



# January 2005 Survey

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West Wiltshire   
Primary Care Trust

Kennet and North Wiltshire   
Primary Care Trust

South Wiltshire   
Primary Care Trust

*Wiltshire*  
COUNTY COUNCIL

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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 three Primary Care Trusts and the four 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 fourth Carers' Voice questionnaire, which was sent out to panellists in January 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 470, representing a slight increase in membership since the last survey (summer 2004). This is due to several more Carers having been recruited to the Carers' Voice panel since the last questionnaire. However, these have been almost counterbalanced 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.

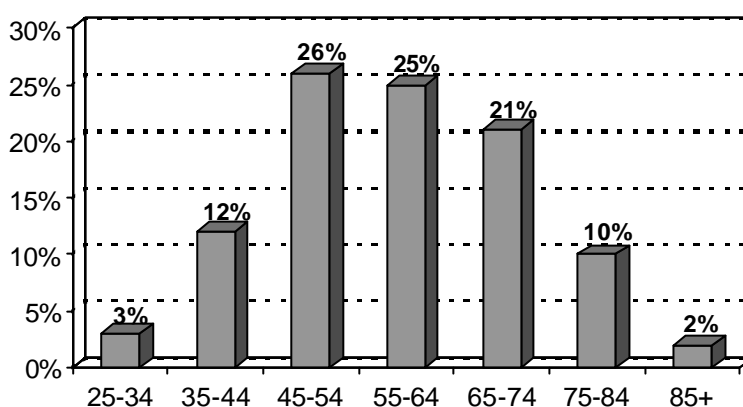
### 1.3 Returns Profile

1.3.1 In January 2005, panellists were sent the fourth Carers' Voice questionnaire. By the 2<sup>nd</sup> March, this questionnaire had achieved a 52% response rate, with 245 questionnaires received.

1.3.2 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; 27% of respondents were male, 73% were female.

1.3.3 The chart below shows the age distribution of respondents. The chart shows that 61% of respondents are aged 55 and over, which reflects the age structure of the panel.

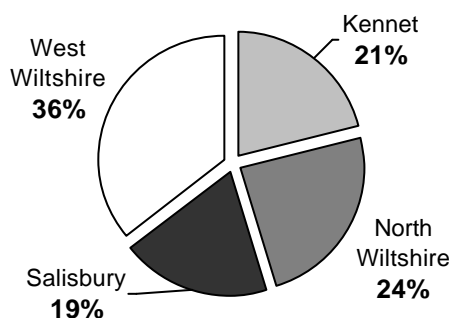
**Respondents by age range**



Base: 242 Respondents

1.3.4 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.

**Respondents by District**



Base: 241 Respondents

1.3.5. 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 as the overall response.

## **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 fourth questionnaire covered the following topics:

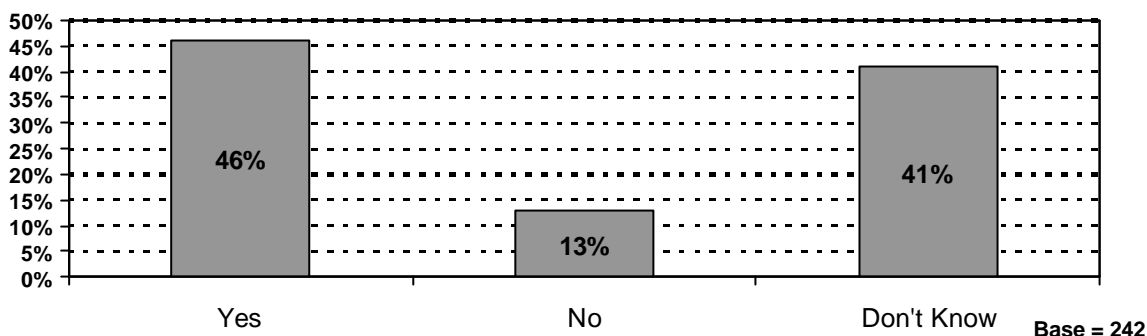
- Assessments of Carer's Needs
- Health Services
- Services and Benefits
- Domiciliary Care Agency Support
- Emergency Contacts
- Information Provision

## 2. ASSESSMENTS OF CARER'S NEEDS

### 2.1 Doctor's Surgery Carers register

2.1.1 The first section of questions focused on issues surrounding assessments of Carers' Needs. Panellists were first asked whether they are on their doctor's surgery Carers register. Just under half (46%) answered that they are, while four in ten (41%) said they didn't know if they are or not. The remaining 13% answered that they are not on this register.

**Q1. Are you on your Doctor's Surgery Carers register?**

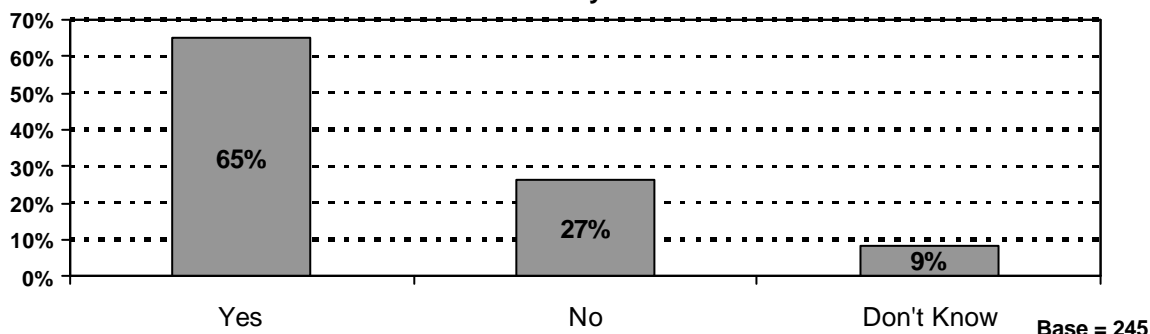


2.1.2. These figures represent a significant improvement in the proportion of respondents who are aware that they are on their Doctor's Surgery Carers register. When this question was asked in 2002 only 18% of respondents answered 'Yes', with 68% answering 'Don't Know' and 14% answering 'No'.

### 2.2 Carer entitlement to assessment of needs

2.2.1. Around two thirds of respondents (65%) stated that it had been explained to them that as a Carer they are entitled to an assessment of their needs. (For those uncertain, the following clarification was made in the questionnaire; "This is the opportunity to talk about your needs as a Carer with someone from health and social care services"). Around a quarter (27%) said that this had not been explained, while 9% answered 'Don't Know'.

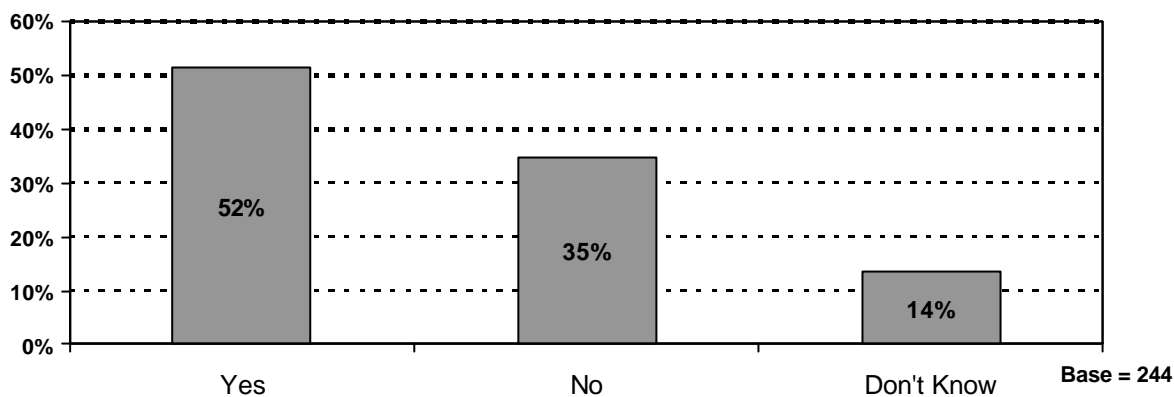
**Q2. Has it been explained to you that as a Carer you are entitled to an assessment of your needs?**



### 2.3 Actual assessment of Carer's needs

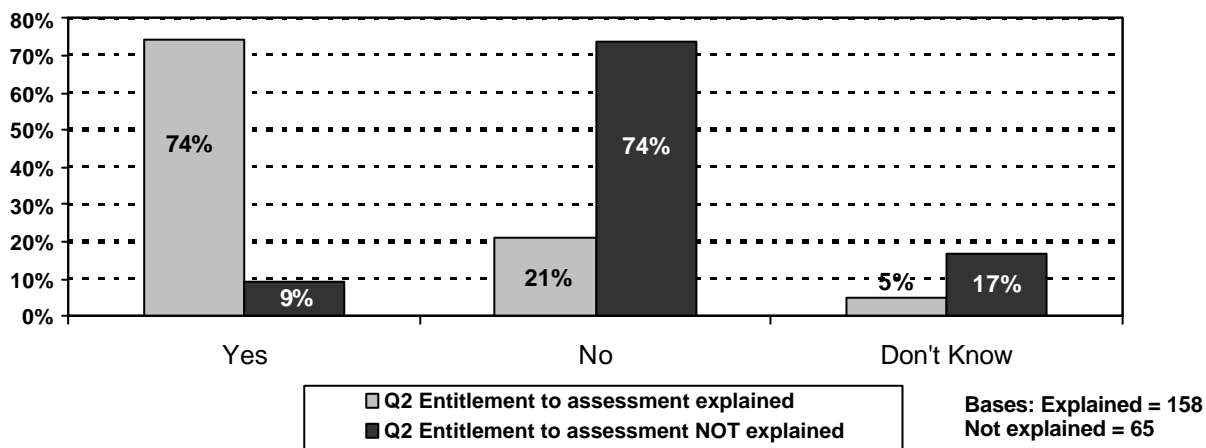
2.3.1. Just over half (52%) of all respondents said that they have had an assessment of Carer's needs. A further 14% 'don't know' whether they have, with 35% saying they have not had one.

Q3. Have you had an assessment of Carer's needs?



2.3.2. Of those respondents who expressed that it had been explained to them that they are entitled to an assessment of needs, the proportion who say they have actually had an assessment of Carer's needs is 74%.

Q3. Have you had an assessment of Carer's needs?

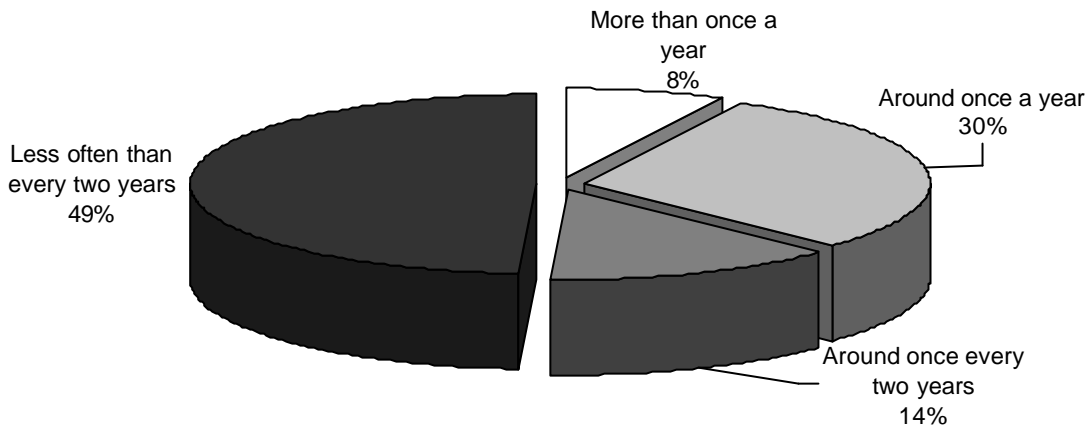




**2.4 How often an assessment of Carer’s needs is done**

2.4.1. Of those that have received an assessment of Carer’s needs, around half (49%) said they receive an assessment less often than once every two years. A total of 14% said they have one around every two years, 30% said they receive an assessment around once a year, and 8% expressed that they receive an assessment more often than once a year. (Please note that the ten respondents who gave an answer to this question (Q4) but did not say at Q3 that they have had an assessment of Carer’s needs have been excluded from this analysis.)

**Q4. How often do you receive an assessment of Carer’s needs?**  
(If had an assessment)



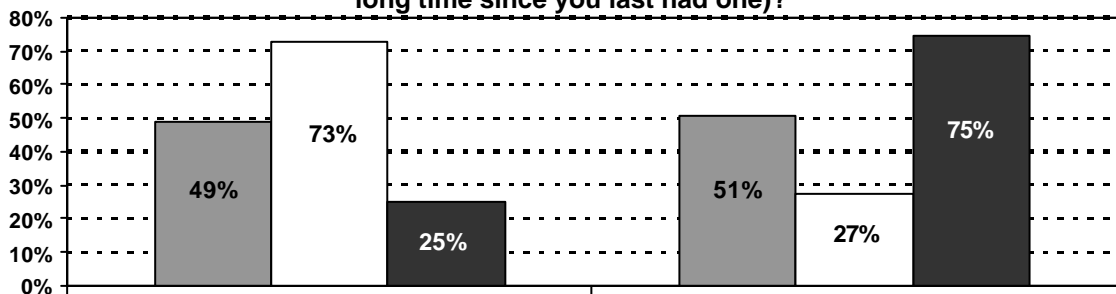
Base = 118

**2.5 Do Carers know who to contact to request an assessment?**

2.5.1. Around half of respondents (49%) said that they would know who to contact if they wanted to request an assessment (due to a change in personal circumstances or if it is a long time since they had one). 51% said they would not know.

2.5.2. There is unsurprisingly a substantial difference in awareness of who to contact to request an assessment between those who have had an assessment of Carer’s needs and those who have not. Among those who have had an assessment, 73% said that they would know who to contact if they wanted to request an assessment, while this figure drops to 25% among those who have not already had an assessment.

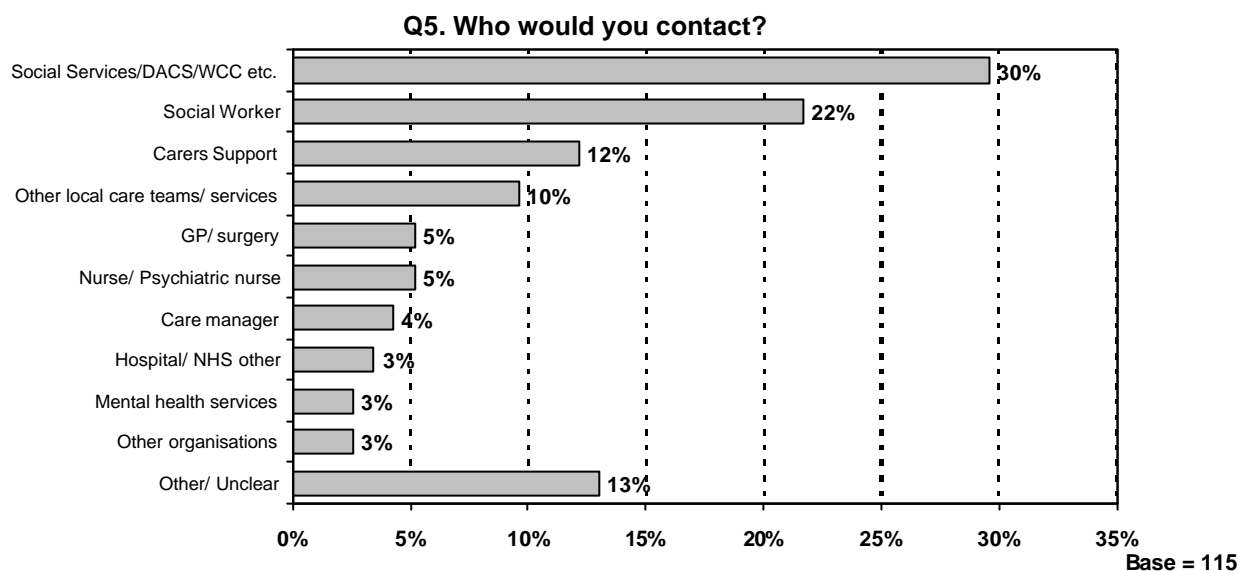
**Q5. Would you know who to contact if you wanted to request an assessment (due to a change in personal circumstances or if it is a long time since you last had one)?**



Bases: All = 241  
Had assessment = 124  
Not had assessment = 83

## 2.6 Who Carers would contact to request an assessment

2.6.1. Of the 115 respondents that stated who they would contact if they wanted to request an assessment of Carer's needs, nearly a third said that they would contact Social Services (or DACS/WCC etc, central or local) (34 respondents), and nearly a quarter said they would contact a social worker directly (25 respondents), while a further 10 respondents mentioned various local care teams or services. A total of 14 respondents said they would contact one of the Carers' Support organisations, while 15 respondents mentioned GPs, nurses, hospital staff etc.

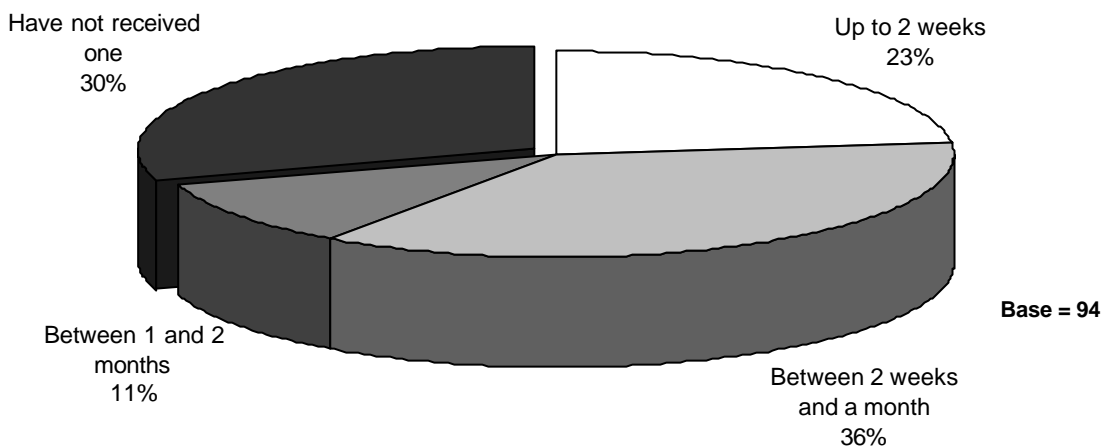


2.6.2. It should be noted that the figures listed here only represent the best estimate possible. Variations in the descriptions that respondents give to various organisations, places, or services mean that the attachment of comments to the above categories is in some cases an estimate. Therefore, the above results should be treated as a guide only, especially when the low base size involved is considered alongside this note of caution.

## 2.7 How long it takes to receive care plan

2.7.1. Of those respondents that have had an assessment of Carer's Needs, around six in ten received their care plan from their most recent assessment within a month. 23% received their plan within two weeks, while 36% received it within between two weeks and a month. For 11% it took between one and two months, while 30% stated that they have not received a care plan at all. No respondent had received their care plan for their most recent assessment in longer than two months. (Please note that the 26 respondents who gave an answer to this question (Q7) but did not say at Q3 that they have had an assessment of Carer's needs have been excluded from this analysis.)

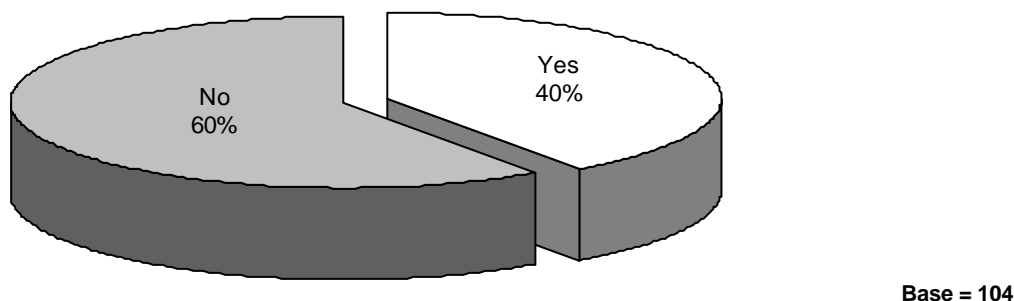
**Q7. How long did it take for you to receive your care plan from your most recent assessment?**  
(If had an assessment)



## 2.8 Have Carers had a review of assessment?

2.8.1. Of those respondents that have had an assessment of Carer's Needs, 40% stated that they had had a review of their assessment of Carer's needs, while 60% had not. (Please note that the 19 respondents who gave an answer to this question (Q8) but did not say at Q3 that they have had an assessment of Carer's needs have been excluded from this analysis.)

**Q8. Have you had a review of your assessment?**  
(If had an assessment)

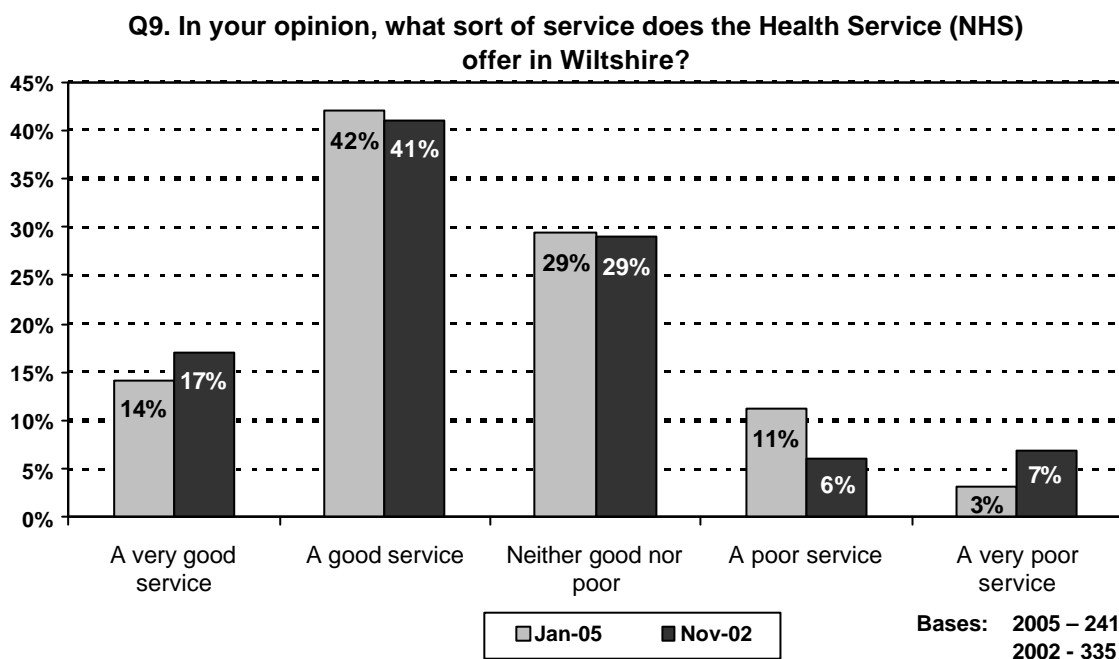


### 3. HEALTH SERVICES

#### 3.1. Opinion of service offered by Health Service (NHS) in Wiltshire

3.1.1. When asked what sort of service the Health Service (NHS) offers in Wiltshire, the majority of respondents gave a positive opinion. 14% of respondents rated the service as 'A very good service', while 42% rated it as 'A good service'. A further 29% gave a neutral response, describing it as 'A service that is neither good nor poor'. However, some respondents were unhappy with the service offered, 11% rating it as 'A poor service' and 3% rating it as 'A very poor service'.

3.1.2. The results are very broadly similar to the results when this question was asked in a Carers Voice survey in 2002, as the below graph shows.



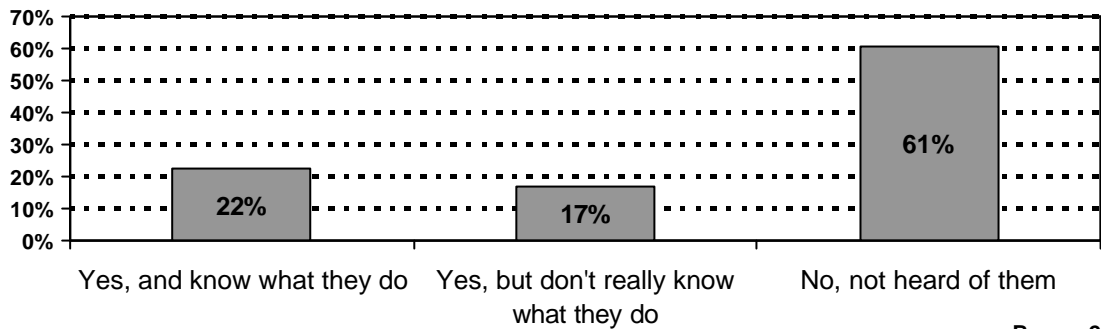
## 4. SERVICES AND BENEFITS

### 4.1. Have Carers heard of Financial Assessment and Benefits (FAB) team?

4.1.1. The majority of respondents (61%) have not heard of the Financial Assessment and Benefits (FAB) team.

4.1.2. Even of those respondents that said they had heard of the FAB team, a substantial number acknowledged that they do not really know what they do. Only 22% of respondents stated that they had heard of the FAB team and know what they do.

**Q10. Have you heard of the Financial Assessment and Benefits (FAB) Team?**

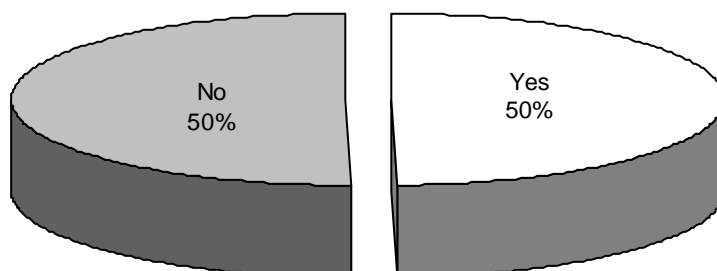


### 4.2. Do Carers know about Direct Payments?

4.2.1. Half of respondents (50%) said that they know about Direct Payments.

4.2.2. When asked this question, respondents were given the following statement to help them: *"A Direct Payment is a cash payment made by the Department of Adult and Community Services (Social Services) to a Carer who is assessed as needing services. It gives a Carer more choice and control over the social care services they receive to give them a break from their caring responsibilities"*.

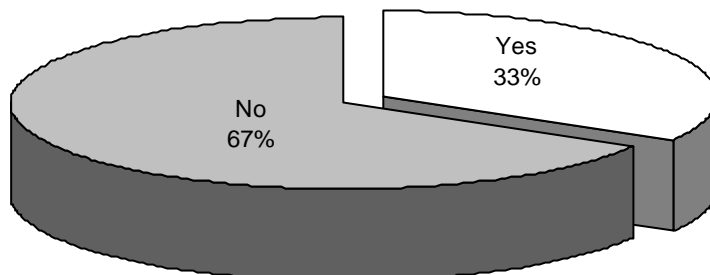
**Q11. Do you know about Direct Payments?**



### 4.3. Do Carers use Direct Payments?

4.3.1. Of those respondents that said they know about Direct Payments, a third (33%) are currently using them. (Please note that the respondents who gave an answer to this question (Q12) but did not say at Q11 that they know about Direct Payments have been excluded from this analysis.)

**Q12. Are you using Direct Payments?**  
(If stated knowing about Direct Payments)

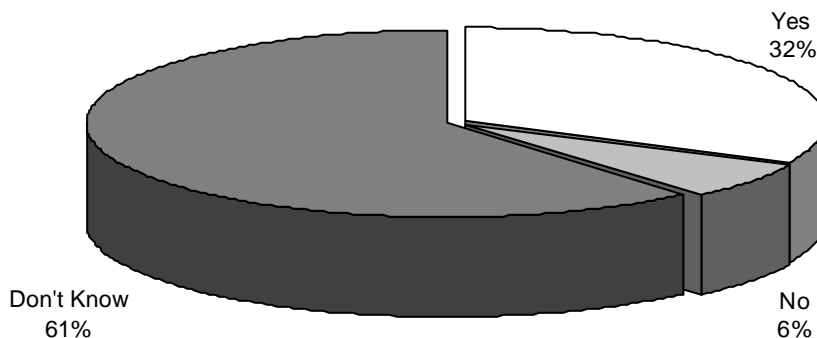


Base = 111

### 4.4. Would Carers use Direct Payments if offered (if not previously known about)?

4.4.1. Respondents who said at Q11 that they did not know about Direct Payments were asked whether they would use them if offered them (having read the paragraph as listed at paragraph 4.2.2.). Of these respondents, around a third (32%) said that they would, while 6% said they would not. Perhaps understandably as they did not previously know about them, the majority still said they did not know whether they would use Direct Payments if offered them. (Please note that the respondents who gave an answer to this question (Q13) but did not say at Q11 that they did not know about Direct Payments have been excluded from this analysis.)

**Q13. Would you use Direct Payments if you were offered them?**  
(If did NOT previously know about Direct Payments)

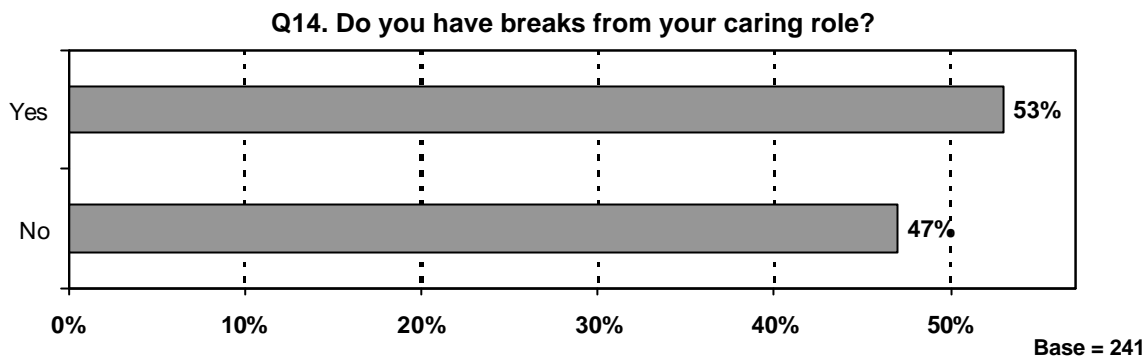


Base = 109

#### 4.5. Current breaks from caring role

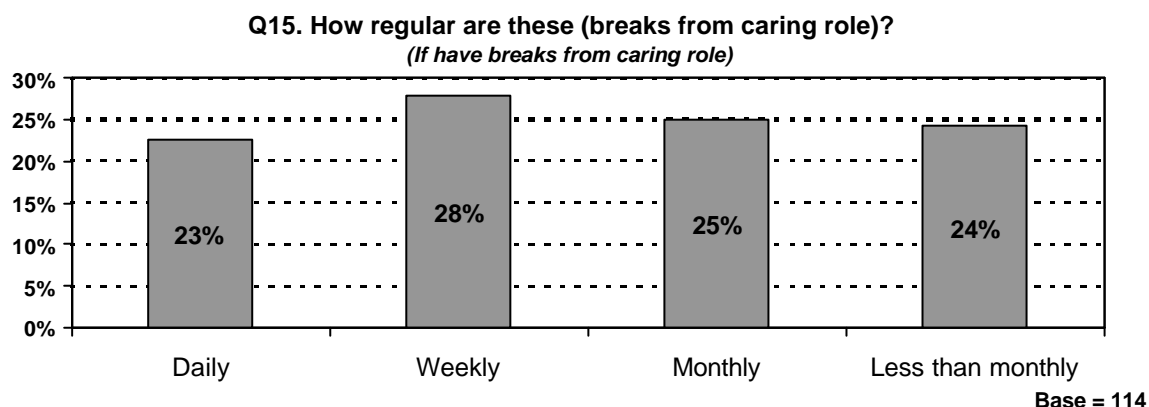
4.5.1. Around half (53%) of respondents stated that they have breaks from their caring role.

4.5.2. When asked this question, respondents were told that “types of break available include services in the home, day care, respite care, holiday, time out for the Carer”.



#### 4.6. Regularity of breaks from caring role

4.6.1. Of those respondents who stated at Q14 that they have breaks from their caring role, around half have breaks approximately daily or weekly. Nearly a quarter however have breaks less than monthly. (Please note that the respondents who gave an answer to this question (Q15) but said at Q14 that they did not have breaks from their caring role have been excluded from this analysis.)



4.6.2. Please note that this analysis includes a number of respondents who did not answer this question, but gave clear time-frame answers in the open box (see below) who have been re-coded appropriately. There has also been a small amount of recoding on the previous question (Q14), with those respondents not answering that question (not those saying ‘no’) but giving a clear answer at Q15, other than ‘Less than monthly’, being recoded as having breaks from caring role. This small amount of recoding explains the slight difference between the figures here and those in the provisional topline results sheet previously produced.

4.6.3. Of the respondents answering that they receive breaks ‘Less than monthly’, 16 actually gave a valid answer of how frequently these breaks occur. Of these, six respondents said these occasions are every few (between two and four) months, eight respondents said they are once or twice a year, and two respondents said they are every few years.

4.6.4. A small number of respondents, including some who answered that breaks are ‘Less than monthly’ and some who did not answer this question, commented that the frequency of breaks is variable.

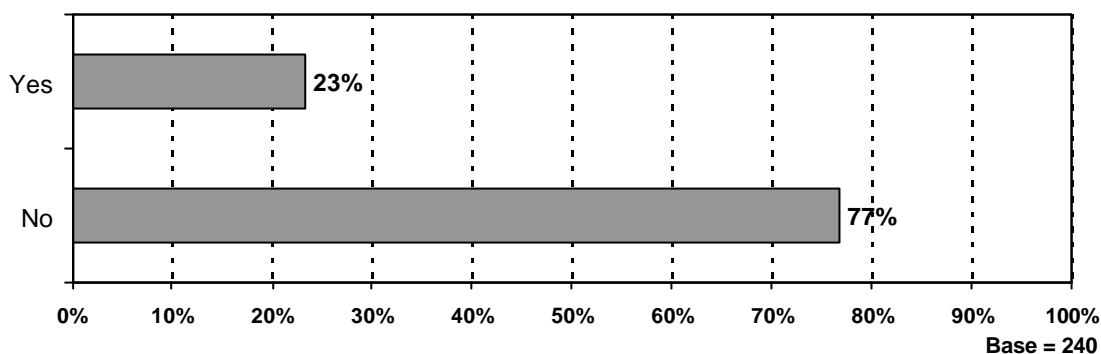
## 5. DOMICILIARY CARE AGENCY SUPPORT

### 5.1. Do Carers currently receive help from Domiciliary Care agency?

5.1.1. At the start of the section on domiciliary care agency support, the following definition was provided: *'Domiciliary Care (also known as Home Care) is a range of care services you can receive in your own home to help you care for the person you look after.'*

5.1.2. Around a quarter of respondents (23%) stated that they are in receipt of domiciliary care agency support.

Q16. Do you currently receive help from a Domiciliary Care agency?



### 5.2. Frequency of agency visits

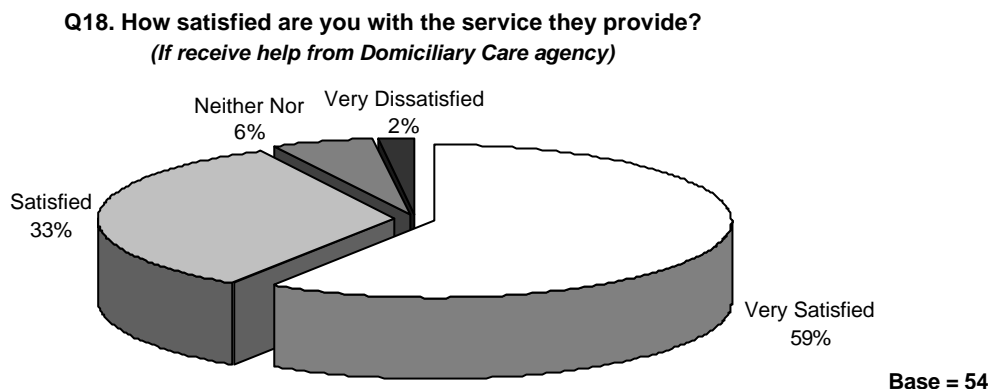
5.2.1. Of the 56 respondents who said they currently receive help from a domiciliary care agency, 51 answered Q17 about the frequency of visits.

5.2.2. Of the 51 respondents answering Q17, 23 (45%) said they are visited more than once a day, 16 (31%) said they are visited once daily, and 12 (24%) said they are visited less than daily. It should be noted however that particular caution is needed with the results of this question, given the low base size.



### 5.3. Satisfaction with Domiciliary Care agency service

5.3.1. Of the 54 respondents answering Q18, the vast majority are satisfied with the service provided by the domiciliary care agency. 32 respondents (59%) stated that they are 'Very Satisfied', 18 respondents (33%) stated that they are 'Satisfied', 3 respondents (6%) that they are 'Neither Satisfied nor Dissatisfied', and just one respondent (equating to 2%) stating they are 'Very Dissatisfied'. It should be noted however that particular caution is needed with the results of this question, given the low base size.



5.3.2. Please note that the two respondents who gave an answer to this question (Q18) but said at Q16 that they did not receive help from a domiciliary care agency have been excluded from the above analysis. One of these two respondents did express dissatisfaction however.

### 5.4. Reasons for dissatisfaction with Domiciliary Care agency service

5.4.1. Five respondents gave an answer to Q19, which invited respondents to give their reasons for expressing dissatisfaction with the domiciliary care agency service. Not all of these respondents had actually given dissatisfied ratings. These comments are as follows:

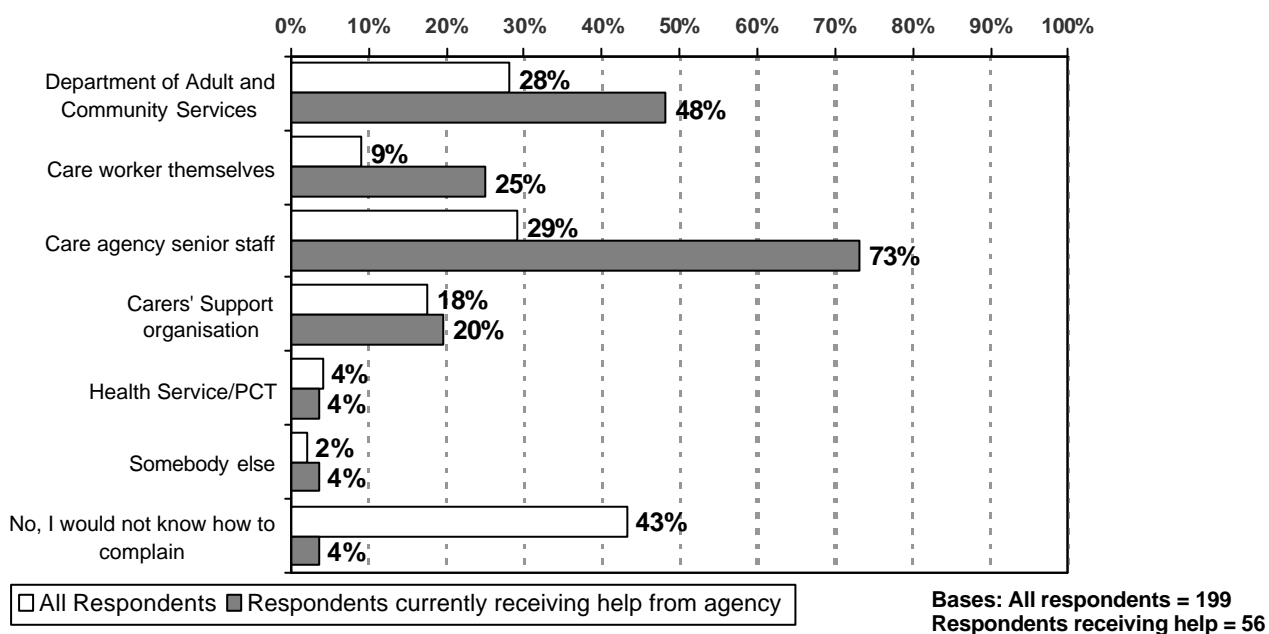
- "Change Carers too frequently, have to explain each time to them what is needed." *Rating: Neither Satisfied Nor Dissatisfied*
- "Husband keeps cancelling. They could be helping me in the house when he refuses personal care". *Rating: Dissatisfied (Do not use agency services)*
- "Did not carry out Care Plan, or turn up. Food given out of date by different Carers in 9 months. Care Agency replaced." *Rating: Very Dissatisfied*
- "The first Carer who came was very helpful and taught me a lot about caring for my husband....The next 2 Carers were useless. One sat and watched TV while I cleaned him up after a bowel movement and my daughter tried to make up a clean bed. The last one had not been told how ill he was and did not know how to change a night bag". *Rating: Not Given*
- "The fifth respondent, who said they do not use agency services, commented that they do not need the services at this time.

## 5.5. Do Carers know how to complain if have problems with Domiciliary Care agency service?

5.5.1. It is perhaps most revealing to look at the results to this question among only those who currently receive help from a domiciliary care agency. Among these 56 respondents, only two (equating to 4%) said they would not know how to complain. Nearly three quarters of these respondents (41, equating to 73%) said they would contact the care agency senior staff with a complaint, 27 respondents (equating to 48%) would contact the Department of Adult and Community Services, and 14 respondents (equating to 25%) would contact the care worker themselves. When looking at the results of domiciliary care agency users only however, it should be noted that particular caution is needed with the results, given the low base size.

5.5.2. Of all respondents answering the question, 43% said that they would not know how to complain if they had problems with the service provided by the domiciliary care agency, although this is mostly among non-users. Among all respondents, the most common routes respondents would direct complaints about the domiciliary care agency are the care agency senior staff (29% of all respondents), the Department of Adult and Community Services (28%), and the Carers' Support organisation (18%).

**Q20. Would you know how to complain if you have problems with the service provided by the domiciliary care agency?**



## 5.6. Complaints about Domiciliary Care agency (satisfaction)

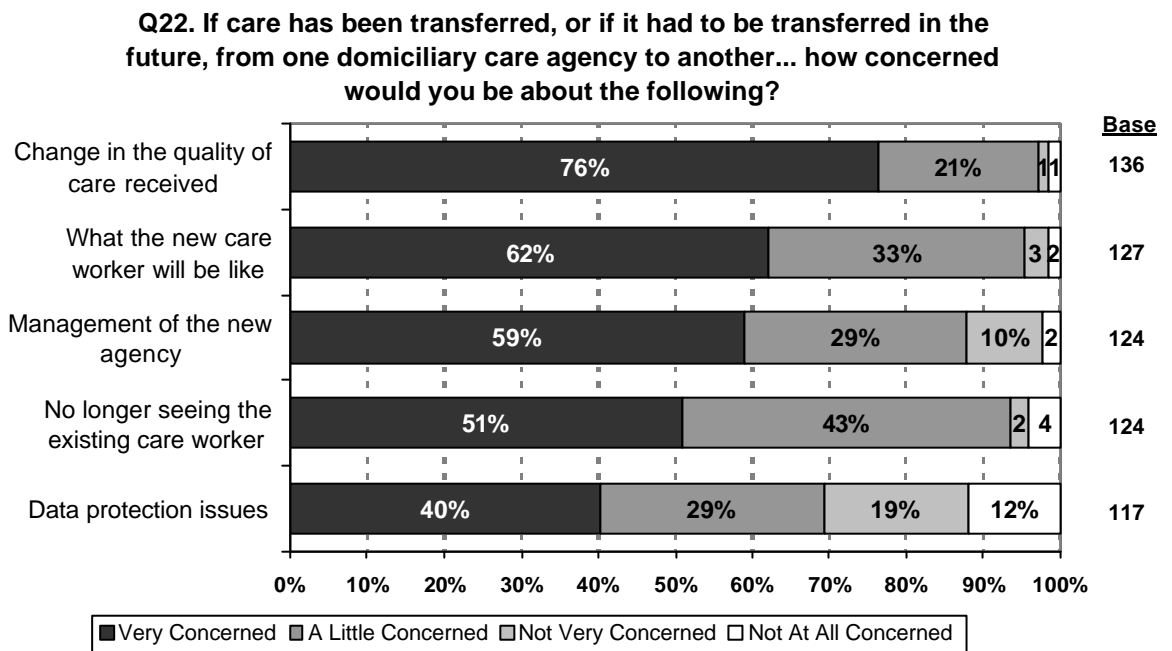
5.6.1. Of all respondents answering the question, the vast majority (73%) have never had to complain about an agency. However, among the 44 respondents answering this question who currently receive help from a domiciliary care agency, half have made a complaint.

5.6.2. Only 42 respondents in total actually gave a satisfaction rating for how their complaints were actioned. Of these, the majority expressed satisfaction. Six respondents (equating to 14% of those giving a rating at this question) were 'Very Satisfied', and twenty (48%) were 'Fairly Satisfied'. However, eight respondents (19%) were 'Fairly Dissatisfied' and a further eight (19%) were 'Very Dissatisfied'. It should be noted however that particular caution is needed with the results of this question, given the very low base size of those giving ratings.

## 5.7. Transfer of care between Domiciliary Care agencies

5.7.1. Respondents were asked how concerned they would be about a number of issues, if care has been transferred, or if it had to be transferred in the future, from one domiciliary care agency to another (*whether selected by the Department of Adult and Community Services, or by themselves*).

5.7.2. Of the five issues presented, respondents most commonly expressed that they would be 'Very concerned' about 'Change in the quality of care received', with 76% saying they would be 'Very concerned' about this. A total of 62% said they would be 'Very concerned' about 'What the new care worker will be like', 59% said they would be 'Very concerned' about 'Management of the new agency', 51% said they would be 'Very concerned' about 'No longer seeing the existing care worker', and 40% said they would be 'Very concerned' about 'Data protection issues'.



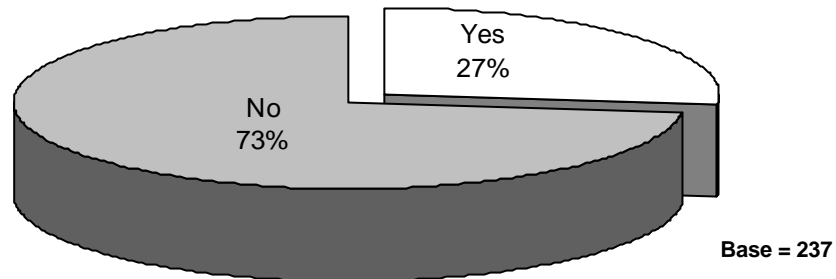
5.7.3. This question was also analysed for current users of domiciliary care only. Partly due to very low base sizes for this group (between 41 and 48), there are not significant differences between the figures in the previous paragraph and those for only current users of domiciliary care.

## 6. EMERGENCY CONTACTS

### 6.1. Knowledge of Emergency Duty Service telephone number

- 6.1.1. Only just over a quarter of respondents (27%) stated that they know the telephone number for the Department of Adult and Community Services Emergency Duty Service (EDS).

**Q23. Do you know the telephone number for the Department of Adult and Community Services Emergency Duty Service (EDS, formerly known as EDT)?**

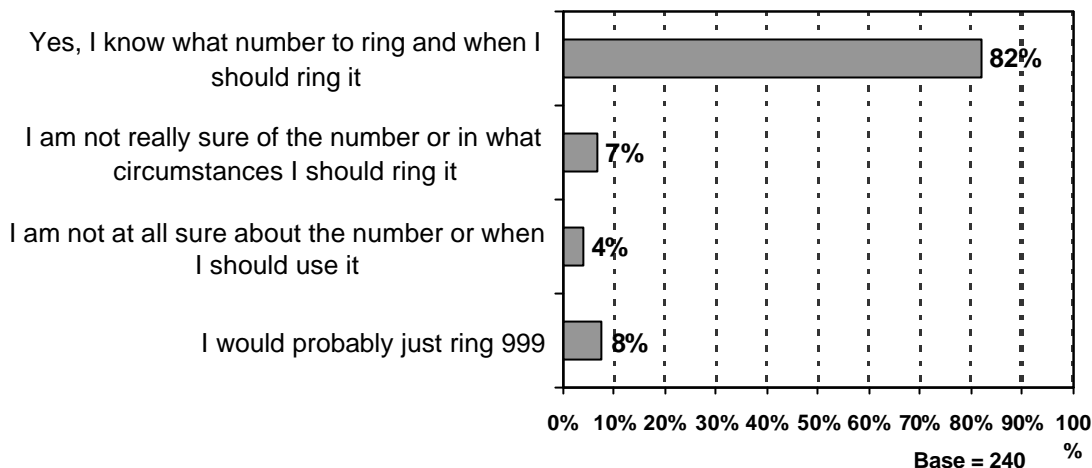


- 6.1.2. In November 2002, Carers' Voice respondents were asked if they knew the number of what was then called the Social Services Emergency Duty Team. 28% said that they did, meaning there has been no real change in this result in over two years.

## 6.2. Knowledge of telephone number to call if need a doctor in an emergency

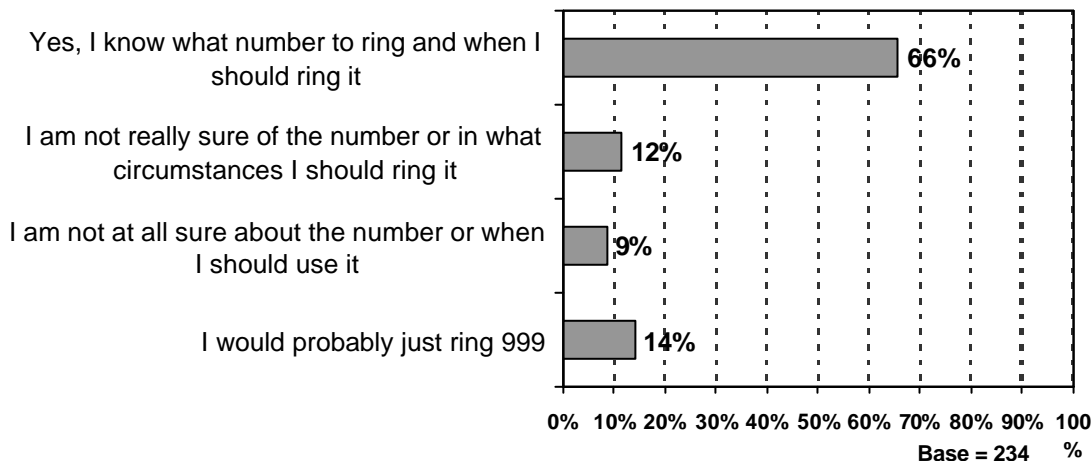
6.2.1. The vast majority of respondents (82%) stated that they know what number to ring and when they should ring it, if they need a doctor in an emergency *during the day*. There is a minority however who are not clear on this.

**Q24(a). Do you know the telephone number you should call if you need a doctor in an emergency... *During the day*?**



6.2.2. Two thirds of respondents (66%) stated that they know what number to ring and when they should ring it, if they need a doctor in an emergency *out of hours*. The minority unclear about where to call is larger however than for ringing during the day.

**Q24(b). Do you know the telephone number you should call if you need a doctor in an emergency... *Out of hours*?**



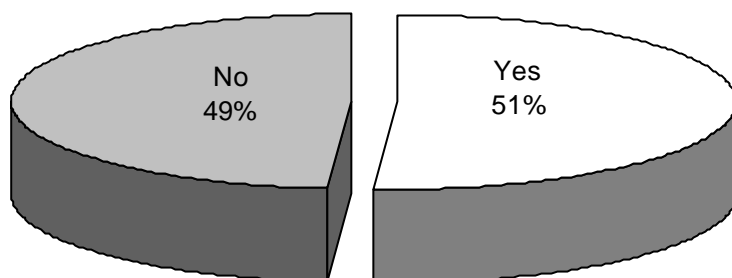
6.2.3. Respondents were asked a similar question to this in the July 2004 People's Voice survey, which goes out to a panel of residents across Wiltshire. When asked whether they would know how to access an out of hours service in their local area, only 49% said that they knew what number to ring and when to ring it. This indicates that, as might be hoped, Carers appear to have a better knowledge of this than the Wiltshire population in general.

## 7. INFORMATION PROVISION

### 7.1. Do Carers have adequate access to information required as a Carer?

7.1.1. Around half of respondents (51%) stated that they feel that they have adequate access to the information they require as a Carer, with the remaining half of respondents (49%) saying that they do not feel they have adequate access to this information.

**Q25. Do you feel that you have adequate access to the information that you require as a Carer?**



Base = 225

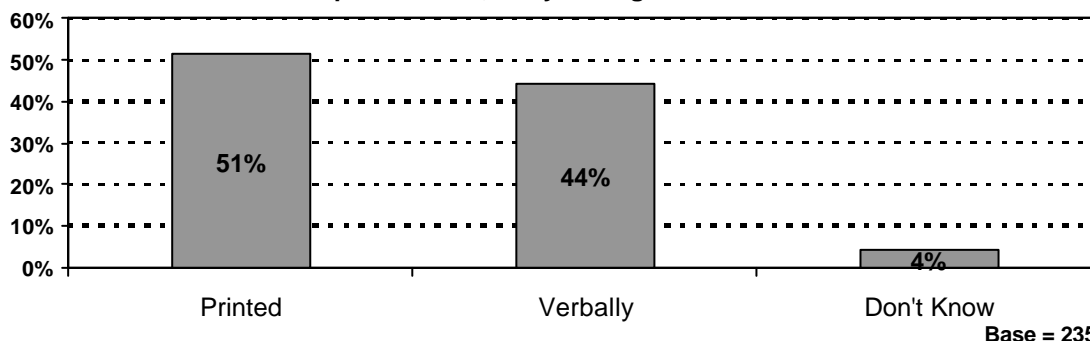
7.1.2. This question was also asked in a Carers' Voice survey in 2002, and the results have not significantly changed (53% saying 'Yes' in 2002).

7.1.3. As was the case in 2002, there is a tendency for respondents in the younger age groups (under 55) to be more likely to say that they do not feel they have adequate access to the information they require, although the low base sizes when the data is split means this is not a statistically significant difference.

### 7.2. Which is first priority: Printed or verbal information

7.2.1. When respondents were asked to select their first priority out of printed and verbal information, printed information (51%) was selected slightly more commonly as the first priority than verbal information (44%), with a small proportion saying that they don't know (4%).

**Q26. Which is your first priority, to have information provided to you in printed form, or by talking to someone?**



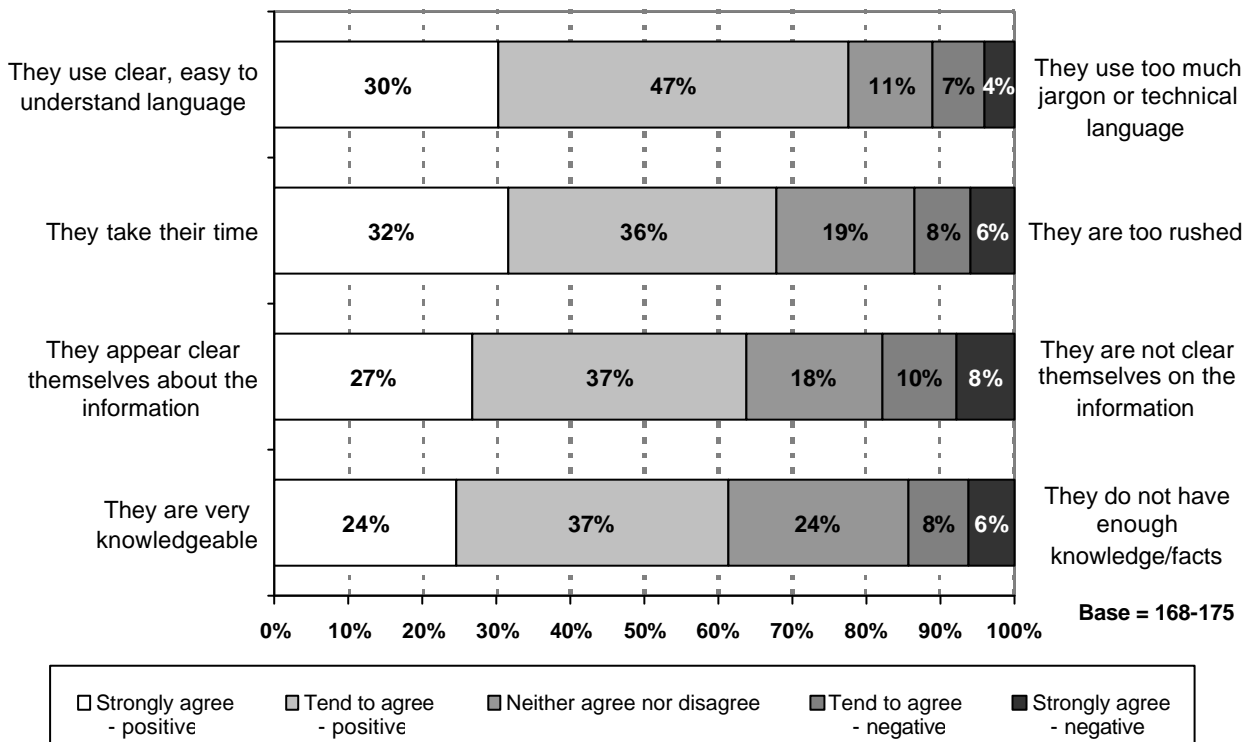
Base = 235

### 7.3. Ratings of professional staff giving verbal information

7.3.1. The ratings of professional staff giving verbal information are generally positive.

- 78% stated that they at least tend to agree that professional staff use clear, easy to understand language, with 30% strongly agreeing.
- 68% stated that they at least tend to agree that professional staff take their time, with 32% strongly agreeing.
- 64% stated that they at least tend to agree that professional staff appear clear themselves about the information, with 27% strongly agreeing.
- 61% stated that they at least tend to agree that professional staff are very knowledgeable, with 24% strongly agreeing.

**Q27. Thinking about when professional staff give you verbal information, please rate the following statements describing this**

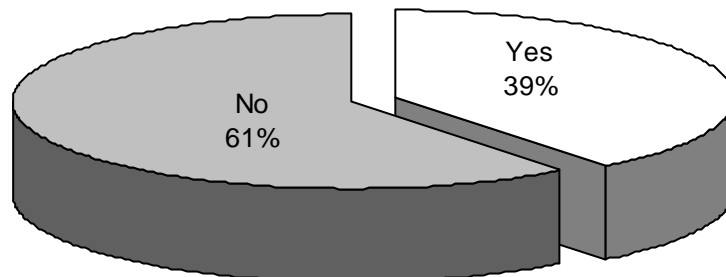


7.3.2. A fifth of respondents (20%) stated that they have never received verbal information from professional staff. Contradictorily, a small number of these respondents have also given ratings for the statements listed above. These responses have been excluded from the above analysis, although had they been included results would not have changed significantly.

#### 7.4. Are Carers told of any organisation that can give emotional support?

7.4.1. Around four in ten respondents (39%) said that they have been told of organisation(s) that can give them emotional support.

**Q28. Have you been told of any organisation that can give you emotional support?**



Base = 236

#### 7.5. Organisations used for emotional support

7.5.1. Of the 75 respondents giving responses of organisations that have given them emotional support, the majority (46) listed the Carers Support' organisations, either generically, or individually (Kennet Carers, Carers Support Salisbury, Carers Support North Wilts, Carers Support West Wilts).

7.5.2. A total of 30 respondents listed other organisations or support groups that they have used for emotional support. Some are impairment-specific (e.g. Alzheimer Support), but many are not so (e.g. Face2Face, C.A.B.). No single organisation appears to be mentioned a large number of times. Instead, a wide variety are listed, often only by single respondents.

7.5.3. A total of 8 respondents mentioned people or services (for example the mental health team) from the NHS, Social services or other governmental departments.

7.5.4. It should be noted that the figures listed here only represent the best estimate possible. Variations in the descriptions that respondents give to various organisations, places, or services mean that the attachment of comments to the above categories is in some cases an estimate. Therefore, the above results should be treated as a guide only, especially when the very low base size involved is considered alongside this note of caution.



## 8. CONCLUDING COMMENTS

- 8.1. 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.
- 8.2. 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.
- 8.3. 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.
- 8.4. 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](http://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](mailto:neilwarren@wiltshire.gov.uk)

## 9. TABULATED SURVEY RESULTS

### Assessments of Carer's Needs

1. Are you on your Doctor's Surgery Carers register?

	Numbers	Percent %
Yes	111	46
No	32	13
Don't Know	99	41
<i>Base</i>	<i>242</i>	

2. Has it been explained to you that as a Carer you are entitled to an assessment of your needs? *This is the opportunity to talk about your needs as a Carer with someone from health and social care services .*

	Numbers	Percent
Yes	159	65
No	65	27
Don't Know	21	9
<i>Base</i>	<i>245</i>	

3. Have you had an assessment of Carer's needs?

	Numbers	Percent
Yes	126	52
No	85	35
Don't Know	33	14
<i>Base</i>	<i>244</i>	

4. (If Yes to Q3) How often do you receive an assessment of Carer's needs?

	Numbers	Percent
More than once a year	9	8
Around once a year	35	30
Around once every two years	16	14
Less often	58	49
<i>Base</i>	<i>118</i>	

5. Would you know who to contact if you wanted to request an assessment (due to a change in personal circumstances or if it is a long time since you last had one)?

ALL RESPONDENTS	Numbers	Percent
Yes	118	49
No	123	51
<i>Base</i>	<i>241</i>	

6. (If Yes to Q5) Who would you contact?

<i>MANUALLY CODED ANSWERS</i>	Numbers	Percent
Social Services/DACS/WCC etc	34	30
Social Worker	25	22
Carers Support	14	12
Various Local Care Teams/ Services	11	10
Nurse/ Psychiatric Nurse	6	5
GP/ Surgery	6	5
Care Manager	5	4
Hospital/ NHS General, Other	4	3
Other Organisations	3	3
Mental Health Services	3	3
Other/ Unclear	15	13
<i>Base</i>	<i>115</i>	

7. (If Yes to Q3) How long did it take for you to receive your care plan from your most recent assessment?

	Numbers	Percent
Up to 2 weeks	22	23
Between 2 weeks and a month	34	36
Between 1 and 2 months	10	11
2 months or more	0	0
Have not received one	28	30
<i>Base</i>	<i>94</i>	

8. (If Yes to Q3) Have you had a review of your assessment?

	Numbers	Percent
Yes	42	40
No	62	60
<i>Base</i>	<i>104</i>	

### Health Services

9. In your opinion, what sort of service does the Health Service (NHS) offer in Wiltshire?

	Numbers	Percent
A very good service	34	14
A good service	101	42
A service that is neither good nor poor	71	29
A poor service	27	11
A very poor service	8	3
<i>Base</i>	<i>241</i>	

## Services and Benefits

10. Have you heard of the Financial Assessment and Benefits (FAB) Team?

	Numbers	Percent
Yes, and know what they do	53	22
Yes, but don't really know what they do	41	17
No, not heard of them	145	61
<i>Base</i>	<i>239</i>	

11. Do you know about Direct Payments? *A Direct Payment is a cash payment made by the Department of Adult and Community Services (Social Services) to a Carer who is assessed as needing services. It gives a Carer more choice and control over the social care services they receive to give them a break from their caring responsibilities.*

	Numbers	Percent
Yes	119	50
No	121	50
<i>Base</i>	<i>240</i>	

12. (If Yes to Q11) Are you using Direct Payments?

	Numbers	Percent
Yes	37	33
No	74	67
<i>Base</i>	<i>111</i>	

13. (If No to Q11) Would you use Direct Payments if you were offered them?

	Numbers	Percent
Yes	35	32
No	7	6
Don't Know	67	61
<i>Base</i>	<i>109</i>	

14. Do you have breaks from your caring role? *Types of breaks available include services in the home, day care, respite care, holiday, time out for the Carer.*

	Numbers	Percent
Yes	127	53
No	114	47
<i>Base</i>	<i>241</i>	

15. (If Yes to Q14) How regular are these?

	Numbers	Percent
Daily	26	23
Weekly	32	28
Monthly	29	25
Less than monthly	27	24
<i>Base</i>	<i>114</i>	

### Domiciliary Care Agency Support

16. Do you currently receive help from a Domiciliary Care agency?

	Numbers	Percent
Yes	56	23
No	184	77
<i>Base</i>	<i>240</i>	

17. (If Yes to Q16) How frequently does the agency visit?

	Numbers	Percent
More than once a day	23	45
Once daily	16	31
Less than daily	12	24
<i>Base</i>	<i>51</i>	

18. (If Yes to Q16) How satisfied are you with the service they provide?

	Numbers	Percent
Very satisfied	32	59
Satisfied	18	33
Neither satisfied nor dissatisfied	3	6
Dissatisfied	0	0
Very dissatisfied	1	2
<i>Base</i>	<i>54</i>	

20. Would you know how to complain if you have problems with the service provided by the domiciliary care agency? *If yes, please specify who you would complain to in such a situation (please tick all applicable).*

	All Respondents		Respondents Receiving Domiciliary Care (at Q16)	
	Numbers	Percent	Numbers	Percent
Yes, I would contact the Department of Adult and Community Services ( <i>Social Services</i> )	56	28	27	48
Yes, I would contact the care worker themselves	18	9	14	25
Yes, I would contact the care agency senior staff	58	29	41	73
Yes, I would contact the Carers' Support organisation	35	18	11	20
Yes, I would contact the Health Service/ PCT	8	4	2	4
Yes, I would contact somebody else	4	2	2	4
No, I would not know how to complain	86	43	2	4
<i>Base</i>	<i>199</i>		<i>56</i>	

21. If you have had reason to complain about an agency, how satisfied were you with how your complaints were actioned?

	Numbers	Percent
Very satisfied	6	4
Fairly Satisfied	20	13
Fairly Dissatisfied	8	5
Very Dissatisfied	8	5
I have never complained about an agency	111	73
<i>Base</i>	<i>153</i>	

22. If care has been transferred, or if it had to be transferred in the future, from one domiciliary care agency to another (whether selected by the Department of Adult and Community Services, or by yourself), how concerned would you be about the following?

	Very concerned		A little concerned		Not very concerned		Not at all concerned		<i>Base</i>
	Numbers	%	Numbers	%	Numbers	%	Numbers	%	
Change in the quality of care received	104	76	28	21	2	1	2	1	136
No longer seeing the existing care worker	63	51	53	43	3	2	5	4	124
What the new care worker will be like	79	62	42	33	4	3	2	2	127
Data protection issues	47	40	34	29	22	19	14	12	117
Management of the new agency	73	59	36	29	12	10	3	2	124

### Domiciliary Care Agency Support

23. Do you know the telephone number for the Department of Adult and Community Services Emergency Duty Service (EDS, formerly known as EDT)?

	Numbers	Percent
Yes	63	27
No	174	73
<i>Base</i>	<i>237</i>	

24a. Do you know the telephone number you should call if you need a doctor in an emergency... *During the day?*

	Numbers	Percent
Yes, I know what number to ring and when I should ring it	197	82
I am not really sure of the number or in what circumstances I should ring it	16	7
I am not at all sure about the number or when I should use it	9	4
I would probably just ring 999	18	8
<i>Base</i>	<i>240</i>	

24b. Do you know the telephone number you should call if you need a doctor in an emergency... *Out of hours?*

	Numbers	Percent
Yes, I know what number to ring and when I should ring it	154	66
I am not really sure of the number or in what circumstances I should ring it	27	12
I am not at all sure about the number or when I should use it	20	9
I would probably just ring 999	33	14
<i>Base</i>	<i>234</i>	

### Information Provision

25. Do you feel that you have adequate access to the information that you require as a Carer?

	Numbers	Percent
Yes	115	51
No	110	49
<i>Base</i>	<i>225</i>	

26. Which is your first priority, to have information provided to you in printed form, or by talking to someone?

	Numbers	Percent
Printed	121	51
Verbally	104	44
Don't Know	10	4
<i>Base</i>	<i>235</i>	

27. Thinking about when professional staff give you verbal information, please rate the following statements describing this. Please use the scale to indicate your opinion for each pair of statements. For example, if you strongly agree with the statement on the left, use the left-most box, if you strongly agree with the statement on the right, use the right-most box, etc.

	Strongly Agree (positive)	Tend to Agree (positive)	Neither agree nor disagree	Tend to agree (negative)	Strongly Agree (negative)		Base
	Numbers (%)	Numbers (%)	Numbers (%)	Numbers (%)	Numbers (%)		
They use clear, easy to understand language	53 (30%)	83 (47%)	20 (11%)	12 (7%)	7 (4%)	They use too much jargon or technical language	175
They take their time	54 (32%)	62 (36%)	32 (19%)	13 (8%)	10 (6%)	They are too rushed	171
They appear clear themselves about the information	45 (27%)	62 (37%)	31 (18%)	17 (10%)	13 (8%)	They are not clear themselves on the information	168
They are very knowledgeable	41 (24%)	62 (37%)	41 (24%)	14 (8%)	10 (6%)	They do not have enough knowledge/facts	168
I have never received verbal information from professional staff			49 (20%)	This is a percentage of all respondents, and these respondents are excluded from the above figures.			245

28. Have you been told of any organisation that can give you emotional support?

	Numbers	Percent
Yes	93	39
No	143	61
Base	236	