

# Adult Carers Survey 2016/17

## Shropshire Council Information Sheet



### Summary

This information sheet provides an insight from carers about whether services received by them are helping them in their caring role and their life outside of caring, and about their perception of services provided to the person they care for.

### Background

The Adult Carers Survey is the third of the current format, and is run by all councils on a biennial basis. It forms part of a programme of national surveys and has been developed and tested by the Personal Social Services Research Unit to identify the extent to which outcomes identified by carers receiving any type of services, are met.

The survey covers carers aged 18 and over, who are looking after a person aged 18 or over. Unlike previous surveys, it now includes carers who have not been assessed or reviewed during the past 12 months. The survey is conducted via a postal questionnaire.

The survey includes 23 questions which inform five outcome measures within the Adult Social Care Outcomes Framework (ASCOF). These are:

- 1D Carer reported quality of life.
- 1I2 The proportion of carers who report they have as much social contact as they would like.
- 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.
- 3D2 The proportion of carers who find it easy to find information and services.

The following results were collected in the latest survey which took place during October and November 2016.

### 1D Carer reported quality of life.

A combination of answers for each respondent, which cover six different areas relating to quality of life, are used to calculate this measure. Those areas cover the carers time spent doing they enjoy, control over their daily life, ability to undertake their own personal care, time spent socialising and how encouraged and supported they feel in their caring role. Shropshire's result for this indicator is 7.8 out of a maximum possible score of 12.0. (The overall England result was 7.7)

I managed to have a week's holiday this year but had a terrible time trying to find respite care in a care home for my husband. When you are classed as a self-funder nobody wants to know.

I am getting more stressed and washed out, ..don't know how much longer I will feel well enough to continue.

A feeling of frustration at losing my life. Both lost our way of life.

I miss all my hobbies, painting oils and waters, pottery and wood turning carpentry, all I have left is gardening.

### 1I2 Proportion of carers who reported that they had as much social contact as they would like

This measure draws on self-reported levels of social contact as an indicator of social isolation. There is a clear link between loneliness and poor mental and physical health. Shropshire's result was 43.4%. The overall England result was 35.5%.

I wish I could have a holiday; the last one I had was 2009. I don't get a day off from my role as a carer. Would be nice to see my family and friends.

...a carer came to sit with mum for me to attend appointments or go shopping. This has now ceased. I miss this very much..

I enjoy attending the functions provided by the RCC.

### 3B Overall satisfaction of carers with social services

This measure is directly linked to a positive experience of care and support. Reported satisfaction with services is considered a good predictor of the overall experience of services and quality. Shropshire's result was 43.1% (the overall England result was 39.0%).

We...find it hard to run the direct payment system employing carers etc. The result is great because we get better care than an agency would provide but the admin can be stressful. We seem to get no support from the Council and do not know where to go for help.

We have a wonderful team of carers who make life so much easier for my husband and myself.

This is the first time I have been contacted by adult social care since 2009/10. I think contact made on a yearly basis would be nice just to see if there is any way you could help or give support

### 3C The proportion of carers who report that they have been included in discussion about the person they care for.

Carers should be respected as equal partners in service design for those for whom they care – this improves outcomes for both the cared for person and the carer, reducing the chance of breakdown in care. Shropshire's result for this measure was 74.4% (the overall England result was 70.6%).

### 3D2 The proportion of carers who find it easy to access information about services.

Information and advice is a core universal service, and a key factor in early intervention and reducing dependency. Improved access to good quality information benefits carers and the people they care for by helping them to have greater choice and control over their lives. Shropshire's result was 59.5% (the overall England result was 64.2%).

I had no idea that any help or support was available. But somebody out there must know I'm a carer or I wouldn't have been sent this form.

I am not sure which agency or telephone number to ring in order to get the support or advice that I need

Without the internet it is difficult. All leaflets etc. are in centres, libraries etc. which many carers I think never visit. With me I spent most of my days at home with my husband.

### Key Findings

- Reported quality of life scores 7.8 out of 12.
- 43.4% of carers say they have as much social contact as they would like
- 43.1% of carers say they are satisfied with the services and support they receive
- 74.4% of carers say they have been included in discussion about the person they care for.
- 59.5% of carers say they have found it easy to access information about services.
- Carers told us they wanted information to be easier to find; their own needs to be assessed; on-going support; time out from caring; financial help and more certainty over their future.

### How do I find out more?

To find out more about the social care surveys check out the national website at <http://content.digital.nhs.uk/socialcare/usersurveys>. For more information about Shropshire's results please use the contact details below.

### Contact Us

For more information please contact Shropshire Council's Commissioning Support Unit.

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