



Summer 2005 Survey

Neil Warren
Wiltshire County Council



Kennet and North Wiltshire 
Primary Care Trust

West Wiltshire 
Primary Care Trust

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Please Note

This report is a representation of the views and perceptions of members of the Carers' Voice panel and is not the representative opinions of all Carers in Wiltshire even though similarities may be present. In order for the results of future questionnaires to be representative, recruitment of voluntary Carers to Carers' Voice is ongoing.

1. INTRODUCTION

1.1 Background

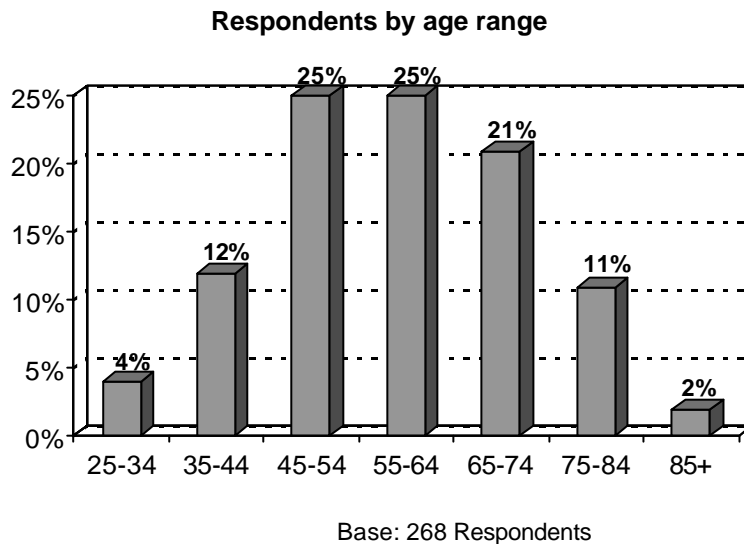
- 1.1.1 Carers can be defined as people looking after or giving help or support to family members, friends, neighbours or others, because of long term physical or mental ill-health or disability, or because of problems associated with old age.
- 1.1.2 The 2001 Census revealed that in England and Wales, there are an estimated 5.2 million people providing **unpaid** care. This equates to 10% of the population. In Wiltshire, the 2001 Census indicated that there are 39,886 Carers, which accounts for 9% of Wiltshire's population.
- 1.1.3 Because voluntary or unpaid Carers provide services that in many cases would need to be provided by other agencies, it is essential to understand more about the needs of Carers and those they care for so that services and support mechanisms are available when needed.
- 1.1.4 In 2002, in recognition of the range of pressures that Carers can face, Wiltshire County Council, in partnership with the Primary Care Trusts and the Carers Support Organisations in Wiltshire, established a new countywide initiative called Carers' Voice. The aim of Carers' Voice is to enable a representative group of voluntary Carers to share their views, experiences and perceptions on the services and issues which affect them, in order for agencies to improve their services for the benefit of all Carers.
- 1.1.5 This report analyses the results of the fifth Carers' Voice questionnaire, which was sent out to panellists in August-September 2005.

1.2 Panel Makeup

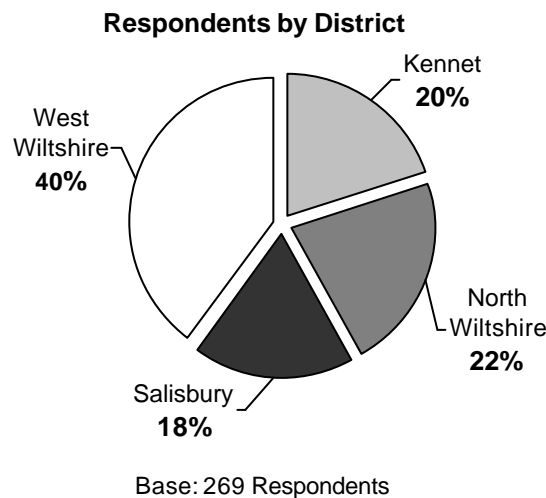
- 1.2.1 The Carers' Voice panel has been established to try and reflect the caring community across Wiltshire and consists of men and women from the age of 18 upwards. It includes Carers of adults and children and of people with a range of caring needs from physical and learning disabilities to mental health needs. Carers' Voice panellists include people who combine caring with paid employment, people who care for a few hours a week and those who care for someone all day and every day (the majority on the panel spend over 40 hours per week on caring tasks). The panel does not however include people who are employed to undertake caring tasks.
- 1.2.2 Currently over 70% of Carers' Voice panellists are female.
- 1.2.3 Around 69% of Carers' Voice panellists are aged between 45 and 74.
- 1.2.4 The total number of Carers on the panel currently stands at 446, representing a slight decrease in membership since the last survey (January 2005). Although several additional Carers have been recruited to the Carers' Voice panel since the last questionnaire, these have been slightly outnumbered by members leaving the panel. This is mainly due to changes in panellists' personal circumstances, such as the loss of the person they care for or because the person they care for has gone into residential care. Attempts are in progress to recruit a greater number of panellists.

1.3 Returns Profile

- 1.3.1 In August 2005, panellists were sent the fourth Carers' Voice questionnaire, with a reminder sent in September 2005 to those yet to return the questionnaire. By the 31st October, this questionnaire had achieved a 60% response rate, with 269 questionnaires received.
- 1.3.2 Of the questionnaires received, 79% were received from the original mail out, while the remaining 21% were returned as a result of the reminders being sent.
- 1.3.3 In terms of gender, a higher proportion of Carers' Voice panellists are females, which was reflected in the gender split of all responses to the questionnaire; 30% of respondents are male, 70% are female.
- 1.3.4 The chart below shows the age distribution of respondents. The chart shows that 59% of respondents are aged 55 and over, which mirrors the age structure of the panel.



- 1.3.5 Responses were received from Carers' Voice members across the County. However the greatest proportion of responses was received from panellists living in the district of West Wiltshire, reflecting this tendency in the panel.



1.3.6 It should be noted that some questions in this report are only answered by a relatively small number of respondents. Therefore results should be treated with caution, especially those where only a minority of respondents have given an answer, or where the response is split up rather than presented in total.

1.4 Questionnaire Topics

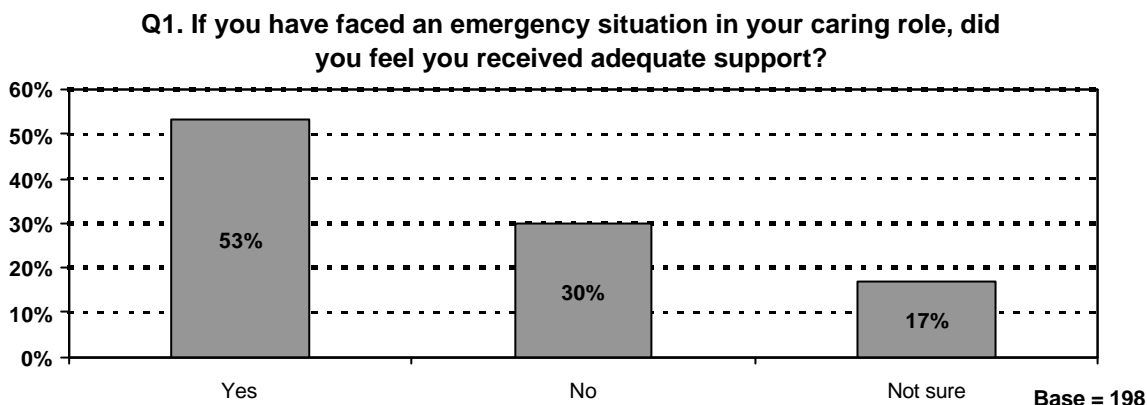
1.4.1 The members of the Carers' Voice Steering Group (which is made up of Carer representatives and representatives from the partner organisations) jointly decided upon the questions which appeared in the questionnaire. The questions in the fifth questionnaire covered the following topics:

- Emergency Situations
- Emergency Duty Service
- Advocacy Services
- Employment of Carers
- Training for Carers
- Housing Support
- Health Services in Wiltshire

2. EMERGENCY SITUATIONS

2.1 Support received in emergency situations

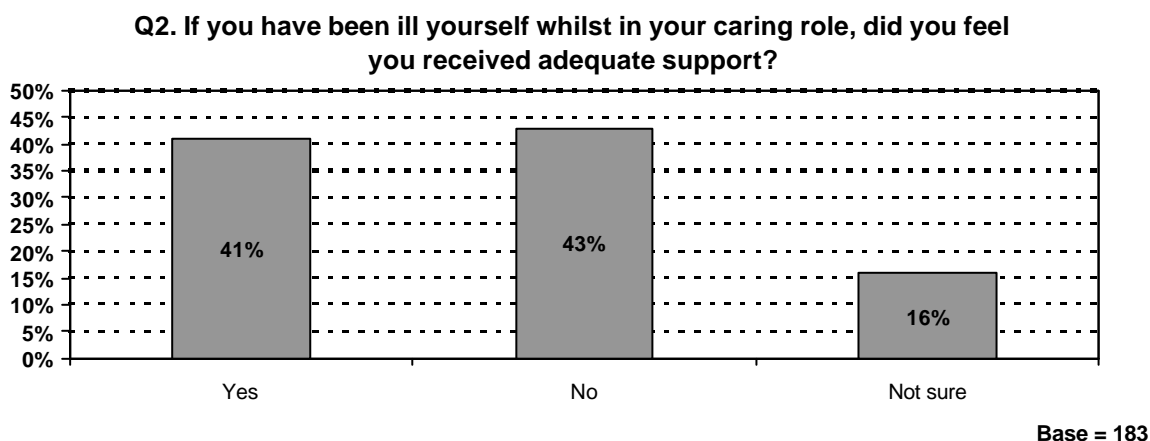
2.1.1 Panellists were first asked whether they felt they received adequate support if they have faced an emergency situation in their caring role. Over half of those responding (53%) say they felt they had, nearly a third (30%) felt they had not, while the remaining 17% indicate they are not sure.



2.1.2. A total of 71 respondents did not give an answer to this question; it is likely that many of these may feel that they have not faced what they would call an emergency situation.

2.2 Support during Carer illness

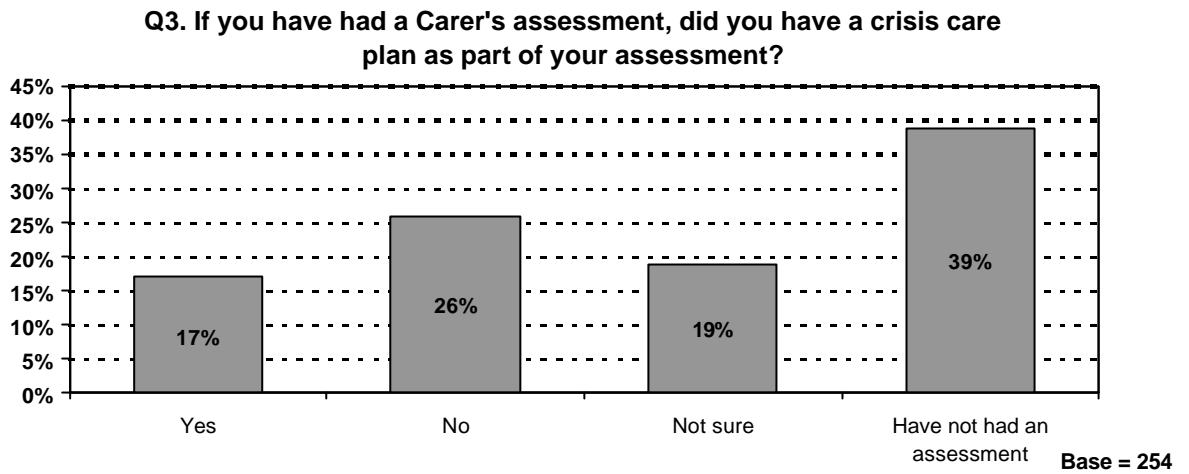
2.2.1. Panellists were then asked whether they felt they received adequate support if they have been ill themselves whilst in their caring role. While 41% of those responding say they felt they had received adequate support in such circumstances, slightly more (43%) felt they had not, while the remaining 16% indicate they are not sure.



2.2.2. A total of 86 respondents did not give an answer to this question; it is likely that many of these may feel that they have not been so ill as to cause a situation whilst in their caring role.

2.3 Whether crisis care plan formed part of Carer's assessment

2.3.1. As the below chart shows, a substantial proportion of those answering this question (39%) indicate that they had not had a Carer's assessment at all.

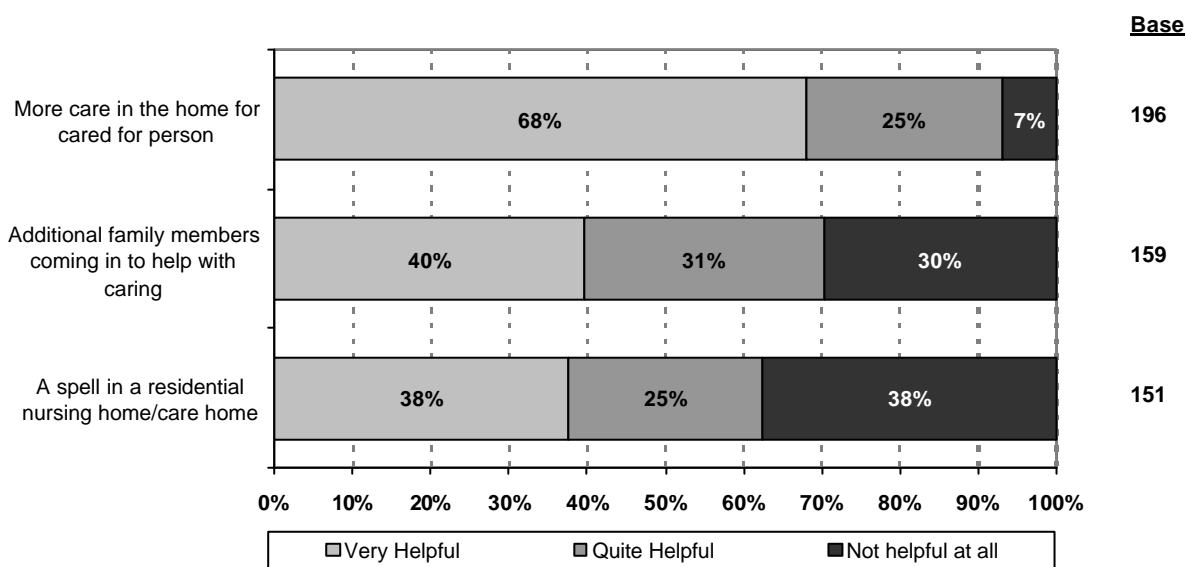


2.3.2. If those respondents indicating they have not had an assessment are **excluded**, then 27% of those answering indicate that a crisis care plan **had** formed part of their assessment, while 43% indicate it had not, and 30% say they are not sure.

2.4 Preferred arrangements for short term back-up whilst ill

- 2.4.1. When asked which arrangements for short term back up when they are ill Carers would find most helpful, 68% indicate that 'More care in the home for cared-for person' would be 'Very helpful', with 25% saying this would be 'Quite helpful', and just 7% 'Not helpful at all'. Of the three arrangements asked about, this was by far the most positive response.
- 2.4.2. Four in ten respondents (40%) indicate that 'Additional family members coming in to help with caring' would be 'Very helpful', while 31% say this would be 'Quite helpful' and 30% 'Not helpful at all'. It cannot be said with certainty how many of those indicating 'Not helpful at all' did so because they know in their particular circumstance that there is no chance of this occurring.
- 2.4.3. Opinion is almost equally divided about the helpfulness of 'A spell in a residential nursing home/care home'. While 38% are of the opinion that as short term back-up when they are ill this would be 'Very helpful', an equal number feel this would be 'Not helpful at all', while the remaining quarter think it would be 'Quite helpful'.

Q4. Which of the following arrangements for short term back-up when you are ill would you find the most helpful?

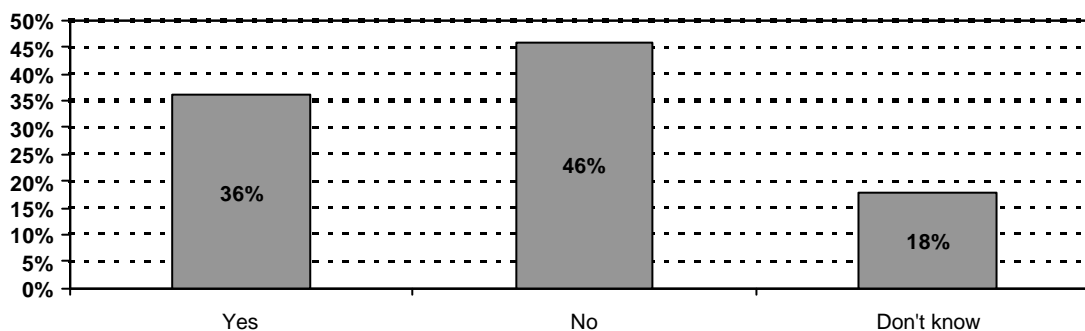


3. EMERGENCY DUTY SERVICE

3.1. Have Carers been told number for Emergency Duty Service?

- 3.1.1. In the *January 2005* Carers' Voice survey, only 27% of respondents said that they knew the telephone number for the department of Adult and Community Services Emergency Duty Service (EDS), and a very similar result was obtained in the *November 2002* survey. Panellists in this current survey were told that in the previous survey many respondents did not know this number.
- 3.1.2. In an attempt to further understand reasons for this, respondents in the current survey were asked whether they had ever been **told** the number of the Emergency Duty Service. In answer to this, 36% of respondents say that they had been told the number, although a large number (46%) indicate they had not. The remaining 18% do not know if they have been told the number or not.
- 3.1.3. If the answer given in January 2005 remains unchanged (the question was not re-asked to avoid repetition for respondents), then it appears that while some Carers do misplace or forget the number (a greater proportion saying they have been told the number than those saying they know it), the majority of those not knowing the number have never been told it in the first place, or if they have, they are not aware of this.

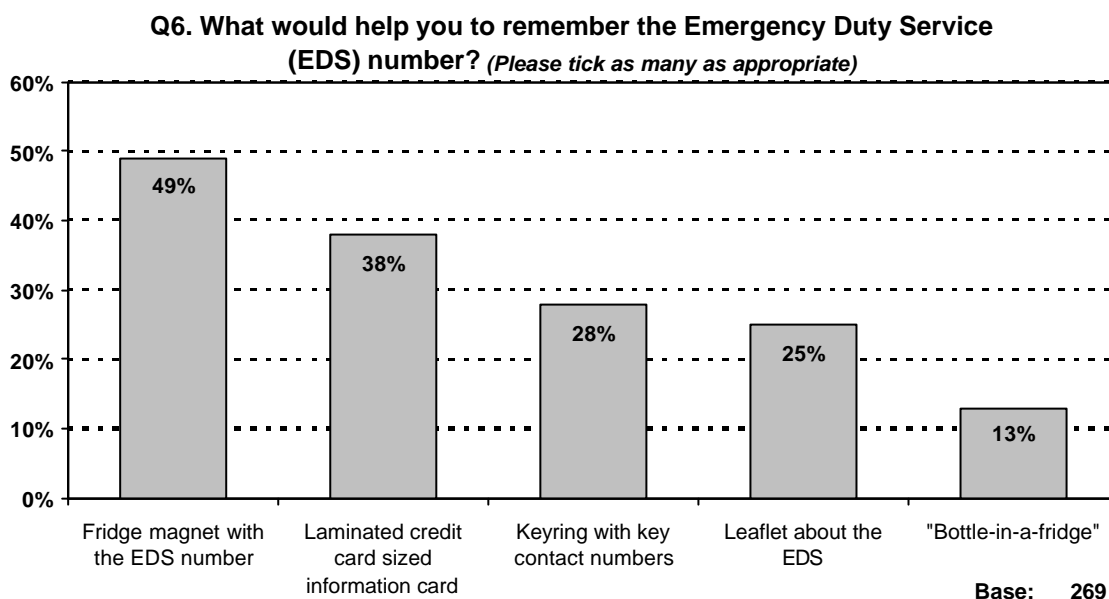
Q5. Have you ever been told the number for the Emergency Duty Service?



Base = 261

3.2. Aids for remembering Emergency Duty Service number

3.2.1. Respondents were asked which of a range of devices would help them to remember the EDS number. Of these, the most popular was 'Fridge magnet with the EDS number', which 49% of all respondents say would help them to remember the number, followed by 'Laminated credit-card sized information card' (38%). Around a quarter think that a 'Keyring with key contact numbers' (28%) or a 'Leaflet about the EDS' (25%) would help them remember the number. Respondents were given a description of the "Bottle-in-a-fridge" ('a bottle designed to be stored in the fridge containing information and emergency contacts'), although only 13% indicate this as being likely to help them remember the number.



3.2.2. A small number of respondents made other suggestions about aids to help remember the EDS number. There was very little pattern in these, the most common suggestion being 'stickers', which were suggested by a total of five respondents.

4. ADVOCACY SERVICES

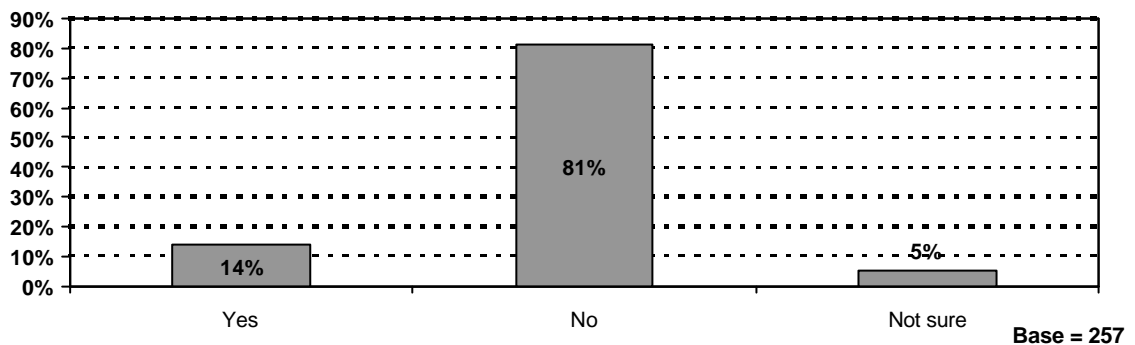
4.1. Have Carers used advocacy services?

4.1.1. Respondents were given the following definition of advocacy services:

“Advocacy is a process of empowering Carers by giving independent information which helps Carers to know about their rights and entitlements, and if necessary speaking up for them or representing their views”.

4.1.2. Respondents were then asked whether they have ever used these kinds of services, to which the vast majority (81%) say they have not. Approximately one in seven respondents (14%) say they have used such services, with the remaining 5% 'Not sure'.

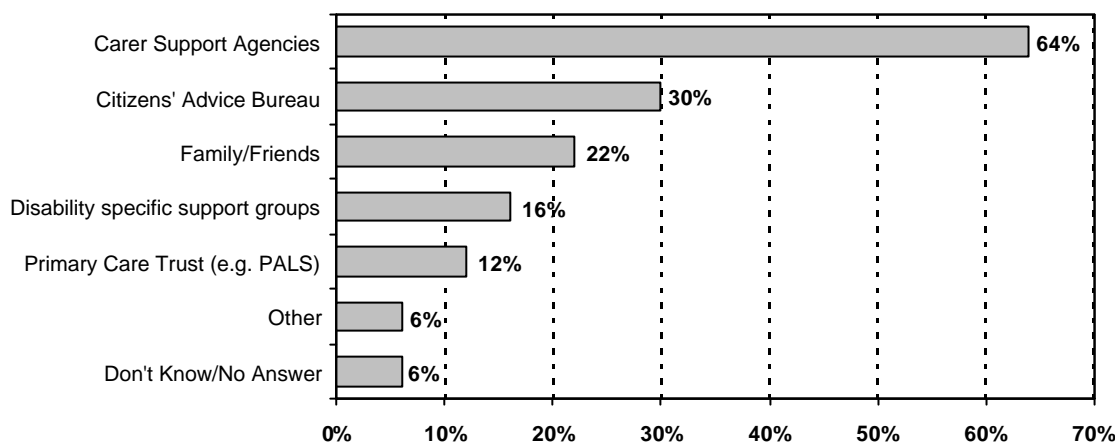
Q7. Have you ever used these kinds of services?



4.2. Where would Carers go for advocacy services?

4.2.1. Respondents were asked where they would go if they needed advocacy services, and they were allowed to tick as many options as applicable. By far the greatest number of respondents say they would go to Carer Support Agencies, with nearly two thirds (64%) indicating this. The next most common responses were 'Citizens' Advice Bureau' (30%) and 'Family/Friends' (22%). 16% of respondents say they would consult 'Disability specific support groups', while 12% say they would go to the 'Primary Care Trust (e.g. Patient Advice Liaison Service – PALS)'. A small number of respondents (6%) listed 'other' people they would go to, while the remaining 6% gave no answer or answered that they do not know.

Q8. Where would you go if you needed advocacy services?



Base = 269

4.2.2. Those respondents that indicated they would go to 'Disability specific support groups' for advocacy services were asked to specify which groups they would go to. A total of 36 respondents did this. A wide range of groups were listed, the most common of which are:

- Autistic society/group – 6 respondents
- Down's Syndrome Association – 4 respondents
- Alzheimer society/support – 3 respondents

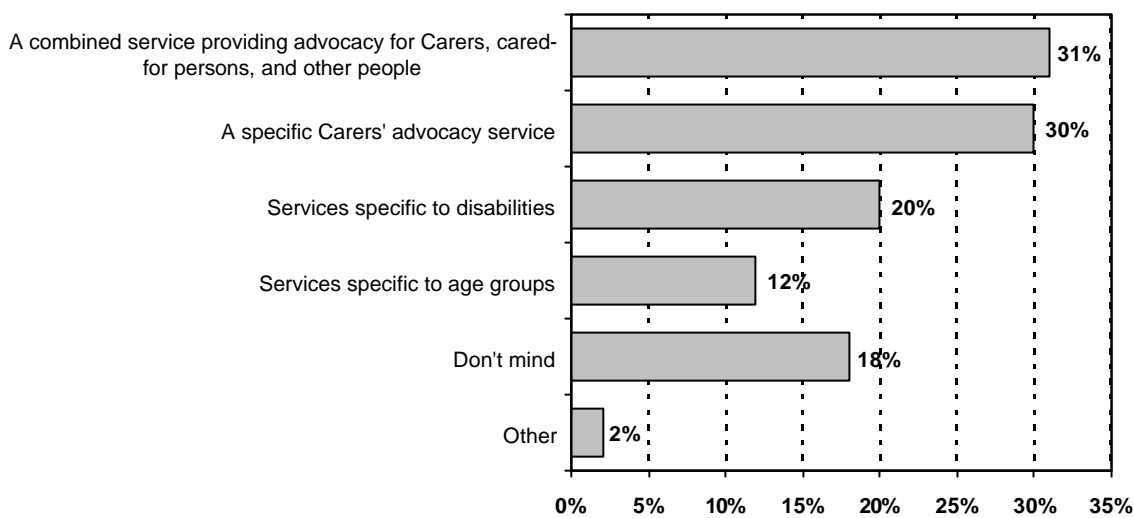
4.2.3. Respondents were also asked to list any 'other' people or places they would go to for advocacy services. 16 respondents gave such an answer. Again, there was a variety, the most common being:

- Social services/social worker – 4 respondents
- GP/consultant – 3 respondents

4.3. Preferred kind of advocacy service

4.3.1. Differing opinions are shown among respondents when they are asked what kind of service they would like to be providing advocacy services. A very similar number of respondents indicate that they would prefer 'A combined service providing advocacy for Carers, cared-for persons, and other people' (31%), as those who say they would prefer 'A specific Carers' advocacy service' (30%). Significant numbers also say that they would like to see 'Services specific to disabilities' (20%), or 'Services specific to age groups' (12%). Meanwhile, nearly a fifth of respondents (18%) say that they 'Don't mind' what form an advocacy service takes.

Q9. What kind of service would you like to be providing advocacy?



Base = 255

4.3.2. Note that the above percentages do not add to 100%, as some respondents ticked more than one option, despite the instruction to select one preferred choice. It was decided that too great a number had done this for those responses to be disregarded.

4.3.3. The small number of 'Other' responses tended to give examples of what characteristics an advocacy service should have, rather than prescribing its form. Some examples of such comments are:

"A neutral person of proven trustworthiness".

"One which is as transparently remote from influence as possible".

"Informed service provided by people with direct experience of issues involved".

"As long as independent of Local Authority".

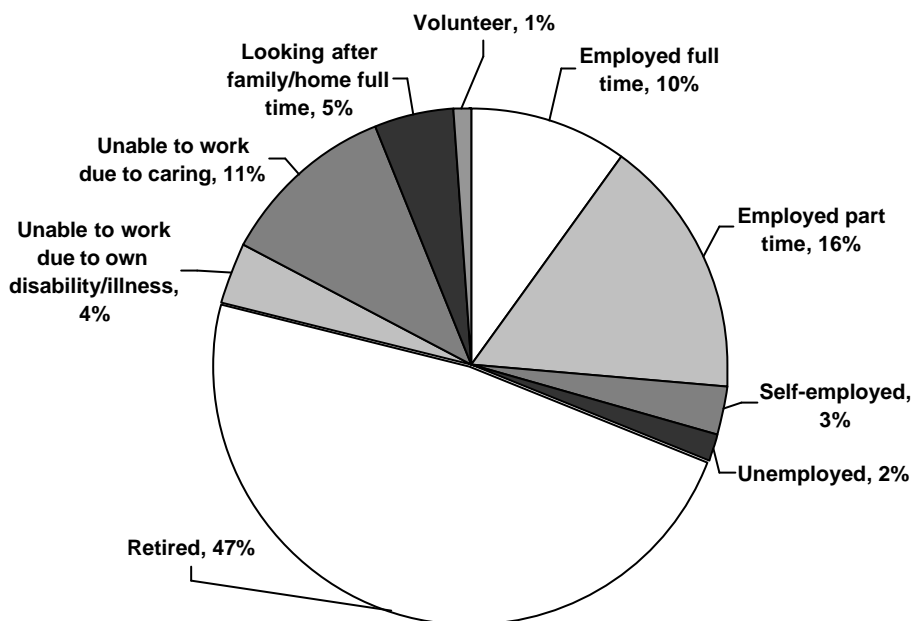
"Providing there was no long queue for advice".

5. EMPLOYMENT OF CARERS

5.1. Carers' current employment status

5.1.1. Respondents were asked to give their current employment status. Responses show that nearly half of respondents are retired (47%), with the next most common category being 'Employed part time' (16%).

Q10. What is your current employment situation?



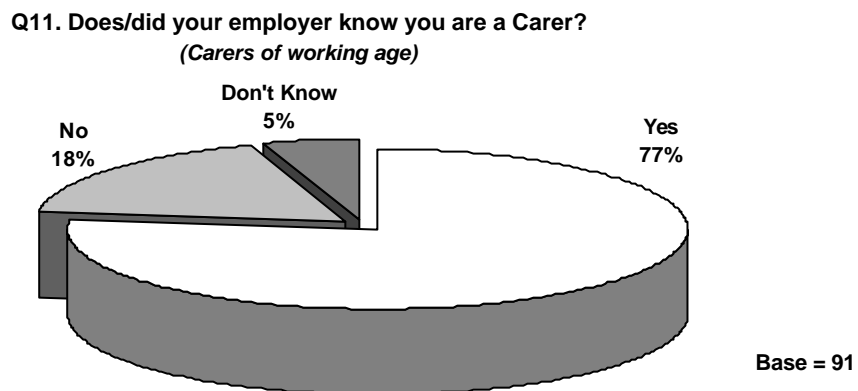
5.1.2. While the categories used here are useful for analysis of the Carers' Voice population, it should be noted that they are not always mutually exclusive, so a respondent that has identified themselves as 'retired' may also 'volunteer', and someone identifying themselves as 'unable to work due to own disability/illness', may also be 'unable to work due to caring'. Therefore one should consider that the overall number for whom some of these categories are applicable may in some cases be greater than shown in the chart above.

5.1.3. Respondents were also asked to give this information when joining the Carers' Voice panel. As might be expected, some respondents have changed situation since joining the panel, although for the majority this is unchanged. Where changes have occurred, this information will be used to update the panel database.

5.1.4. There is a higher proportion of respondents identifying themselves as 'retired' at this question than is the average on the Carers' Voice panel, although this may partly be due to changes in how respondents have classified themselves (some who were classified as 'looking after family/home' or 'not working due to caring' are now identifying themselves as 'retired'). The breakdown of other employment situations is not vastly dissimilar to that on the Carers' Voice panel.

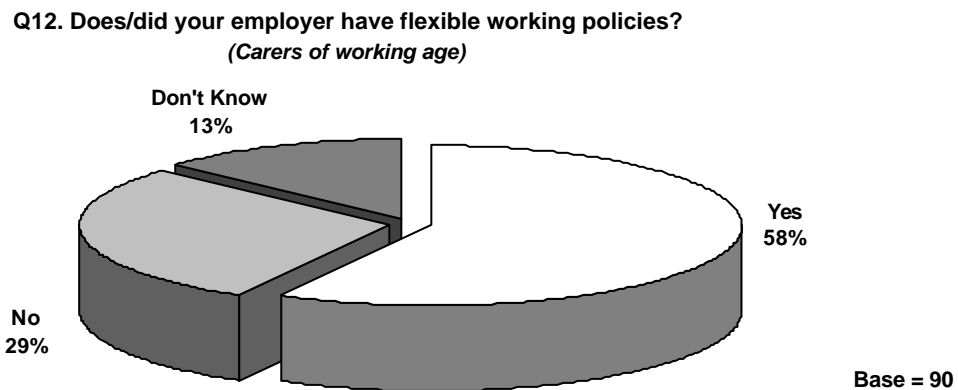
5.2. Employer knowledge of caring responsibilities

- 5.2.1. The next three questions (Q11-13) were asked only of respondents of working age (to avoid having information that is too outdated). Those currently in paid employment were asked to answer about their current job, while those of working age not currently in paid employment were asked to answer Q11-13 (if applicable) about their most recent job. Therefore the small number of responses to these questions from respondents who are over 65 have been excluded from the following analysis of Q11-13.
- 5.2.2. Of the 91 respondents answering Q11, over three quarters (77%) state that their employer does/did know they are a Carer. A total of 18% say their employer does/did not know this, while the remaining 5% 'Don't know' if this is/was the case or not.
- 5.2.3. It should be noted however that particular caution is needed with the results of this question, given the low base size.



5.3. Do employers have flexible working policies?

- 5.3.1. Of the 90 respondents answering Q12, over half (58%) state that their employer does/did have flexible working policies. Approaching a third (29%) say their employer does/did not have such policies, while the remaining 13% 'Don't know' if this is/was the case or not.
- 5.3.2. Again, the low base size means that particular caution is needed with the results of this question.

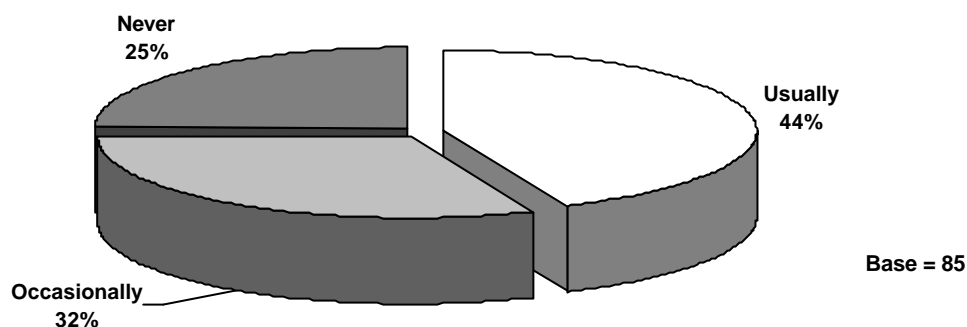


5.4. Use of annual leave for caring responsibilities

5.4.1. Of the 85 respondents answering Q13, over four in ten (44%) state that they usually use(d) annual leave when they need(ed) time off because of caring responsibilities. 32% say they *occasionally* use(d) annual leave for this purpose, while a quarter (25%) of respondents *never* use(d) annual leave for caring responsibilities.

5.4.2. Again, the low base size means that particular caution is needed with the results of this question.

**Q13. When you need(ed) time off because of your caring responsibilities do/did you use your annual leave?
(Carers of working age)**

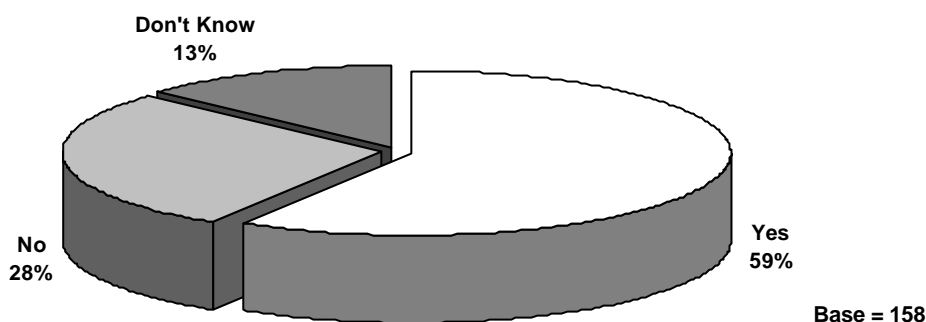


5.5. Do Carers believe caring responsibilities have affected career prospects and opportunities?

5.5.1. This question is not limited to those of working age, but respondents were asked not to reply to this question if they were retired before they took on their caring role.

5.5.2. Over half (59%) of respondents answering this question are of the opinion that their caring responsibilities have affected their career prospects and opportunities. A total of 28% do not believe this to have been the case, while the remaining 13% 'Don't know'.

Q14. Do you believe your caring responsibilities have affected your career prospects and opportunities?



5.5.3. Those respondents saying that they believe their caring responsibilities have affected their career prospects and opportunities were asked to elaborate on this. There were many responses, ranging from the very general to the very specific. Among the more common comments made were:

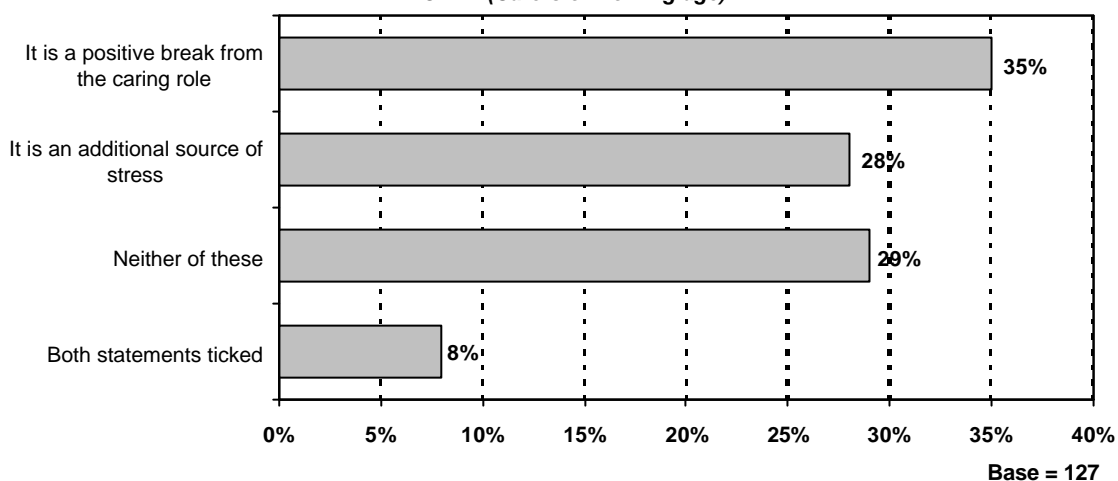
- Restricted/Could not be flexible/Job has to fit around caring role/not able to give full commitment (16 respondents)
- Unable to work due to caring (general) (13 respondents)
- Unable to work full time (12 respondents)
- Unable to attend courses/training/could not do degree (8 respondents)
- Could not take up managerial positions/career stalled (7 respondents)
- Loss of income/financial problems/pension affected (7 respondents)
- Unable to travel/work overseas/away from home (5 respondents)
- Lack of time (general) (5 respondents)

5.6. Carers' feelings about work

5.6.1. Questions 15 and 16 were asked only of those of working age. Therefore, the small number of responses to these questions from those aged 65 or over have been excluded.

5.6.2. Respondents were asked which of two statements best sums up their feelings about work. Opinion appears, as might be expected, highly split. The greater number (35%) state that they most agree with the statement 'It is a positive break from the caring role', although many (28%) feel that 'It is an additional source of stress' best sums up their feelings. Interestingly, approaching a third (29%) indicated that 'Neither of these' adequately expressed their feelings, while a further 8% ticked both options.

Q15. Which of these statements best sums up your feelings about work? (Carers of working age)

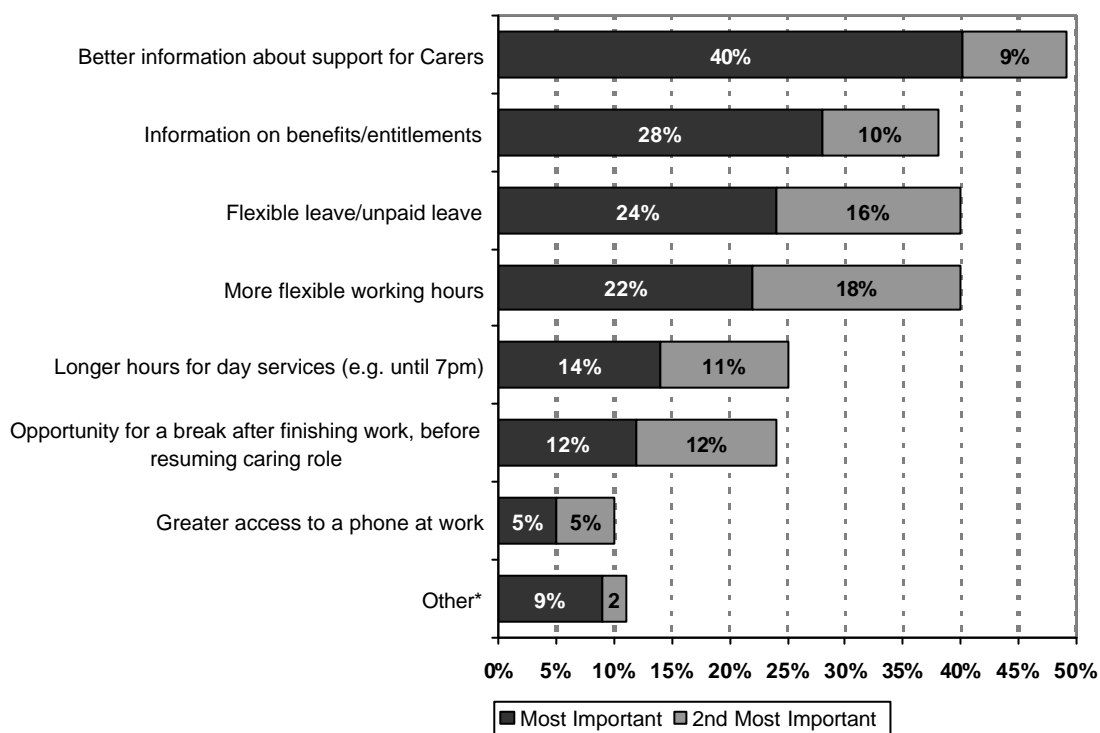


5.7. Changes that would give most help in combining work with Caring role

5.7.1. When asked which changes would be the most help in combining work with the caring role, the option that is most frequently selected is 'Better information about support for Carers' (40% selecting this as 'Most important', and an additional 9% saying it is '2nd most important'), followed by 'Information on benefits/entitlements' (28% 'Most important', and 10% '2nd most important'), 'Flexible leave/unpaid leave' (24% 'Most important' and 16% '2nd most important'), and 'More flexible working hours' (22% 'Most important' and 18% '2nd most important').

5.7.2. The total number of 'Most important' responses exceeds 100%. This is because some respondents selected more than one 'Most important' choice'.

Q16. Which two changes, if any, would help you the most combine work with your caring role, if they were implemented?
(Carers of working age)



*note where an 'other' option is given, in cases where the importance has not been stated, it has been assumed to be 'Most important'.

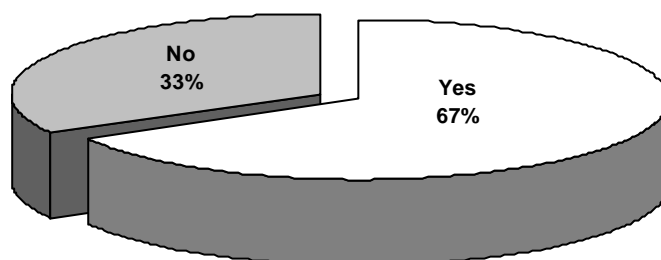
5.7.3. The small number of 'Other' responses (11) produced a variety of answers, including the following:

- Additional care needed (different details given) – 3 respondents
- Ability to work from home – 2 respondents
- Respite – 2 respondents

5.8. Have Carers had to give up work because of Caring role?

- 5.8.1. Questions 17 and 18 were asked ONLY of those Carers who are of working age but not currently in work. Therefore responses from those who are aged 65 or above, or who indicated they are working at Q10, have been discounted.
- 5.8.2. Of the 60 respondents giving valid answers to Q17 (among those of working age but not currently working), two thirds indicate that they have had to give up work because of their caring role.
- 5.8.3. It should be noted however that particular caution is needed with the results of this question, given the very low base size.

Q17. Have you had to give up work because of your caring role?
(Carers of working age not currently in work)

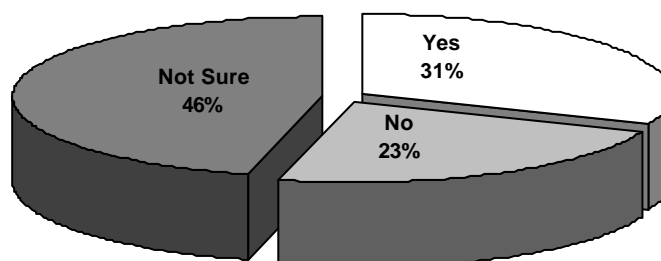


Base = 60

5.9. Would Carers want to return to work if given the chance?

- 5.9.1. As with question 17, responses from those who are aged 65 or above, or who indicate they are working at Q10, have been discounted from this analysis
- 5.9.2. Of the 61 respondents giving valid answers to Q18 (among those of working age but not currently working), just under a third (31%, equating to 19 respondents) indicate that they would want to return to work if given the chance, while just under a quarter (23%, equating to 14 respondents) would not. However, there are clearly many with mixed feelings, as nearly half (46%) say they are 'Not sure'.
- 5.9.3. It should be noted however that particular caution is needed with the results of this question, given the very low base size. When this is coupled with the high level of unsureness in the response, there is unfortunately very little that can be drawn from these responses, other than that there are mixed opinions on this issue.

Q18. If you had the chance, would you want to return to work?
(Carers of working age not currently in work)



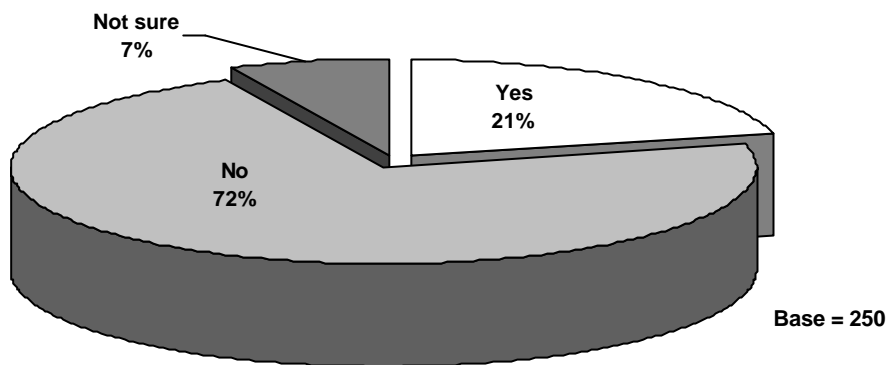
Base = 61

6. TRAINING FOR CARERS

6.1. Have Carers been able to access training?

6.1.1. Only around a fifth of respondents (21%) say that they have ever been able to access any training to support them in their role. The vast majority (72%) say they have not been able to, while the remaining 7% are 'Not sure'.

Q19. Have you ever, as a Carer, been able to access any training to support you in your role?



6.1.2. There is some variation in the proportion of respondents in different Districts who say that they have been able to access training. With 30% saying that they have been able to access training, respondents in North Wiltshire are the most likely to say this, while respondents in West Wiltshire (15%) are the least likely. However, the very low base sizes involved when the response is broken into districts (between 41 and 101) means that these comparisons should generally be treated with considerable caution.

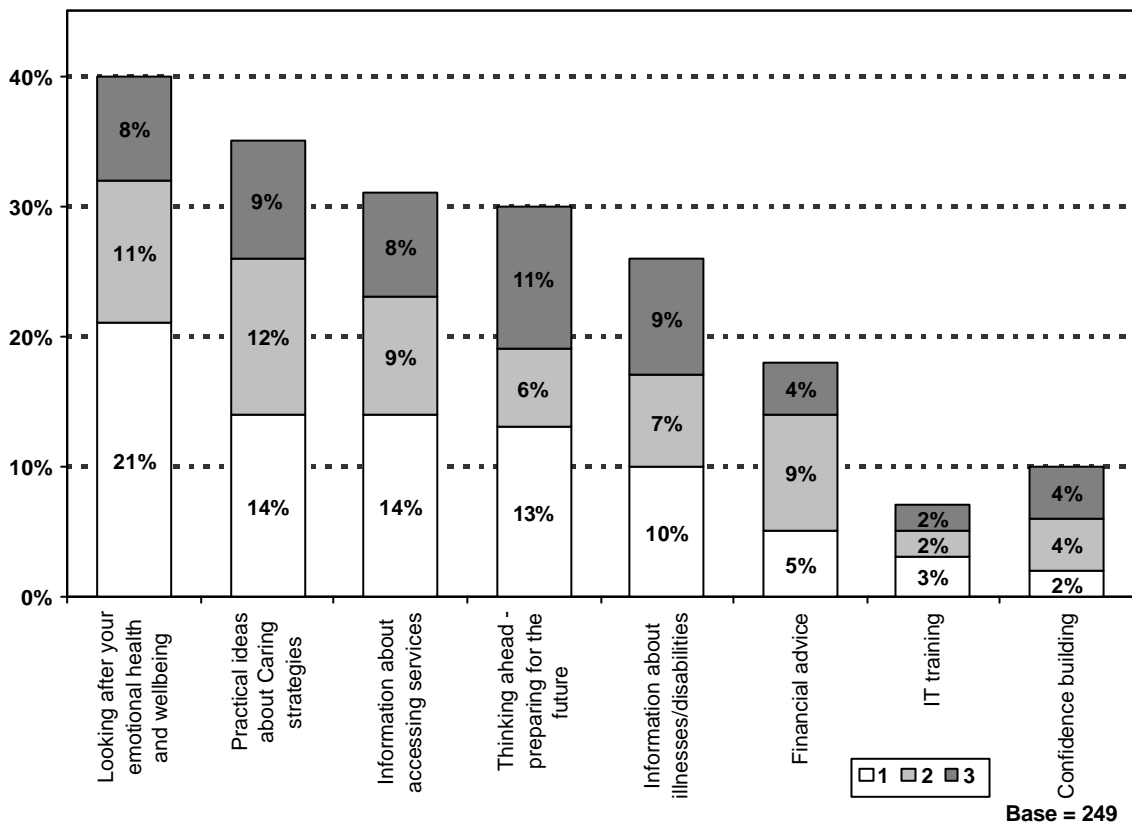
6.2. Most helpful types of training

6.2.1. As the below chart shows, the type of training most commonly cited as the number one preference from respondents is 'Looking after your emotional health and wellbeing', which was ranked as number one preference by 21% of those who gave any response to this question. This option also receives the most responses if preferences one and two are added together, and also if the top three preferences are added together, emphasising the relatively high level of desire for this.

6.2.2. In the chart below, all percentage values represent percentages of all respondents giving any answer to Q20. Therefore these can be accumulated; for example, by adding those respondents who assigned a rank of 1 or 2 to 'Looking after your emotional health and wellbeing', it can be seen that around 32% of all respondents answering Q20 ranked this option 1 or 2, while if those ranking it third are added as well, the figure rises to about 40% ranking the option 1, 2, or 3.

Q20. If training for Carers was to be provided, which of these would you find most helpful?

(Please number in order of preference those you would find helpful)



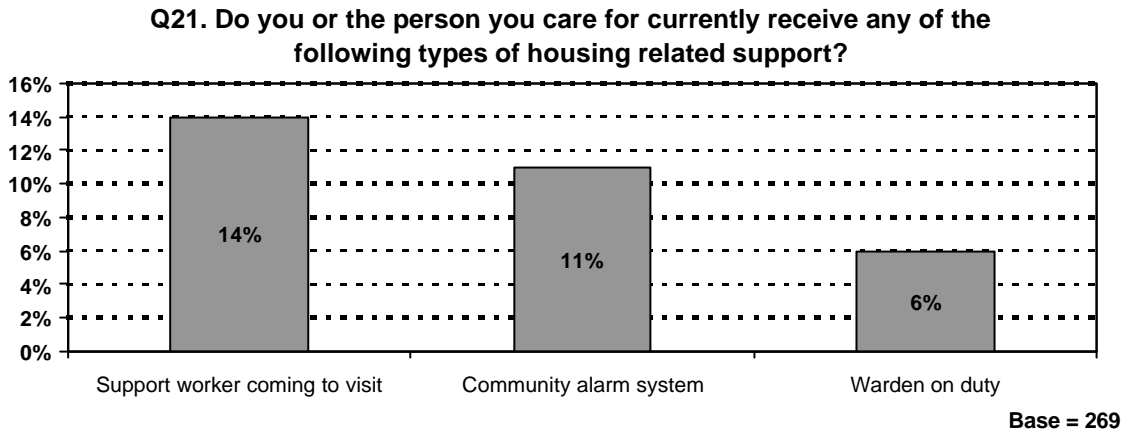
6.2.3. Although respondents were clearly asked to assign a numeric preference value to the types of training they would find helpful, some still chose to simply tick those they would like. As such a substantial number of respondents chose to do this, it seems sensible to also analyse these responses. As with the numeric ranking responses, the greatest number of 'tick' responses were for 'Looking after your emotional health and wellbeing' (17% of those respondents answering Q20 giving 'tick' responses for this option). The next most common 'ticked' options are 'Financial advice' (12%) and 'Thinking ahead – preparing for the future' (11%).

6.2.4. A full breakdown of responses from this question, including percentages of those giving rankings of 4-8, and those giving 'tick' responses, can be seen in the tabulated results at the end of this report.

7. HOUSING SUPPORT

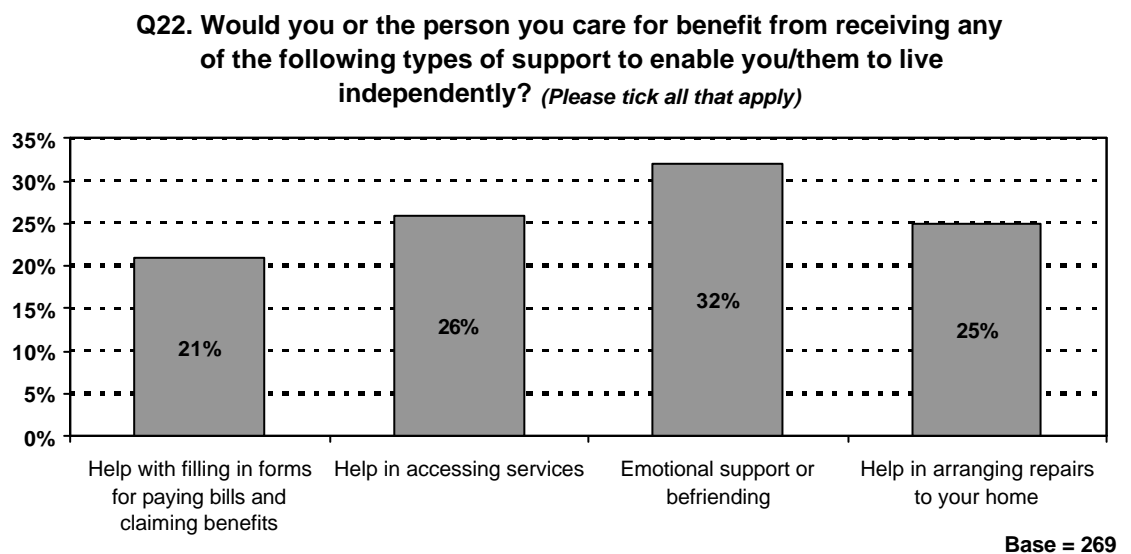
7.1. Types of housing related support currently received

7.1.1. Only a relatively small proportion of respondents say that they currently receive any of the three types of housing support listed. The most common is 'Support worker coming to visit', which is currently received by 14% of all respondents (equating to 37 respondents), while 11% (29 respondents) currently have a 'Community alarm system', and 6% (15 respondents) have a 'Warden on duty'.



7.2. Types of support that would help enable living independently

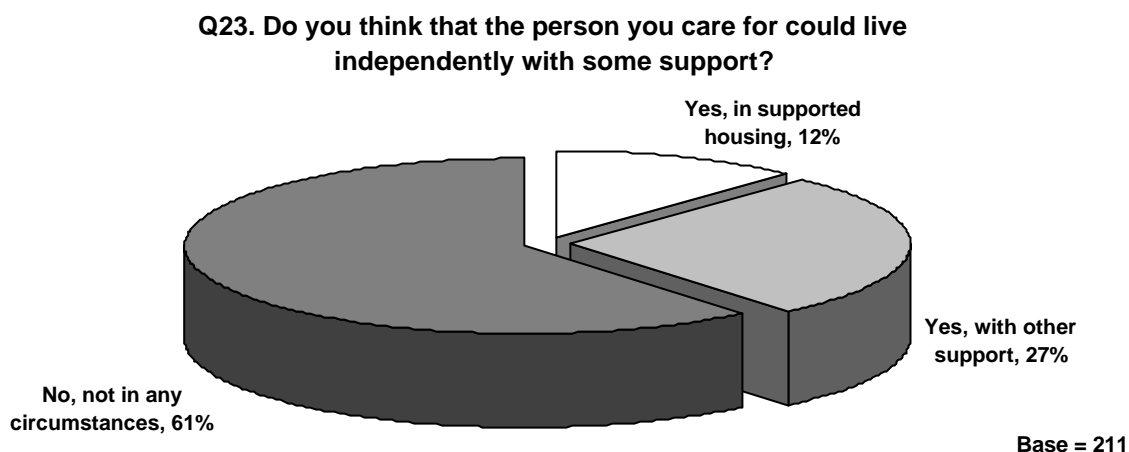
7.2.1. There is some indication from respondents that they (or the person they care for) could benefit from one or more of the four types of support listed in this question being provided to enable them to live independently. Nearly a third (32%) of all respondents indicate that 'Emotional support or befriending' would be of benefit, while around a quarter would benefit from 'Help in accessing services' (26%) or 'Help in arranging repairs to your home' (25%), and just over one in five (21%) think they would benefit from 'Help with filling in forms for paying bills and claiming benefits'.



7.3. Does Carer think cared-for person could live independently with some support?

7.3.1. There is a significant minority of respondents that are of the opinion that the person they care for could live independently with some support. While 12% think that the person they care for could live independently in supported housing, a further 27% think they could live independently if given other support.

7.3.2. Please note that responses have been excluded from this analysis in cases where the cared-for person is aged under 18, as the issues in such cases are so different.

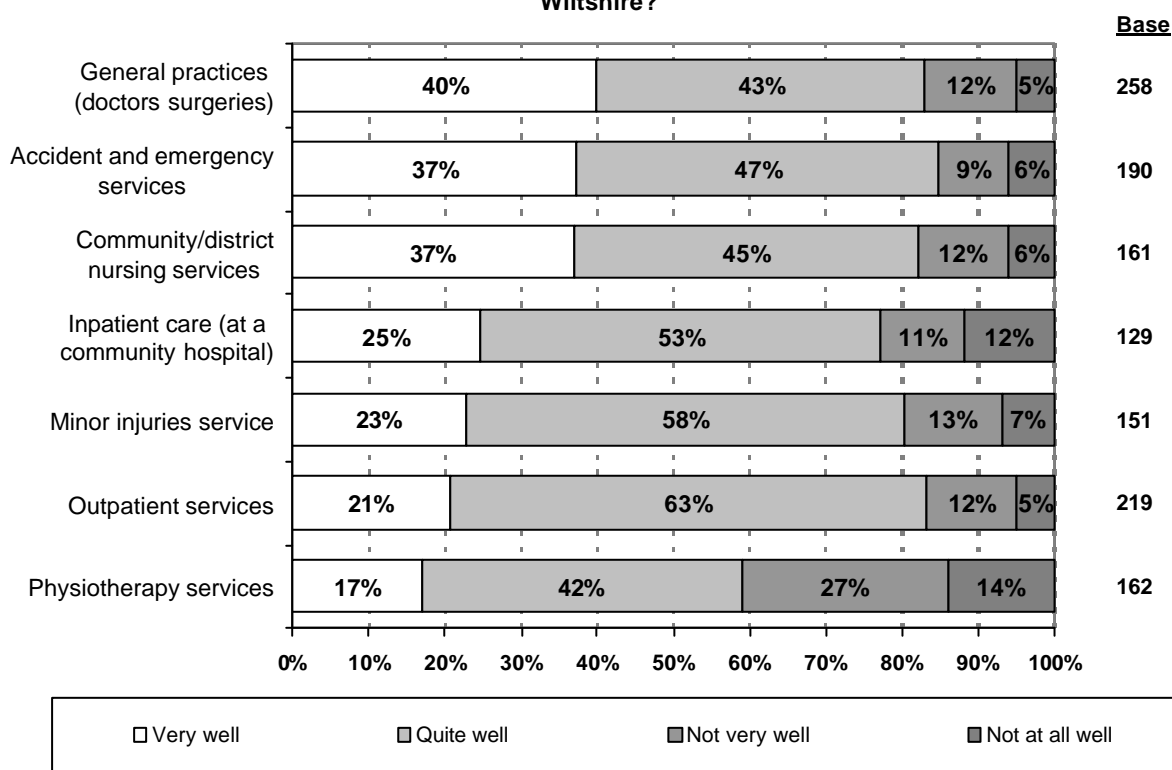


8. HEALTH SERVICES IN WILTSHIRE

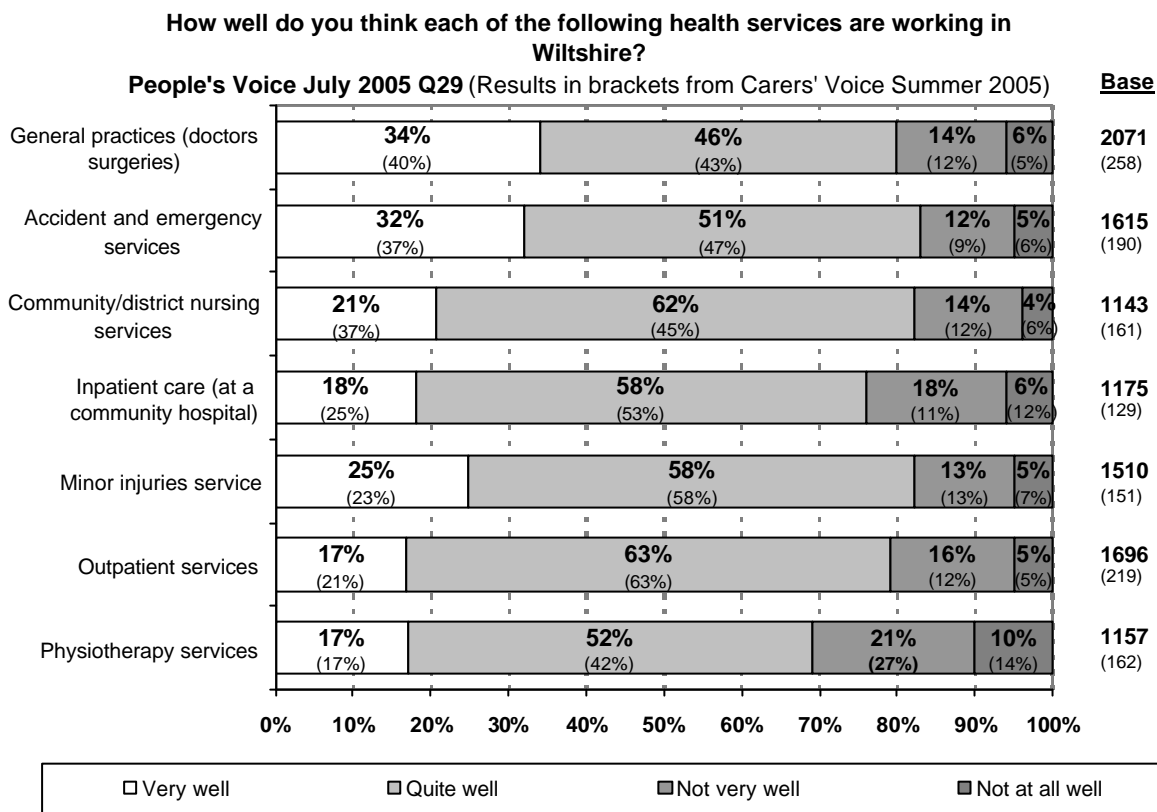
8.1. Ratings of various health services in Wiltshire

- 8.1.1. The vast majority of respondents rate most health services listed here as working well in Wiltshire. Apart from one, all services are rated by over three quarters of respondents as working 'Very well' or 'Quite well'. The services with the greatest proportion of respondents rating them as working 'Very well' are 'General practices (doctors surgeries)' (40%), 'Accident and emergency services' (37%), and 'Community/district nursing services' (37%).
- 8.1.2. The exception mentioned above, and the least positively rated, is 'Physiotherapy services', which is rated as working 'Not very well', or 'Not at all well', by a total of 41% of those respondents giving an answer.
- 8.1.3. Please note that respondents were also given an option of 'Don't know' for each of the services listed. The 'Don't know' option was ticked by a considerable number of respondents (and for some services more than others). These '**Don't know**' responses have been excluded from this analysis, as in many cases they are likely to be from respondents who have not had the experience to make a judgement. For the breakdown of responses including those saying 'Don't Know', see the table in the appendix.

Q24. How well do you think each of the following health services are working in Wiltshire?



8.1.4. The same question was also asked in the People's Voice survey of July 2005 (the People's Voice is the County citizens' panel), and it is interesting to compare the results from the two surveys. The results from the **People's Voice** are shown below:



8.1.5. It can be seen that in the broadest sense, results are fairly similar among Carers (in the Carers Voice) and among respondents from the general Wiltshire citizens' panel. However, some notable differences can be observed:

- There is a general tendency for Carers to be at least slightly more likely to give ratings of health services working 'Very well'.
- This is especially the case for 'Community/District nursing services', which is rated as working 'Very well' by 37% in the Carers' Voice, compared to only 21% in the People's Voice. This difference appears to be largely at the expense of 'Quite well' ratings and may be a result of greater experience.
- There are generally only small differences between the two panels in the total proportion of positive responses (total of 'Very' or 'Quite' well). However, 'Physiotherapy services', which is rated positively by 69% of respondents in the People's Voice, is rated positively by only 59% of Carers.
- Carers appear slightly more likely to give ratings at the extreme ends of the scale ('Very well' or 'Not at all well'), most notably for 'Community/District nursing services' (as mentioned above), and 'Inpatient care (at a community hospital)'. This may be the result of greater experience of these services.

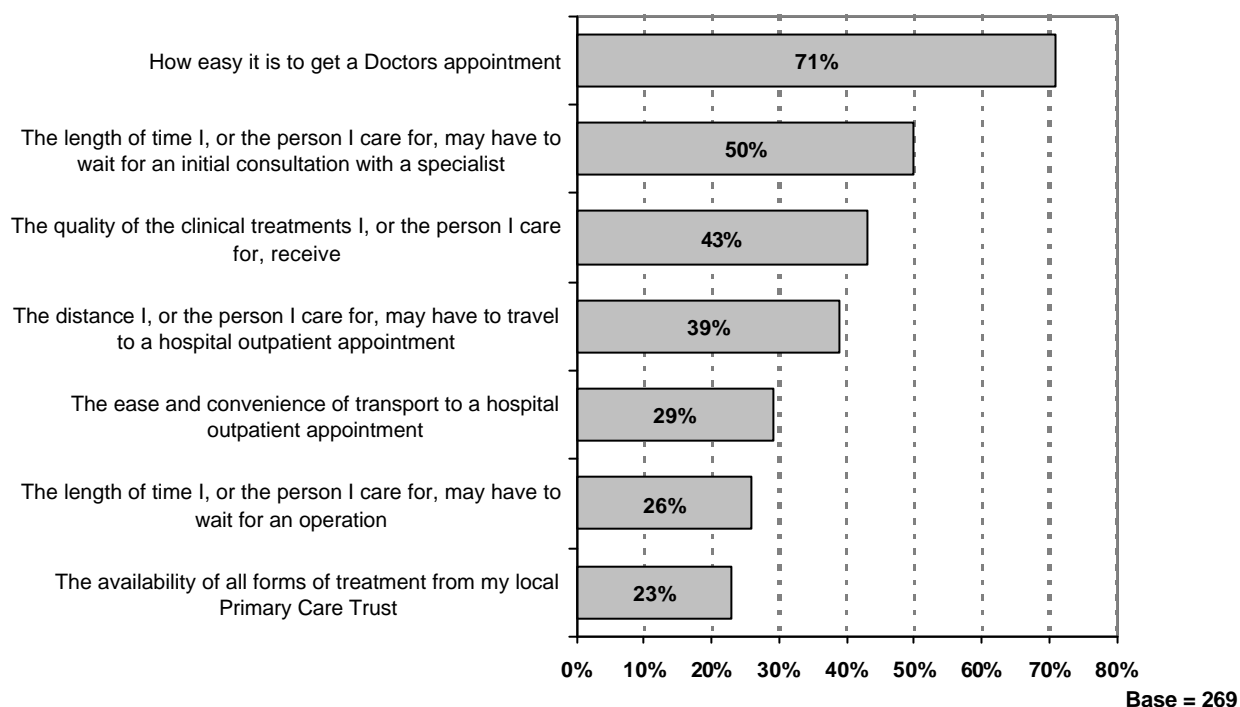
8.1.6. The above analysis excludes 'Don't Know' responses, of which there were many. The People's Voice July 2005 report details responses complete with 'Don't Know' responses. For comparisons with these figures from the Carers' Voice survey, see the breakdown of results in the appendix at the end of this report.

8.2. Important factors to Carers when considering health services

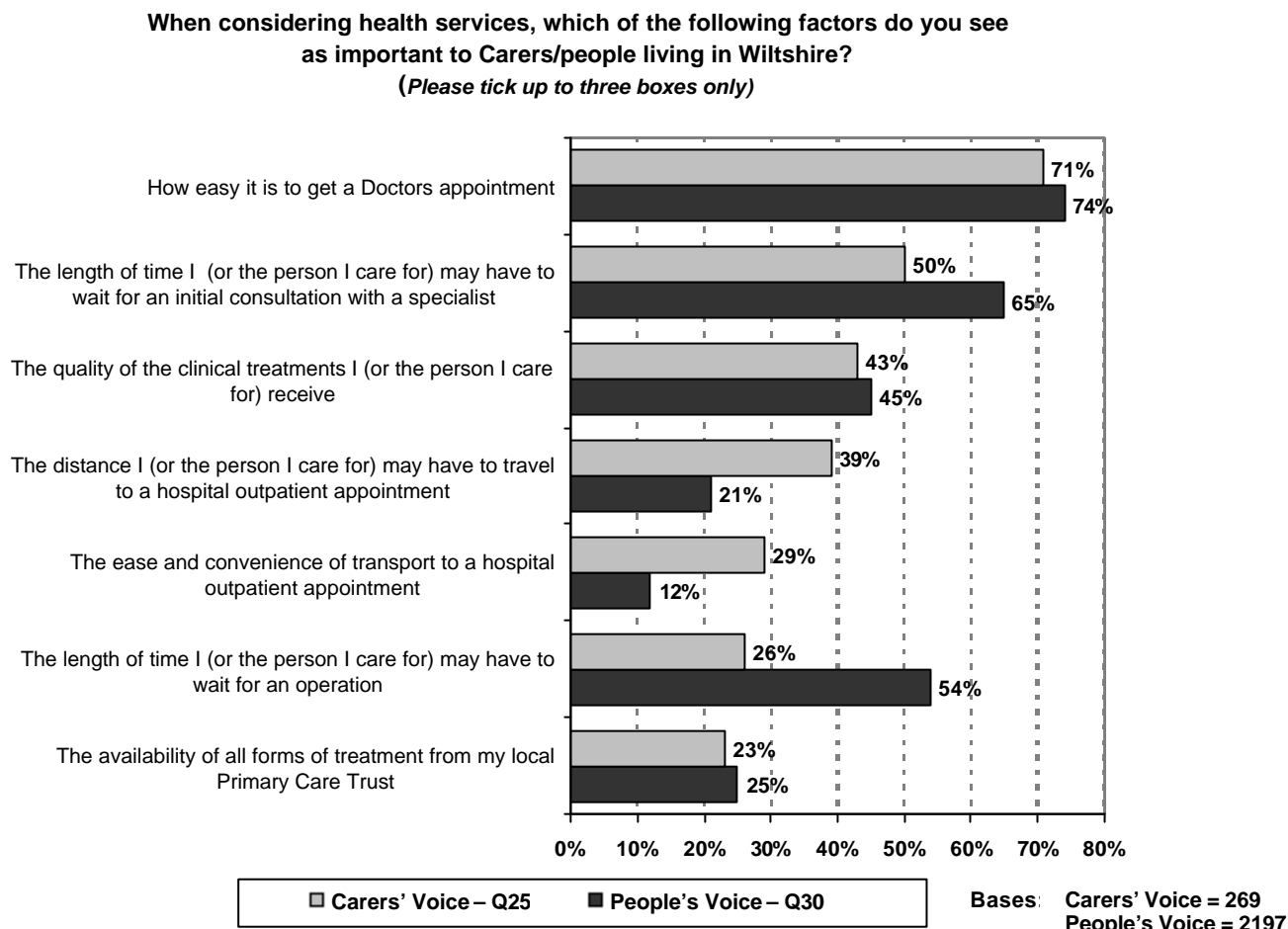
8.2.1. When asked to select the most important factors for Carers in Wiltshire, from a range of factors relating to health services, the most commonly selected is 'How easy it is to get a Doctors appointment' which is selected by nearly three quarters of respondents (71%). Next most important according to respondents is the length of wait for an initial consultation with a specialist, which is selected by around half of all respondents.

8.2.2. It should be noted that a small number of respondents (19) selected in excess of the three options that the question requested.

Q25. When considering health services, which of the following factors do you see as important to Carers living in Wiltshire?
(Please tick up to three boxes only)



8.2.3. A version of this question (with “people living in Wiltshire” instead of “Carers living in Wiltshire”) was also asked in the July 2005 People’s Voice survey. Although some things are similarly important for both groups, there are notable differences, as the below chart shows:



8.2.4. It should be noted that the insertion of ‘or the person I care for’ in some of the factors listed was only for Carers’ Voice, and was not featured on the question in the People’s Voice survey.

8.2.5. Carers are more likely than members of the citizens’ panel in general to consider issues of travelling to appointments to be among the most important of the factors listed above. ‘The distance I, or the person I care for, may have to travel to a hospital outpatient appointment’, is selected by 39% of Carers as among the most important factors, compared to only 21% selecting the equivalent in the People’s Voice, while a similar difference can be seen for ‘The ease and convenience of transport to a hospital outpatient appointment’ (29% v 12%).

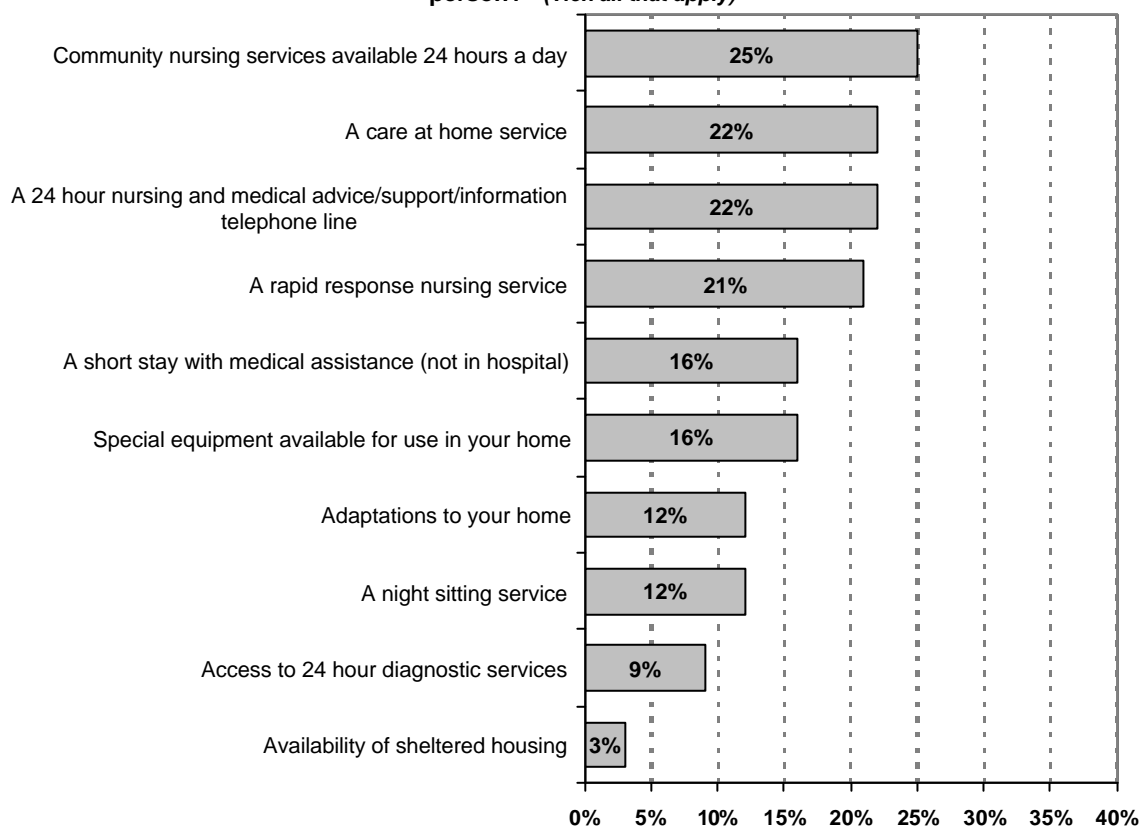
8.2.6. Conversely, Carers are much less likely than People’s Voice respondents to select the length of wait for an initial consultation or, especially, operation. This may be because the importance of other factors to Carers pushes these down the list of importance, rather than length of wait actually being of lesser concern to Carers than citizens in general.

8.3. Services that might have prevented hospital admission (had they been available)

8.3.1. Respondents were asked whether any of a list of services, had they been available, might have prevented hospital admission for themselves or a family member or cared-for person. A total of 55% indicate that at least one of the options listed may have done so, with a number selecting more than one option.

8.3.2. No one service emerges that is clearly considered the most likely to be able to prevent such hospital admission, although four of the services listed are thought by over 20% of all respondents to have possibly been able to prevent admission; 'Community nursing services available 24 hours a day' (25%), 'A care at home service' (22%), 'A 24 hour nursing and medical advice/support/information telephone line' (22%), and 'A rapid response nursing service' (21%). (When considering these figures, it should be borne in mind that the question may not have been even applicable to all Carers.)

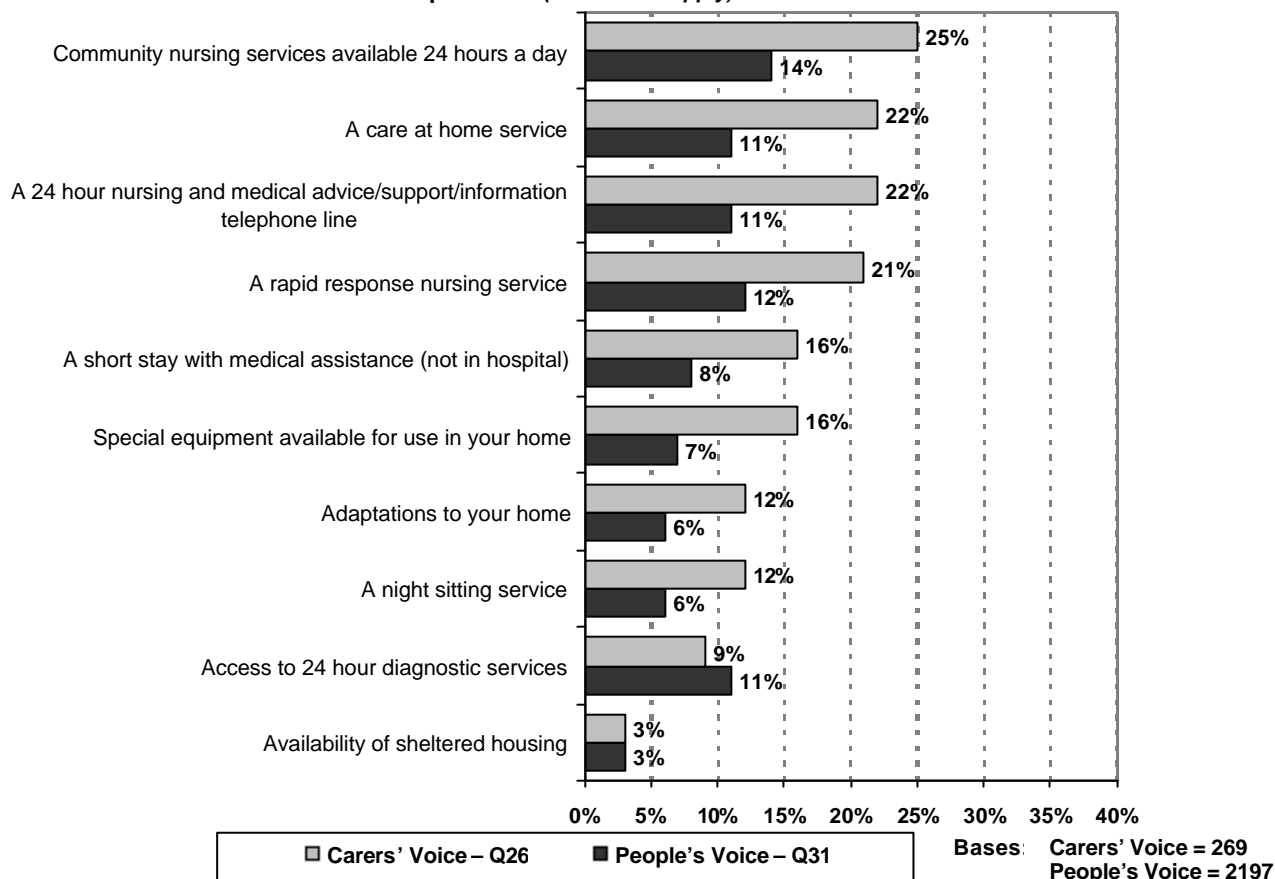
Q26. From your experience as a Carer, are there any services that had they been available to you and/or your family member/cared for person might have prevented admission to hospital for you or your family member/cared for person? (Tick all that apply)



Base = 269

8.3.3. A version of this question without the references to Caring ("From your experience, are there any services that had they been available to you and/or your family might have prevented admission to hospital for you or a family member?") was also asked in the July 2005 People's Voice survey. Comparisons of results between the two surveys are shown in the chart below:

Q26. From your experience as a Carer, are there any services that had they been available to you and/or your family member/cared for person might have prevented admission to hospital for you or your family member/cared for person? (Tick all that apply)



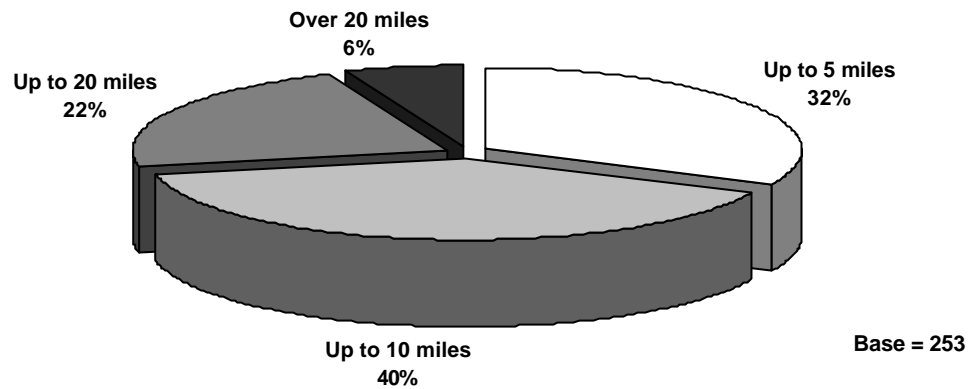
8.3.4. While the change in wording does give the question a greater span of meaning for Carers (i.e. bringing 'cared for persons' into the question), comparing the two is still legitimate, as the changes to the question are specific to the issues the comparison is trying to identify (i.e. differences between situations facing Carers and citizens in general).

8.3.5. Carers are generally more likely than members of the citizens' panel to consider that the services listed in this question might have prevented admission to hospital. They are on average about twice as likely to say this, although not for 'access to 24 hour diagnostic services' or 'availability of sheltered housing', for which there is little difference between the two groups. The generally greater likelihood of Carers to indicate that services may have prevented hospital admissions may be as much as anything else a result of being involved with more hospital admissions *per se* (especially given that there is no equivalent of 'Cared-for person' in the question to the People's Voice panellists).

8.4. Reasonable distances to travel to appointments

8.4.1. Nearly a third of respondents (32%) think it is only reasonable to travel up to 5 miles for an outpatient or diagnostic appointment, while 40% think it is reasonable to travel up to 10 miles. If these are added together, nearly three quarters of respondents (72%) do not think it is reasonable to travel over 10 miles. Only 6% think it is reasonable to travel over 20 miles for such an appointment.

Q27. As a Carer, how far do you think it is reasonable to travel for an outpatient or diagnostic appointment?

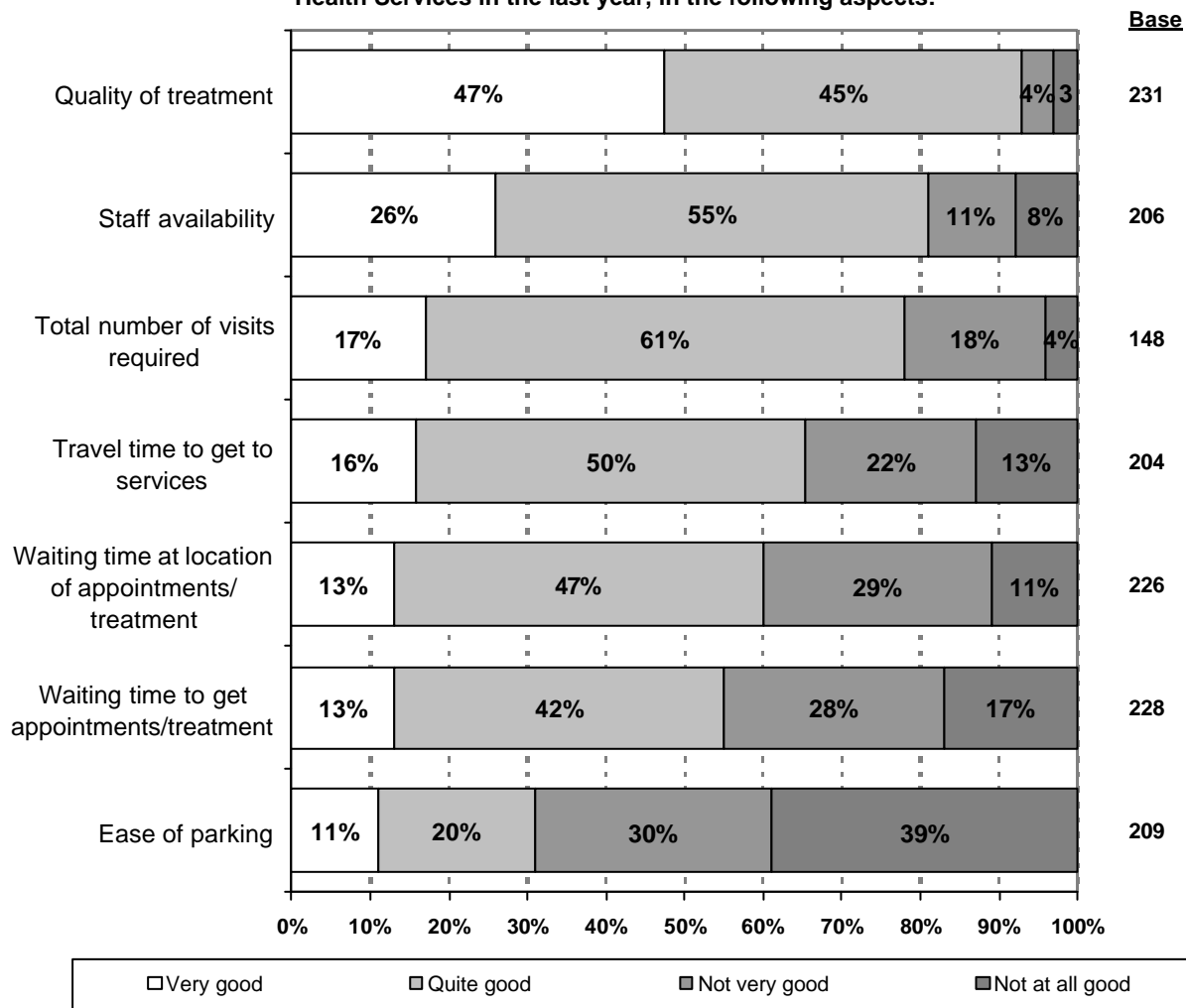


8.5. Quality of experience from local Health Services in the last year

8.5.1. Most aspects of experience of using local Health Services in the last year are rated positively by the majority of respondents. However, 'Ease of parking' is a notable exception, and there is a substantial minority that give negative ratings to some other aspects. It is striking that while there appear to be mixed experiences of the 'practical' aspects of accessing health services, the proportion giving positive ratings for the actual quality of treatment is very high.

8.5.2. Please note that respondents were also given an option of 'Don't know' for each of the services listed, and this option was ticked by a number of respondents (although a lesser proportion than at Q24). These 'Don't know' responses have been excluded from this analysis, as in many cases they are likely to be from respondents who have not had the experience to make a judgement. For a full breakdown of answers, including 'Don't Know' responses, see the Q28 table in the appendix at the end of the report.

Q28. As a Carer, please rate the quality of the experience you have had of local Health Services in the last year, in the following aspects:



9. CONCLUDING COMMENTS

- 9.1. Carers' Voice is an invaluable method of collecting information about the opinions of Carers living in Wiltshire by providing an insight into the experiences and views of the members of Wiltshire's Carers' Voice Panel.
- 9.2. This survey has produced results which will be useful to Wiltshire County Council, the Primary Care Trusts and the Carer Support Organisations in the development of better services for all Carers in the county.
- 9.3. The results of this survey should be seen as a way of supporting decision makers by helping them to understand the needs, opinions and priorities of Carers living in Wiltshire.
- 9.4. This report will be widely disseminated among the partner organisations and service providers. Copies will be made available in all of Wiltshire's libraries and an electronic version of this report will be available to download online from the Wiltshire and Swindon Intelligence Network (www.intelligencenetwork.org.uk).

If you have any questions or comments about this report or Carers' Voice, or if you know someone who would like to join the panel, please address them to: Neil Warren, Carers' Voice, Corporate Research Centre, Development Services, Wiltshire County Council, County Hall, Trowbridge, Wiltshire, BA14 8JN or e-mail: neilwarren@wiltshire.gov.uk

10. TABULATED SURVEY RESULTS

Emergency Situations

1. If you have faced an emergency situation in your caring role, did you feel you received adequate support?

	Numbers	Percent %
Yes	104	53%
No	60	30%
Not sure	34	17%
<i>Base</i>	<i>198</i>	

2. If you have been ill yourself whilst in your caring role, did you feel you received adequate support?

	Numbers	Percent %
Yes	75	41%
No	78	43%
Not sure	30	16%
<i>Base</i>	<i>183</i>	

3. If you have had a Carers' assessment, did you have a crisis care plan as part of your assessment?

	Numbers	Percent %
Yes	42	17%
No	67	26%
Not sure	47	19%
Have not had an assessment	98	39%
<i>Base</i>	<i>254</i>	

4. Which of the following arrangements for short-term back-up when you are ill would you find the most helpful?

	Very helpful		Quite helpful		Not helpful at all		<i>Base</i>
	Numbers	%	Numbers	%	Numbers	%	
More care in the home for cared for person	133	68%	49	25%	14	7%	196
A spell in a residential nursing home/ care home	57	38%	37	25%	57	38%	151
Additional family members coming in to help with caring	63	40%	49	31%	47	30%	159

Emergency Duty Service

5. Have you ever been told the number for the Emergency Duty Service?

	Numbers	Percent %
Yes	93	36%
No	121	46%
Don't Know	47	18%
<i>Base</i>	<i>261</i>	

6. What would help you to remember the Emergency Duty Service (EDS) number? *Please tick as many as appropriate.*

ALL RESPONDENTS	Numbers	Percent %
Leaflet about the EDS	66	25%
Fridge magnet with the EDS number	133	49%
Laminated credit-card size information card	101	38%
"Bottle-in-a-fridge" – a bottle designed to be stored in the fridge containing information and emergency contacts	36	13%
Keyring with key contact numbers	76	28%
Other	15	6%
<i>Base</i>	<i>269</i>	

Advocacy Services

"Advocacy is a process of empowering Carers by giving independent information which helps Carers to know about their rights and entitlements, and if necessary speaking up for them or representing their views".

7. Have you ever used these kinds of services?

	Numbers	Percent %
Yes	37	14%
No	207	81%
Not sure	13	5%
<i>Base</i>	<i>257</i>	

8. Where would you go if you needed advocacy services? *Please tick all that apply.*

BASE: ALL RESPONDENTS	Numbers	Percent %
Carer Support agencies	171	64%
Citizens' Advice Bureau	80	30%
Primary Care Trust (<i>e.g. Patient Advice Liaison Service – PALS</i>)	33	12%
Disability specific support groups	44	16%
Family/Friends	60	22%
Other	16	6%
<i>Base</i>	<i>269</i>	

9. What kind of service would you like to be providing advocacy? Please tick the model you would prefer.

(Note – although this should be a single answer question, some respondents selected more than one option).

	Numbers	Percent %
A specific Carers' advocacy service	76	30%
A combined service providing advocacy for Carers, cared-for persons, and other people	78	31%
Services specific to disabilities	51	20%
Services specific to age groups	31	12%
Don't mind	47	18%
Other	6	2%
<i>Base</i>	<i>255</i>	

Employment of Carers

10. What is your current employment situation?

	Numbers	Percent %
Employed full time	27	10%
Employed part time	43	16%
Self-employed	8	3%
Student	0	0%
Unemployed	6	2%
Retired	122	47%
Unable to work due to own disability/illness	11	4%
Unable to work due to caring	28	11%
Looking after family/home full time (other than above)	13	5%
Volunteer	3	1%
<i>Base</i>	<i>261</i>	

Instruction to respondents: "If you are currently in paid employment, please answer questions 11-13 about your current job. If you are of working age, but not currently in paid employment, please answer these questions (if applicable) about your most recent paid employment".

11. Does/did your employer know you are a Carer? (Carers of working age – current or most recent employment).

	Numbers	Percent %
Yes	70	77%
No	16	18%
Don't know	5	5%
<i>Base</i>	<i>91</i>	

12. Does/did your employer have flexible working policies? (*Carers of working age – current or most recent employment*).

	Numbers	Percent %
Yes	52	58%
No	26	29%
Don't know	12	13%
<i>Base</i>	<i>90</i>	

13. When you need(ed) time off because of your caring responsibilities do/did you use your annual leave? (*Carers of working age – current or most recent employment*).

	Numbers	Percent %
Usually	37	44%
Occasionally	27	32%
Never	21	25%
<i>Base</i>	<i>85</i>	

Instruction to respondents: *“Please do not answer question 14 if you were retired before you took on your caring role”.*

14. Do you believe your caring responsibilities have affected your career prospects and opportunities? (*Carers not retired when took on caring role*)

	Numbers	Percent %
Yes	93	59%
No	44	28%
Don't Know	21	13%
<i>Base</i>	<i>158</i>	

Instruction to respondents: *“Please answer questions 15 and 16 if you are of working age”.*

15. Which of these statements best sums up your feelings about work? (*Carers of working age*)

	Numbers	Percent %
It is an additional source of stress	35	28%
It is a positive break from the caring role	45	35%
Neither of these	37	29%
(Both statements selected)	10	8%
<i>Base</i>	<i>127</i>	

16. Which two changes, if any, would help you the most combine work with your caring role, if they were implemented? (*Carers of working age*)

BASE: ALL GIVING ANY ANSWER TO Q16 (of working age)	Most Important		2 nd Most Important		Not Selected		Base
	Numbers	%	Numbers	%	Numbers	%	
Better information about support for Carers	48	40%	11	9%	61	51%	120
More flexible working hours	26	22%	21	18%	73	61%	120
Information on benefits/entitlements	34	28%	12	10%	74	62%	120
Greater access to a phone at work	6	5%	6	5%	108	90%	120
Flexible leave/ unpaid leave	29	24%	19	16%	71	59%	120
Longer hours for day services (<i>e.g. until 7pm</i>)	17	14%	13	11%	90	75%	120
Opportunity for a break after finishing work, before resuming caring role	14	12%	14	12%	92	77%	120
Other*	11	9%	2	2%	107	89%	120

(note where an 'other' option is given, in cases where the importance has not been stated, it has been assumed to be 'Most important').

Instruction to respondents: *"Please only answer questions 17 and 18 if you are of working age and not currently in work"*.

17. Have you had to give up work because of your caring role? (*Carers of working age not currently in work*)

	Numbers	Percent %
Yes	40	67%
No	20	33%
Base	60	

18. If you had the chance, would you want to return to work? (*Carers of working age not currently in work*)

	Numbers	Percent %
Yes	19	31%
No	14	23%
Not sure	28	46%
Base	61	

Training for Carers

19. Have you ever, as a Carer, been able to access any training to support you in your role?

	Numbers	Percent %
Yes	53	21%
No	179	72%
Not sure	18	7%
<i>Base</i>	<i>250</i>	

20. If training for Carers was to be provided, which of these would you find most helpful? *Please number in order of preference those you would find helpful.*

BASE: ALL RESPONDENTS ANSWERING Q20	Rank Given								Ticked	Not Selected	Base
	1	2	3	4	5	6	7	8			
Practical ideas about Caring strategies	35 (14%)	31 (12%)	23 (9%)	13 (5%)	10 (4%)	5 (2%)	3 (1%)	1 (<1%)	22 (9%)	106 (43%)	249
Looking after your emotional health and wellbeing	52 (21%)	27 (11%)	20 (8%)	20 (8%)	11 (4%)	4 (2%)	3 (1%)	1 (<1%)	43 (17%)	68 (27%)	249
Information about illnesses/disabilities	24 (10%)	17 (7%)	23 (9%)	12 (5%)	12 (5%)	9 (4%)	2 (1%)	7 (3%)	19 (8%)	124 (50%)	249
Confidence building	6 (2%)	9 (4%)	11 (4%)	5 (2%)	13 (5%)	15 (6%)	18 (7%)	13 (5%)	11 (4%)	148 (59%)	249
Information about accessing services	34 (14%)	23 (9%)	21 (8%)	18 (7%)	9 (4%)	10 (4%)	9 (4%)	1 (<1%)	23 (9%)	101 (41%)	249
IT training	7 (3%)	4 (2%)	6 (2%)	7 (3%)	6 (2%)	12 (5%)	15 (6%)	30 (12%)	10 (4%)	152 (61%)	249
Thinking ahead – preparing for the future	32 (13%)	14 (6%)	27 (11%)	14 (6%)	17 (7%)	12 (5%)	7 (3%)	3 (1%)	28 (11%)	95 (38%)	249
Financial advice	13 (5%)	22 (9%)	10 (4%)	19 (8%)	10 (4%)	13 (5%)	17 (7%)	10 (4%)	29 (12%)	106 (43%)	249

Housing Support

21. Do you or the person you care for currently receive any of the following types of housing-related support? *Please tick all that apply.*

BASE: ALL RESPONDENTS	Numbers	Percent %
Support worker coming to visit	37	14%
Community alarm system	29	11%
Warden on duty	15	6%
<i>Base</i>	<i>269</i>	

22. Would you or the person you care for benefit from receiving any of the following types of support to enable you/them to live independently? *Please tick all that apply.*

BASE: ALL RESPONDENTS	Numbers	Percent %
Help with filling in forms for paying bills and claiming benefits	57	21%
Help in accessing services	71	26%
Emotional support or befriending	85	32%
Help in arranging repairs to your home	67	25%
<i>Base</i>	<i>269</i>	

23. Do you think that the person you care for could live independently with some support?

<i>(Excluding respondents where cared for person is under 18)</i>	Numbers	Percent %
Yes, in supported housing	25	12%
Yes, with other support	58	27%
No, not in any circumstances	128	61%
<i>Base</i>	<i>211</i>	

Health Services in Wiltshire

24. How well do you think each of the following health services are working in Wiltshire?

	Very well	Quite well	Not very well	Not at all well	Don't know	<i>Base</i>
Outpatient services	45 (18%)	137 (54%)	26 (10%)	11 (4%)	36 (14%)	<i>255</i>
Community/district nursing services	60 (24%)	73 (30%)	19 (8%)	9 (4%)	84 (34%)	<i>245</i>
Inpatient care <i>(at a community hospital)</i>	32 (14%)	68 (29%)	14 (6%)	15 (6%)	105 (45%)	<i>234</i>
Minor injuries service	34 (15%)	87 (37%)	19 (8%)	11 (5%)	82 (35%)	<i>233</i>
Accident and emergency services	71 (29%)	89 (36%)	18 (7%)	12 (5%)	54 (22%)	<i>244</i>
General practices <i>(Doctors surgeries)</i>	104 (40%)	110 (42%)	30 (11%)	14 (5%)	4 (2%)	<i>262</i>
Physiotherapy services	27 (11%)	68 (28%)	44 (18%)	23 (9%)	83 (34%)	<i>245</i>

25. When considering health services, which of the following factors do you see as important to Carers living in Wiltshire? *Please tick up to 3 boxes only.*

BASE: ALL RESPONDENTS	Numbers	Percent %
How easy it is to get a Doctors appointment	190	71%
The length of time I, or the person I care for, may have to wait for an initial consultation with a specialist	135	50%
The length of time I, or the person I care for, may have to wait for an operation	69	26%
The distance I, or the person I care for, may have to travel to a hospital outpatient appointment	104	39%
The ease and convenience of transport to a hospital outpatient appointment	79	29%
The availability of all forms of treatment from my local Primary Care Trust	63	23%
The quality of the clinical treatments I, or the person I care for, receive	116	43%
<i>Base</i>	<i>269</i>	

26. From your experience as a Carer, are there any services that had they been available to you and/or your family member/cared for person might have prevented admission to hospital for you or your family member/cared for person?

BASE: ALL RESPONDENTS	Numbers	Percent %
Community nursing services available 24 hours a day	67	25%
A rapid response nursing service	56	21%
Special equipment available for use in your home	42	16%
Adaptations to your home	32	12%
Availability of sheltered housing	7	3%
A 24-hour nursing and medical advice/support/information telephone line	59	22%
A night sitting service	31	12%
A care at home service	60	22%
Access to 24 hour diagnostic services	24	9%
A short stay with medical assistance <i>(not in hospital)</i>	44	16%
<i>Base</i>	<i>269</i>	

27. As a Carer, how far do you think it is reasonable to travel for an outpatient or diagnostic appointment? *Please tick the option closest to your view.*

	Numbers	Percent %
Up to 5 miles	81	32%
Up to 10 miles	101	40%
Up to 20 miles	55	22%
Over 20 miles	16	6%
<i>Base</i>	<i>253</i>	

28. As a Carer, please rate the quality of the experience you have had of local Health Services in the last year, in the following aspects:

	Very good	Quite good	Not very good	Not at all good	Don't know	<i>Base</i>
Staff availability	54 (24%)	114 (50%)	22 (10%)	16 (7%)	23 (10%)	<i>229</i>
Travel time to get to services	32 (15%)	101 (46%)	45 (21%)	26 (12%)	14 (6%)	<i>218</i>
Ease of parking	22 (9%)	42 (18%)	63 (27%)	82 (35%)	23 (10%)	<i>232</i>
Total number of visits required	25 (13%)	90 (48%)	27 (14%)	6 (3%)	40 (21%)	<i>188</i>
Waiting time to get appointments/treatment	30 (12%)	96 (40%)	63 (26%)	39 (16%)	13 (5%)	<i>241</i>
Waiting time at the location of appointments/treatment	30 (13%)	107 (46%)	65 (28%)	24 (10%)	9 (4%)	<i>235</i>
Quality of treatment	109 (44%)	105 (43%)	10 (4%)	7 (3%)	14 (6%)	<i>245</i>