

# **Newcastle City Council Survey of Adult Carers 2018**

**Informatics and Insights**

# Background

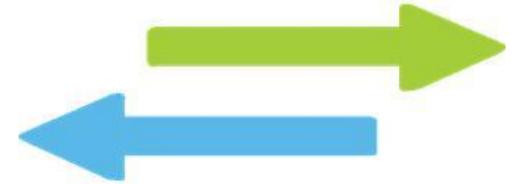
**Fourth national survey** of carers known to adult services in England & Wales.

**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, 2014** and **2016** survey data.



# Who's in the survey?



## In

- Carers aged 18+, caring for adults
- Assessed or reviewed by Newcastle Adult Social Services
- Current between 1 June – 30 September 2018

## 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?

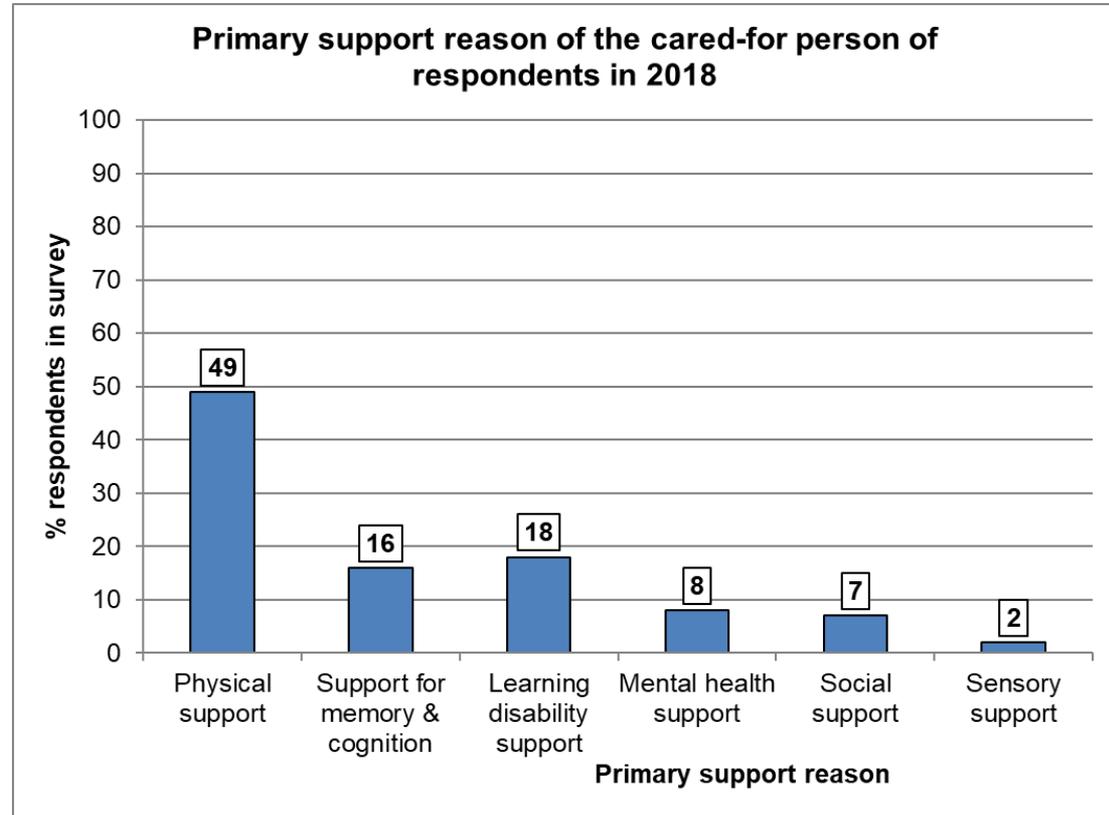
- **2,474** carers assessed or reviewed by Newcastle City Council between 1 June – 30 Sept. 2018
- Sample drawn on **27 September 2018**
- **5 November to 30 November 2018** – questionnaires sent out
- **833** carers, random sample
- **309** returned questionnaires
- **37%** response rate
- Figures accurate to within **+/-5.22** percentage points



# About the carers and the people they care for

# About the cared-for people

- **63%** aged 75 or over
- **60%** had used home equipment or adaptations
- **49%** needing physical support
- **62%** lived in the same household as the carer

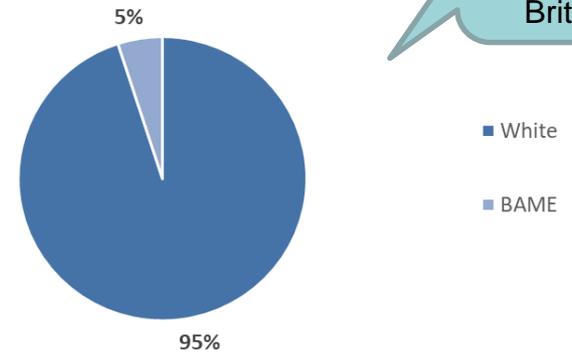


# About the carers in the survey

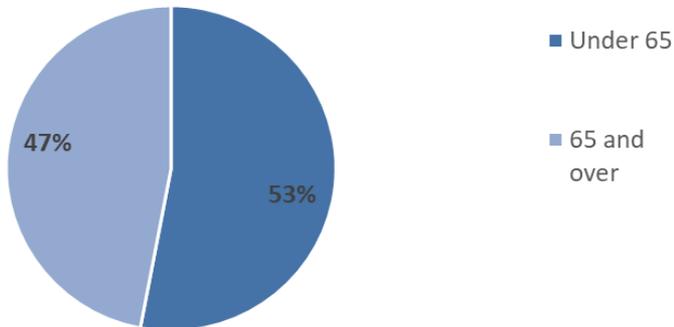
2016  
99% were  
White  
British

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

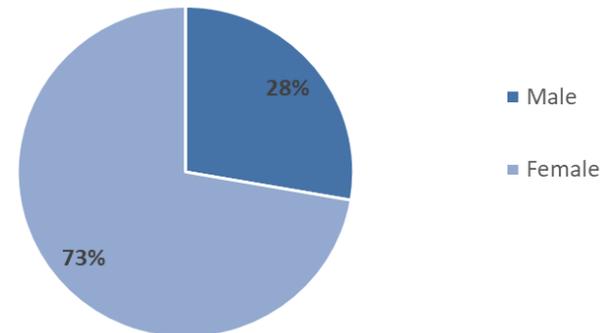
Ethnicity of carers in 2018



Age of carers in 2018



Gender of carers in 2018



# 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

**No significant change since previous survey**

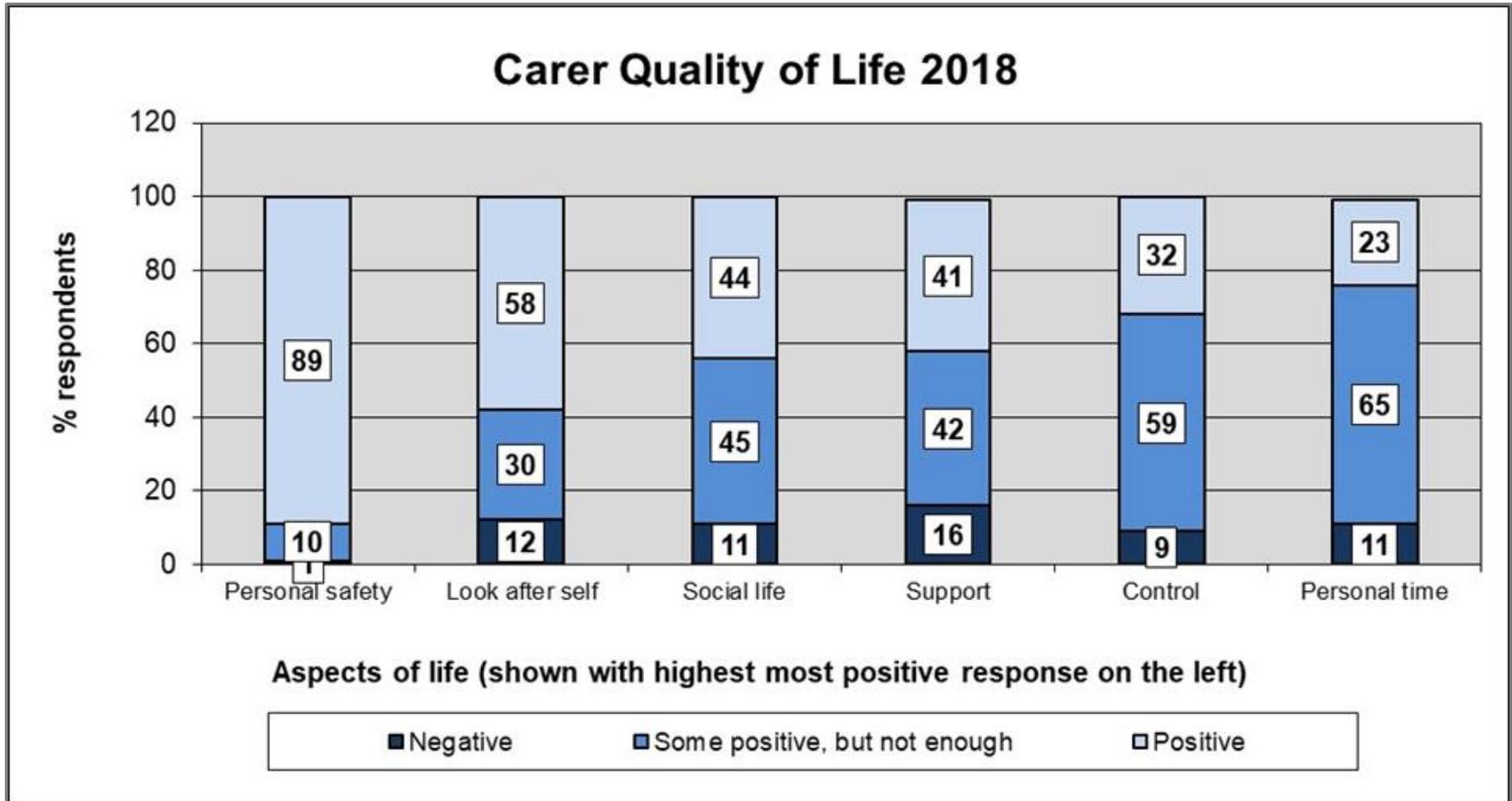
**2012**  
8.5 out of 12.0 = 71.0%  
*Regional average: 8.6*

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

**2016**  
8.3 out of 12.0 = 69.2%  
*Regional average: 8.3*

**2018**  
8.3 out of 12.0 = 69.0%

# ASCOF – Quality of Life



# Other ASCOF indicators

**3C** Carers who feel **included** in discussions about the person they care for

**3D** Carers who found it very or quite easy to **find information** about support

**1L2** Carers who report that they have had as much social contact with others as they would like

**3B** Carers very or extremely **satisfied** with social care and support services

2016

73%

61%

45%

45%

2018

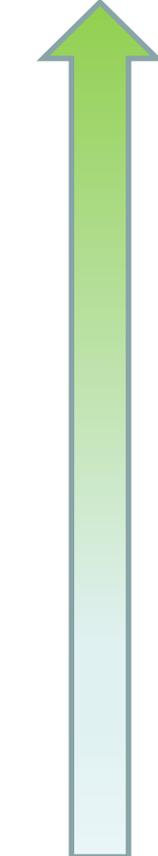
75%

68%

44%

44%

Highest score



Lowest score

# Carers in survey – information



	<b>2018</b>	<b>2016</b>	<b>2014</b>	<b>2012</b>
Information was helpful	<b>92%</b>	89%	89%	94%
Information was easy to find	<b>68%</b>	62%	68%	68%
<i>Never tried to find information or advice</i>	<b>41%</b>	42%	43%	31%

“The information I received was in relation to home care services. How the system operates was covered and what choices are available to us in our current situation was also explained. I am regularly updated about the ongoing issue.”

# Other changes since 2016



Perceptions of services	2014	2016	2018
<b>Feeling involved:</b> Slight increase in carers who always or usually feel involved in discussions about services for the person they care for	80%	73%	<b>74%</b>
<b>Complaining:</b> Increase in carers who know how to make a complaint <i>and</i> feel that they can	67%	60%	<b>67%</b>
Quality of life and personal circumstances	2014	2016	2018
<b>Control over daily life:</b> Increase in carers who feel they have as much control over their daily lives as they want to	37%	30%	<b>32%</b>
<b>Spending time:</b> Same percentage of carers who can spend their time as they want	30%	23%	<b>23%</b>

# About carers' lives

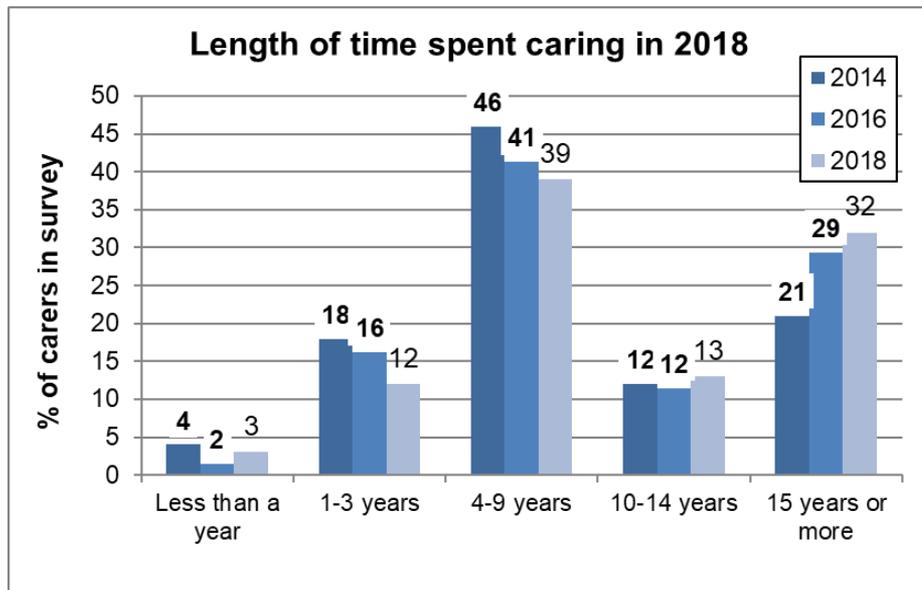
# Carers in survey – supported in paid employment?

- **51%** not in paid work (retired)
- **30%** in paid work
- **19%** not in paid work due to caring



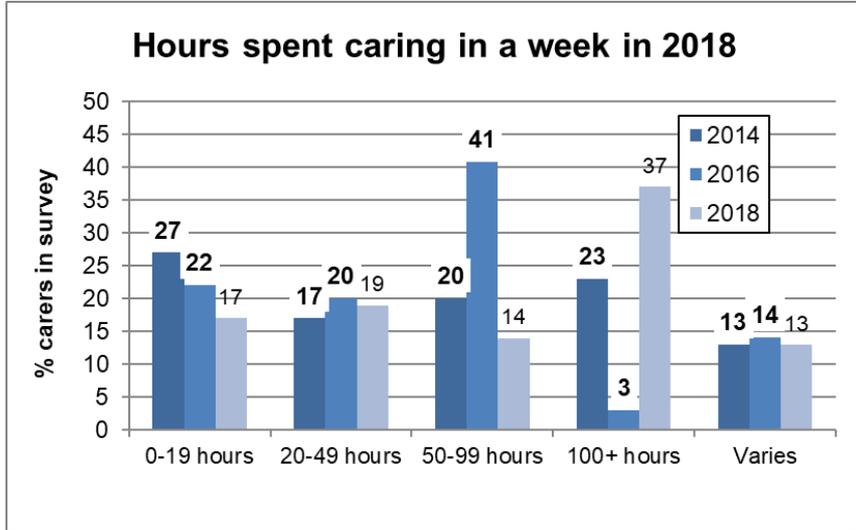
- 
- **45%** of those employed feel supported by their employer
  - **17%** of those employed do *not* feel supported by their employer

# Carers in Survey – time caring



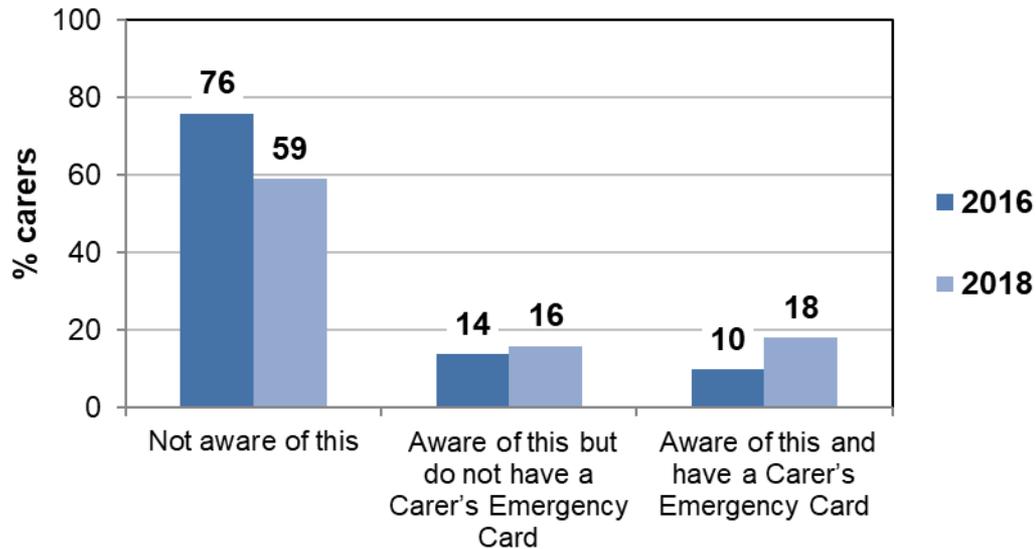
Larger percentage in 2018 caring for 100+ hours (was 3% in 2016 and 23% in 2014)

64% of people had been caring for more than 1 but less than 10 years



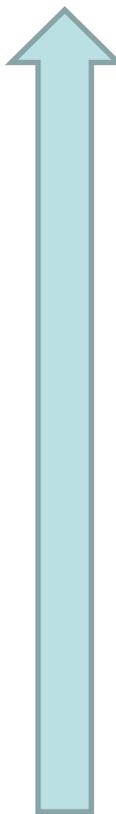
# Our questions

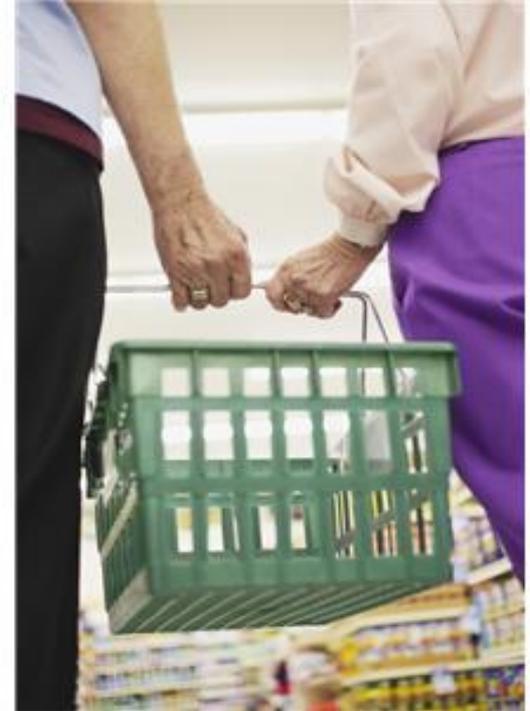
Q6e Aware of Carers' Emergency Card Scheme? 2018



Majority of carers do not know about **Carers Emergency Card Scheme**  
*But there has been an increase in awareness since 2016 by 17%*

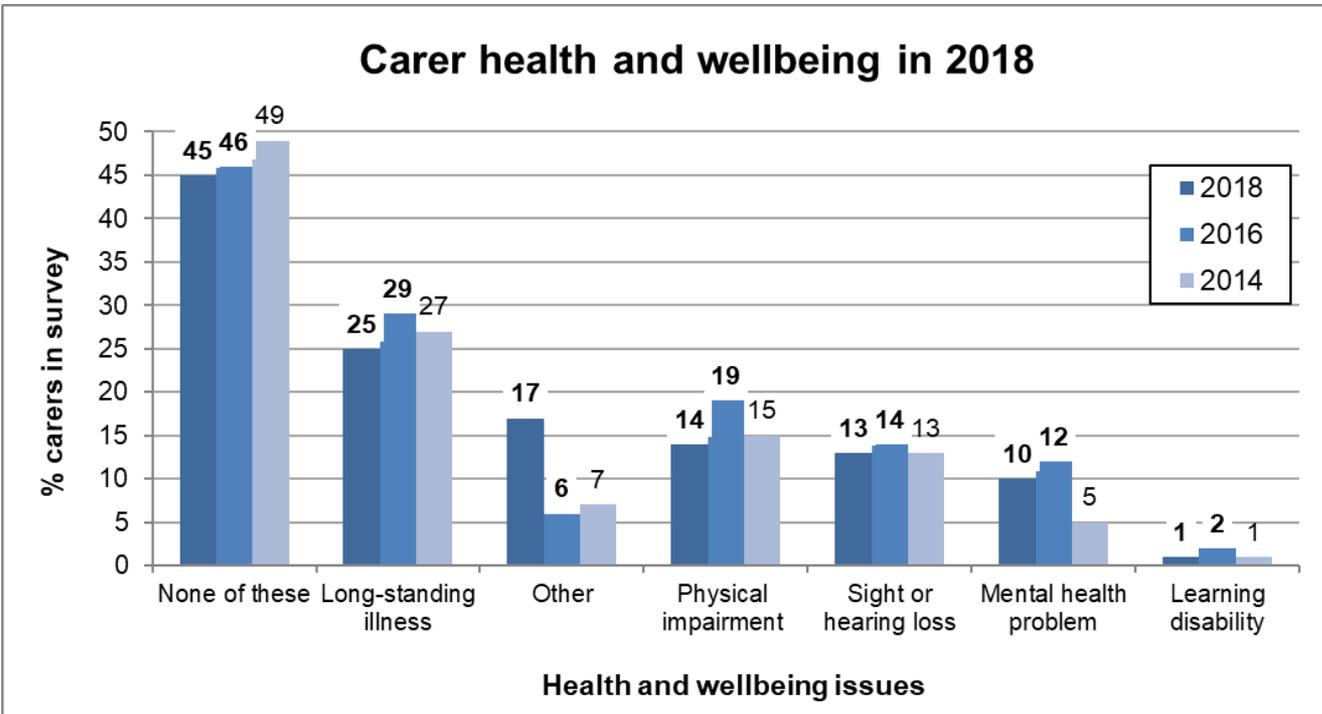
# Carers in survey – Caring tasks

- 
- 91%** Helping with finance and paperwork
  - 81%** Keeping someone company
  - 88%** Keeping an eye on someone
  - 87%** Other practical help
  - 88%** Help dealing with care services and benefits



**No sig. changes since 2016**

# Carers in survey – carers' health



More than half the carers had health issues, 45% did not.

# Conclusion

# Action Points

- **Overall satisfaction is 43.9%** - small change from 2016 (44.8%)
- 59% 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
- 32% said **finding information** was difficult.
- 26% 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 2020

**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 the Safeguarding Unit