

# **Newcastle City Council Carers Survey 2016**

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**Policy and Communications**

# Methodology

# Background

**Third national survey** of carers in England & Wales.

**Why?** A need to find out more about:

- whether or not services received by carers are **helping them** in their caring role and their life outside of caring,
- their **perception** of services provided to themselves and / or the cared-for person.
- Updating the **2012 and 2014** survey data.



# Who's in the survey?



## In

- Carers aged 18+, caring for adults
- Assessed or reviewed by Newcastle Adult Services
- Between 1 June – 30 September 2016

## Not In

- Young carers, and adults caring for children
- Carers not known to Newcastle City Council
- Relatively few carers for people needing social support or sensory support

# How many people?

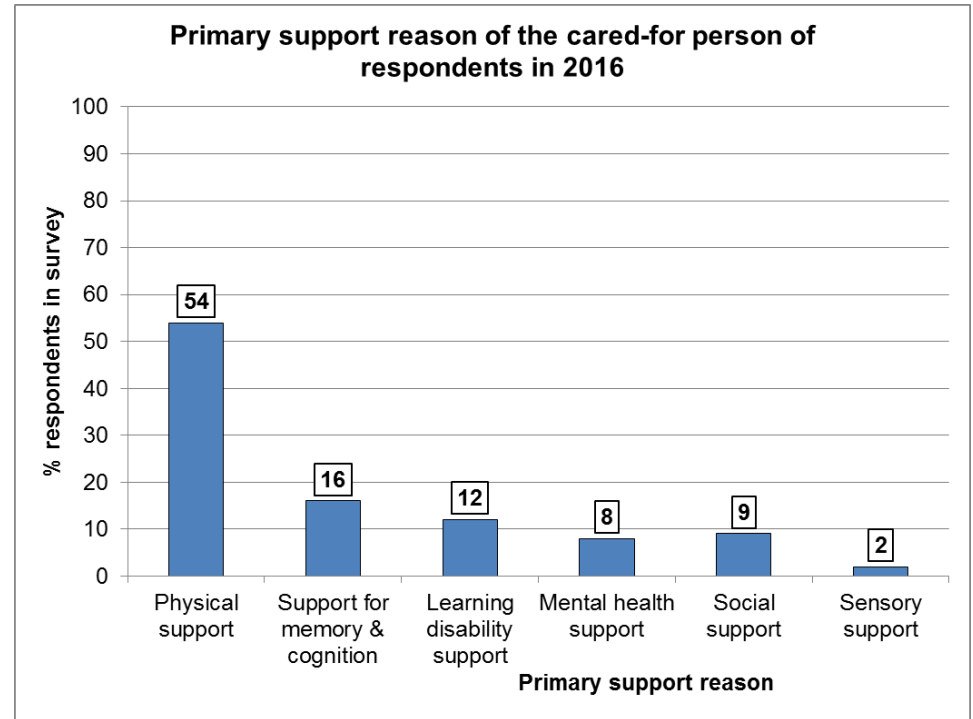
- **2,791** carers assessed or reviewed by Newcastle City Council between 1 June – 30 Sept. 2016
- Sample drawn on **24 September 2016**
- **29 October to 30 November 2016** – questionnaires sent out
- **816** carers, random sample
- **345** returned questionnaires
- **42%** response rate
- Figures accurate to within **+/-4.94** percentage points



# About the carers and the people they care for

# About the cared-for people

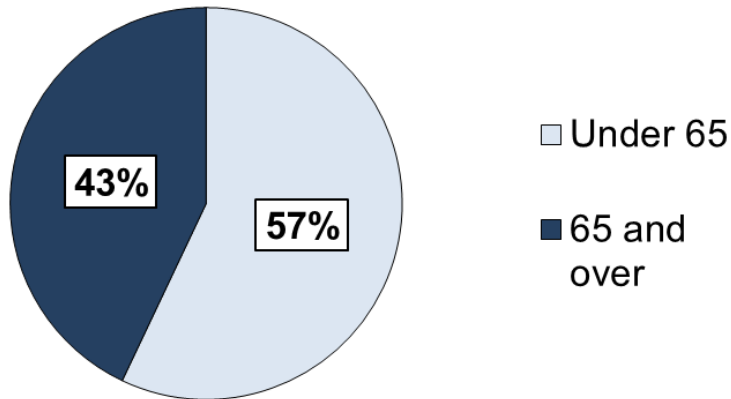
- **64%** aged 75 or over
- **63%** received a direct payment or personal budget
- **62%** had used home equipment or adaptations
- **54%** needing physical support
- **53%** lived in the same household as the carer



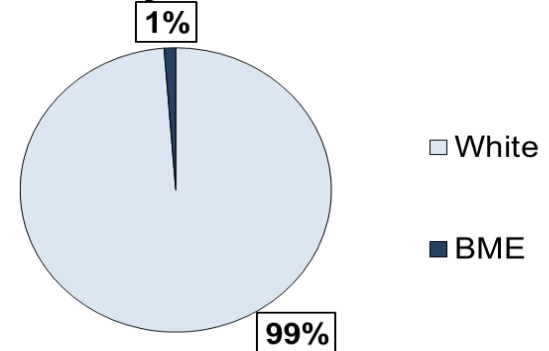
# About the carers in the survey

Majority are White British, female, and aged under 65.

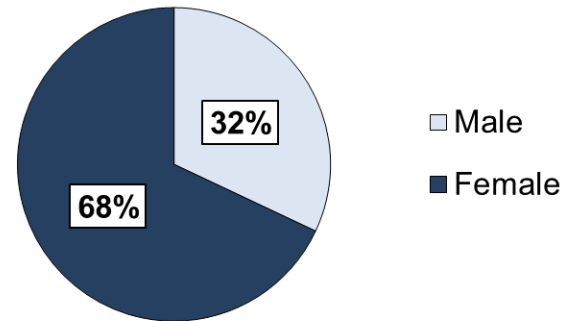
### Age of carers in 2016



### Ethnicity of carers in 2016



### Gender of carers in 2016





# Indicators and changes

# 1D Carer-reported quality of life



**ASCOF 1D** = A measure of carers' quality of life:

- Control over daily life.
- Encouragement and support
- Leisure time
- Personal care
- Safety
- Social contact with others

**2012**  
**8.5 out of 12.0 = 71.0%**  
*Regional average: 8.6*

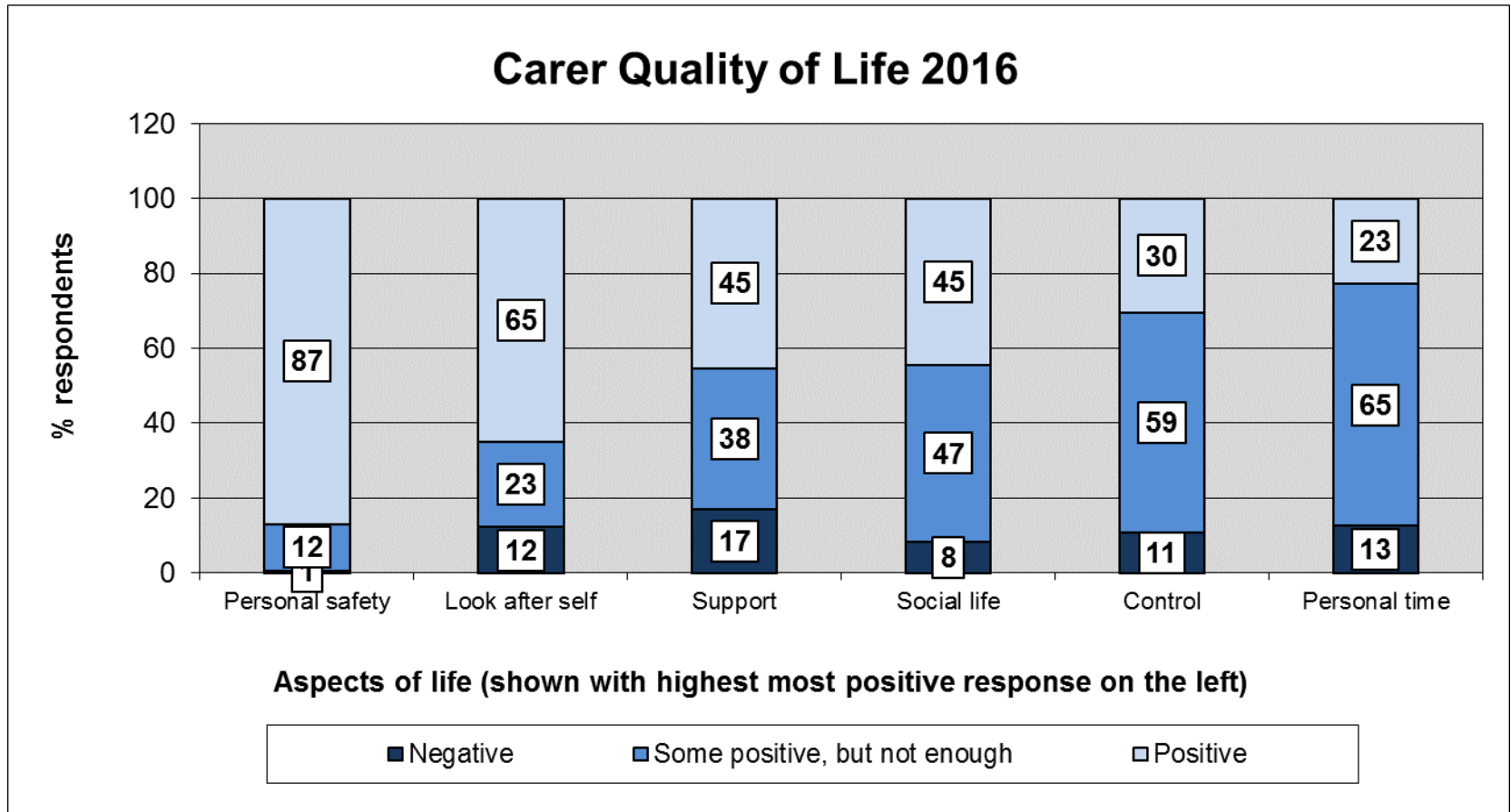
**2014**  
**8.4 out of 12.0 = 70.0%**  
*Regional average: 8.4*

**2016**  
**8.3 out of 12.0 = 69.2%**

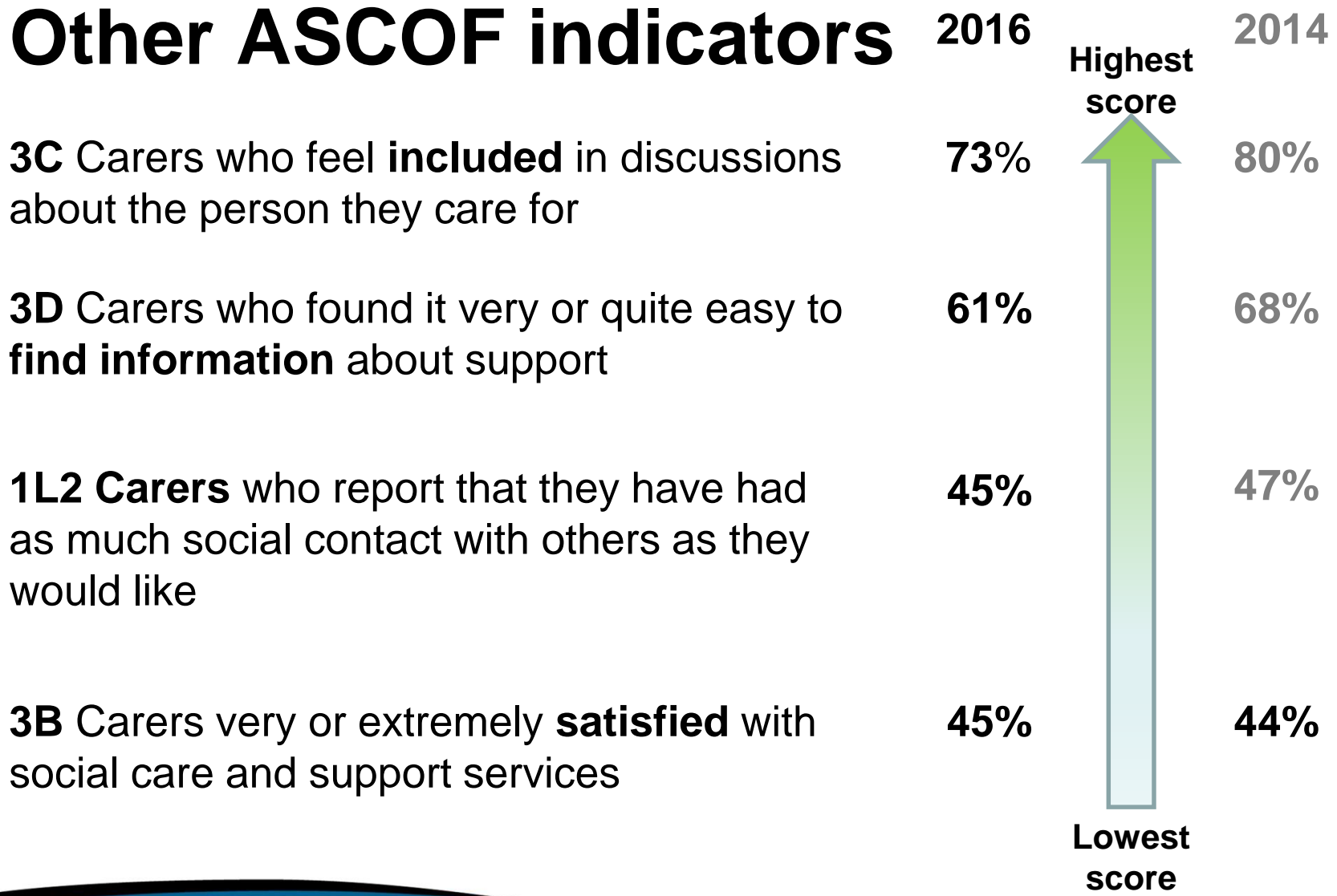
**No significant change since previous survey**

# ASCOF – Quality of Life

Some significant change since 2014



# Other ASCOF indicators



# Carers in survey – information



	<b>2016</b>	<b>2014</b>	<b>2012</b>
Information was helpful	<b>89%</b>	89%	94%
<b>Information was easy to find</b>	<b>62%</b>	<b>68%</b>	<b>68%</b>
<i>Never tried to find information or advice</i>	<b>42%</b>	43%	31%

“Because they all are separate departments, I find it difficult to know who I'm supposed to contact and when about issues or finances. Often I find out about another person I should contact whilst calling about something which I think is unrelated.”

# Other changes since 2014



Perceptions of services	2014	2016
<b>Feeling involved:</b> Decrease in carers who always or usually feel involved in discussions about services for the person they care for	80%	<b>73%</b>
<b>Complaining:</b> Decrease in carers who know how to make a complaint <i>and</i> feel that they can	67%	<b>60%</b>
Quality of life and personal circumstances	2014	2016
<b>Control over daily life:</b> Decrease since 2014 in carers who feel they have as much control over their daily lives as they want to	37%	<b>30%</b>
<b>Spending time:</b> Decrease since 2014 in carers who can spend their time as they want	30%	<b>23%</b>

# About carers' lives

# Carers in survey – supported in paid employment?

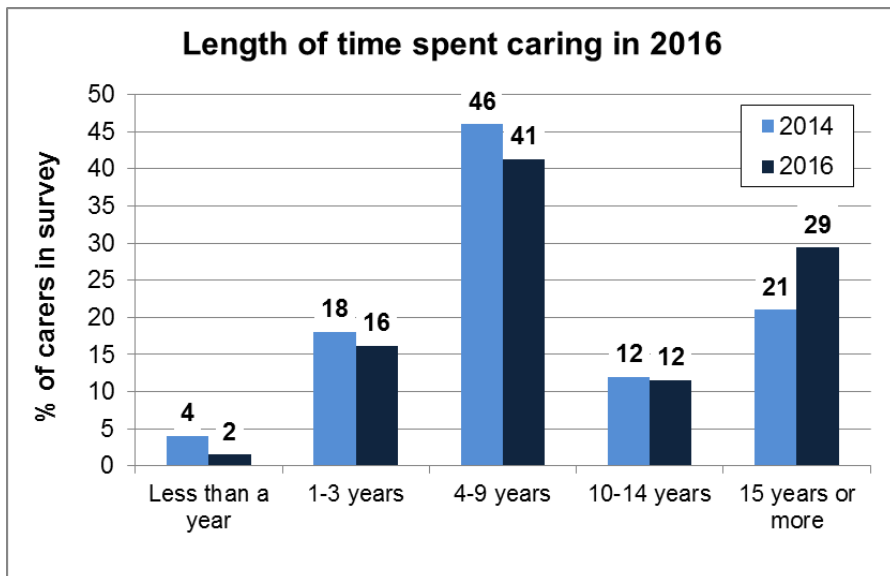
- **52%** not in paid work (retired)
- **33%** in paid work
- **18%** Not in paid work due to caring



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- **54%** of those employed feel supported by their employer
  - **12%** of those employed do *not* feel supported by their employer

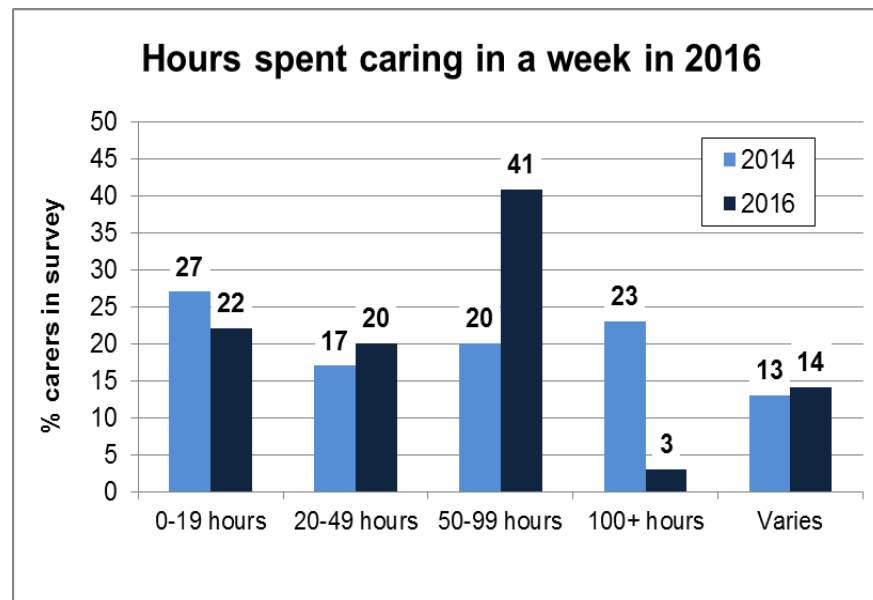


# Carers in Survey – time caring



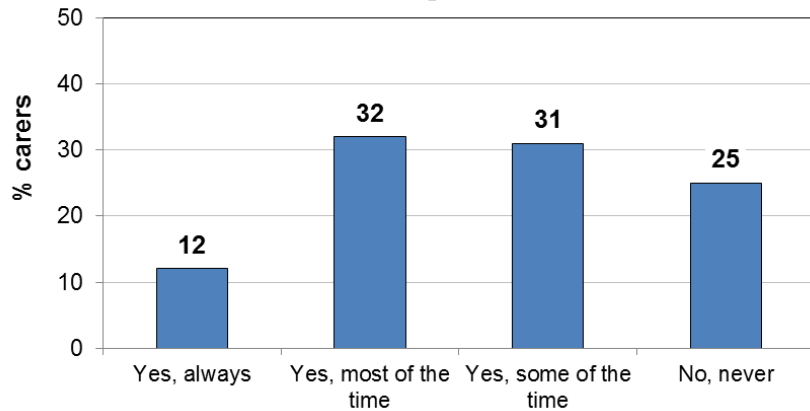
57% of people had been caring for more than one, but less than 10, years (slight change since 2014)

Larger percentage in 2016 caring for 50-99 hours (was 20% in 2014)



# Our questions

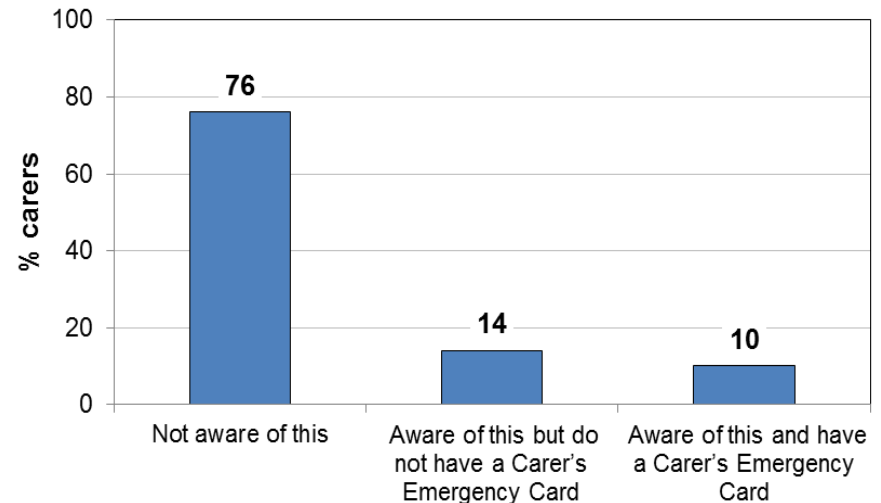
Q18b. Do different public services you come into contact with as a carer work well together, to support & improve your own health & wellbeing in 2016?



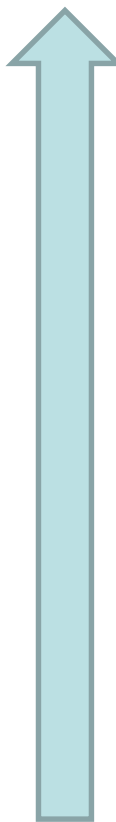
Only **12%** think public services **always work well together** (decrease from 17% in 2014)

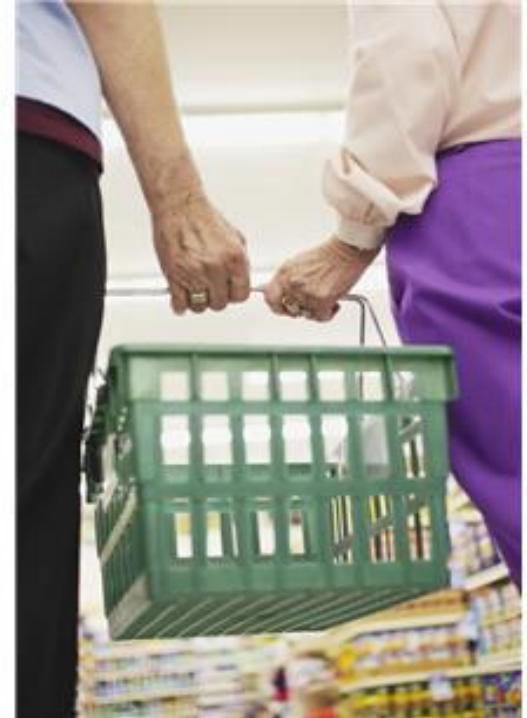
Majority of carers do not know about **Carers Emergency Card Scheme**  
*Lower than in 2014 (70%)*

Q6e Aware of Carers' Emergency Card Scheme? 2016



# Carers in survey – Caring tasks

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- 88%** Helping with finance and paperwork
  - 88%** Keeping someone company
  - 87%** Keeping an eye on someone
  - 87%** Other practical help
  - 87%** Help dealing with care services and benefits

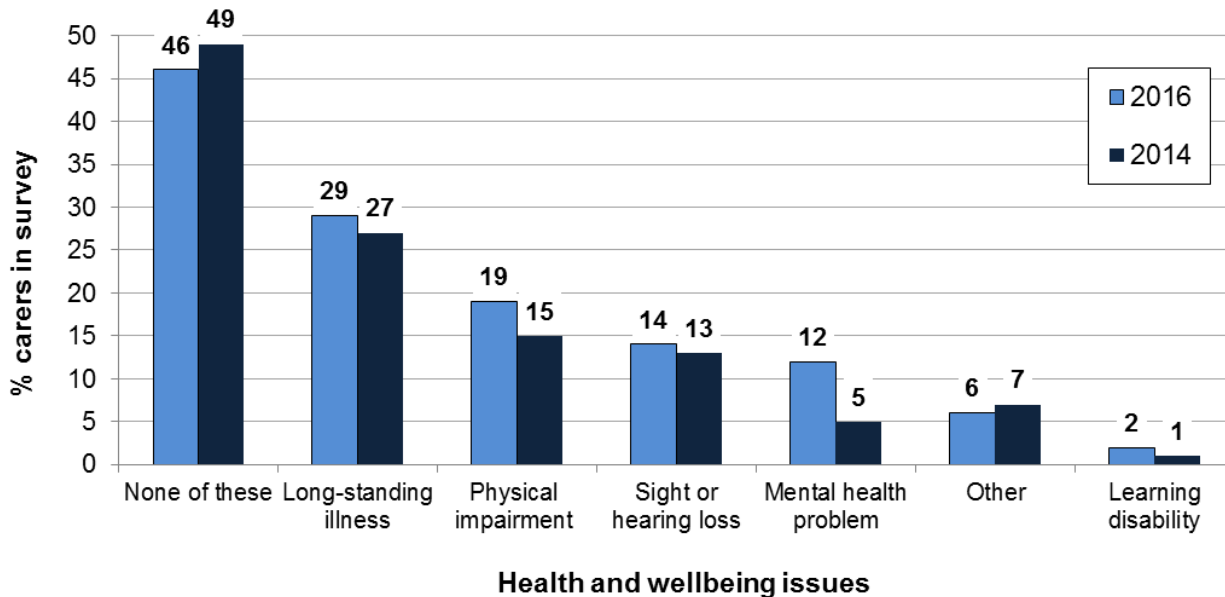


**No sig. changes since 2014**

# Carers in survey – carers' health



Carer health and wellbeing in 2016



Half the carers had health issues, half did not  
*No sig. change since 2014*

# Conclusion

# Action Points

- **Overall satisfaction is 44.8%** - no change from 2014 (44.5%)
- 76% have not heard of **Carers Emergency Card** scheme.
- **Carers do not always:**
  - Spend time as they want to
  - Have control over daily life
  - Have enough social contact with others
- 39% said **finding information** was difficult.
- 25% said public services **never work well together**.
- 21% said they did not always **feel involved** in discussions about the person they care for.



# What next?



- Explore factors contributing to overall satisfaction levels
  - Further analysis of survey data
  - National findings comparison
  - Compare with other sources of data about carers
- Consider how findings can be explored further to help you understand carers' needs and views.
- Remember limits of data; it covers only adult carers known to Newcastle City Council
- Next survey scheduled for 2018

**Any questions?**



# Helping people take part

- Standard format is 14-point font questionnaire
- Large print where needed
- We offer other formats:
  - British Sign Language
  - Telephone interview
  - Interview in person
  - Other languages



# Safety and confidentiality



- The survey is confidential
- Only the researcher knows who has been sent a questionnaire and who replied
- Participants never personally identified in the report

## Safeguarding

- Any responses causing concern for safety or wellbeing are referred to Safeguarding Unit