.1 Overall satisfaction

- Of those respondents that said they or the person they care for had received support or services from Social Services in the last 12 months, seven-tenths (70%) are satisfied¹ with the overall support or services they and they person they care for have received. However, about one in seven respondents (14%) are dissatisfied.

1.1.2 Day-to-day life

- About a fifth of respondents (19%) are able to spend their time as they want, doing the things they value or enjoy. Two-thirds of respondents (66%) do some of the things they value or enjoy but not enough. About one in seven (15%) don't do anything they value or enjoy with their time.
- A quarter of respondents (25%) have as much control over their daily life as they want. About three-fifths of respondents (62%) have some control over their daily life but not enough. About one in seven respondents (14%) have no control over their daily life.
- Over half of respondents (55%) have enough time to look after themselves. About a third of respondents (31%) sometimes can't look after themselves well enough. About one in seven respondents (14%) feel they are neglecting themselves.
- Less than nine-tenths of respondents (86%) have no worries about their personal safety. About one in seven respondents (14%) have some worries about their personal safety. One in a hundred respondents (1%) are extremely worried about their personal safety.
- About a third of respondents (35%) have as much social contact as they want with people they like. About half of respondents (51%) have some social contact with people they like but not enough. About one in seven respondents (14%) have little social contact and feel socially isolated.

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

- About a third of respondents (34%) feel they have encouragement and support in their caring role. Less than half of respondents (46%) feel they have some encouragement and support but not enough. About a fifth of respondents (21%) feel they have no encouragement and support.
- About a quarter of respondents (26%) feel they always have enough time to care for other people they have caring responsibilities for. About three-tenths of respondents (29%) feel they sometimes have enough time to care for them. About a tenth (9%) of respondents feel they never have enough time to care for them.

1.1.3 Health

- When considering a list of ten issues related to health, over two-fifths of respondents (44%) reported that in the last 12 months their caring role had affected their health in five or more ways. Respondents were most likely to say that they have been affected by: feeling tired (75%), disturbed sleep (65%) and general feeling of stress (60%). About a tenth of respondents (12%) said that their health was not affected in any of the ways listed in the question.

1.1.4 Financial difficulties

- Over half of respondents (54%) said that caring had not caused them any financial difficulties in the last 12 months. About two-fifths of respondents (39%) said that caring had caused them financial difficulties to some extent. About one in every fifteen respondents (7%) said that caring had caused 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 (59%) said it was easy to find² and about two-fifths (41%) said it was difficult to find³.
- Of those respondents who had received information and advice in the last 12 months, over four-fifths of respondents (85%) said it was helpful⁴.

1.1.6 Discussions about support or services

- Of those respondents who were aware of discussions in the last 12 months about the support or services provided to the person they care for, over a third (36%) always felt involved or consulted, about three-tenths (31%) usually felt involved or consulted, about a quarter (23%) sometimes felt involved or consulted and one in ten (10%) never felt involved or consulted.

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'

2. Introduction

This report details findings from the 2016-17 Survey of Adult Carers in England (SACE) for Lancashire.

In 2016-17 the eligible population changed so that in addition to including carers that had a carer's assessment or review from the local authority in the 12 months prior to the survey taking place, carers were included who have not been assessed or reviewed during the previous 12 months.

The SACE seeks carers' opinions on a number of topics that are considered to be 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 1,248 carers was selected from the eligible population on 28 September 2016. The eligible population for the 2016-17 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 2016. 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 2016. In total, 479 questionnaires were returned, giving an overall response rate of 38%.

The returned questionnaires were processed and compiled on to a datasheet provided by NHS Digital, 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 2016-17 ASCOF figures, are published by NHS Digital at <https://digital.nhs.uk/catalogue/PUB30045>.

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, 2016-17: Methodology and further information*).

3.1 Limitations

In 2016-17 the eligible population changed so that in addition to including carers that had a carer's assessment or review from the local authority in the 12 months prior to the survey taking place, carers were included who had not been assessed or reviewed during the previous 12 months. Due to the change in eligible population, comparisons have not been made to the survey data from previous years.

As per NHS Digital guidance, the sample size of 1,248 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 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.

All unweighted base figures are rounded to multiples of five.

4. Main findings

4.1 Overall satisfaction

Respondents were asked how satisfied or dissatisfied they were with the support or services they and the person they care for have received from Social Services in the last 12 months. About a fifth of respondents (22%) 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 care for had received support or services from Social Services in the last 12 months, seven-tenths (70%) are satisfied⁵ overall with the support or services they and the person they care for have received. However, about one in seven respondents (14%) are 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 345)

⁵ Either 'I am extremely satisfied', 'I am very satisfied', or 'I am quite satisfied'

4.2 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 ask 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 1 - Thinking about...which of the following statements best describes your situation?

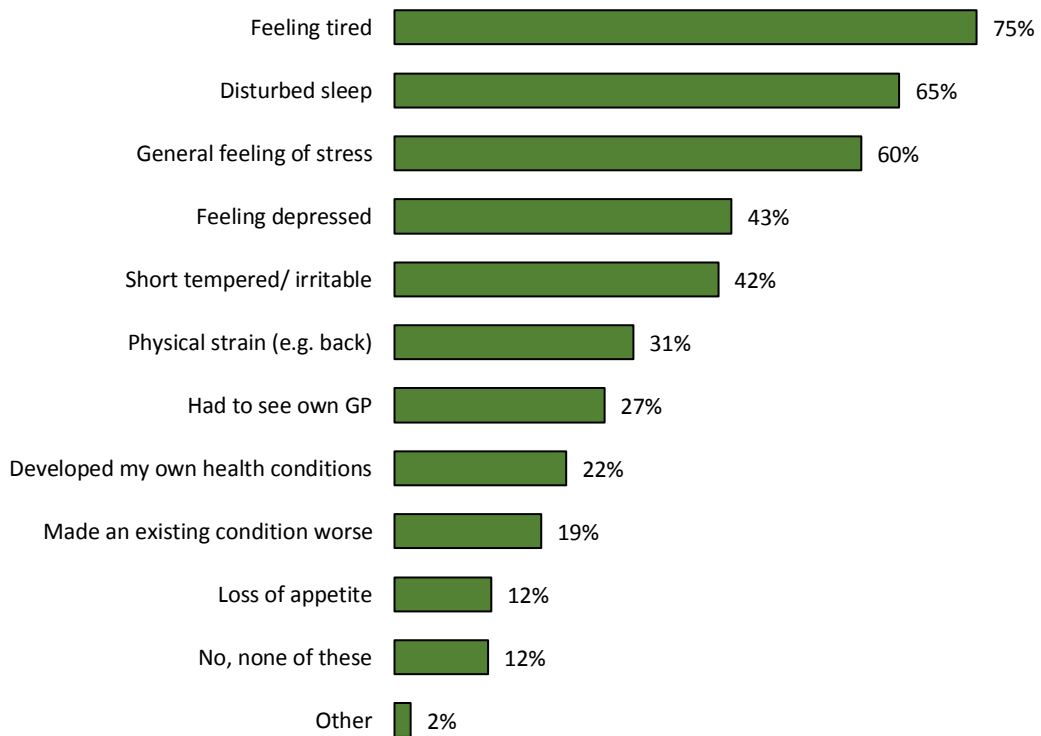
Issue	Response option statements	%
How you spend your time	I'm able to spend my time as I want, doing things I value or enjoy	19%
	I do some of the things I value or enjoy with my time but not enough	66%
	I don't do anything I value or enjoy with my time	15%
How much control you have over your daily life	I have as much control over my daily life as I want	25%
	I have some control over my daily life but not enough	62%
	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	55%
	Sometimes I can't look after myself well enough	31%
	I feel I am neglecting myself	14%
Personal safety	I have no worries about my personal safety	86%
	I have some worries about my personal safety	14%
	I am extremely worried about my personal safety	1%
Social contact you've had with people you like	I have as much social contact as I want with people I like	35%
	I have some social contact with people but not enough	51%
	I have little social contact with people and feel socially isolated	14%
Encouragement and support in your caring role	I feel I have encouragement and support	34%
	I feel I have some encouragement and support but not enough	46%
	I feel I have no encouragement and support	21%
The other people you have caring responsibilities for	I always have enough time to care for them	26%
	I sometimes have enough time to care for them	29%
	I never have enough time to care for them	9%
	I don't have caring responsibilities for anyone else	36%

4.3 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.

Over two-fifths of respondents (44%) 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 the following ways: feeling tired (75%), disturbed sleep (65%) and general feeling of stress (60%). About a tenth of respondents (12%) 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?



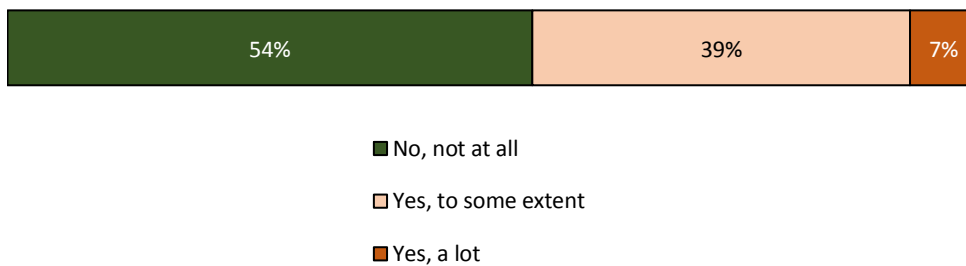
Base: all respondents (unweighted 470)

4.4 Financial difficulties

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

Over half of respondents (54%) said that caring had not caused them any financial difficulties. About two-fifths of respondents (39%) said that caring had caused them financial difficulties to some extent. About one in every fifteen respondents (7%) 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?



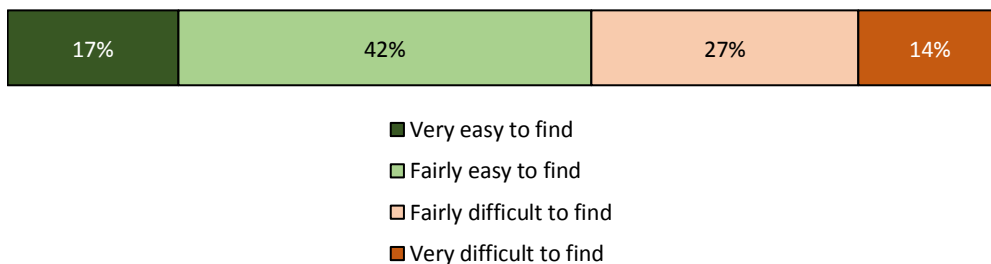
Base: all respondents (unweighted 470)

4.5 Information and advice

Respondents were asked if, in the last 12 months, they have found it easy or difficult to find information and advice about support, services or benefits. Three-tenths of respondents (30%) 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 (59%) said it was easy to find⁶ and about two-fifths (41%) said it was difficult to find⁷.

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

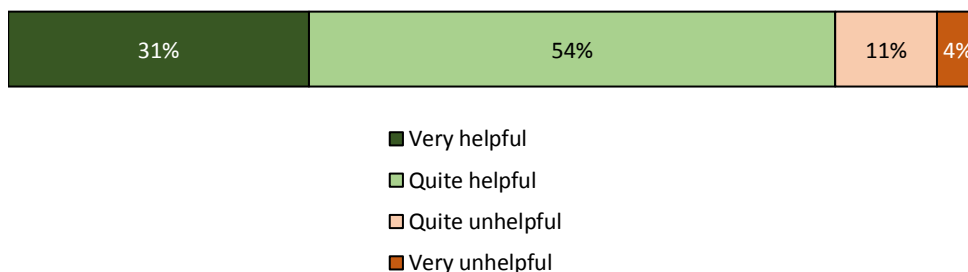


Base: respondents who had tried to find information and advice in the last 12 months (unweighted 320)

Respondents were then asked how helpful the information and advice they received in the last 12 months had been. Three-tenths of respondents (30%) 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, over four-fifths of respondents (85%) said it was helpful⁸.

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



Base: respondents who had received information and advice in the last 12 months (unweighted 325)

⁶ Either 'very easy to find' or 'fairly easy to find'

⁷ Either 'very difficult to find' or 'fairly difficult to find'

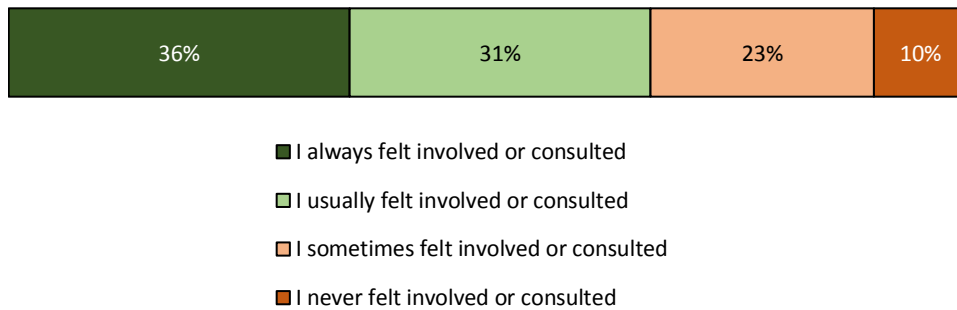
⁸ Either 'very helpful' or 'quite helpful'

4.6 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 a third of respondents (33%) said that they were not aware of any discussions.

Of those respondents who were aware of discussions in the last 12 months, over a third (36%) always felt involved or consulted, about three-tenths (31%) usually felt involved or consulted, about a quarter (23%) sometimes felt involved or consulted and one in ten (10%) 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 325)

4.7 ASCOF summary – SACE indicators

The SACE survey data is used for five ASCOF indicators. Lancashire's 2016-17 scores for these indicators are presented in the table below. As the population for the 2016-17 survey was different from previous surveys, comparisons to previous years have not been provided. Therefore, for each indicator the mean of all in England has been provided for context.

Table 2 - Thinking about...which of the following statements best describes your situation

ASCOF indicator	Lancashire	Mean of all councils in England
1D Carer-reported quality of life	7.7	7.7
1I2 Proportion of carers who reported that they had as much social contact as they would like	35.3	34.7
3B Overall satisfaction of carers with social services	40.3	38.6
3C Proportion of carers who report that they have been included or consulted in discussion about the person they care for	67	70
3D2 The proportion of carers who find it easy to find information about services	58.8	64.5

4.8 Demographics

About two-thirds of respondents (67%) care for a person who is 65 year old or more.

Table 3 - How old is the person you care for?

18-24	6%
25-34	5%
35-44	4%
45-54	9%
55-64	9%
65-74	18%
75-84	25%
85+	24%

Respondents were most likely to say that they care for someone with a physical disability (53%), a long-standing illness (40%) and dementia (38%).

Table 4 - Does the person you care for have...?

A physical disability	53%
Long-standing illness	40%
Dementia	38%
Problems connected to ageing	36%
Sight or hearing loss	31%
A mental health problem	20%
A learning disability or difficulty	19%
Terminal illness	6%
Alcohol or drug dependency	2%

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

Table 5 - Where does the person you care for usually live?

With me	73%
Somewhere else	28%

Of the support or services listed in the question, respondents were most likely to say that in the last 12 months the person they care for has used equipment or adaptation to their home (such as a wheelchair or handrails) (53%), home care/home help (34%) and lifeline alarm (31%).

Table 6 - 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)	53%	46%	1%
Home care/home help	34%	64%	2%
Lifeline Alarm	31%	68%	1%
Support or services allowing you to take a break from caring for more than 24 hours	26%	72%	2%
Support or services to allow you to have a rest from caring for between 1 and 24 hours (eg a sitting service)	25%	73%	3%
Day centre or day activities	25%	74%	1%
Support or services allowing you to take a break from caring at short notice or in an emergency	20%	78%	2%
Personal	18%	81%	2%
They are permanently resident in a care home	11%	88%	1%
Meals Services	4%	95%	1%
Lunch club	3%	96%	2%

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 (33%).

Table 7 - 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	33%	65%	2%
Support to keep you in employment	5%	94%	2%
Training for carers	3%	94%	3%

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

Table 8 - 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 hours or less)	12%
Employed full-time	11%
Doing voluntary work	4%
Other	4%
Self-employed part-time	4%
Self-employed full-time	2%

About a fifth of respondents (18%) are not in paid employment because of their caring responsibilities.

Table 9 - 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 (e.g. Retired)	55%
I am not in paid employment because of my caring responsibilities	18%
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	4%
I am self-employed but I am unable to balance my work and caring responsibilities	2%

About two-fifths of respondents (43%) have been a carer for less than 5 years. About a further two-thirds of respondents (38%) have been a carer for more than 5 years but less than 20 years. A fifth of respondents (20%) have been a carer for 20 years or more.

Table 10 - About how long have you been looking after or helping the person you care for?

Less than 6 months	0%
Over 6 months but less than a year	2%
Over 1 year but less than 3 years	19%
Over 3 years but less than 5 years	21%
Over 5 years but less than 10 years	21%
Over 10 years but less than 15 years	9%
Over 15 years but less than 20 years	7%
20 years or more	20%

About two-fifths of respondents (42%) spend 100 hours or more looking after or helping the person they care for.

Table 11 - 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	8%
20-34 hours per week	9%
35-49 hours per week	7%
50-74 hours per week	8%
75-99 hours per week	6%
100 or more hours per week	42%
Varies – Under 20 hours per week	2%
Varies – 20 hours or more per week	5%
Other	9%

Respondents were most likely to say that over the last 12 months the things they usually did for the person they care for were practical help (94%) and keeping an eye on them to make sure they are all right (90%).

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

Other practical help	94%
Keeping an eye on him/her to see he/she is all right	90%
Giving emotional support	86%
Helping with dealing with care services and benefits	86%
Helping with paperwork or financial matters	86%
Keeping him/her company	85%
Taking him/her out	82%
Giving medicines	74%
Personal care	68%
Physical help	61%
Other help	18%

Over two-thirds of respondents (44%) said that they don't have any of the listed disabilities or long-standing illnesses. About three-tenths of respondents (28%) said that they have a long-standing illness and about a fifth of respondents (22%) said that they have a physical impairment or disability.

Table 13 - Do you have any of the following?

A physical impairment or disability	22%
Sight or hearing loss	15%
A mental health problem or illness	7%
A learning disability or difficulty	2%
A long-standing illness	28%
Other	12%
None of the above	44%

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

Table 14 - How many children aged 18 or under do you have parental responsibility for?

0	89%
1	5%
2	5%
3	1%
4+	1%