

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?

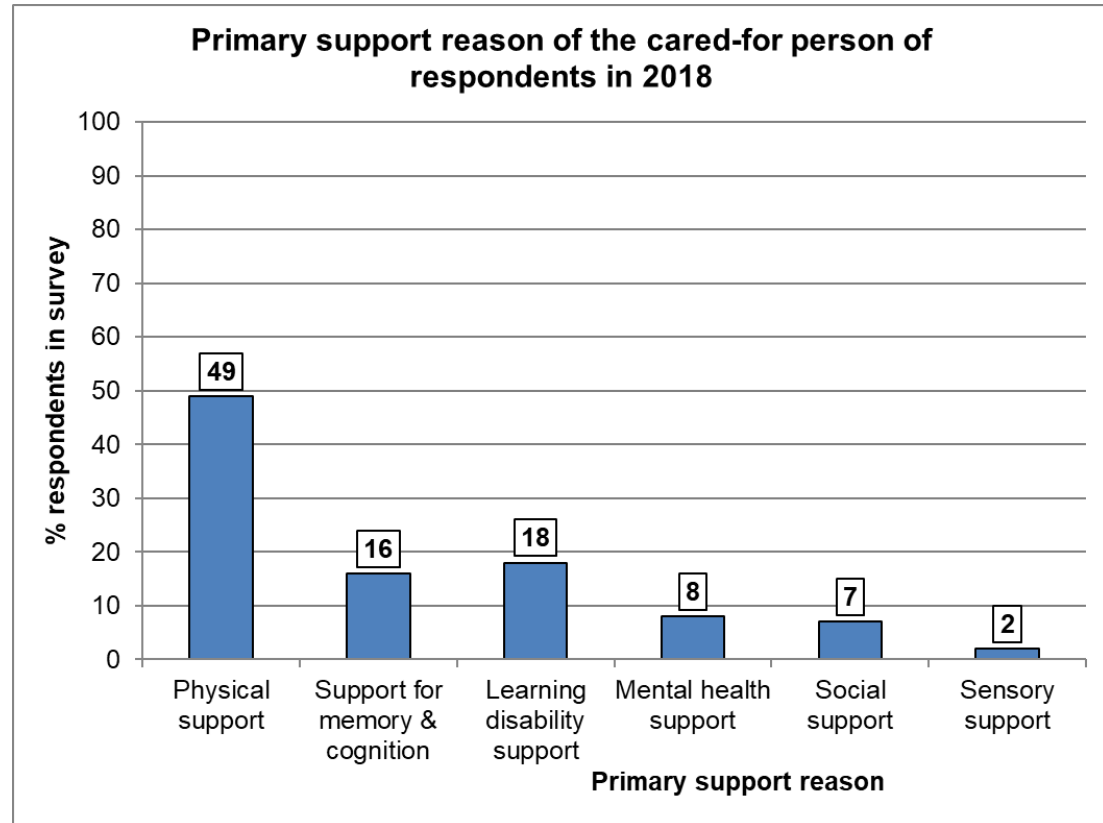
- **2,474** carers assessed or reviewed by Newcastle City Council between 1 June – 30 Sept. 2018
- Sample drawn on **27 September 2018**
- **5 November to 30 November 2018** – questionnaires sent out
- **833** carers, random sample
- **309** returned questionnaires
- **37%** response rate
- Figures accurate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

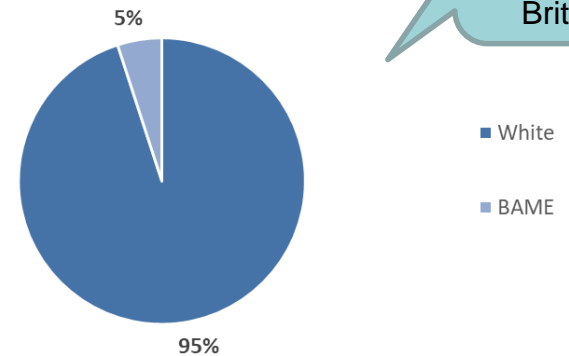


About the carers in the survey

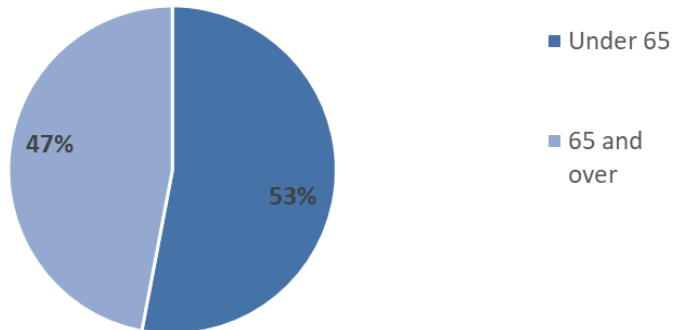
2016
99% were
White
British

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

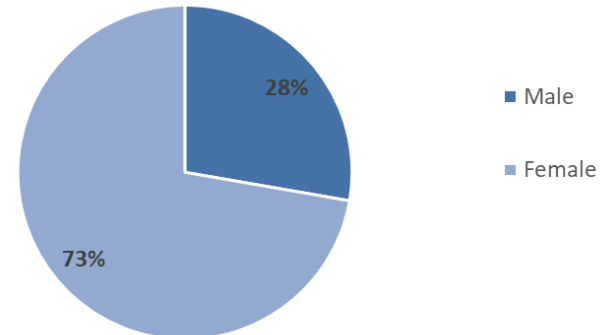
Ethnicity of carers in 2018



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

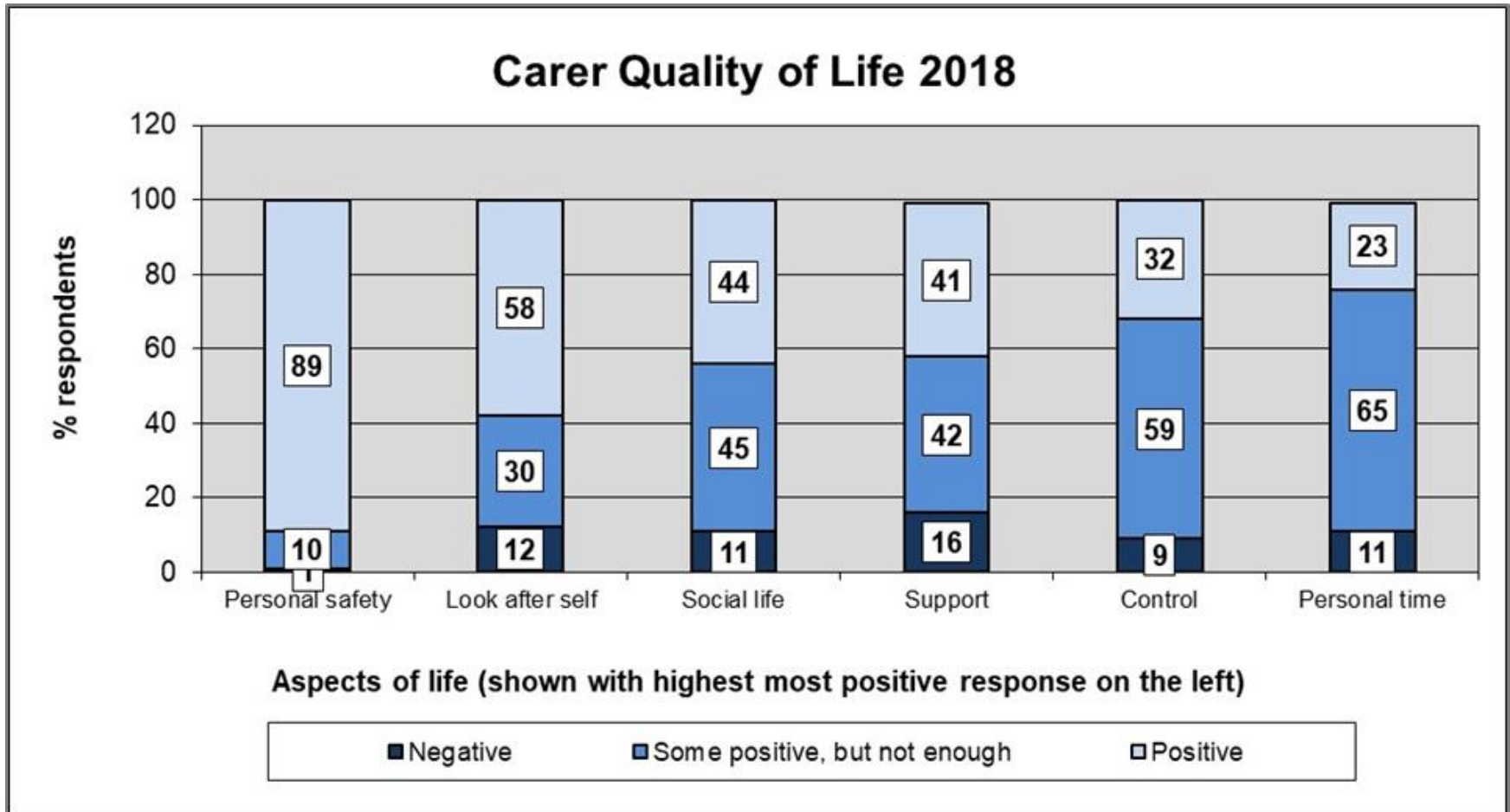
2012
8.5 out of 12.0 = 71.0%
Regional average: 8.6

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

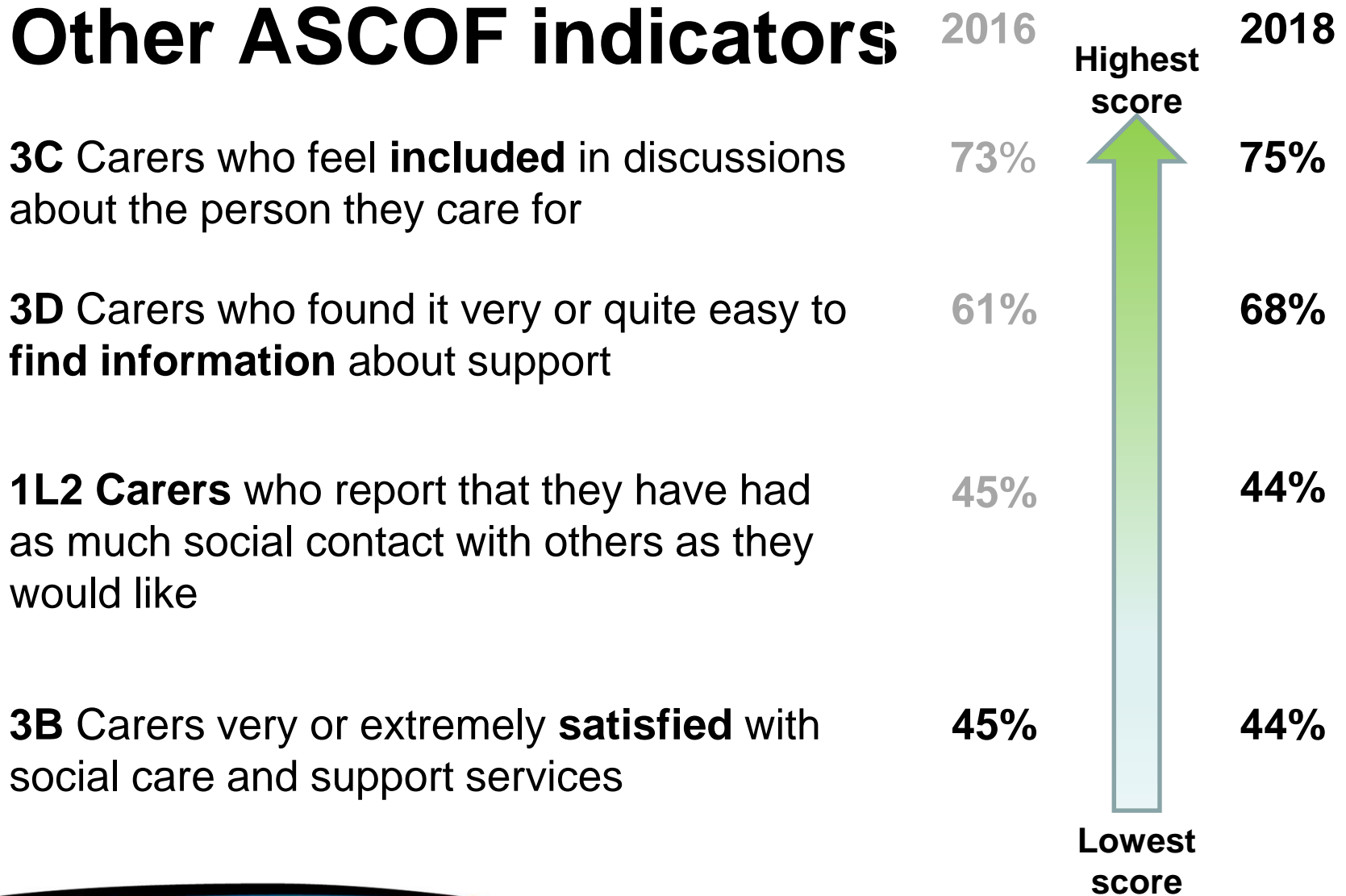
2016
8.3 out of 12.0 = 69.2%
Regional average: 8.3

2018
8.3 out of 12.0 = 69.0%

ASCOF – Quality of Life



Other ASCOF indicators



Carers in survey – information



| | 2018 | 2016 | 2014 | 2012 |
|--|-------------|-------------|-------------|-------------|
| Information was helpful | 92% | 89% | 89% | 94% |
| Information was easy to find | 68% | 62% | 68% | 68% |
| <i>Never tried to find information or advice</i> | 41% | 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 |
|---|------|------|------------|
| Feeling involved: Slight increase in carers who always or usually feel involved in discussions about services for the person they care for | 80% | 73% | 74% |
| Complaining: Increase in carers who know how to make a complaint <i>and</i> feel that they can | 67% | 60% | 67% |
| Quality of life and personal circumstances | 2014 | 2016 | 2018 |
| Control over daily life: Increase in carers who feel they have as much control over their daily lives as they want to | 37% | 30% | 32% |
| Spending time: Same percentage of carers who can spend their time as they want | 30% | 23% | 23% |

About carers' lives

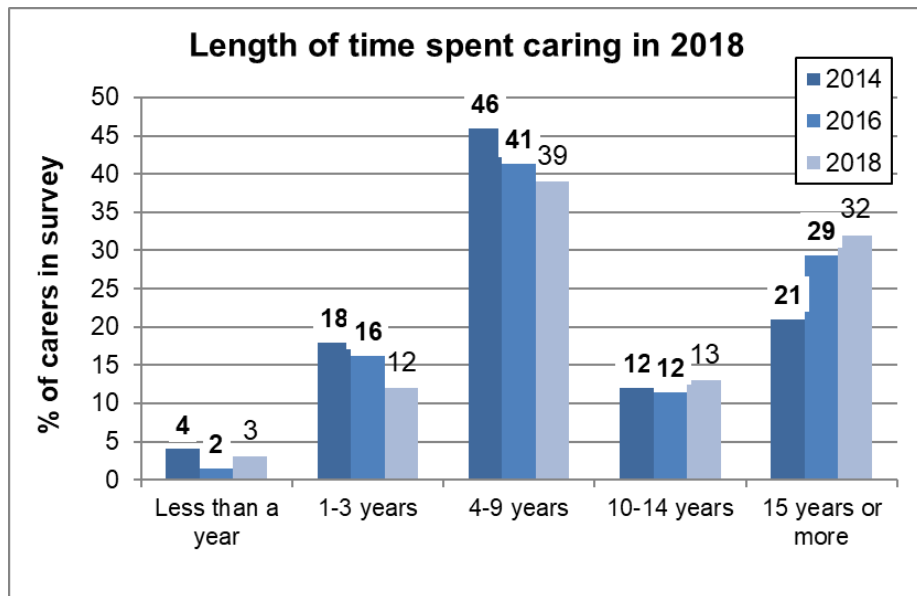
Carers in survey – supported in paid employment?

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



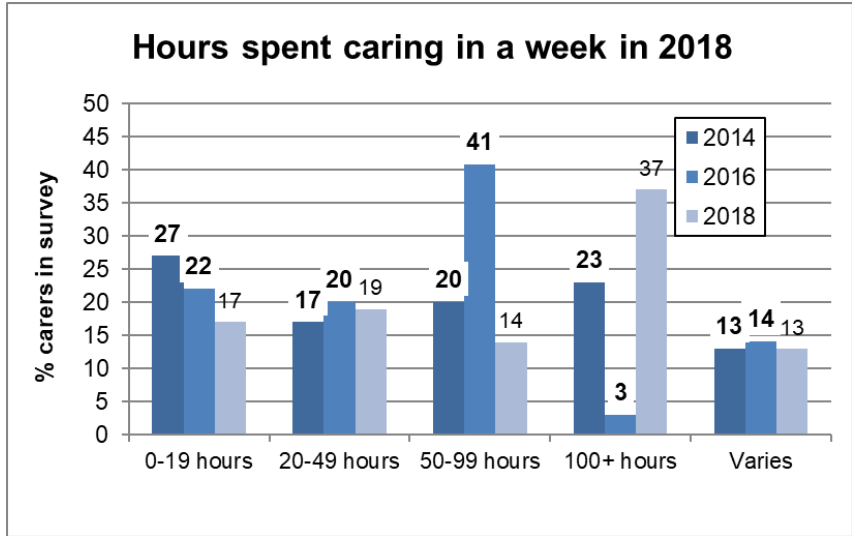
-
- **45%** of those employed feel supported by their employer
 - **17%** of those employed do *not* feel supported by their employer

Carers in Survey – time caring



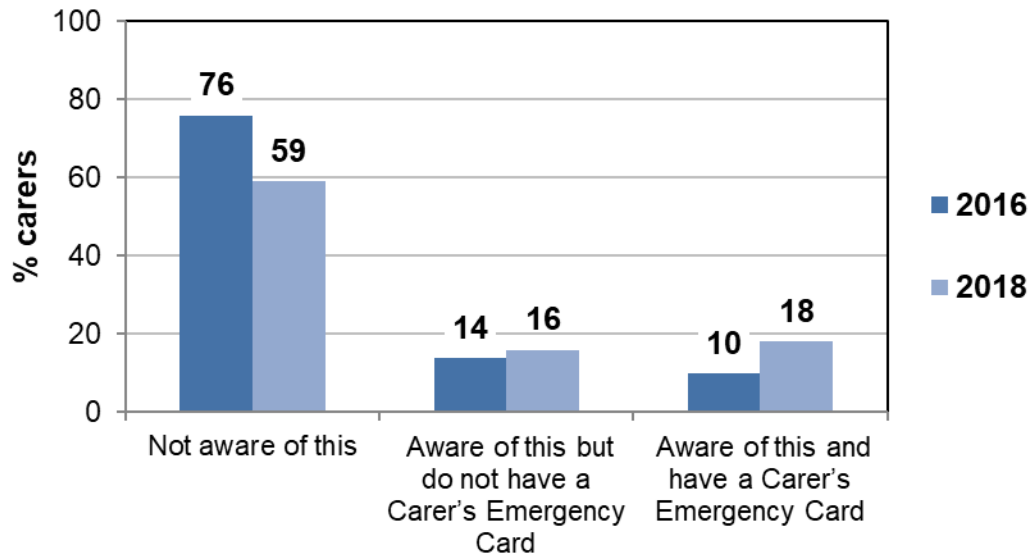
Larger percentage in 2018 caring for 100+ hours (was 3% in 2016 and 23% in 2014)

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



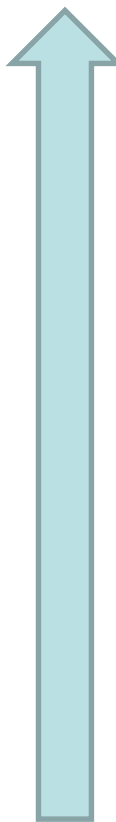
Our questions

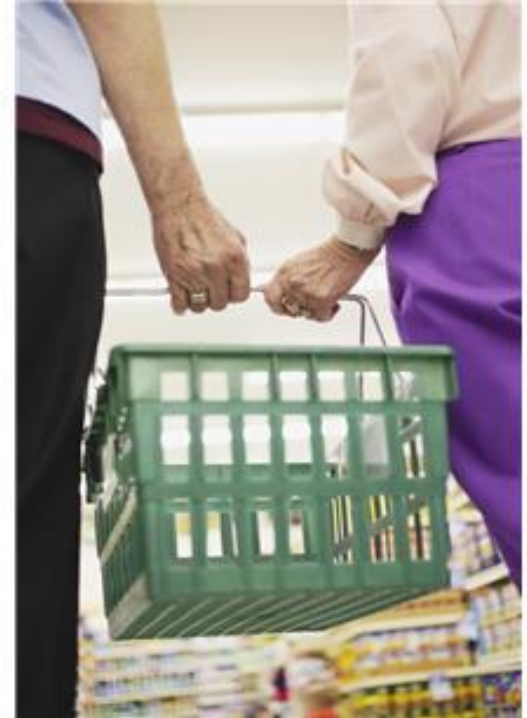
Q6e Aware of Carers' Emergency Card Scheme? 2018



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

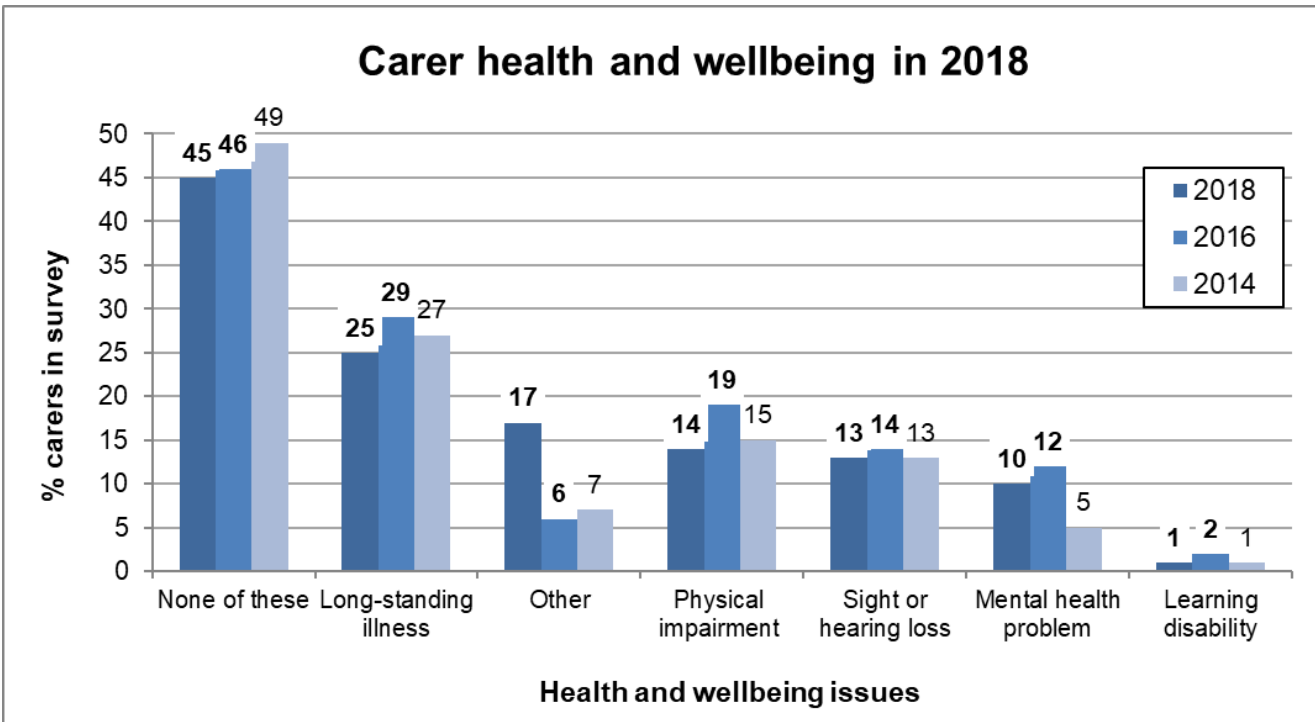
Carers in survey – Caring tasks

- 
- 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