



Adult Social Care Carers Support Services Survey

Survey results July 2021

Background

For the autumn 2020, NHS Digital Annual Carers Survey, councils were advised that it was being postponed until 2021, due to the Covid-19 pandemic. After engaging with our service users, carers, staff and leaders, it was agreed however that it was still important to understand carer's views during this time and that a smaller, more local survey would be administered instead.

The local survey was co-designed with the carers and users focus group and relevant officers, and both a paper and electronic version of the was designed. The questions were similar to previous statutory surveys, however they were asked with a view to finding out directly how services had helped carers over the last year, as opposed to bench marking how people were feeling generally about their quality of life. It has not been possible to compare results from previous statutory carers surveys due to this, as well as the fact that there has not yet been a statutory carers survey for BCP Council. The first one will be administered in autumn 2021.

Methodology

A pre survey letter or email was sent at the end of March 2021 which overall received a positive reaction and a number of respondents requested that the survey was sent to them by email.

Paper questionnaires were sent on the 6th April, to **323** carers aged 18 or over that have been assessed, reviewed or received a service from Adult Social Care on a snap shot date in February 2021.

122 surveys were returned completed giving a response rate of 38%. One reminder letter was issued to chase responses.

An online survey questionnaire link was emailed out on the 6th April, to **619** carers aged 18 or over that have been assessed, reviewed or received a service from Adult Social Care on a snap shot in February 2021.

167 email surveys were returned completed giving a response rate of 27%. One reminder email was issued to chase responses.

This gave an average response rate of **31% (289 responses in total)**

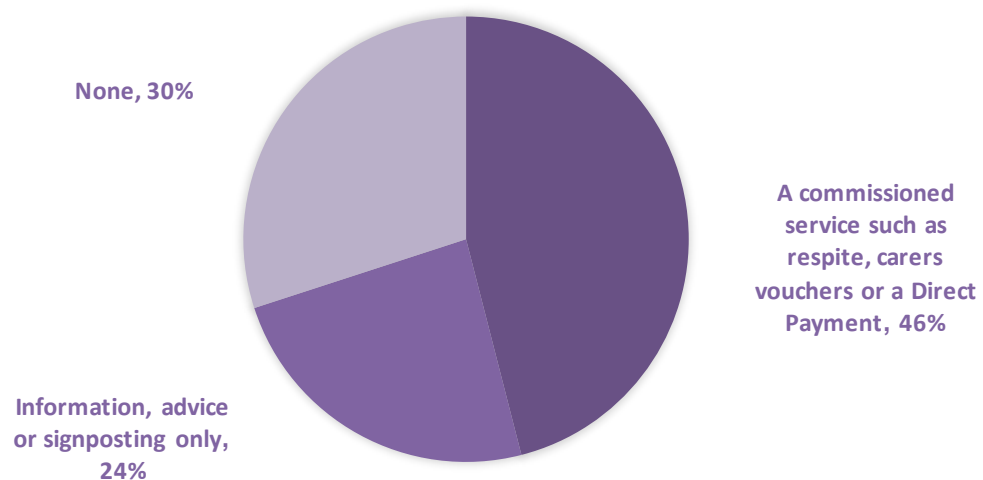
The response rate was lower than previous years for the statutory survey, which was expected given the state of the global Covid-19 pandemic. The email response rate was lower than hoped, however this is the first time a survey of this nature has been conducted on line for BCP Council Adult Social Care. Learning from the project shows that a flurry of responses came after the initial email and reminder email and we may wish to explore the idea of further reminders next time this activity is repeated.

Any survey returned that contained a concerning response was followed up by the Quality Assurance Team.

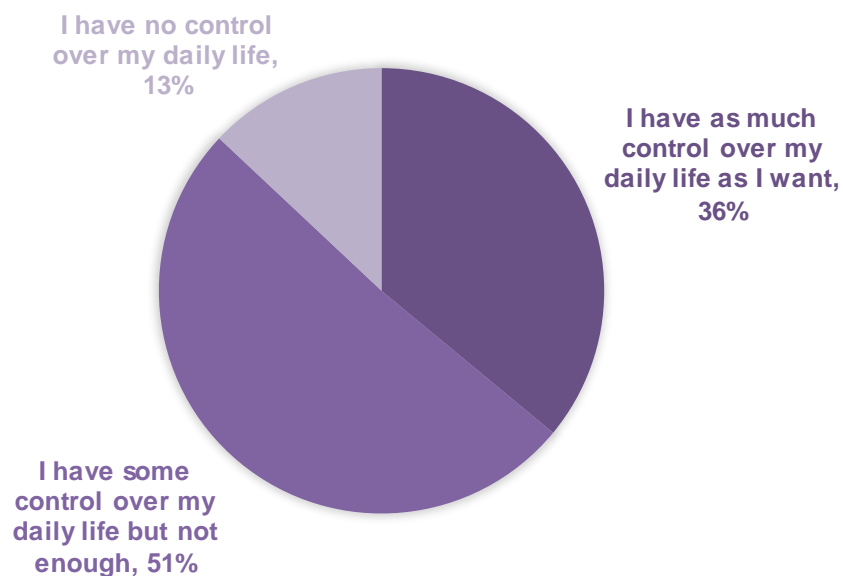
A full list of the demographics for carers responding to the survey can be found at [Appendix A](#).

Results and Key Findings

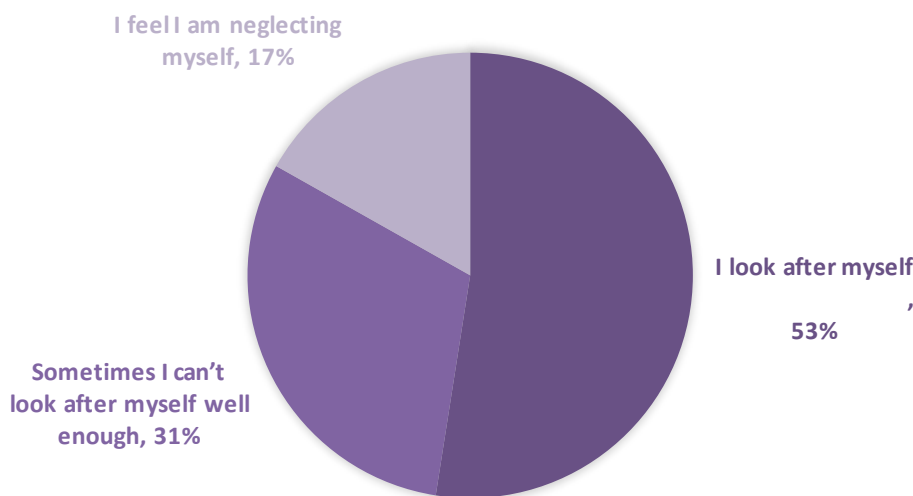
1. Which carers service have you received from Adult Social Care since March 2020?



2. Which of the following statements best describes how much control you have over your daily life?



3. Thinking about how much time you have to look after yourself – in terms of having time to yourself, getting enough sleep or eating well – which statement best describes your present situation?



178 comments were received around this question. Key themes included –

- Carers not having time for themselves; to look after their appearance, have a break, delays in finding support for their own health
- The time they spend caring; too anxious to leave their cared for person alone, taking on all the responsibility themselves, financial concerns
- Some carers said they had no checks or phone calls during the pandemic and struggles with Day Centres being closed
- Some carers reported being physically and mentally exhausted
- Some carers said they did not know what help was out there

4. Thinking about your personal safety, which of the statements best describes your present situation?

82% of carers said they had no worries about their personal safety and 18% said they had some worries.

2 people (1%) said they were extremely worried about their safety and this was followed up by the team.

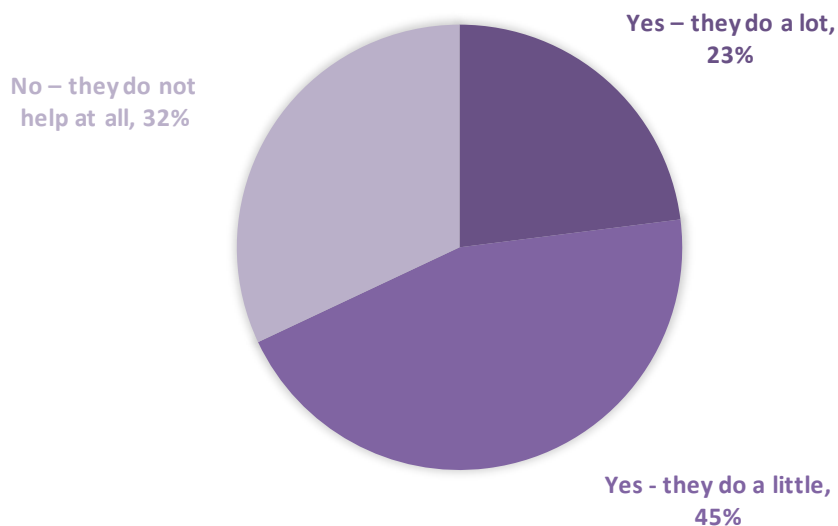
Comments from carers included that they felt –

- Unsafe when going out or in the community
- Worried about the safety of their cared for person if they left them alone
- Had felt unsafe due to the behaviour sometimes exhibited by their cared for person

5. Do care and support services help you to feel safer?

133 carers said that this was not applicable as they already felt safe enough.

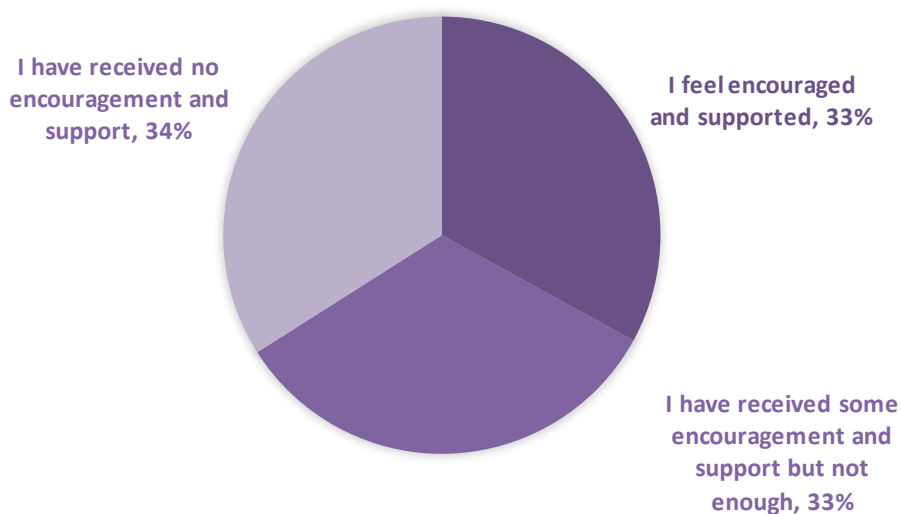
Of the remaining carers, they said -



Comments left by carers included –

- Family and friends help them feel safe.
- That they felt safer as carers came in each day
- That support was there and some had received advice on dealing with situations
- Other reported that the lack of a break and respite was having a consequence

6. Thinking about encouragement and support in your caring role, which of the following statements best describes how you feel supported and encouraged by staff in Adult Social Care?



162 comments were received and main themes were –

- Positive comments about services received such as vouchers, information and advice, CRISP, Occupational Therapy and social work support.
- Other comments were left around lack of contact from services, preferring a more personal approach and needing more respite and someone to talk to.

These comments and results will feed into the Carers Strategy Review and progress will be reported on as part of the quarterly Quality Assurance Framework process.

7. In the past year, did you know where to find information and advice about Adult Social Care services from BCP Council?

184 carers said that they had tried to find information and advice. **73%** said they knew where to find it and it was very easy or fairly easy to find.

27% said they did not know where to find it and it was fairly or very difficult to find.

8. Do you know about 'My Life My Care'?

113 carers said they knew about My life my care, **20%** said they had used it and **80%** said they had not.

9. Have you told your GP practice that you are a carer?

The majority of carers, **90%**, had told their GP that they were a carer and a further **7%** said that they intended to tell them. **3%** said that they did not wish to share that information with their GP.

10. How satisfied are you with the support to you as a carer from your GP practice?

43% of carers were satisfied or very satisfied with the support they received.

35% were neither satisfied nor dissatisfied and **22%** were dissatisfied or very dissatisfied with the support.

11. Please use the space below to describe any other experiences you would like to tell us about or write any other comments you would like to make.

A number of comments were left around carer's experience of the Covid-19 pandemic, including;

- They felt there was mixed messages about whether travel to provide care was permitted.
- Person they care for not being able to have paid carers due to being in a vulnerable group or shielding, which put more pressure on the unpaid carer.

- Difficulty when cared-for person didn't understand the need to meet online or on the phone instead of in person.
- Day centres re-opened in other areas, causing confusion for service users whose friends were able to be more 'normal'.
- Difficulty when needing to self-isolate at a different time than cared-for person, as it caused confusion.
- Some care took too long to be put in place, when it had been going in regularly previously.
- Additional stress caused by not being able to have a break.
- Difficulty in getting appointments.
- Procedures cancelled which led to health conditions worsening, some to the point of becoming terminal.

Some positive comments were -

- Speaking to friendly staff in Adult Social Care who were always willing to offer information helped.
- Different services communicated with each other and pulled together plans swiftly.
- Joining virtual classes and keeping in touch via WhatsApp, Zoom and Teams has been much appreciated and very helpful.
- Supermarket online deliveries were a big help.

12. Would you like to be involved in suggesting how adult social care could be developed or improved?

99 carers told us that they would like to be involved in developing services and have since been contacted to find out how they would like to be involved.

Summary and Next Steps

The comment and themes highlighted by these survey responses, are often also heard through complaints and other feedback mechanisms. These comments will feed into the Quality Assurance framework reporting and tracking, and updates on related service improvements will be given via this process.

These comments and results will also feed into the Carers Strategy Review that is currently in motion and will help form action plans for the future.

As part of the council's transformation project and new operating model, online information and advice for the council and adult social care, is being reviewed by teams and business partners. Work has already started, particularly around the front door project and linking our information and advice offer to the wider community and voluntary sector. This work will feed into digital transformation as and when appropriate. The adult social care factsheets have now been aligned for the whole of the BCP area and work has started on aligning the BCP Adult Social Care website pages.

In regard to the question around GP's, many carers were happy to share the name of their GP practice with us. Consideration is being given as to how we use this information to support GP practises and carers leads further.

Positive comments will be communicated via the newsletter and QA and Performance reporting as well as team briefings, in order to celebrate achievements and share good practice.

A summary report of findings and next steps will be sent to survey respondents who requested a copy. The results will also help form the winter edition of the 'You said, we did' infographic that is sent out to our public information outlets and the council staff, to close the loop and show how we are listening.

Nicky Mitchell

Quality Assurance Team

July 2021

and progress will be reported on as part of the quarterly Quality Assurance Framework process.

Nicky Mitchell

Quality Team

July 2021

Appendix A Demographics of those who responded

Some demographics are for the paper survey only as the online survey was anonymous.

By town:

Not known	-	36% (104)
Poole	-	32% (92)
Bournemouth	-	21% (62)
Christchurch	-	11% (31)

Primary support reason of cared-for person (paper surveys only):

Support to carer	-	36% (45)
Physical support – personal care support	-	27% (33)
Physical support – access and mobility	-	11% (13)
Mental health support	-	7% (8)
Not known (not currently receiving a service from BCP Council)	-	7% (8)
Learning disability support	-	6% (7)
Support with memory and cognition	-	3% (4)
Support with sight or hearing impairment	-	2% (2)
Support for social isolation	-	2% (2)

Carer's method of service delivery (paper surveys only):

Information, advice and other universal services/signposting	-	19% (23)
Personal budget managed by BCP Council + Universal services	-	14% (17)
Support commissioned by BCP Council + universal Services	-	12% (15)
Direct Payments or personal budget	-	10% (12)
Part Direct Payment + universal services	-	1% (1)
Receives a service but none of the above	-	38% (46)
No service and none of the above received	-	6% (8)

Age range (paper surveys only):

71-80 years	-	38% (46)
81-90 years	-	25% (31)
61-70 years	-	17% (21)
51-60 years	-	12% (15)
91+ years	-	3% (4)
41-50 years	-	3% (4)
31-40 years	-	1% (1)
21-30 years	-	0
18-20 years	-	0

By gender (paper surveys only):

Female	-	72% (88)
Male	-	28% (34)

Ethnicity (paper surveys only):

White English/Welsh/Scottish/Northern Irish/British	-	87% (106)
Not declared/not recorded/not stated	-	7% (9)
White – any other White background	-	3% (4)
Asian/Asian British	-	2% (2)
Black/Black British	-	1% (1)