

Carers Survey 2014-15

1. Introduction

This note summarises the results of the 2014-15 Carers Survey, carried out by Solihull MBC at the end of 2014 on behalf of the Department of Health.

1.1. Background and Survey Process

The survey was aimed at carers aged 18 and over and who are caring for someone aged 18 or over. Carers' thoughts, opinions and feelings were sought on a number of topics thought to be integral to helping them achieve a balanced life alongside their caring role. Specifically the survey sought to:

- Assess whether services received by carers are helping them in their caring role and their life outside of caring;
- Assess carers' perception of services provided to the cared for person.

The survey will feed into monitoring of the impact of the national carers strategy and it will also be used to populate four outcome measures in the Adult Social Care Outcomes Framework (ASCOF):

- 1D: Carer reported quality of life;
- 3B: Overall satisfaction of carers with social services;
- 3C: The proportion of carers who report they have been included or consulted in discussions about the person they care for;
- 3D: The proportion of people who use services and carers who find it easy to find information about services.

Locally, it is an important resource for the Council to identify what has been achieved for carers and to understand the experience of specific types of carers.

The Carers Survey is one of a range of User Experience Surveys within a programme developed by the Department of Health. It is a statutory requirement for the Council, although participation by clients is on a voluntary basis.

The survey consisted of 27 questions and was produced and completed in hard copy.

Participants in the survey were selected on the following sample group criteria:

- Carers known on CareFirst aged 18 and over;
- Carers should have been reviewed or assessed either separately or jointly in the previous 12 months; and
- Carers known by association i.e. the person they care for has had a review or assessment.

As the sample size required was so close to the whole number of eligible carers, all 1,098 clients meeting the above criteria were sent a copy of the survey in the post at the start of October 2014. Following a reminder at the end of October a total of 585 responses were returned, as well as 51 blank questionnaires. This left a total of 462 non-responses. The final response rate of 53% was marginally higher than that achieved in 2012-13.

1.2 Response Rate and Sample

A total of 585 carers responded to the survey equating to a response rate of 53%, although this varies by question. The sample is subject to a maximum standard error of +/-2.77% at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by all carers, had each completed a questionnaire, to within +/-2.77% of the percentages reported.

There was a broadly even split between carers aged 18-64 years (48% of all responses) and those aged 65+ (52%).

	Age of carer	
	Responses	% Total
Aged 18-64	280	47.9%
Aged 65-74	153	26.2%
Aged 75-84	105	17.9%
Age 85+	46	7.9%
Unknown	1	0.2%
Total	585	

The table below shows that the age of the cared for person.

	Age of carer	
	Responses	% Total
Aged 18-64	145	25.2%
Aged 65-74	67	11.7%
Aged 75-84	156	27.1%
Age 85+	207	36.0%
Total	575	

1.3. Key Points

- A large majority (70%) of Solihull carers who received a service in the 12 months prior to the survey say that overall they are satisfied with the service they or the person they cared for received;
- This is in-line with the response from 2012/13, but much less positive than that recorded in 2009/10 (85%);
- There is a strong link between overall satisfaction with services/support received and a carers quality of life – those with greater concerns about their quality of life are more likely to say they are dissatisfied;
- Satisfaction with services/support also appear lower among those caring for someone aged 18-64 years and those with either a Learning Disability or a Mental Health problem;

- In terms of quality of life, higher levels of unmet or partially met need are apparent in terms of how much time carers have to spend doing things they enjoy or value, the extent to which carers have control over their daily lives and how much encouragement and support they receive. Personal safety and personal care appear to be of lesser concern to carers;
- Across most quality of life measures respondents in Solihull are slightly more likely to have unmet needs than the England average;
- The majority of respondents (61%) who tried to find information about support services or benefits over the last 12 months found it easy to do so, although this proportion has fallen in each of the last two surveys. 86% who received support/advice found it either very or quite helpful.

2. Overall Satisfaction with Services

Respondents are asked “Overall, how satisfied are you with the support of services you and the person you care for have received from Social Services in the last 12 months.” Responses are calculated as a percentage of those who have received services in the last 12 months. In total 496 respondents out of 570 (87%) said that they had received services in the last 12 months, while 74 (13%) had not received services. There were a total of 15 individuals who completed a survey but did not answer this question.

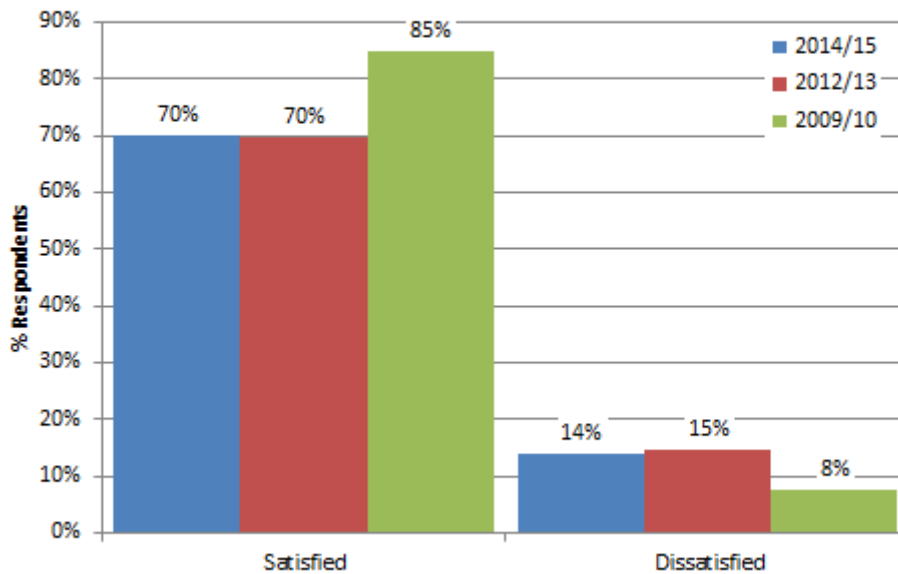
2.1. Overall satisfaction with services – comparison with previous years

70% of respondents in Solihull who have received a service in the last 12 months said that they were satisfied with the service (34% extremely or very satisfied, 36% quite satisfied) compared with 14% who were dissatisfied (8% quite dissatisfied, 6% very or extremely dissatisfied). This is in-line with the results from 2012/13, but notably less positive than those from 2009/10 (85% satisfied, 8% dissatisfied).

	Count	% of those receiving service		
		2014/15	2012/13	2009/10
Extremely satisfied	63	13%	14%	20%
Very satisfied	107	22%	24%	38%
Quite satisfied	178	36%	32%	26%
Neither satisfied nor dissatisfied	79	16%	16%	8%
Quite dissatisfied	40	8%	9%	5%
Very dissatisfied	12	2%	3%	1%
Extremely dissatisfied	17	3%	3%	1%

Source: Carers Survey 2014/15, 2012/13 and 2009/10

Overall Satisfaction with Support or Services

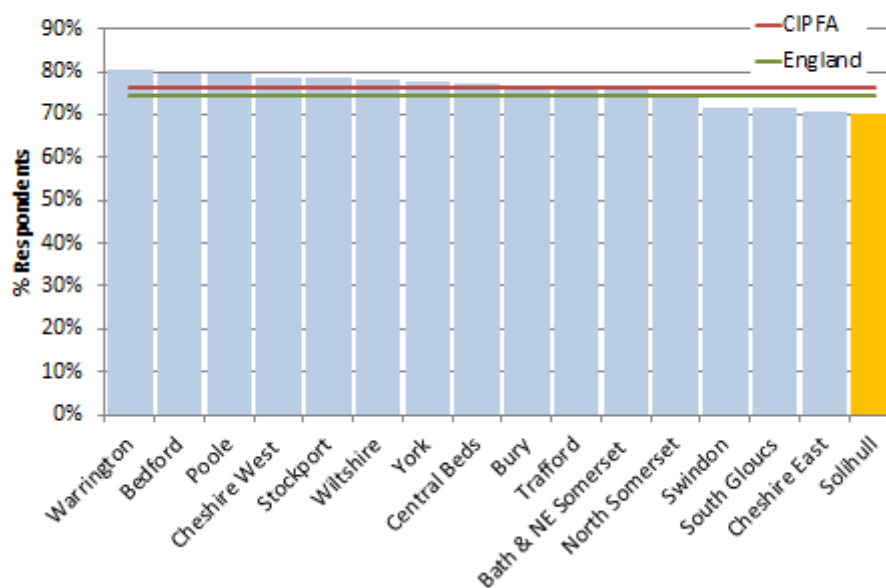


2.2. Overall Satisfaction with Services - Benchmarking

The proportion of respondents satisfied with the services they have received over the last 12 months in Solihull (70%) is below the England average (74%) and in the bottom quartile for all Local Authorities in England (ranked 122 out of 151 LAs).

Solihull is also ranked last among the CIPFA group of comparable Local Authorities (average 76% satisfied).

Satisfied with Services Received in Last 12 Months



2.3. Influences on Overall Satisfaction Responses

There are strong associations between the extent to which respondents are satisfied with the services they have received and the carers quality of life. Carers who feel that they have no control over their daily life, feel socially isolated and say that have receive no encouragement of support are significantly more likely to be dissatisfied with services than other respondents.

Satisfaction with Services	As much control over my daily life as want	Some control over my daily life but not enough	No control over my daily life
Satisfied	98	207	39
Dissatisfied	8	46	14
Neither	14	44	20
% Dissatisfied	7%	15%	19%

Satisfaction with Services	As much social contact as want	Some social contact but not enough	Little social contact & feel isolated
Satisfied	132	167	34
Dissatisfied	15	37	17
Neither	30	37	11
% Dissatisfied	8%	15%	27%

Satisfaction with Services	Have encouragement & support	Some encouragement & support but not enough	No encouragement and support
Satisfied	152	140	43
Dissatisfied	7	23	38
Neither	17	37	22
% Dissatisfied	4%	12%	37%

It also seems that levels among respondents who care for someone who is aged 18-64 (20% dissatisfied) and among those who look after someone who has a Learning Disability (22% dissatisfied) or a mental health problem (19% dissatisfied).

Respondents who are dissatisfied with specific aspects of the support that they have received over the last 12 months are also more likely to say that they are dissatisfied overall: 26% who found information & advice difficult to find were also dissatisfied with overall services, as were 46% who found that information or advice unhelpful and 31% who didn't feel involved or consulted in discussions about the cared for person.

3. Carer Quality of Life

The survey addresses the quality of life that carers are able to enjoy through a range of questions that consider whether:

- Carers are able to spend their time doing things they value or enjoy;

- Carers have as much control over their daily life as they want;
- Carers have enough time to look after themselves (personal care);
- Carers have any worries about their personal safety;
- Carers have as much social contact as they want with people they like;
- Carers feel they have encouragement and support in their caring role.

Each of these questions has three possible answers, which equate with having either no unmet needs in a specific life area (the ideal state), having some needs met and having no needs met. For example responses to the social contact question are classified as follows:

Thinking about how much social contact you've had with people you like, which of the following best describes your present situation?	
Carers Response	Classification of Need
I have as much social contact as I want with people I like	No unmet needs
I have some social contact with people but not enough	Some needs met
I have little social contact with people and feel socially isolated	No needs met

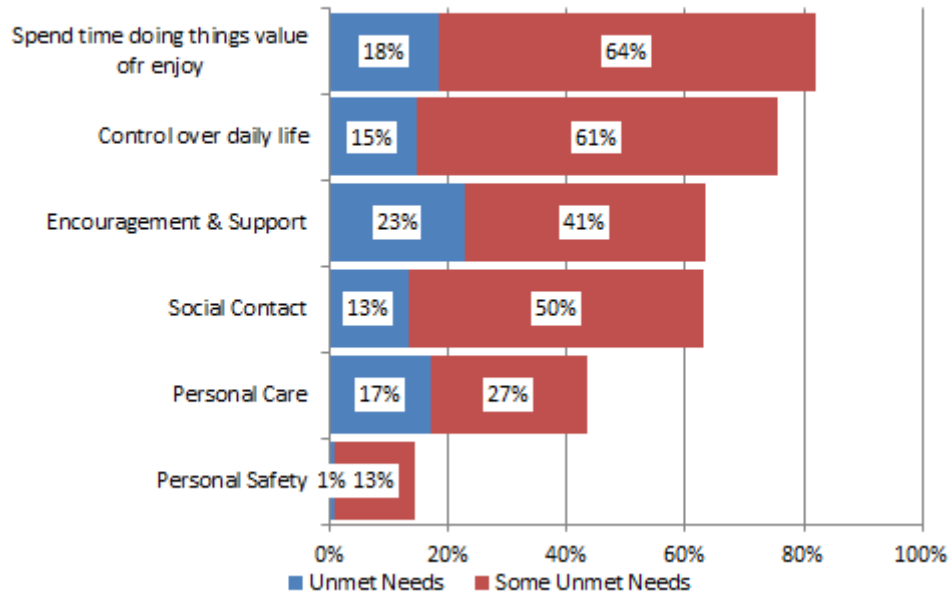
3.1. Overall carer quality of life

The individual responses to the six “life” questions are combined into a single overall quality of life measure (ASCOF 1d), with the fewer unmet or partially met needs the higher the score. Solihull’s score of 7.7 in 2014/15 is the same as in 2012/13. Benchmark data is not yet available for this measure, however comparable performance on each of the individual measures suggests that Solihull outcome for ASCOF 1d will be less positive than the England average.

Over 75% of Solihull respondents have at least some unmet needs in respect of the amount of time they are able to spend doing things they value or enjoy and the control they have over their daily lives. However, the highest level of entirely unmet needs relates to the level of encouragement and support received (23%).

	% Respondents		
	All Needs Met	Some Unmet Needs	Unmet Needs
Spend time doing things value or enjoy	18%	64%	18%
Control over daily life	25%	61%	15%
Personal Care	57%	27%	17%
Personal Safety	86%	13%	1%
Social Contact	37%	50%	13%
Encouragement & Support	37%	41%	23%

Quality of Life: At Least Some Unmet Needs



3.2. Influences on Quality of Life Responses

As noted in section 2.3 there are strong links between satisfaction with services and how carers feel about the quality of their life. In addition to the type of care provided appears to have an influence on quality of life.

For instance, carers who live with the person they care for or who provide care for 35 hours or more per week are far more likely to have unmet needs in respect of social contact and control over daily life than other respondents.

3.3. To What Extent Are Carers are able to spend their time doing things they value or enjoy

18% of Solihull respondents say that they are able to do spend their time as they want, doing things they value and enjoy compared to the England average of 20%. This ranks Solihull 95th out of 151 Local Authorities in England (3rd quartile). At the other end of the spectrum more respondent carers in Solihull have unmet needs in this aspect of their lives – 18% don't do anything they value or enjoy compared to 15% for England.

	Solihull	England	Solihull Rank
I'm able to spend my time as I want, doing things I value or enjoy	18%	20%	3rd Quartile
I do some of the things I value or enjoy with my time but not enough	64%	65%	
I don't do anything I value or enjoy with my time	18%	15%	Bottom Quartile

The Solihull results in 2014/15 are largely unchanged from the previous survey in 2012/13, although these were both significantly less positive than the results from 2009/10.

	2014-15	2012-13	2009-10
I'm able to spend my time as I want, doing things I value or enjoy	18%	18%	24%
I do some of the things I value or enjoy with my time but not enough	64%	65%	67%
I don't do anything I value or enjoy with my time	18%	17%	9%

3.4. Do Carers have as much control over their daily life as they want

25% of Solihull respondents say that they have as much control over their daily life as they want compared to the England average of 27%. This ranks Solihull 90th out of 151 Local Authorities in England (3rd quartile). At the other end of the spectrum more respondent carers in Solihull have unmet needs in this aspect of their lives – 15% say that they have no control compared to 13% for England.

	Solihull	England	Solihull Rank
I have as much control over my daily life as I want	25%	27%	3rd Quartile
I have some control over my daily life but not enough	61%	61%	
I have no control over my daily life	15%	13%	3rd Quartile

The Solihull results in 2014/15 are largely unchanged from the previous survey in 2012/13, although these were both significantly less positive than the results from 2009/10.

	2014-15	2012-13	2009-10
I have as much control over my daily life as I want	25%	25%	31%
I have some control over my daily life but not enough	61%	60%	60%
I have no control over my daily life	15%	15%	9%

3.5. Do Carers have enough time to look after themselves

57% of Solihull respondents say that they look after themselves in terms of sleeping or eating compared to the England average of 58%. This ranks Solihull 80th out of 151 Local Authorities in England (3rd quartile). At the other end of the spectrum more respondent carers in Solihull have unmet needs in this aspect of their lives – 17% say that they neglect themselves compared to 15% for England.

	Solihull	England	Solihull Rank
I look after myself	57%	58%	3rd Quartile
Sometimes I can't look after myself well enough	27%	28%	
I feel I am neglecting myself	17%	15%	3rd Quartile

The Solihull results in 2014/15 are largely unchanged from the previous survey in 2012/13, although these were both significantly less positive than the results from 2009/10.

	2014-15	2012-13	2009-10
I look after myself	57%	55%	63%
Sometimes I can't look after myself well enough	27%	28%	26%
I feel I am neglecting myself	17%	17%	11%

3.6. Do Carers have worries about their personal safety

A large majority (86%) of Solihull carers say that they have no worries about their personal safety. This is marginally higher than the England average and has remained relatively unchanged over each of the three surveys.

	Solihull	England	Solihull Rank
I have no worries about my personal safety	86%	85%	2nd Quartile
I have some worries about my personal safety	13%	14%	
I am extremely worried about my personal safety	1%	1%	2nd Quartile

	2014-15	2012-13	2009-10
I have no worries about my personal safety	86%	84%	86%
I have some worries about my personal safety	13%	15%	13%
I am extremely worried about my personal safety	1%	0%	1%

3.7. Do Carers have as much social contact as they want with people they like

37% of Solihull respondents say that they have as much social contact as they want compared to the England average of 39%. This ranks Solihull 86th out of 151 Local Authorities in England (3rd quartile). However, at the other end of the spectrum fewer respondent carers in Solihull have unmet needs in this aspect of their lives – 13% say that they feel socially isolated compared to 15% for England.

	Solihull	England	Solihull Rank
I have as much social contact as I want with people I like	37%	39%	3rd Quartile
I have some social contact with people but not enough	50%	47%	
I have little social contact with people and feel socially isolated	13%	15%	2nd Quartile

The Solihull results in 2014/15 are better than in 2012/13, with a significant drop in the proportion who say that they feel socially isolated (from 18% to 13%).

	2014-15	2012-13	2009-10
I have as much social contact as I want with people I like	37%	35%	47%
I have some social contact with people but not enough	50%	48%	42%
I have little social contact with people and feel socially isolated	13%	18%	11%

3.8. Do Carers feel they have encouragement and support in their caring role

37% of Solihull respondents say that they have enough encouragement and support in their caring role compared to the England average of 40%. This ranks Solihull 100th out of 151 Local Authorities in England (3rd quartile). At the other end of the spectrum substantial more respondent carers in Solihull have unmet needs in this aspect of their lives – 23% say that they have no encouragement and support compared to 17% for England (140th out of 151 LAs, bottom quartile).

	Solihull	England	Solihull Rank
I feel I have encouragement and support	37%	40%	3rd Quartile
I feel I have some encouragement and support but not enough	40%	43%	
I feel I have no encouragement and support	23%	17%	Bottom Quartile

For the second survey in a row the Solihull results in 2014/15 have deteriorated, this is most evident in a rising proportion of respondents who say that they have no encouragement and support (10% in 2009/10, 19% in 2012-13 and 23% in 2014/15).

	2014-15	2012-13	2009-10
I feel I have encouragement and support	37%	36%	50%
I feel I have some encouragement and support but not enough	40%	45%	40%
I feel I have no encouragement and support	23%	19%	10%

4. Information, Advice and Involvement

Three questions are used to assess the extent to which carers feel that they have access to helpful information and advice and the degree to which they feel as though they are involved in discussions about the services provided to the person they look after. Two of these questions are included in the ASCOF outcomes measures:

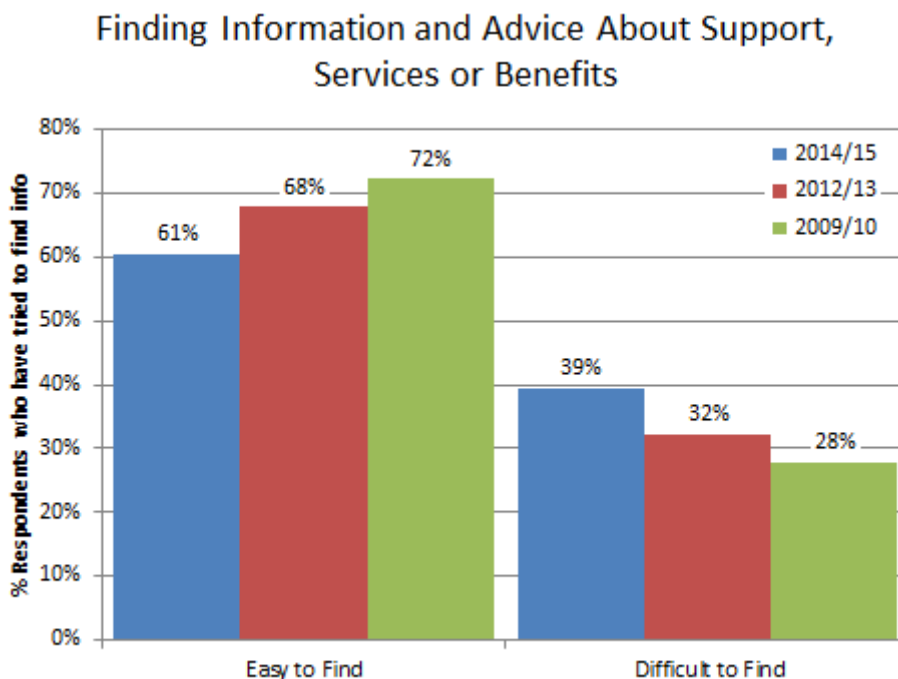
- Carers have found it easy or difficult to find information and advice about support, services or benefits (**ASCOF measure 3D**);
- Carers found this information or advice helpful;
- Carers feel they have been involved or consulted as much as they wanted to be, in discussions about the support or services provided to the person they care for (**ASCOF measure 3C**).

4.1. How easy have carers found it to find information about support services or benefits

61% of respondents in Solihull who have tried to find information about support services or benefits in the last 12 months said that they found it easy to find (15% very easy and 45% fairly easy) compared with 39% who found it difficult to find (26% fairly difficult, 14% very difficult).

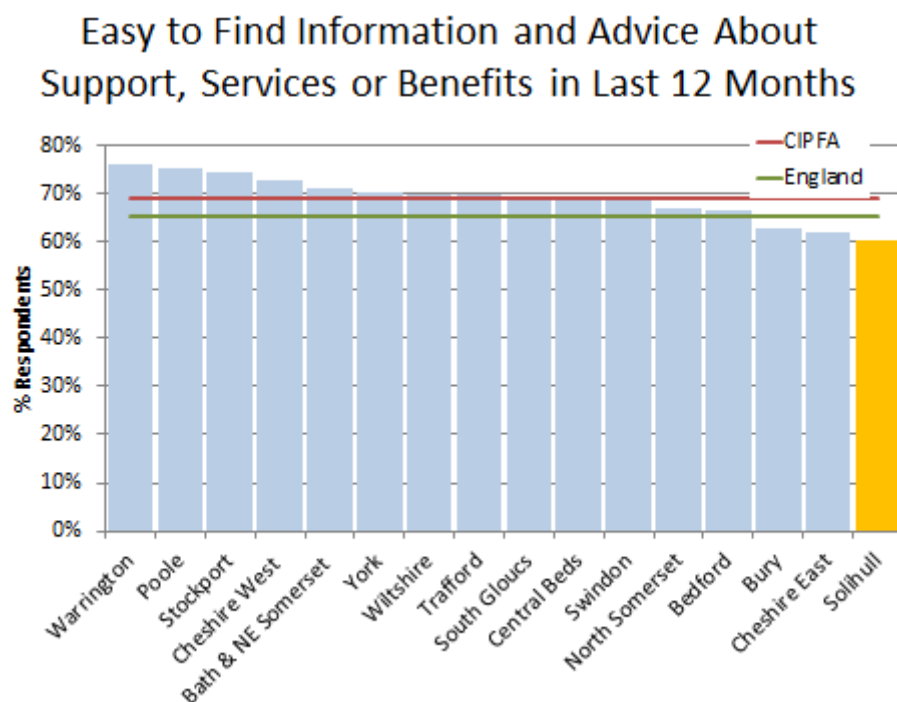
	Count	% of those who have tried to find information		
		2014/15	2012/13	2009/10
Very easy to find	63	15%	16%	23%
Fairly easy to find	187	45%	52%	49%
Fairly difficult to find	106	26%	23%	22%
Very difficult to find	57	14%	9%	6%
Source: Carers Survey 2014/15, 2012/13 and 2009/10				

The proportion of carers who say that it has is easy to find information has fallen in each of the last two surveys and is considerably lower than that recorded in 2009/10 (61% compared to 72%).



The proportion of respondents who say information has been easy to find over the last 12 months in Solihull (61%) is below the England average (65%) and in the bottom quartile for all Local Authorities in England (ranked 120 out of 151 LAs).

Solihull is also ranked last among the CIPFA group of comparable Local Authorities (average 69% found information easy to find).



4.2. How useful have carers found this information

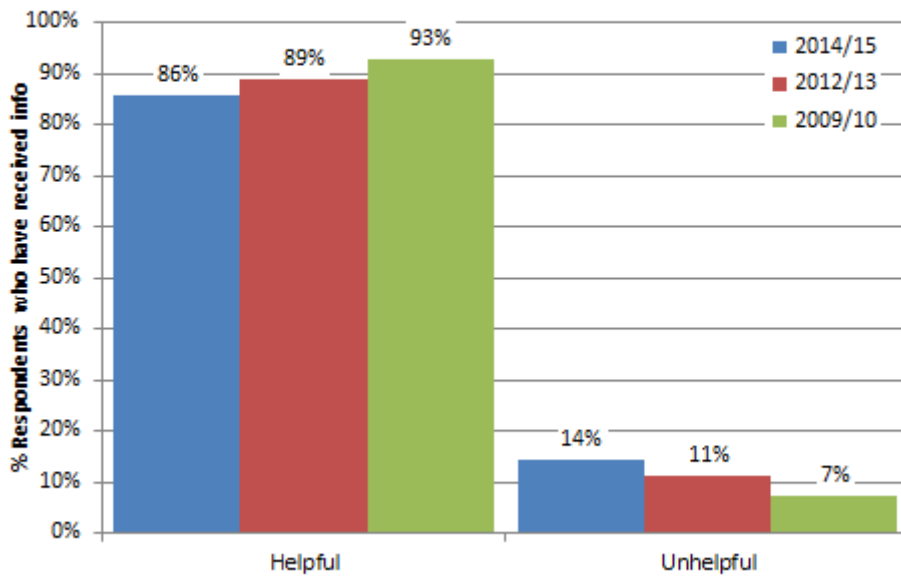
86% of respondents in Solihull who have received advice or information in the last 12 months said that they found it helpful (31% very helpful and 55% fairly helpful) compared with 14% who found it unhelpful (10% fairly unhelpful, 4% very unhelpful).

	Count	% of those who have received information		
		2014/15	2012/13	2009/10
Very helpful	126	31%	29%	43%
Quite helpful	223	55%	60%	49%
Quite unhelpful	42	10%	10%	6%
Very unhelpful	16	4%	2%	2%

Source: Carers Survey 2014/15, 2012/13 and 2009/10

The proportion who have found the information they have received helpful is only marginally lower than in 2012/13 (86% compared to 89%), but is significantly lower than in 2009/10 (93%).

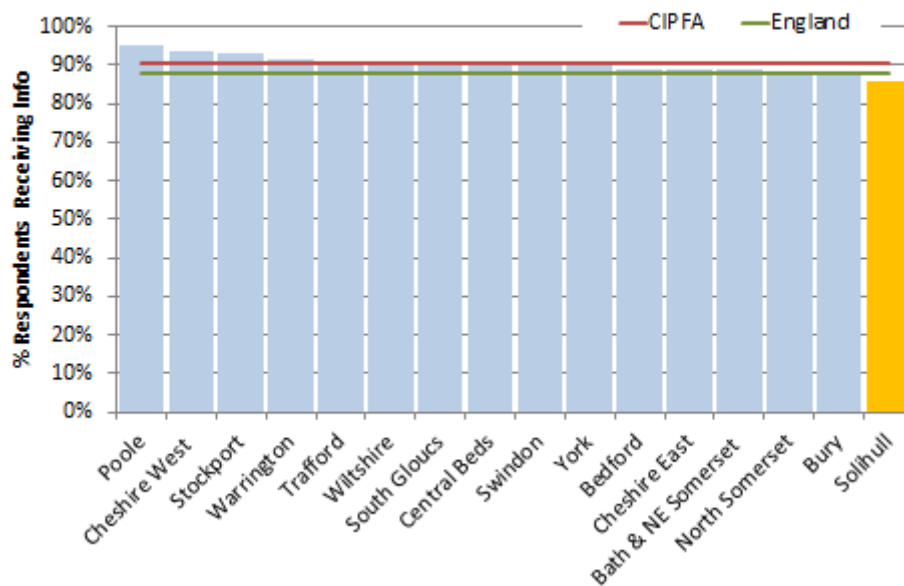
Extent to Which Information and Advice About Support, Services or Benefits Has Been Helpful



The proportion of respondents who say the information they have received over the last 12 months has been helpful in Solihull (86%) is slightly below the England average (88%) and in the bottom quartile for all Local Authorities in England (ranked 119 out of 151 LAs).

Solihull is also ranked last among the CIPFA group of comparable Local Authorities (average 90% found information helpful).

Information and Advice About Support, Services or Benefits Received in Last 12 Months was Helpful

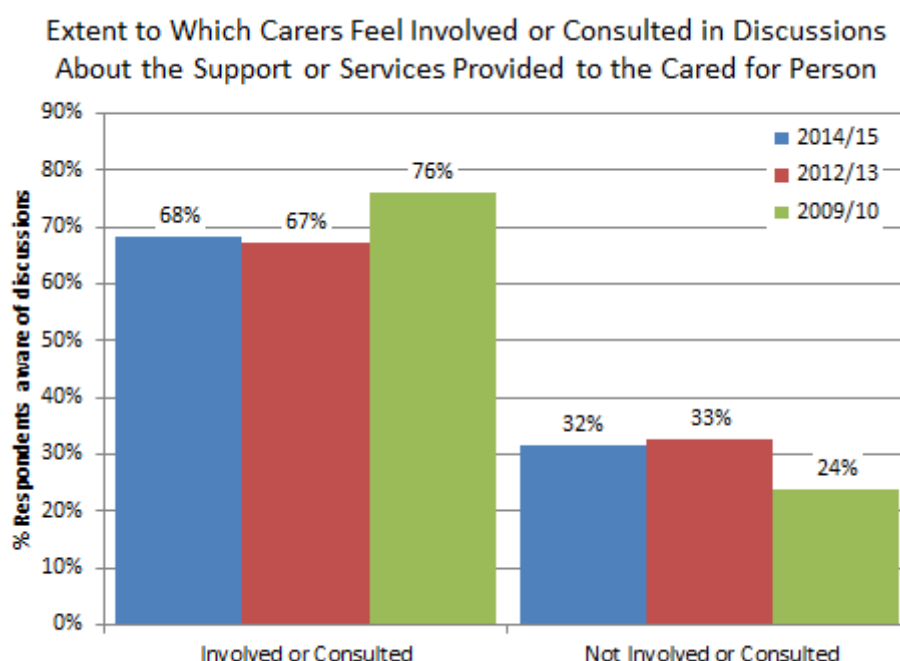


4.3. Do carers feel that they have been involved or consulted in discussions about services provided to the person they care for

68% of respondents in Solihull who are aware that in the last 12 months discussions have taken place about the support or services provided for the person they care for feel that they have been sufficiently involved or consulted (36% always and 32% usually) compared with 32% who have not been consulted enough (24% sometimes, 8% never).

	Count	% of those who are aware about discussions		
		2014/15	2012/13	2009/10
Always felt involved or consulted	153	36%	37%	47%
Usually felt involved or consulted	138	32%	31%	29%
Sometimes felt involved or consulted	101	24%	26%	18%
Never felt involved or consulted	34	8%	7%	6%
Source: Carers Survey 2014/15, 2012/13 and 2009/10				

The results for 2014/15 are broadly in-line with the previous survey in 2012/13, but are less positive than those from 2009/10.



The proportion of respondents who feel that they have been sufficiently involved or consulted over the last 12 months in Solihull (68%) is slightly below the England average (72%) and in the 3rd quartile for all Local Authorities in England (ranked 108 out of 151 LAs).

Solihull is also ranked 2nd last among the CIPFA group of comparable Local Authorities (average 74% felt sufficiently involved or consulted).