

Carers Survey

Survey Report 2018/19

Why did we complete this survey?

The Carers Survey is a national survey commissioned by the Care Quality Commission and the Department of Health. All authorities in England with Social Care responsibility have been asked to complete the survey.

The survey has been developed to learn more about whether services received by carers are helping in their caring role and their life outside of caring, also to understand carers' perception of services provided to people they are caring for.

Who was involved in the survey?

The survey involved informal / family carers providing substantial caring roles.

In late 2018 we sent a 30 question survey to 614 carers who had received a carers' assessment or review from Hillingdon's Adult Social Care or Hillingdon Carers.

Answers from the questionnaire were treated in strict confidence. No-one was identified unless it was indicated on the form that an individual was being hurt or harmed or their safety or health were at risk (this was in accordance with action we told people we would take). Anyone who did has been contacted by council staff to investigate the response further where appropriate.

What will we do with the results of the survey?

Nationally the survey aims to collect information about carers' experiences of adult social care services and will help monitor the effectiveness of the Department of Health's National Carers Strategy.

Locally the results help us to identify areas where the care and support services we provide can be improved. It also allows us to identify the areas where we are performing well. We will also use this information to understand how we target our resources so that we can continue to provide support that is of value to carers.

As well as letting the council know how people accessing our services feel about the support they receive, surveys of this kind help us to understand what is important. Many of the questions we asked were not simply about services but about the situation in which services are provided. For example the physical and mental impact of caring. These questions help us to identify the things that are important to people when we are looking at developing services.

Another Carers' Survey will be conducted in 2020/21 and we will use those results to track our progress in delivering services that really make a difference.

Key survey facts?

- 82% of carers live with the person they care for
- 51% of carers spend over 100 hours a week caring
- 35% of carers have been performing caring duties for over 20 years
- 49% of carers are aged over 65
- 24% of people are aged over 85 who are looked after by carers *
* Please note that this has been amended as was incorrectly reported as 8%, apologies for this
- Top 3 caring activities
 1. Other practical help
 2. Keeping an eye on him/her to see if he/she is all right
 3. Helping with dealing with care services and benefits
- Top 3 support and care services used
 1. Equipment / Adaptations
 2. Home care / Home help
 3. Lifeline Alarm

Carers told us?

- 74% of carers are satisfied with the support and care services they receive for themselves and the person they care for
- 20% of carers feel that they have control over their daily life, 62% feel they have some control but not enough and 15% feel they have no control over their daily life
- 18% of carers are able to spend as much time as they want doing things they value and enjoy, 60% are only able to manage some and 19% do not spend any time doing activities they value and enjoy
- 49% of carers feel they have enough time to spend on their own personal care, 28% said they do not always have enough time to look after themselves and 20% feel they are neglecting themselves
- 74% of carers have no concerns about their own personal safety, 23% have some worries and 3% are extremely worried about their safety.
- **Anyone who told us on the form that they were being hurt or harmed or their safety of health was at risk has been conducted by council staff to investigate the response further.**
- 27% of carers feel they have as much social contact as they want; whilst 50% feel they do not have enough and 20% do not have enough and feel socially isolated.
- 39% of carers feel they have good levels of encouragement and support, 42% feel they do not have enough and a further 16% do not receive any support.

Main comparisons to previous surveys

	9/10	12/13	14/15	16/17	18/19
Survey sent to	1108	629	652	1024	614
Received and NOT blank	441	252	270	305	222
Received and NOT blank	40%	40%	41%	30%	36%
Percentage of carers who live with the person they care for	83%	80%	72%	74%	82%
Percentage of carers who spend over 100 hours a week caring	4%	48%	37%	39%	51%
Percentage of carers who have been performing caring duties for over 20 years	23%	14%	12%	30%	35%
Percentage of carers who are aged over 65	47%	48%	60%	51%	49%
Percentage of people who are aged over 85 who are looked after by carers *	18%	32%	31%	30%	24%
Percentage of carers '.... extremely worried about my personal safety'	1.8%	2.8%	1.9%	0.7%	2.7%

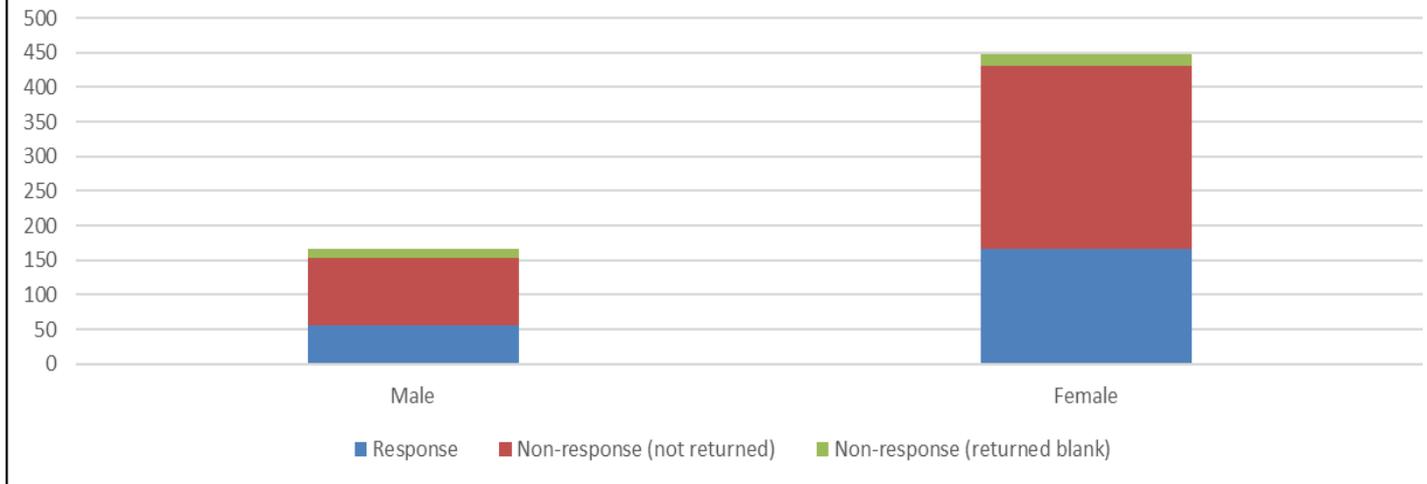
* Please note that this measure's description and data has been amended as was incorrectly reported

Breakdown of questionnaire responses

Hillingdon sent 614 questionnaires in the post to informal/family carers who have received a carers' assessment or review. 222 (36%) were completed by respondents. The response means the survey is statistically valid and accurately reflects the views of carers.

The graph and table below show the breakdown of questionnaires and responses by gender and age group.

Breakdown of response by gender (18/19)



Breakdown of responses by age band (18/19)

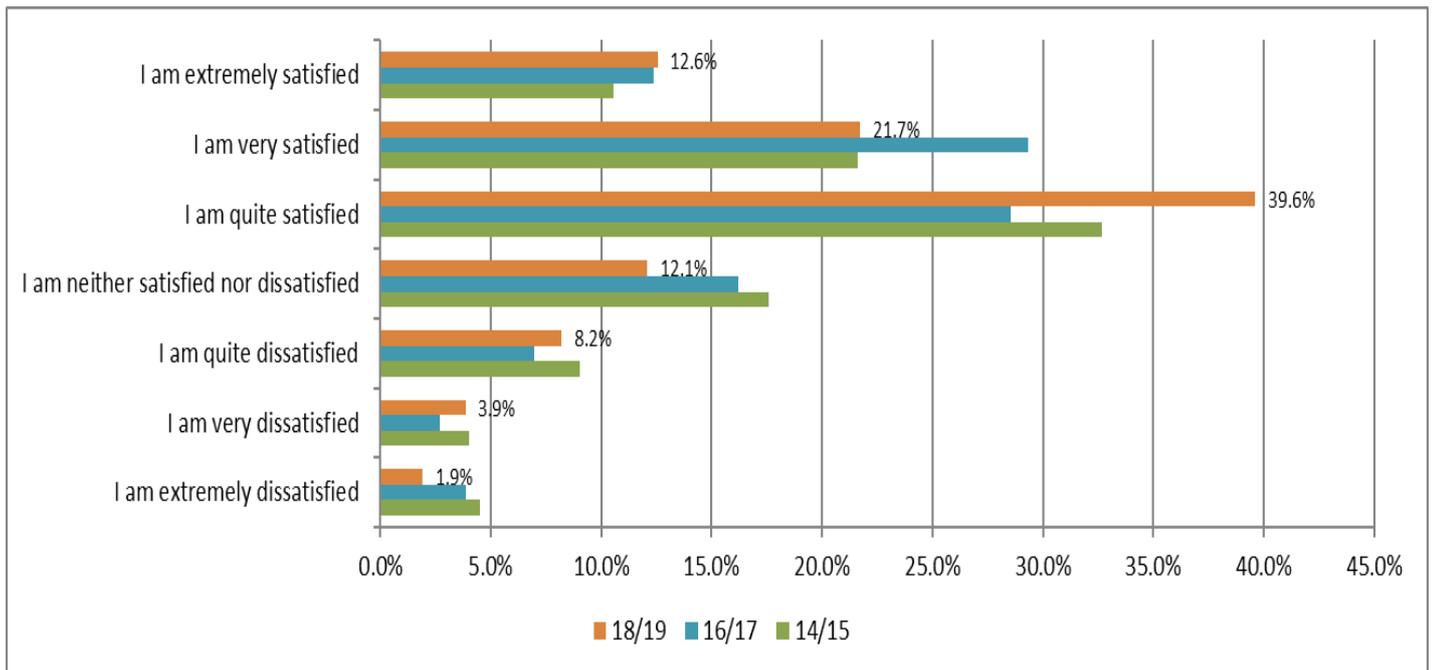
Age Group	Response	Non-response (not returned)	Non-response (returned blank)	Total
18-24	0	4	0	4
25-34	3	11	0	14
35-44	10	34	0	44
45-54	37	99	3	139
55-64	64	97	8	169
65-74	50	44	5	99
75-84	41	49	9	99
85 and over	17	24	5	46
Unknown	0	0	0	0
Total	222	362	30	614

What did people tell us?

The following pages help to breakdown the key questions from all 222 respondents (where the question has been answered). The responses form a picture of how informal and family carers in Hillingdon think and feel about the services they and the person they care for receive.

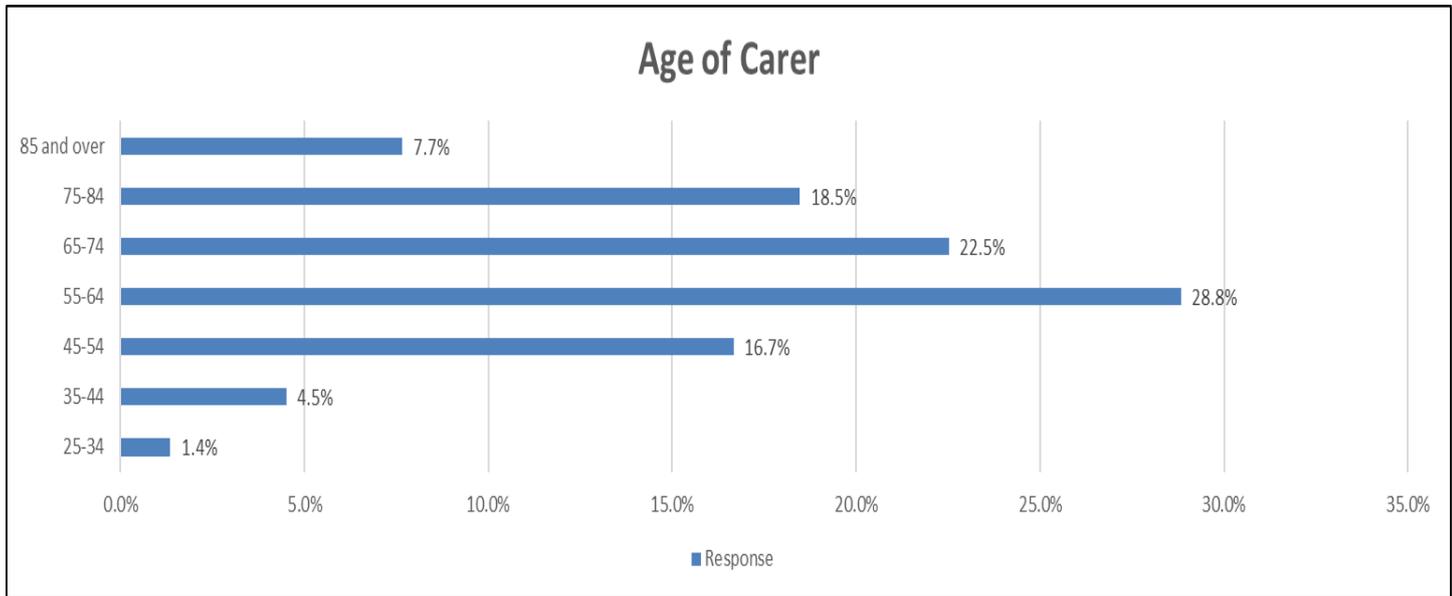
Satisfaction

It is important that Hillingdon provides a high standard of service to the people we support. We asked respondents of this survey, informal and family carers to tell us how satisfied they were with the care and support services they received in the past 12 months.



In 18/19, the survey found in general, carers in Hillingdon are satisfied with the services they receive (73.9%). 34.3% told us they were extremely satisfied or very satisfied, 39.6% said they were quite satisfied, 12.1% said they were neither satisfied or dissatisfied, 8.2% felt quite dissatisfied and the remaining 5.8% said they were either very or extremely dissatisfied.

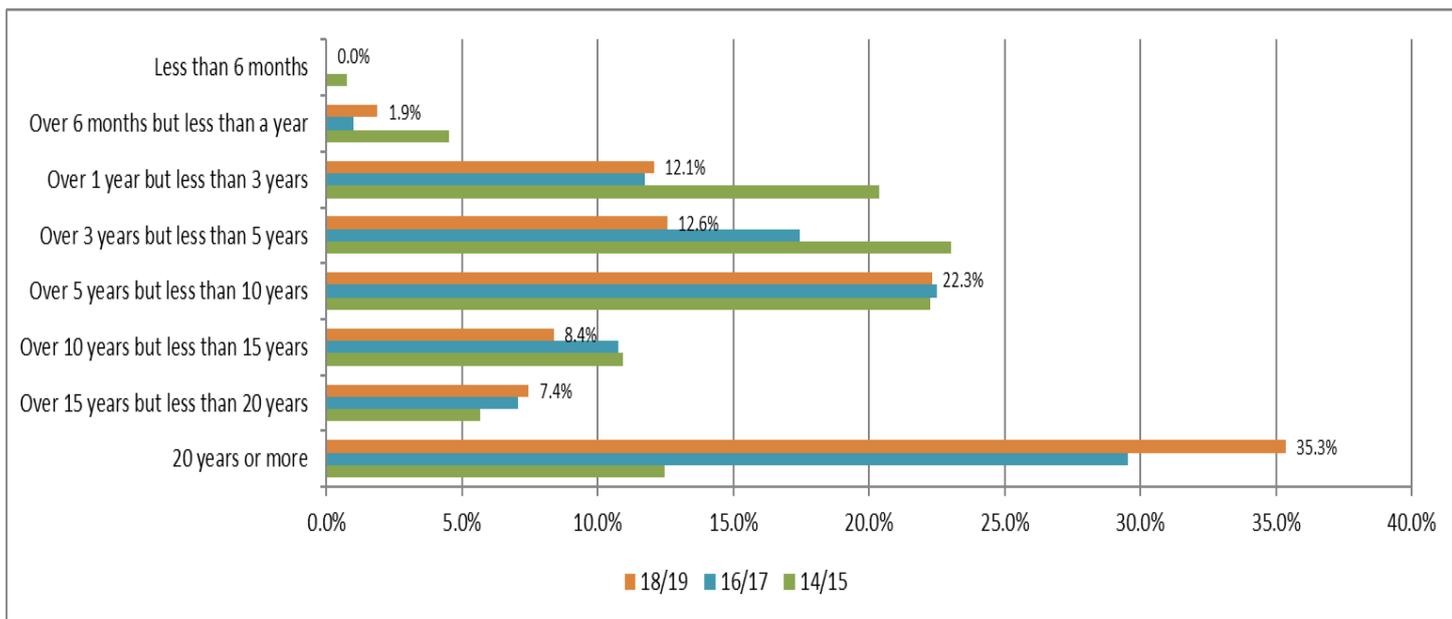
The Caring role



Of those responding in 18/19, the majority of carers in Hillingdon are aged between 55 and 64 (28.8%). 51.4% of carers are aged between 18 and 64 and 48.6% are aged 65 and over.

Length of time caring

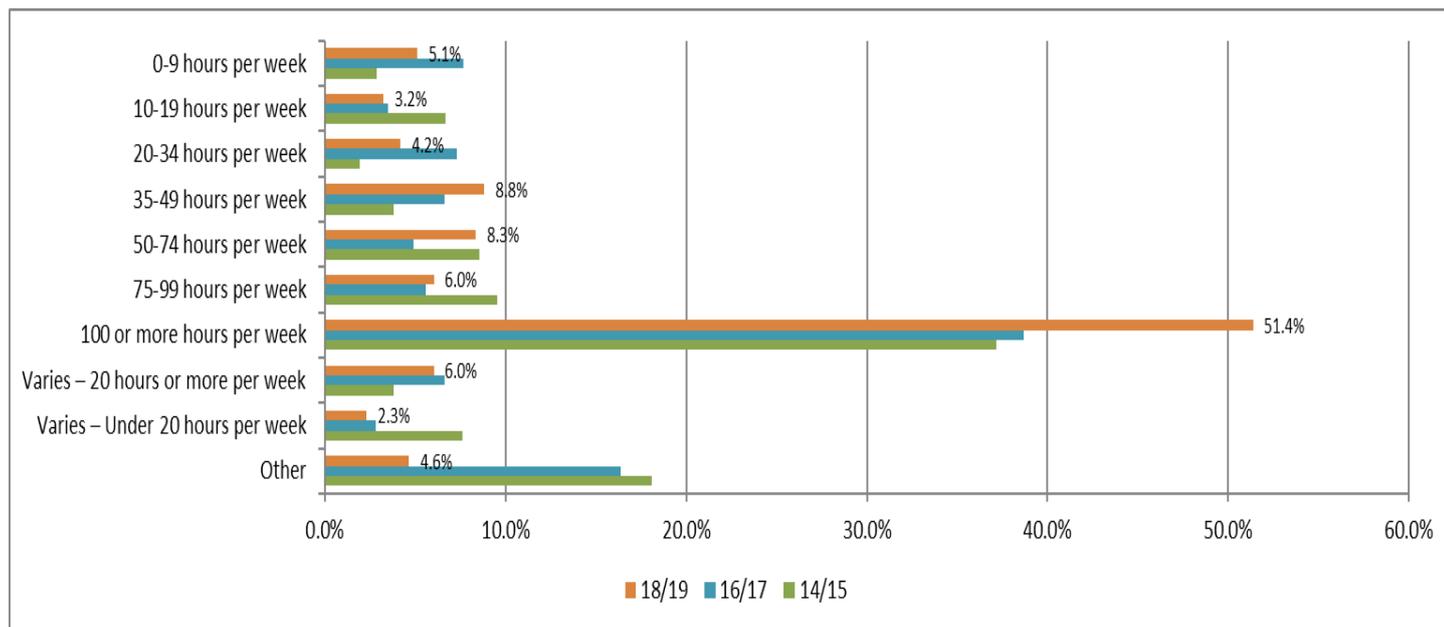
We asked carers how long they had been providing a caring role.



In 18/19, 73.4% of carers have been providing a caring role for over 5 years, 35.3% of those carers told us they have been caring for over 20 years and 7.4% between 15 and 20 years, 8.4% of carers told us they have been caring between 10 and 15 years and 22.3% between 5 and 10 years.

Hours spent caring

We asked carers to tell us many hours per week they spent caring.



In 18/19, 51.4% of carers told us they regularly spend over a 100 hours a week caring, 14.3% spend between 50 and 99 hours and 8.3% of carers told us their hours caring varies week on week.

Please note that there has been an increase of 12.7% from 38.7% to 51.4% for the ‘100 or more hours a week’ category.

Caring duties

We asked carers to tell us the types of duties they perform for the person they care for. The question allowed carers to select more than one caring duty.

Duty	14-15	16-17	18-19
Personal Care?	63.8%	71.6%	78.0%
Physical Help?	55.1%	58.1%	59.6%
Helping with dealing with care services and benefits?	90.6%	86.8%	91.3%
Helping with paperwork or financial matters?	89.4%	86.5%	88.1%
Other practical help?	90.9%	92.9%	95.9%
Keeping him/her company?	82.6%	84.8%	85.3%
Taking him/her out?	70.6%	74.7%	75.7%
Giving medicines?	81.1%	78.4%	84.9%
Keeping an eye on him/her to see he/she is all right?	92.8%	95.3%	95.0%
Giving emotional support?	85.3%	81.1%	87.6%
Other help?	21.9%	23.6%	15.1%

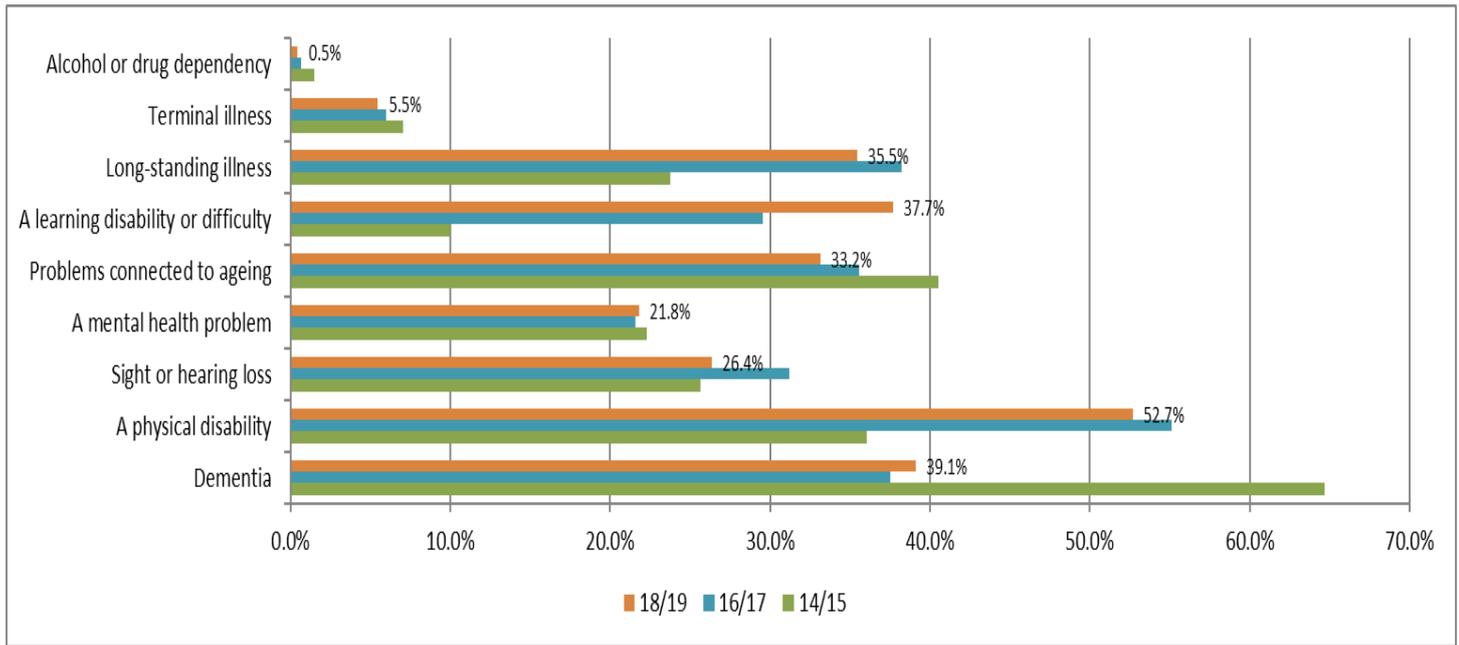
1st ranked duty ; 2nd ranked duty ; 3rd ranked duty

In 18/19, the top 3 duties were :

1. Other practical help
2. Keeping an eye on him/her to see if he/she is all right
3. Helping with dealing with care services and benefits

Medical conditions

We asked carers to tell a little about the types of medical problems the person they are caring for have. The question allowed carers to select more than one condition.



In 18/19, the top 3 medical conditions include looking after people with:

Physical Disability, Dementia, a learning disability or difficulty.

Age of cared for person

We asked carers to tell us the age of the person they are caring for.

Age of Cared For Person	14-15	16-17	18-19
18-24	3.7%	9.5%	11.3%
25-34	4.1%	7.2%	9.5%
35-44	4.1%	4.3%	5.9%
45-54	5.2%	5.9%	7.7%
55-64	4.8%	5.9%	7.2%
65-74	10.7%	10.5%	7.2%
75-84	35.9%	23.6%	25.2%
85 and over	30.7%	29.8%	24.3%
Unknown	0.7%	3.3%	1.8%

The age of people being cared for is reducing.

For cared for persons aged clients aged 75+,

14/15 66.7%

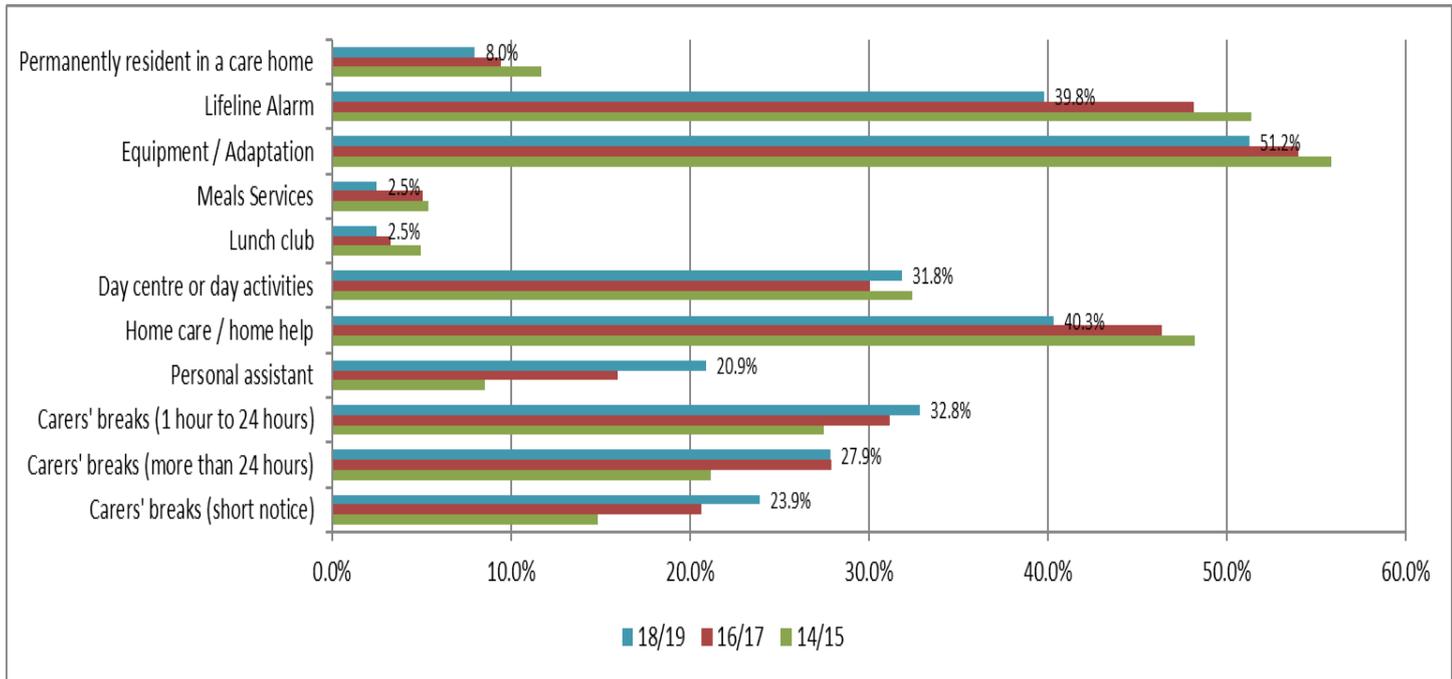
16/17 53.4%

18/19 49.5%

The largest age group in 18/19 is the 75-84 year olds, with 25.2%.

Care and support services accessed by the cared for person

We asked carers about the type of care and support services the person they are caring for accessed in the last 12 months.



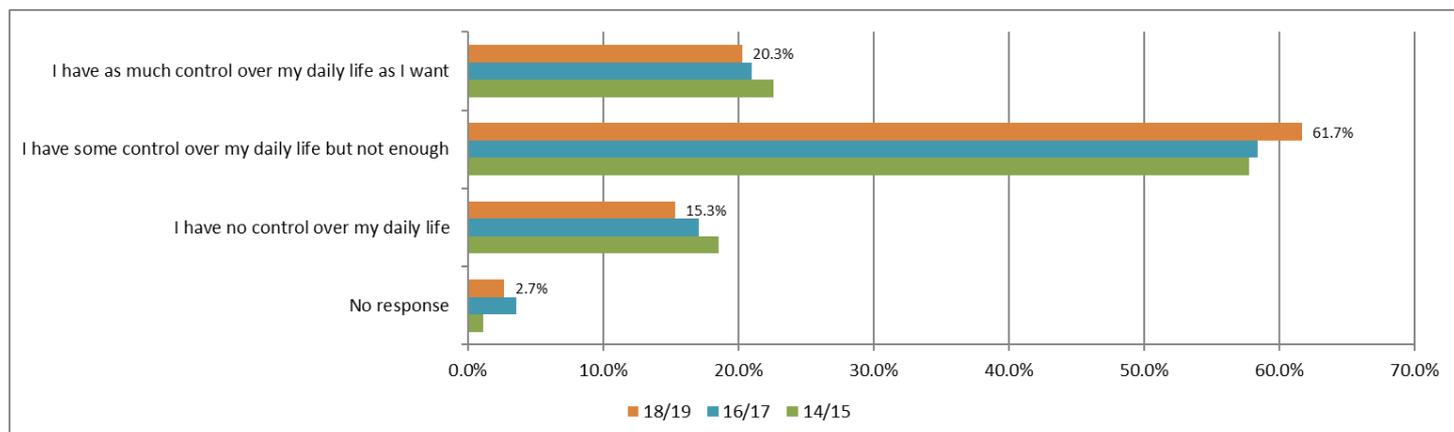
In 18/19, 84.6% of carers told us that carers' breaks are the most commonly used services, this includes services which allow the carer to either take a break from caring at short notice or in an emergency, take a break for more than 24 hours or facilitate a rest from caring between 1 and 24 hours e.g. a sitting service.

Carers also told us that equipment and adaptations (51.2%), Home care / Home help (40.3%) and Lifeline Alarm (39.8%) were also the most used care and support services.

The impact of Caring and quality of life

Control

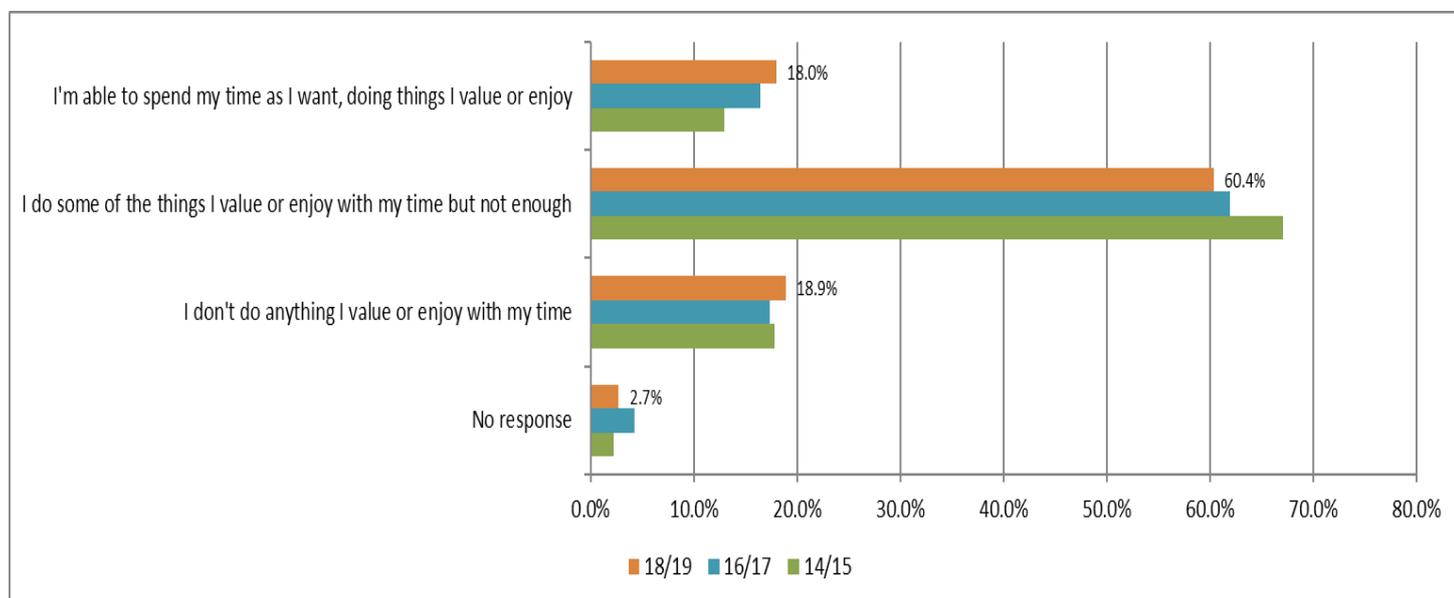
We asked how much control carers have over their daily life.



The survey found that 20.3% of carers have as much control over their daily life as they want, 61.7% told Hillingdon that have some but not enough and 15.3% felt no control over their daily life.

Occupation and Personal time

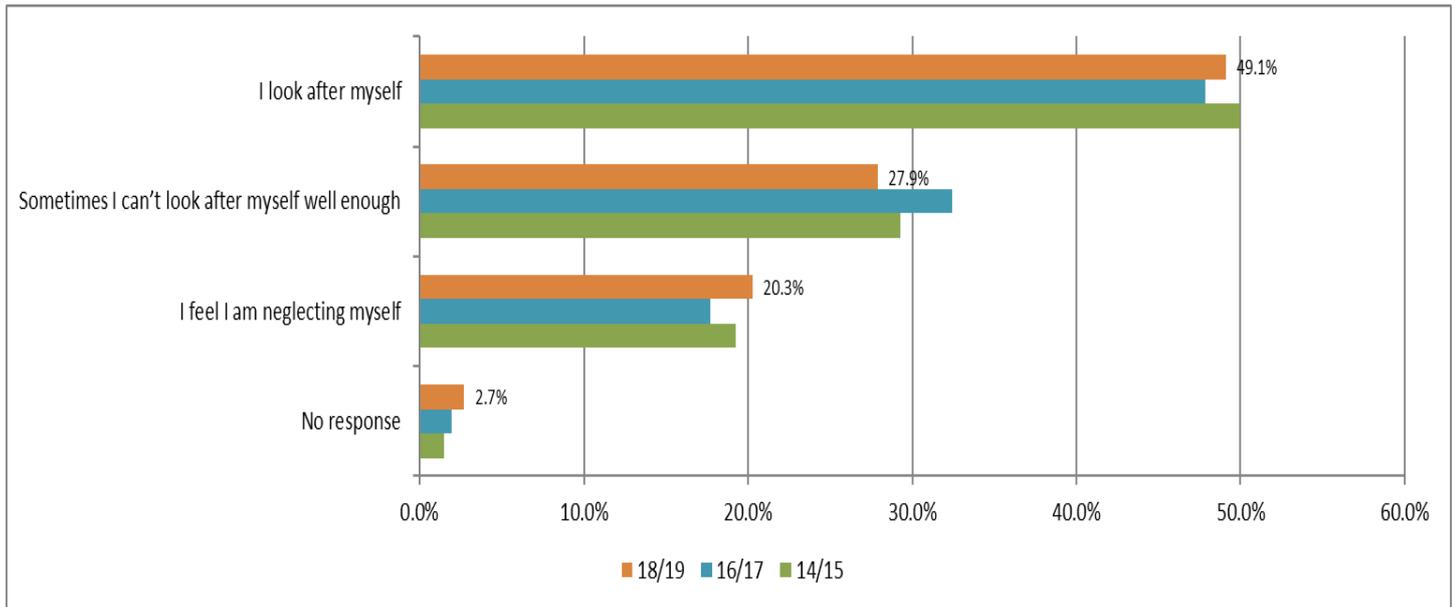
We asked carers to think about how they spend their time doing activities they value and enjoy, this includes formal employment, voluntary, caring for others and leisure activities.



In 18/19, 18.0% of carers in Hillingdon told us that they are to spend their time as they would want doing activities they valued and enjoyed, 60.4% told us they are able to do some but not enough and 18.9% do not feel that they are able to anything they value or enjoy.

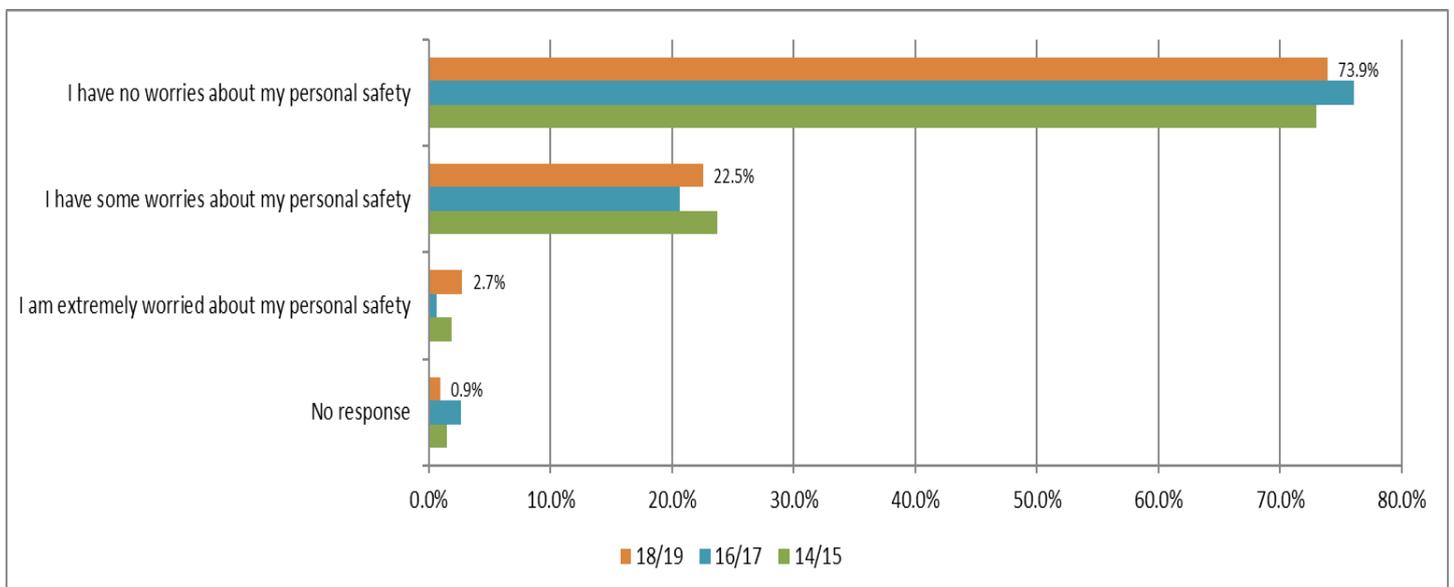
Personal Care

We asked carers to think about their personal care in respect to how much time they had to look after themselves, for example getting enough sleep or eating well.



In 18/19, the survey found that 49.1% of carers in Hillingdon feel that they are able to look after themselves, 27.9% do not feel that they are always able and 20.3% feel they are neglecting themselves.

Personal Safety



In 18/19, the surveys found that 2.7% of carers are extremely concerned about their personal safety (up from 0.7% in 16/17), whilst 73.9% told us they had no concerns and 22.5% had expressed some concern.

Social Contact

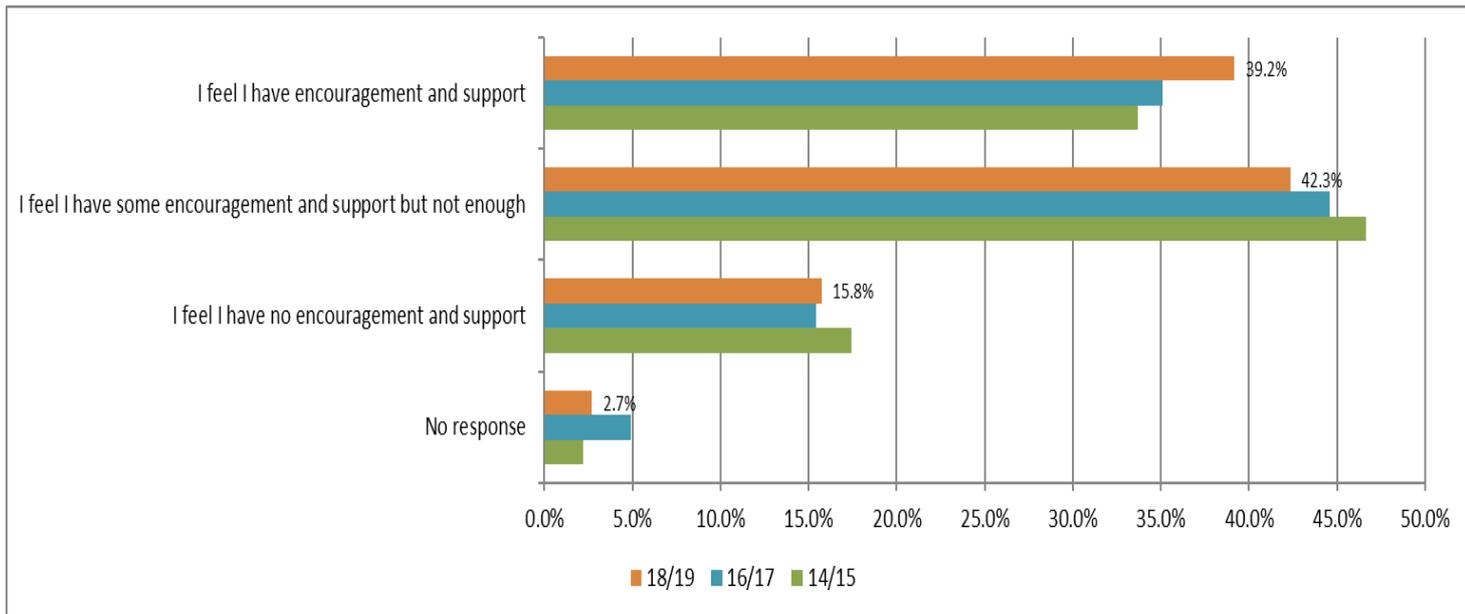
We asked carers to tell us about their social situation. Social contact is taken to mean the importance of meaningful relationships with family and friends, and feeling involved in the community.

Social Contact	14-15	16-17	18-19
No response	2.2%	3.0%	1.8%
I have little social contact with people and feel socially isolated	17.4%	18.0%	20.3%
I have some social contact with people but not enough	54.8%	47.9%	50.5%
I have as much social contact as I want with people I like	25.6%	31.1%	27.5%

In 18/19, 27.5% of carers in Hillingdon told us they have as much social contact as they want while 50.5% felt they had some but not enough and 20.3% told us they had little social contact and felt socially isolated.

Encourage and Support

We asked carers to tell us if they felt encouraged and supported in their caring role.

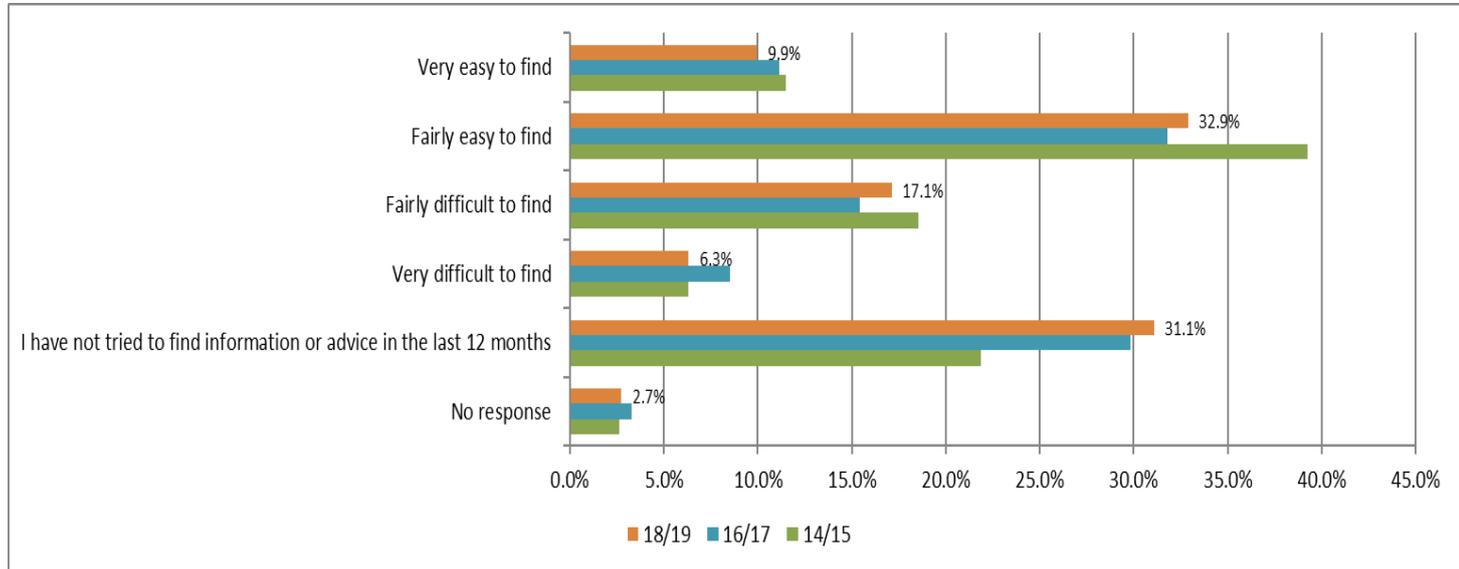


In 18/19, 39.2% of carers in Hillingdon feel they are encouraged and supported in their caring role, 42.3% feel they have some but not enough and 15.8% have no support.

Information and advice

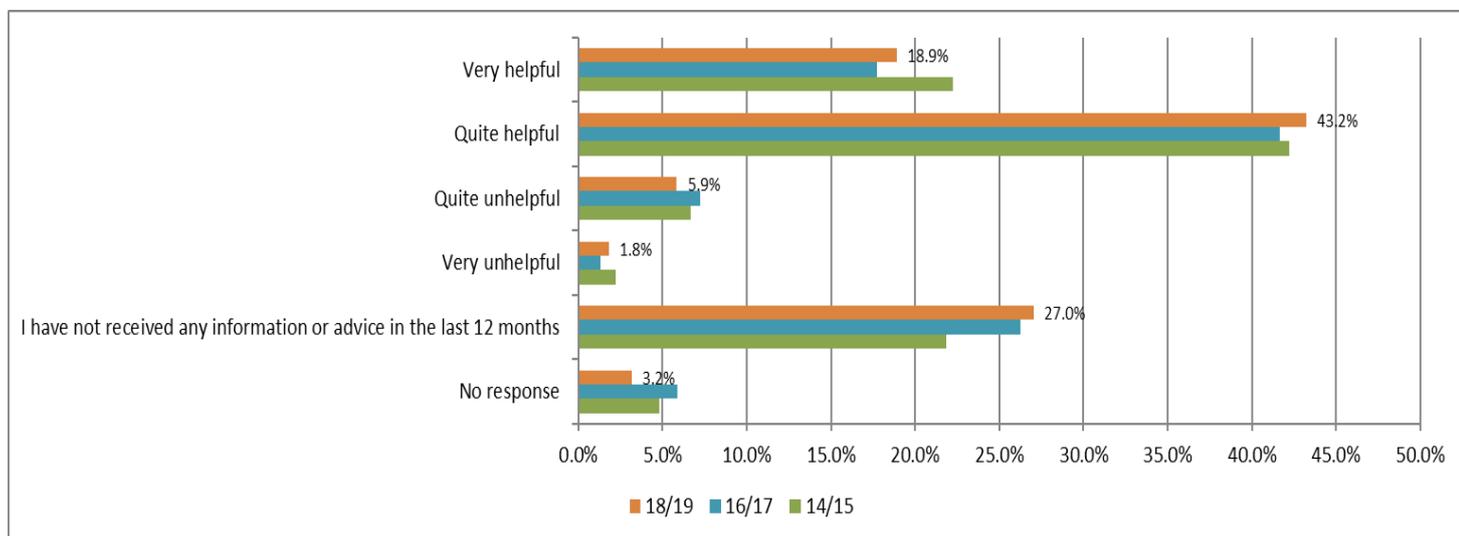
We asked carers for their views about their quality of information and advice provided by sources such as voluntary organisations and private agencies as well as Adult Social Care.

Accessing Information and advice



9.9% of carers told us they found information and advice very easy to find, 32.9% found it fairly easy, 17.1% found it fairly difficult and 6.3% found it very difficult.

Appropriateness of Information and advice



18.9% of carers found information and advice very helpful and 43.2% found it quite helpful, 5.9% told us they found it quite unhelpful and 1.8% found it very unhelpful.