

# Appendix B

## Carers Strategy for Hillingdon Consultation 2015

### Results Report: Phase One

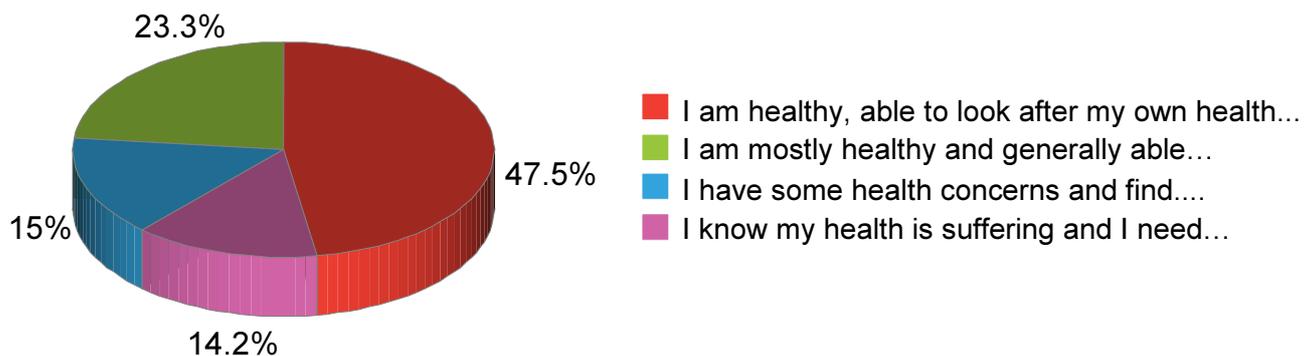
- This report outlines the initial results from Phase One of the Carers Strategy for Hillingdon Consultation (January 2015 to April 2015). Phase Two of the consultation will continue from April 2015 to October 2015 and a report of the full consultation results will be produced.
- The purpose of the consultation is to establish what unpaid carers in Hillingdon want and need to be healthy, happy and supported in their caring role. The feedback received through the consultation will influence the Carers Strategy delivery plan which will outline the support and services that the Council and its partners will provide for carers during the strategy period (2015 to 2018).
- Phase One comprised of the following participation opportunities:
  - An online survey.
  - A postal survey.
  - Face to face surveys completed by Hillingdon CCG Customer Engagement Officers.
  - Drop in consultation sessions at Botwell and Uxbridge Libraries, Hillingdon Hospital and Hillingdon Carers Advice Centre.
  - Stalls at the February 2015 Disability Assembly and the March 2015 Older People's Assembly.
  - Uxbridge Dining Club, Bell Farm Lunch Club and the Hillingdon Carers Cafe at Christchurch in Uxbridge were visited and attendees offered the opportunity to take part.
- The consultation was promoted in the following ways:
  - Posters were displayed in Hillingdon's 22 libraries.
  - Publicity letters and posters were shared with specialist Council run resource centres including Queens Walk and the Rural Activities Garden Centre.
  - Publicity letters and posters were sent to over 30 partner organisations and community groups to share with those they work with and/or represent. Organisations included the Hillingdon CCG, Healthwatch Hillingdon, Hillingdon Hospital, Hillingdon Carers, DASH and Age UK and community groups included residents associations and parent carers groups.
- 123 responses were received from adult carers and 9 responses from young carers, which when taking into account that a carer's capacity and time is limited, is a positive outcome.
- All results are un-weighted.
- Percentages are based on the number of responses to each question not the total number of respondents to the consultation as whole.
- Where results do not add up to 100% of the overall responses, this may be due to non-responses, multiple responses, computer rounding or the exclusion of don't knows/not-stated.

## Adult Carers

The first part of the survey asks carers about how they are coping with their caring role and how this impacts upon their life.

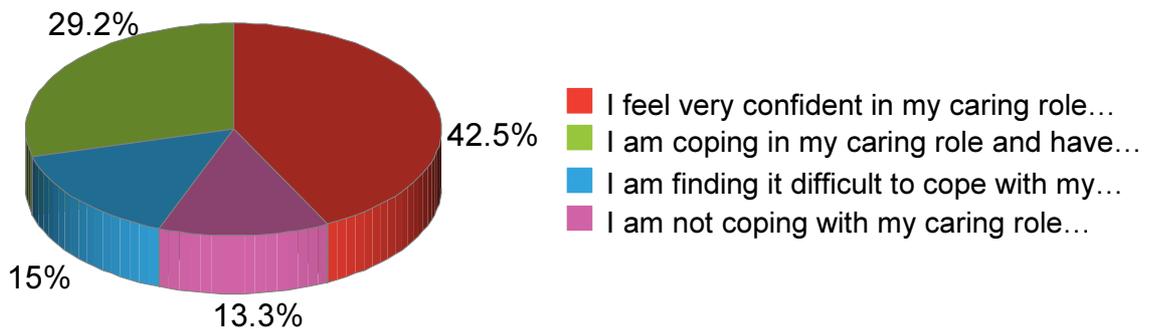
<b>Q1</b>	<b>My Health - My physical and mental health and the access I have to health services.</b> 120 responses	
	I am healthy, able to look after my own health and able to access the health services that I need. ....	57 (47.5%)
	I am mostly healthy and generally able to access the health services that I need but there are some things that could improve .....	28 (23.3%)
	I have some health concerns and find it difficult to access the health services that I need but I am getting some help to improve my situation. ....	18 (15.0%)
	I know my health is suffering and I need support to make improvements but I find it very difficult to access the health services that I need. ....	17 (14.2%)

### **Q1. My Health - My physical and mental health and the access I have to health services.**



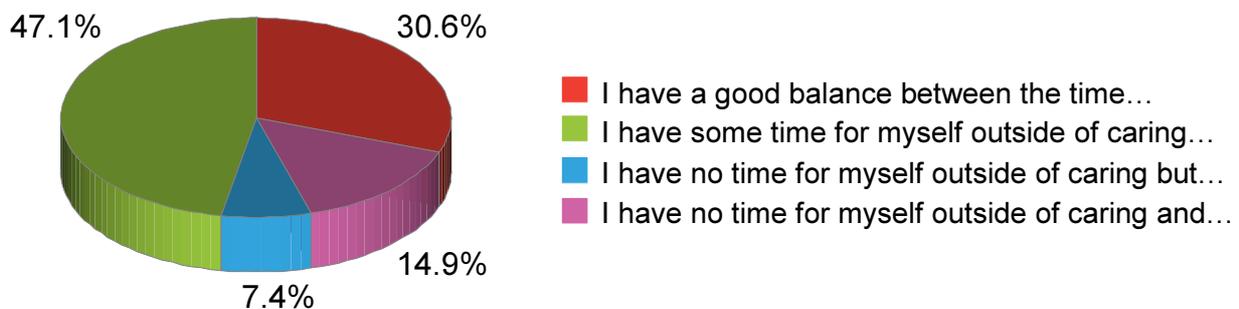
<b>Q2</b>	<b>My Caring Role - My confidence in my caring role and the skills, knowledge and information I have or need to carry out my role.</b> 120 responses	
	I feel very confident in my caring role and have the skills, knowledge and information that I need to carry out the role. ....	51 (42.5%)
	I am coping in my caring role and have some of the skills, knowledge and information I need to carry out the role but I would like a small amount of extra guidance.....	35 (29.2%)
	I am finding it difficult to cope with my caring role but I am getting some help to improve my situation.....	18 (15.0%)
	I am not coping with my caring role and I need help to change things. ....	16 (13.3%)

**Q2. My Caring Role - My confidence in my caring role and the skills, knowledge and information I have or need to carry out my role.**



<b>Q3 My Time - My social life and the time I have away from my caring role.</b>	
121 responses	
I have a good balance between the time I spend caring and the time I have to do other things.....	37 (30.6%)
I have some time for myself outside of caring but it is sometimes difficult to get the balance right.....	57 (47.1%)
I have no time for myself outside of caring but I am getting support to try to change this.....	9 (7.4%)
I have no time for myself outside of caring and I need help to change this.....	18 (14.9%)

**Q3. My Time - My social life and the time I have away from my caring role.**



<b>Q4 My Feelings - My emotional wellbeing, the support I get and need and how I cope with challenges, stress and relationships.</b>	
122 responses	
I feel positive about my caring role and my relationships and can cope with any challenges that arise.....	37 (30.3%)
I feel mostly positive about my caring role and my relationships but it would be helpful to have guidance about how to maintain this more consistently.....	51 (41.8%)
I feel more negative than positive about my caring role and some relationships are being affected but I am getting help to improve things.....	14 (11.5%)
I feel unhappy and overwhelmed in my caring role and need support to deal with stress or problems.....	20 (16.4%)

**Q4. My Feelings - My emotional wellbeing, the support I get and need and how I cope with challenges, stress and relationships.**



<b>Q5 My Finances - My money, how I manage it, the financial and legal support I am entitled to.</b>	
121 responses	
I am managing financially and my caring role is not having a negative effect on my financial situation.....	44 (36.4%)
I am managing financially most of the time but it would be good to have information and support to address a few issues.....	49 (40.5%)
I am experiencing financial difficulties because of my caring role but I am getting support to make things better. ....	11 (9.1%)
I am experiencing financial difficulties because of my caring role and I need help to make things better. ....	17 (14.0%)

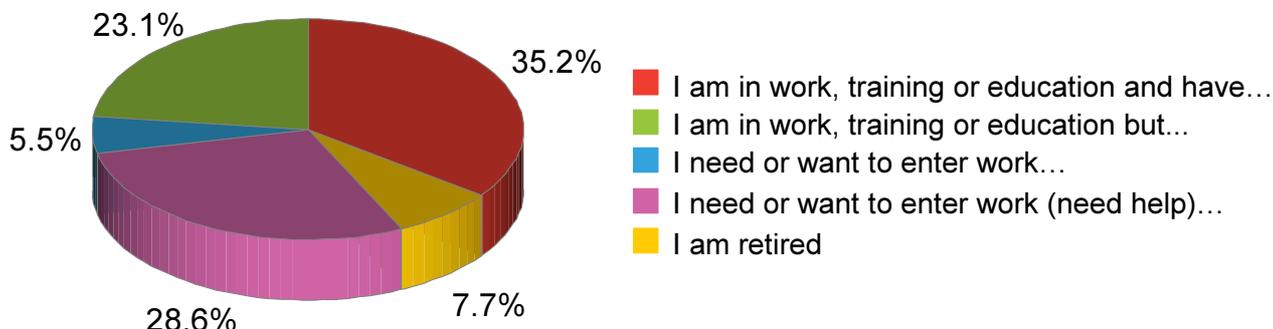
**Q5. My Finances - My money, how I manage it, the financial and legal support I am entitled to.**



<b>Q6 My Work, Training and Education - My opportunities to start or continue my career or personal development. 91 responses*</b>	
I am in work, training or education and have a good balance between this and my caring role.....	32 (35.2%)
I am in work, training or education but I am finding it a bit difficult to balance this with my caring role so would like some advice or support.....	21 (23.1%)
I need or want to enter work, training or education and I am getting some support to do so. ....	5 (5.5%)
I need or want to enter work, training or education but I need help to do this.....	26 (28.6%)
I am retired.....	7 (7.7%)

*\*Low response rate due to high number of retired respondents who did not feel this question was applicable to them. 'Retired' option added towards end of Phase One of consultation.*

**Q6. My Work, Training and Education - My opportunities to start or continue my career or personal development.**

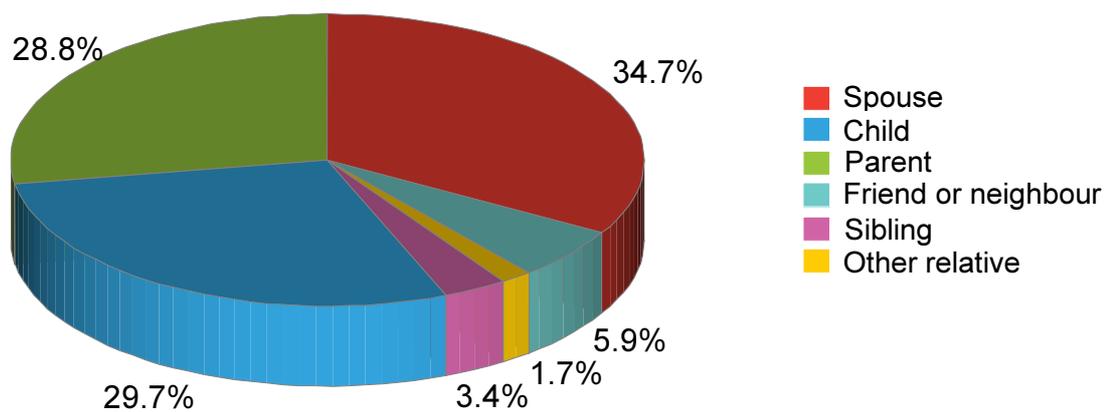


<b>Q7</b>	<b>Any other comments:</b> 78 responses
	<ul style="list-style-type: none"> <li>• 11 x I am retired/I am a pensioner</li> </ul> <p><b>Key themes:</b></p> <ul style="list-style-type: none"> <li>• The need for respite care and breaks from caring.</li> <li>• Too much bureaucracy/red tape when dealing with the Council.</li> <li>• Frustration with the caring role in relation to the person they are caring for, particularly those caring for people with Dementia, and the balance of the caring role and other elements of their lives.</li> <li>• The negative emotional impact of being a carer. Words used include draining, tiring, stressful and resentful.</li> <li>• Concern over changes in circumstances e.g. both the deterioration of the health of the person needing care and the carer.</li> <li>• Concerns raised over the standard of care provided by employed care providers. Words used include rudeness and "no confidence" in the care provided.</li> <li>• Concerns over lack of understanding from health care services e.g. GPs.</li> </ul>

<b>Q8</b>	<b>What support and services are you currently receiving as a carer?</b> 106 responses
	<ul style="list-style-type: none"> <li>• 46 x None/Nothing.</li> <li>• 21 x Benefits (Financial Support).</li> <li>• 16 x Support from employed care providers (through Carers Trust, LBH or paid for privately).</li> <li>• 10 x Hillingdon Carers (likely to be higher number as many references to 'Carers Cafes' and 'Carers Office' not included in this figure).</li> </ul>

Q9 Who do you care for? 123 responses		
Spouse.....		41 (34.7%)
Child.....		35 (29.7%)
Parent.....		34 (28.8%)
Friend or neighbour.....		7 (5.9%)
Sibling.....		4 (3.4%)
Other relative.....		2 (1.7%)

**Q9. Who do you care for?**



The second part of the survey asks carers what they want and need in order:

- To be mentally and physically well and to feel treated with dignity in my caring role.
- To not be financially disadvantaged by my caring role.
- To enjoy a life outside of caring.
- To be recognised, supported and listened to as an experienced carer.

<b>Q10</b>	<b>To be mentally and physically well and to feel treated with dignity in my caring role I need...</b> 99 responses
	<ul style="list-style-type: none"> <li>• Respite - short and long term (to allow opportunities for holidays).</li> <li>• To have confidence that, when respite is provided, the cared for person is safe and being cared for properly.</li> <li>• Greater flexibility around hospital and GP appointments and recognition from health professionals that health problems are exacerbated by being a carer.</li> <li>• To be able to talk to someone. Not just during office hours but whenever the caring role becomes overwhelming.</li> <li>• Less bureaucracy relating to accessing support and benefits.</li> <li>• Help to plan for the future when help may be needed.</li> </ul>

<b>Q11</b>	<b>To not be financially disadvantaged by my caring role I need...</b> 83 responses
	<ul style="list-style-type: none"> <li>• Less bureaucracy when applying for benefits and accessing financial support.</li> <li>• Timely payments of benefits.</li> <li>• Financial assessments and advice on finances and benefits - including publicising what support is available.</li> <li>• Support accessing opportunities for training, work and volunteering.</li> <li>• More direct financial help e.g. companies providing vouchers and discounts for carers.</li> </ul>

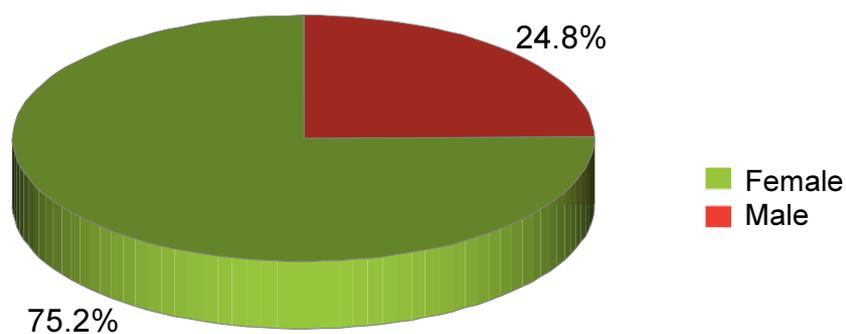
<b>Q12</b>	<b>To enjoy a life outside of caring I need...</b> 101 responses
	<ul style="list-style-type: none"> <li>• Respite and time away from caring - longer time periods, overnight provision and at weekends.</li> <li>• To have confidence that, when respite is provided, the cared for person is safe and being cared for properly.</li> <li>• Support to deal with cared for person's incontinence. Condition can affect ability to go out and do things with or without the cared for person.</li> </ul>

<b>Q13</b>	<b>To be recognised, supported and listened to as an experienced carer I need...</b> 89 responses
	<ul style="list-style-type: none"> <li>• Respite/time away from caring.</li> <li>• Someone to talk to. Not just during office hours but whenever the caring role becomes overwhelming.</li> <li>• Recognition by health professionals that health problems are exacerbated by being a carer.</li> <li>• More information about Dementia and how to help people with the Dementia.</li> <li>• Greater awareness-raising of Dementia.</li> <li>• Support to plan for emergencies or change of circumstances.</li> <li>• More support to contact the right people and access information.</li> <li>• Opportunities to express views and provide feedback to the Council and other service providers.</li> <li>• Greater and more flexible support from health professionals. They need a greater understanding of what carers go through, the stress of the role and the impact it has on the health of carers.</li> </ul>

## Equality monitoring questions

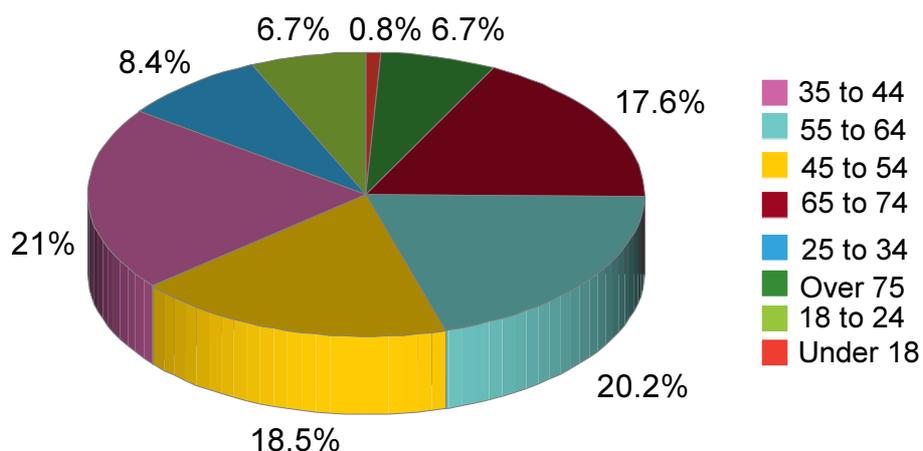
Q14 Are you..? 117 responses		
	Male .....	29 (24.8%)
	Female .....	88 (75.2%)

**Q14. Are you?**



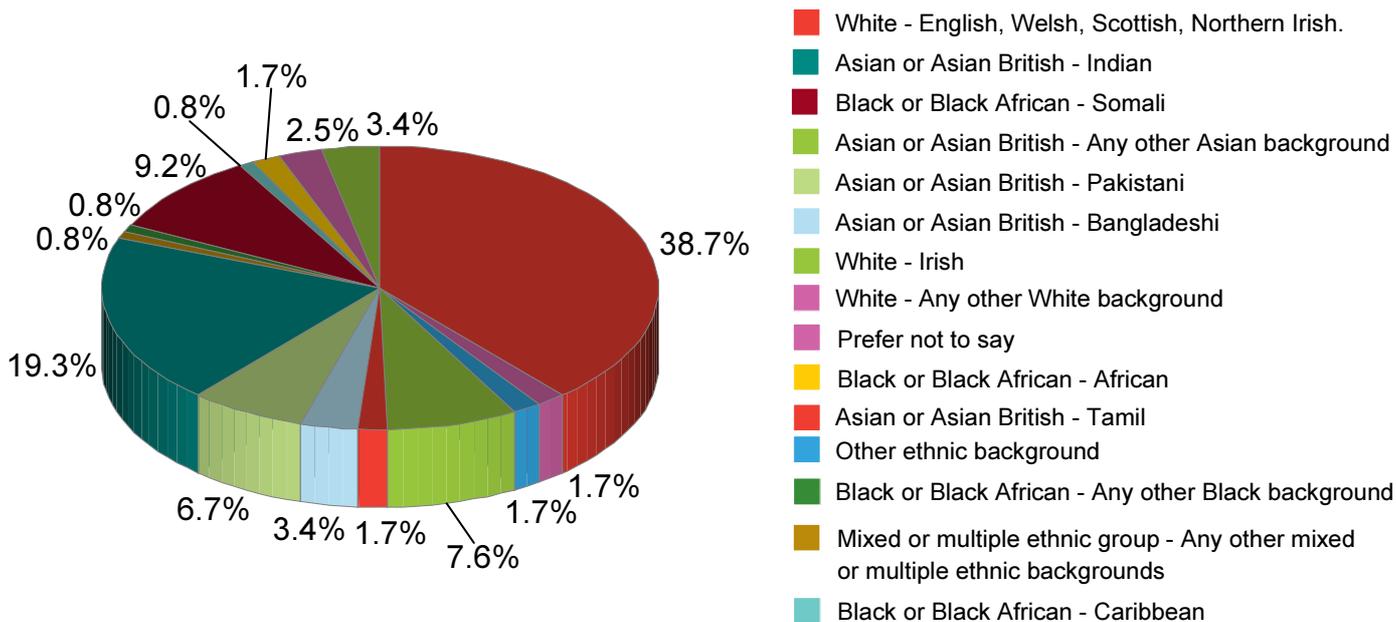
Q15 What is your age? 119 responses		
	35 to 44 .....	25 (21.0%)
	55 to 64 .....	24 (20.2%)
	45 to 54 .....	22 (18.5%)
	65 to 74 .....	21 (17.6%)
	25 to 34 .....	10 (8.4%)
	Over 75 .....	8 (6.7%)
	18 to 24 .....	8 (6.7%)
	Under 18 .....	1 (0.8%)

**Q15. What is your age?**



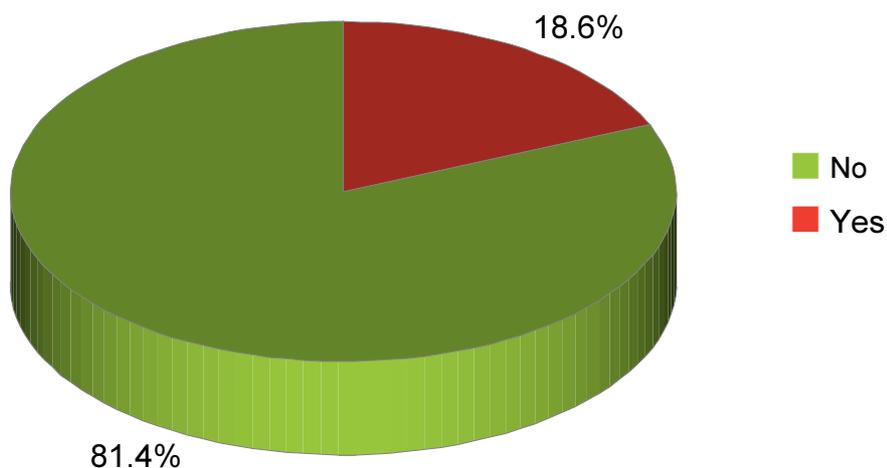
<b>Q16 How would you describe your ethnicity?</b>	
119 responses	
White - English, Welsh, Scottish, Northern Irish.....	46 (38.7%)
Asian or Asian British - Indian.....	23 (19.3%)
Black or Black African - Somali.....	11 (9.2%)
Asian or Asian British - Any other Asian background.....	9 (7.6%)
Asian or Asian British - Pakistani.....	8 (6.7%)
Asian or Asian British - Bangladeshi.....	4 (3.4%)
White - Irish.....	4 (3.4%)
White - Any other White background.....	3 (2.5%)
Prefer not to say.....	2 (1.7%)
Black or Black African - African.....	2 (1.7%)
Asian or Asian British - Tamil.....	2 (1.7%)
Other ethnic background.....	2 (1.7%)
Black or Black African - Any other Black background.....	1 (0.8%)
Mixed or multiple ethnic group - Any other mixed or multiple ethnic backgrounds	1 (0.8%)
Black or Black African - Caribbean.....	1 (0.8%)
Mixed or multiple ethnic group - White and Black African.....	0 (0.0%)
Mixed or multiple ethnic group - White and Black Caribbean.....	0 (0.0%)
White - Gypsy or Irish Traveller.....	0 (0.0%)
Asian or Asian British - Chinese.....	0 (0.0%)

**Q16. How would you describe your ethnicity?**



Q17 Do you consider yourself to have a disability? (i.e. a long term condition that affects your ability to carry out day to day tasks)	
113 responses	
No .....	92 (81.4%)
Yes.....	21 (18.6%)

**Q17. Do you consider yourself to have a disability? (i.e. a long term condition that affects your ability to carry out day to day tasks)**



## Young Carers

The first part of the survey asks young carers about how they are coping with their caring role and how this impacts upon their life.

<b>Q1 My Health:</b> 9 responses		
	I am healthy and happy. ....	5 (55.6%)
	I am healthy and feel happy most of the time but would like some help to feel even better. ....	3 (33.3%)
	I don't feel healthy and I am unhappy a lot of the time but people are helping me feel better. ....	1 (11.1%)
	I don't feel healthy and I am unhappy all the time but I need help to feel better. ....	0 (0.0%)

<b>Q2 My Role as a Young Carer:</b> 8 responses		
	I feel very confident in my role as a young carer.. ....	7 (87.5%)
	I feel confident in my role as a young carer but some more information and guidance would help... ....	1 (12.5%)
	I find it difficult to cope being a young carer but I am getting help to make things better... ..	0 (0.0%)
	I am not coping with being a young carer and I need help to make things better.....	0 (0.0%)

<b>Q3 My Time:</b> 9 responses		
	I have a good balance between being a young carer and time to do other things.. ...	8 (88.9%)
	I have some time for myself outside of being a young carer but sometimes not enough...	1 (11.1%)
	I have no time for myself outside of being a young carer but I am getting help to make things better. ....	0 (0.0%)
	I have no time for myself outside of being a young carer and I need help to make things better. ....	0 (0.0%)

<b>Q4 My Feelings:</b> 9 responses		
	I am happy about being a young carer, I get along well with my family and friends and I can cope if things get difficult.....	7 (77.8%)
	I am mostly happy about being a young carer and mostly get along with my family and friends but it would be good to have help if things get difficult.....	1 (11.1%)
	I feel more unhappy than happy about being a young carer and find it hard to get along with my friends and family but I am getting help to make things better.....	1 (11.1%)
	I am very unhappy being a young carer and find it hard to get along with family and friends but I need help to make things better... ..	0 (0.0%)

<b>Q5 My Education and Training:</b> 9 responses		
	I am in school or college every day and being a young carer doesn't affect my learning.	6 (66.7%)
	I am in school or college every day but sometimes my learning is affected by being a young carer.....	2 (22.2%)
	I am only in school or college some of the time and my learning is being affected by being a young carer but I am getting help to make things better... ..	1 (11.1%)

I am only in school or college some of the time and my learning is being affected by being a young carer but I need help to make things better.....	0 (0.0%)
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<b>Q6 Please tell us anything else you want to say about your life as a young carer:</b> 5 responses
<ul style="list-style-type: none"> <li>• 2 x "I love it."</li> <li>• "Sometimes it's stressful."</li> <li>• "It can sometimes be hard."</li> <li>• "Makes it better."</li> </ul>

<b>Q7 What help do you get as a young carer?</b> 6 responses
<ul style="list-style-type: none"> <li>• "Lots."</li> <li>• "Lots of good things."</li> <li>• "I get help to relax and do things in my free time."</li> <li>• "I get extra classes."</li> <li>• "A carer and a stair-lift to take a little time off."</li> <li>• "Support from all the leaders."</li> </ul>

<b>Q8 Who do you care for?</b> 9 responses	
Parent .....	5 (55.6%)
Brother or Sister .....	4 (44.4%)
Other relative .....	0 (0.0%)
Friend or neighbour .....	0 (0.0%)

### Equality monitoring information

<b>Q9 Are you..?</b> 9 responses	
Male.....	8 (88.9%)
Female .....	1 (11.1%)

<b>Q10 How old are you?</b> 9 responses	
11 to 15.....	4 (44.4%)
5 to 10.....	3 (33.3%)
16 to 18.....	2 (22.2%)
Under 5 .....	0 (0.0%)

<b>Q11 How would you describe your ethnicity?</b> 5 responses	
White - English, Welsh, Scottish, Northern Irish.....	4 (80.0%)
White - Any other White background .....	1 (20.0%)
White - Irish .....	0 (0.0%)
White - Gypsy or Irish Traveller .....	0 (0.0%)
Black or Black African - African.....	0 (0.0%)
Black or Black African - Caribbean .....	0 (0.0%)
Black or Black African - Somali.....	0 (0.0%)
Black or Black African - Any other Black background .....	0 (0.0%)
Mixed or multiple ethnic group - White and Black African .....	0 (0.0%)
Mixed or multiple ethnic group - White and Black Caribbean .....	0 (0.0%)
Mixed or multiple ethnic group - Any other mixed or multiple ethnic backgrounds....	0 (0.0%)
Asian or Asian British - Indian.....	0 (0.0%)
Asian or Asian British - Pakistani .....	0 (0.0%)

Asian or Asian British - Bangladeshi .....	0 (0.0%)
Asian or Asian British - Chinese .....	0 (0.0%)
Asian or Asian British - Tamil.....	0 (0.0%)
Asian or Asian British - Any other Asian background .....	0 (0.0%)
Other ethnic background .....	0 (0.0%)
Prefer not to say .....	0 (0.0%)

The second part of the consultation asks young carers what they want and need in order to be healthy and happy.

<b>Q12</b>	<b>To be healthy and happy I need...</b> 6 responses
	<ul style="list-style-type: none"> <li>• None.</li> <li>• To leave the classroom for a couple of minutes to cool down.</li> <li>• Coming to more clubs like this.</li> <li>• It would make me happy if my dad moves back in.</li> <li>• More activities.</li> <li>• To have a carer to take my brother on a walk so I can have a little break.</li> </ul>