

Report to: **Adult Social Care and Community Safety Scrutiny Committee**

Date: **7 March 2013**

By: **Director of Adult Social Care**

Title of report: **Carers Survey Report**

Purpose of report: **To update the Committee on the outcomes of the 2012 Carers Survey**

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## **RECOMMENDATIONS:**

**The Committee is recommended to consider and comment on the outcomes of the survey**

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### **1. Financial Appraisal**

1.1. There were no specific financial implications arising from the review.

### **2. Background and Supporting Information**

2.1 In 2008, the then government published their strategy for carers which was refreshed in 2010.

2.2 In East Sussex between January 2012 and December 2012, 4,750 carers were assessed and 4,373 received a service (92% of those assessed). However, both locally and nationally very little is known as to whether or not services provided to carers have improved their ability to care and live a life outside this role. As carers are a key and important policy area within the Department of Health (DH) and the Care Quality Commission (CQC) the carers survey was established to collect information about carers' experiences of social care services and support. The results will feed into monitoring of the impact of the national carers strategy. This is the first time that this survey has been undertaken.

2.3 In East Sussex, of the 4,501 eligible carers, the survey was sent to a random sample of 900. Of these, 582 responses were received (64.7% response rate).

### **3. Adult Social Care Outcomes Framework (ASCOF)**

3.1 The Adult Social Care Outcomes Framework is a set of performance measures that all authorities are obliged to monitor and report against. The results of the Carers survey are used to inform four of these ASCOF measures:

- Carers reported quality of life
- Overall satisfaction of carers with social services
- The proportion of carers who report they have been included or consulted in discussions about the person they care for
- The proportion of people who use services and carers who find it easy to find information about services (this report focuses on the carers element of this measure)

3.2 The results for these measures are shown below with the results of an informal early benchmarking exercise which 14 authorities have taken part in:

	East Sussex outturn	All council average (14 councils)	South East councils average (8 councils)
1D: Carer Reported Quality of Life	8.1	8.1	8.2
3B: Overall Satisfaction of Carers with Social Services	45%	43%	42%
3C: The proportion of carers included or consulted in discussions about the person they care for	73%	73%	73%
3D: The proportion people who find it easy to find information about services	71%	69%	68%

3.3 The result for 1D: carers reported quality of life is taken from an amalgamation of the results of six questions, (Q7 – Q12) each scored between 0 and 2. The maximum that can be scored for this measure is 12.

3.4 These results show that there is very little variation between the authorities who took part in this exercise however, East Sussex has scored slightly higher in terms of access to information. East Sussex has also scored slightly better in relation to overall satisfaction however the results of this measure are generally low.

3.5 The results of all the questions asked in this survey are provided in Appendix 1.

#### **4. Actions undertaken as a result of the survey**

4.1 Although the responses to the survey are confidential, there are certain circumstances when the authority can take actions as a direct result of what an individual has said. For example, if a carer states that they are extremely worried about their safety in the personal safety question, or comments made throughout the survey suggest that there are concerns relating to safety, ESCC staff can contact that individual and ask if they would like their details passed on as a potential safeguarding alert. Similarly, if the responses suggest that an individual has concerns about the services they are receiving, with their permission, we can pass their details onto Social Care Direct for action.

4.2 Two people responded to the survey stating that they were extremely worried about their personal safety and one other person alluded to concerns about personal safety so these were passed on as potential safeguarding alerts however the concerns raised through one of these had already been investigated through the safeguarding process.

4.3 In addition to these, details of two individuals were passed on to the complaints team and 16 requests were made for Social Care Direct to contact carers about a number of various reasons including access to training, the provision of additional support and requests for additional information and advice.

#### **5. Next steps**

5.1 The results of the survey are due to be submitted to the Information Centre by 1 March and will be used to inform local decisions relating to services for carers.

5.2 Once the national results have been published, a full benchmarking exercise will be undertaken to identify any local strengths and potential areas for development.

#### **6. Conclusion and Reasons for Recommendation**

6.1 The Scrutiny Committee is asked to consider and comment on the findings of the Carers Survey

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Local member(s): ALL  
Background Documents: NONE

## Appendix 1

### Full results of carers survey

Please note: any highlighted results are excluded from the ASCOF calculations.

<b>Q1. How old is the person you care for?</b>	Number	Percentage
18-24	20	3.5
25-34	27	4.7
35-44	34	6.0
45-54	52	9.1
55-64	63	11.1
65-74	98	17.2
75-84	152	26.7
85+	124	21.8
Total respondents	570	100.0
Unknown	12	

<b>Q2. Does the person you care for have?</b>	Number	Percentage
Dementia	148	10.8
A physical disability	356	25.9
Sight or hearing loss	189	13.8
A mental health problem	123	9.0
Problems connected to ageing	190	13.8
A learning disability or difficulty	72	5.2
Long-standing illness	259	18.9
Terminal illness	28	2.0
Alcohol or drug dependency	8	0.6
Total responses	1373	100.0

<b>Q3. Where does the person you care for usually live?</b>	Number	Percentage
With me	466	81.6
Somewhere else	105	18.4
Total responses	571	100.0
No Response	11	

<b>Q4. Overall, how satisfied are you with the support or services you and the person you care for have received</b>	Number	Percentage
we haven't received any support or services from Social Services in the last 12 months	118	20.7
I am <u>extremely</u> satisfied	64	11.2
I am <u>very</u> satisfied	141	24.7
I am <u>quite</u> satisfied	147	25.7
I am <u>neither satisfied nor dissatisfied</u>	63	11.0
I am <u>quite</u> dissatisfied	25	4.4
I am <u>very</u> dissatisfied	5	0.9
I am <u>extremely</u> dissatisfied	8	1.4
Total responses	571	100.0
No response	11	

<b>Q5. Has the person you care for used any of the support or services listed below in the last 12 months?</b>	Number	Percentage
Support/services allowing a break from caring at short notice or in an emergency	66	5.7
Support or services allowing a break from caring for 24 hours or more	89	7.7
Support or services to allow you to have a rest from caring between 1 and 24 hours	115	9.9
Personal Assistant	56	4.8
Home care / home help	133	11.4
Day centre or day activities	125	10.7
Lunch Club	15	1.3
Meals Services	20	1.7
Equipment / Adaptation	303	26.1
Lifeline Alarm	206	17.7
Permanently in Residential care home	35	3.0
Total responses	1163	100.0

	Number	Percentage
<b>Q6. Have you used any of the support or services listed below, to help you as a carer over the last 12 months?</b>		
Information & Advice	276	63.6
Support from carers groups / talk in confidence	128	29.5
Training for Carers	18	4.1
Support to keep you in employment	12	2.8
Total Responses	434	100.0

	Number	Percentage
<b>Q7. Which of the following statements best describes how you spend your time?</b>		
I'm able to spend my time as I want, doing things I value or enjoy	123	21.8
I do some of the things I value or enjoy with my time but not enough	378	66.9
I don't do anything I value or enjoy with my time	64	11.3
Total Responses	565	100.0
No response	17	

	Number	Percentage
<b>Q8. Which of the following statements best describes how much control you have over your daily life?</b>		
I have as much control over my daily life as I want	158	27.7
I have some control over my daily life but not enough	336	58.9
I have no control over my daily life	76	13.3
Total Responses	570	100.0
No response	12	

	Number	Percentage
<b>Q9. 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?</b>		
I look after myself	369	64.6
Sometimes I can't look after myself well enough	141	24.7
I feel I am neglecting myself	61	10.7
Total Responses	571	100.0
No response	11	

	Number	Percentage
<b>Q10. Thinking about your personal safety, which of the statements best describes your present situation?</b>		
I have no worries about my personal safety	512	89.7
I have some worries about my personal safety	57	10.0
I am extremely worried about my personal safety	2	0.4
Total Responses	571	100.0
No response	11	

	Number	Percentage
<b>Q11. Thinking about how much social contact you've had with people you like, which of the following statements best describes your social situation?</b>		
I have as much social contact as I want with people I like	205	35.9
I have some social contact with people but not enough	276	48.3
I have little social contact with people and feel socially isolated	90	15.8
Total Responses	571	100.0
No response	11	

	Number	Percentage
<b>Q12. Thinking about encouragement and support in your caring role, which of the following statements best describes your present situation?</b>		
I feel I have encouragement and support	240	43.0
I feel I have some encouragement and support but not enough	212	38.0
I feel I have no encouragement and support	106	19.0
Total Responses	558	100.0
No response	24	

	Number	Percentage
<b>Q13. In the last 12 months, have you found it easy or difficult to find information and advice about support, services or benefits?</b>		
Very easy to find	55	9.8
Fairly easy to find	206	36.9
Fairly difficult to find	73	13.1
Very difficult to find	36	6.4
Total Responses	559	100.0
No response	23	

<b>Q14. In the last 12 months, how helpful has the information and advice you have received been?</b>	Number	Percentage
<b>I have not received any information or advice in the last 12 months</b>	180	33.0
Very helpful	118	21.7
Quite helpful	212	38.9
Quite unhelpful	24	4.4
Very unhelpful	11	2.0
Total Responses	545	100.0
No response	37	

<b>Q15. 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?</b>	Number	Percentage
I always felt involved or consulted	157	28.1
I usually felt involved or consulted	120	21.5
I sometimes felt involved or consulted	81	14.5
I never felt involved or consulted	20	3.6
Total Responses	558	100.0
No response	24	

<b>Q16. In addition to your caring role, please tell us which of the following also applies to you?</b>	Number	Percentage
Retired	355	55.3
Employed full time	29	4.5
Employed part-time (working 30 hrs or less)	41	6.4
Self employed full time	12	1.9
Self employed part time	11	1.7
Not in paid work	126	19.6
Doing voluntary work	34	5.3
Other	34	5.3
Total responses	642	100.0

<b>Q17. Thinking about combining paid work and caring, which of the following statements best describes your current situation?</b>	Number	Percentage
I am in paid employment and I feel supported by my employer	45	9.0
I am in paid employment but I don't feel supported by my employer	11	2.2
I do not need any support from my employer to combine work and caring	21	4.2
I am not in paid employment because of my caring responsibilities	105	21.0
I am not in paid employment for other reasons	70	14.0
I am self-employed or retired	248	49.6
Total Responses	500	100.0
No response	82	

<b>Q18. About how long have you been looking after or helping the person you care for?</b>	Number	Percentage
Less than 6 months	2	0.4
Over 6 months but less than a year	19	3.4
Over 1 year but less than 3 years	69	12.2
Over 3 years but less than 5 years	96	17.0
Over 5 years but less than 10 years	142	25.1
Over 10 years but less than 15 years	74	13.1
Over 15 years but less than 20 years	54	9.5
20 years or more	110	19.4
Total respondents	566	100.0
No response	16	

**Q19. About how long do you spend each week looking after or helping the person you care for?**

	Number	Percentage
0-9 hours per week	21	3.8
10-19 hours per week	30	5.5
20-34 hours per week	29	5.3
35-49 hours per week	46	8.4
50-74 hours per week	38	6.9
75-99 hours per week	41	7.5
100 or more hours per week	269	49.2
Varies – Under 20 hours per week	18	3.3
Varies – 20 hours or more per week	53	9.7
Other	2	0.4
Total respondents	547	100.0
No response	35	

**Q20. Over the last 12 months, what kinds of things did you usually do for the person you care for?**

	Number	Percentage
Personal care	386	8.3
Physical help	356	7.7
Helping with dealing with care services and benefits	465	10.0
Helping with paperwork or financial matters	478	10.3
Other practical help	528	11.4
Keeping him/her company	450	9.7
Taking him/her out	450	9.7
Giving medicines	425	9.2
Keeping an eye on him/her to see if he/she is all right	510	11.0
Giving emotional support	481	10.4
Other help	104	2.2
Total responses	4633	100.0

**Q21. Do you have any of the following?**

	Number	Percentage
A physical impairment or disability	142	19.5
Sight or hearing loss	102	14.0
A mental health problem or illness	39	5.4
A learning disability or difficulty	12	1.7
A long standing illness	140	19.3
Other	76	10.5
None of the above	216	29.7
Total responses	727	100.0

**Q25. Did someone help you to complete this questionnaire?**

	Number	Percentage
Yes	39	7.0
No	521	93.0
Total respondents	560	100.0
No response	22	

**Q27. If further research were to take place, would you be happy for us to contact you?**

	Number	Percentage
Yes	1	50.0
No	1	50.0
Total respondents	2	100.0
No response	11	