

# Survey of Adult Carers 2018/19

## Main Findings



## VERSION CONTROL

Confidentiality
Public

Version	Publishing Date	Comments	Author
1.0	18/09/2019	Final version	Population Knowledge & Intelligence Team (KIT)

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# Contents

1 Infographic.....	5
2 Main findings .....	6
2.1 Demography .....	7
2.2 ASCOFs.....	7
Carer reported quality of life .....	7
Social contact.....	7
Satisfaction .....	7
Included or consulted .....	7
Information.....	7
2.3 Health impacts.....	8
2.4 Work life balance.....	8
2.5 What three things would you find helpful?.....	8
3 Recommendations.....	9
4 Introduction.....	10
4.1 Context .....	10
4.2 The Care Act 2014 Definitions and Responsibilities .....	10
4.3 The Carer Role .....	11
4.4 DCC Carers' Survey 2017-18 .....	11
5 Methodology .....	12
6 Results .....	13
6.1 Demographics.....	13
Age of Carers .....	13
Ethnicity of Carer .....	14
Age of the person Cared for .....	14
Age of carer by age of cared for person .....	15
Support needs of the cared-for person .....	16
Tasks completed for the Cared for person .....	16
Where does the person you care for live? .....	17
Carer Health Issues .....	18
6.2 Adult Social Care Outcomes Framework (ASCOF).....	19
1D Carer reported Quality of Life Score .....	19
1I2 The proportion of carers who reported that they had as much social contact as they would like .....	20
3B Overall satisfaction of carers with social services .....	21
3C The proportion of carers who report that they have been included or consulted in discussion about the person they care for .....	21

3D2 The proportion of carers who find it easy to find information about services/support.....	22
6.3 Caring role and impact .....	23
How carers spend their time .....	23
How much control carers felt they had over their daily life.....	23
How much time carers have to look after themselves.....	24
Carers personal safety .....	25
Impact that caring had on the carer.....	26
Length of time caring.....	27
6.4 Work Life Balance .....	28
Time spent caring per week .....	28
Employment status.....	29
Has caring caused any financial difficulties? .....	31
6.5 Services .....	32
Satisfaction with services .....	32
Support or services received by the cared for in the last 12 months?.....	34
Support and Services used by Carers .....	35
Information and Advice on Services.....	36
How helpful has the information and advice you have received been? .....	37
Do you feel you have been involved and consulted as much as you wanted to be?.....	38
Is there anything that could make life better? .....	39
7 Main findings .....	40
7.1 Demography .....	40
7.2 ASCOFs.....	40
Carer reported quality of life.....	40
Social contact.....	40
Satisfaction .....	40
Included or consulted .....	40
Information.....	40
7.3 Health impacts.....	41
7.4 Work life balance.....	41
7.5 What three things would you find helpful?.....	41
8 Appendix one: ASCOF tables .....	43

## 1 Infographic

This infographic will be sent out to those carers completing the survey who requested a copy of the results, and is reproduced here to serve as an executive summary to the main report alongside the main findings (section 2) and recommendations (section 3).

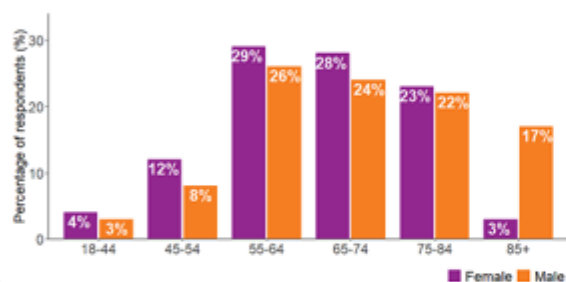
### Carers in Derbyshire 2018

This infographic gives a summary of the SACE survey carried out every 2 years by all councils with social services responsibility, focussing on the results for Derbyshire. It is for carers and staff.

- According to the 2011 Census, there are around 93,000 carers in Derbyshire; that's 12% of the county's population.
- For England as a whole, the carer population is 10.4%
- Derbyshire County Council undertook a survey of around 1,000 carers of adults in late 2018. This document summarises the results.

#### Who are these carers?

67% are female and cover a broad range of ages



#### Who are they caring for?

Of the people cared for in this survey:

- 55%** have a physical disability
  - 46%** have a long standing illness
  - 39%** have dementia
  - 35%** have problems related to ageing
  - 30%** have sight or hearing loss
- (%s add up to more than 100% as cared for people often have more than 1 condition)

#### Top 5 Health Impacts

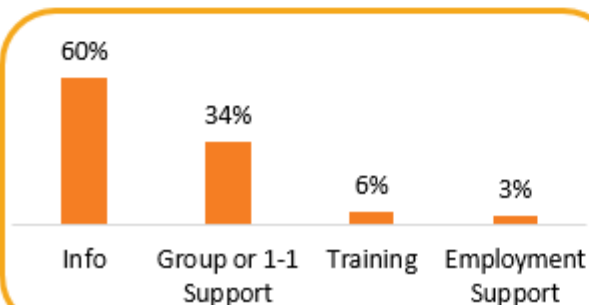


**50%** of carers spent **100+** hours per week caring

Top 3 things carers said they wanted:

- A break (**47%**)
- Financial help and advice (**37%**)
- Someone to ring/visit (**35%**)

#### Services Accessed



For any further information please contact  
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## Carers in Derbyshire 2018

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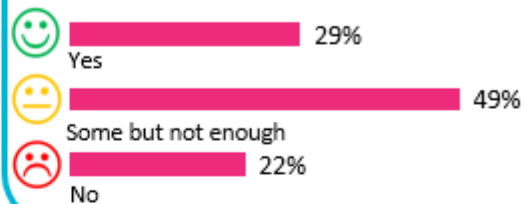
For any further information please contact [kit@derbyshire.gov.uk](mailto:kit@derbyshire.gov.uk)

### Quality of Life

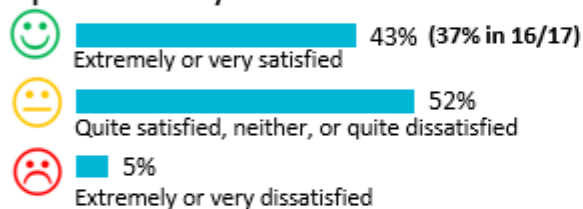
**7.2 out of 12**

↓ 0.4 from 2 years ago, in line with national trend

### Enough social contact?



### Satisfaction with services provided by social care



### Involved in discussions?

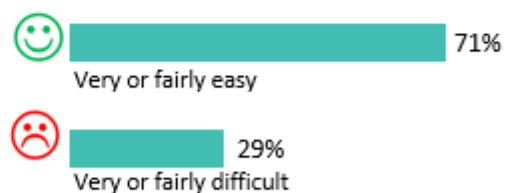


### Feedback from carers included:

"I googled and found out about Derbyshire Carers"

"Feel alone and overwhelmed"

### Find it easy to find information



### What are we doing?

- Carer feedback through the survey has provided invaluable information which will inform the update of the [Derbyshire Carers Strategy](#) in 2019
- The survey provides strong, local evidence which will influence future Council policies, to make sure carers are effectively supported



## 2 Main findings

This section summarises the main findings from the report, broken down into the relevant sections.

### 2.1 Demography

- Derbyshire has a higher proportion of older carers than England, and the majority were female. Carers over 65 were more likely to be caring for someone of a similar age.
- In terms of support needs of the person cared for, the most common was 'physical disability (55%) followed by long standing illness (46%) and dementia (39%).
- Carers carry out a broad range of tasks from practical help (96%) to keeping an eye on them (93%) to helping with benefits (90%). 72% provide personal care.
- The majority of carers live with the person they are caring for.

### 2.2 ASCOFs

#### Carer reported quality of life

- This was a 7.2 compared to 7.5 for England, and it has dropped slightly in line with the national trend having been 7.6 2 years ago (however, the difference is not significant) and 7.3 last year in the DCC survey.
- Men have a slightly higher quality of life than women.

#### Social contact

29.4% of carers felt they had as much social contact as they would like, this has fallen slightly again (although not significantly) from 34.9% in 2016/17 in line with national trend. The value for England is 32.5%, which has fallen from 35.5%.

#### Satisfaction

Satisfaction with social services has increased, to 42.6% (slightly higher than England at 38.6%) from 37.3%. The confidence intervals still overlap with England and with the previous result, indicating it is not significantly different however, this is still a positive from this year's survey.

#### Included or consulted

74.1% of carers felt included or consulted in discussions about the person they care for, an increase from 2016/17 (67.3%) and higher than the average for England (69.7 %) but not significantly so.

#### Information

The percentage of carers who find it easy to find information about services and/or support was 71%, an increase from 2016/17 (61.7%). The Derbyshire average was significantly higher compared to the average for England (62.3%).

## 2.3 Health impacts

- 19% of carers don't do anything they value or enjoy with their time and 23% feel they are neglecting themselves.
- The top five health impacts are feeling tired (82%), disturbed sleep (69%), general feeling of stress (65%), feeling depressed (52%) and short tempered/irritable (48%).
- The largest category of carers (25%) had spent more than 5 years but less than 10 caring.
- 50% of carers spend 100 hours a week or more caring.

## 2.4 Work life balance

- The majority of carers were retired (63%).
- 46% have some level of financial difficulty caused by their caring role.

## 2.5 What three things would you find helpful?

- The main thing that carers wanted was a break. 206 respondents out of 437 (47%) who answered this question, ticked 'someone to look after the person I care for so that I can have a short break from caring and time to myself'.
- This was followed by 160 (37%) who answered 'financial help and advice' then 152 (35%) who wanted someone who will ring me or visit to check how I am doing'.



### 3 Recommendations

The following recommendations have been drawn out from the findings of this report and have also had input from the commissioning manager for carers and advocacy:

- The eligible population for this survey was only 2,244 people (known to the Council and received carer's service within last 12 months) whereas we know there are 92,000 carers in Derbyshire (Census 2011) and over 20,000 carers are registered with the commissioned carer's service from Derbyshire Carers Association (DCA). Therefore, this survey may not be representative.
- Although this report shows carers to be primarily an older cohort caring for people with physical disabilities, we need to recognise that carers cover a broad range of ages and are caring for people with a broad variety of needs.
- We need to understand more about the reasons behind the fall in the quality of life for carers
- We should consider why satisfaction with services and carers feeling involved/consulted have improved slightly and continue to include carers in discussions through a range of mechanisms so they can comment on the quality of services and shape what services looks like in the future.
- We need to understand the significant improvement in carers finding information so we can continue with accessible methods/appropriate content, which appear to be working well in supporting carers to find the information they require.
- We should explore how we can effectively reduce the impact on carer health which primarily centre on them feeling tired, stressed, depressed, short tempered and irritable.
- We need to develop effective, diverse and innovative ways of providing carers with a break from caring and improving social connectedness for those who feel isolated and lonely. Furthermore, 'recognising and supporting carers in the wider community and society' is one of the five priority themes in the National Carers Action Plan.
- We need to influence and work with all partners to help them support carers more effectively, which chimes with the 'services and systems that work for carers' theme, both of which will be adopted as local priorities in the refresh of the carers strategy, finalised late 2019.
- The findings of the SACE will inform the ADASS Carers Policy Network self-assessment tool and will also feed into the east midlands sector led improvement programme and national submission to DHSC in March 2020.
- Further regional analysis of the SACE is planned through the ADASS carers leads network over 2019/20 led by the SLI (Sector Led Improvement) programme.

## Survey of adult carers 2018/19

### 4 Introduction

#### 4.1 Context

All local authorities with adult social care responsibilities (which includes Derbyshire County Council, or DCC) have to carry out a carers' survey (Personal Social Services: Survey of Adult Carers in England or SACE) every 2 years. Managed centrally by NHS Digital, the results are included in official statistics reports and help inform policy decisions both nationally and locally. The latest national survey was conducted in autumn 2017. In addition, an extra survey was carried out in 2018 which was a non-statutory year.

The survey was developed to learn more about the extent to which services received by carers help them in their caring role, to understand more about life outside caring, and also about carers' perception of the services provided to the person they care for. It asks questions about carers' quality of life and the impact that services have on this and collects information on the general health and wellbeing of carers.

The data are used to inform a number of Adult Social Care Outcomes Framework (ASCOF) performance measures. The survey asks questions about carers' quality of life and the impact that services have on this. It also collects information on the general health and wellbeing of carers.

According to the 2011 Census, 92,634 carers live in Derbyshire, making up 12% of the county's population (at that time recorded as 769,686). Carers therefore represent a sizable proportion of the local population. The eligible population of carers on Derbyshire County Council's (DCC's) case management system, Mosaic, numbered 2,244 at the time of the data extraction for the SACE 2018-19. This amounts to just 2.4% of the county's overall carer population.

#### 4.2 The Care Act 2014 Definitions and Responsibilities

The Care Act 2014 definition of a carer is an adult who provides or intends to provide care for another adult but is not contracted to provide the care or providing the care as formal voluntary work. The term cared for is used to describe the person that the carer supports. Local authorities are required under the Care Act 2014 to assess the support needs of carers of cared for people living in the area where the cared for person is ordinarily resident; this is known as the carers' assessment. In Derbyshire, those carers eligible for support are given a support plan detailing how their needs will be met, and may be awarded a Personal Budget of up to £300 per annum.

The Personal Budget is awarded as payment for forms of support designed to meet the identified need. This might include help with household chores (for example, money to purchase a new vacuum cleaner or washing machine), equipment to help the carer maintain social contact (such as a laptop or mobile phone), or access to an activity or club that means the carer is able to care of themselves better (such as gym membership).

Since April 2017, the vast majority of these carers' assessments in Derbyshire have been undertaken by Derbyshire Carers Association (DCA) under contract to DCC. After 12 months,

the carer is entitled to a new assessment of their needs and a further Personal Budget. DCA also runs a number of activities and forms of support for carers including emergency planning, support groups, telephone befriending and signposting to other services.

### 4.3 The Carer Role

Carers don't automatically think of themselves as such. Often a relative, friend or neighbour, many carers believe they are simply supporting someone who needs their help. The word 'carer' itself is also commonly associated with home care workers or staff in residential homes who provide paid support as a care worker, which adds to the relative reluctance of individuals to adopt the term 'carer' to describe their own role.

Another reason that it is hard for people to think of themselves as a carer is the fact that the carer role can be assumed gradually, with responsibilities increasing sometimes unnoticed by others. Eventually, some carers can find themselves supporting the cared for person full time (and at times 24/7).

Although, at times, rewarding, the carer role can also be complex and demanding; it can cover a range of tasks from assisting with medication and meals to personal care (showering, bathing, toileting). Inevitably, a carer's health can be compromised as a result, particularly as their own health and wellbeing often takes second place to that of the cared for. According to 2011 Census data, a quarter of Derbyshire's carers (22,065; 23.8%) provide more than 50 hours of care per week.

### 4.4 DCC Carers' Survey 2017-18

The Adult Care department ran its own survey of carers in the 2017-18 non-statutory survey year. Referred to as The DCC Carers' Survey, this used the same questionnaire and methodology as the SACE, but added a question asking respondents to select from a list the three things they would find most helpful in supporting them as carers. We have kept that additional question this year.

Therefore, whilst some charts show DCC data for 2017-18, and they may be used for comparative purposes over time, the 2017-18 results are not official, as such. There are therefore no comparative data for other authorities' results in relation to this non-statutory survey year.

## 5 Methodology

The SACE methodology is determined by the guidance document issued by NHS Digital which ensures a uniform approach across all local authorities. This also means that there can be a large degree of confidence in the reliability of the SACE results and also in the ability to generalise the findings to the broader population of carers in Derbyshire. A paper survey, the SACE 2018-19 was distributed in two 'waves' in October 2018 to a sample of 950 carers selected at random from the DCC database of carers and who had received support in the previous 12 months.

The Carer's Survey contained 31 questions. The Data for this report was extracted from NHS digital, a number of questions were removed due to a risk of data being identifiable. The rest of the survey covered demographic information including age, gender and ethnicity, and a range of detailed questions to provide insight into the caring experience. The full survey can be viewed online.

Responses collected for the carers survey are also used to populate five of the measures within the Adult Social Care Outcomes Framework (ASCOF), these are:

- 1D: Carer-reported quality of life (Q7-12).
- 1I2: The proportion of carers who reported that they had as much social contact as they would like (Q11).
- 3B: Overall satisfaction of carers with social services (Q4).
- 3C: The proportion of carers who report they have been included or consulted in discussions about the person they care for (Q18).
- 3D2: The proportion of carers who find it easy to find information about support (Q16).

For full details and a copy of the questionnaire visit the [NHS digital website](#)

In all figures, values have been round to the nearest whole number.

## 6 Results

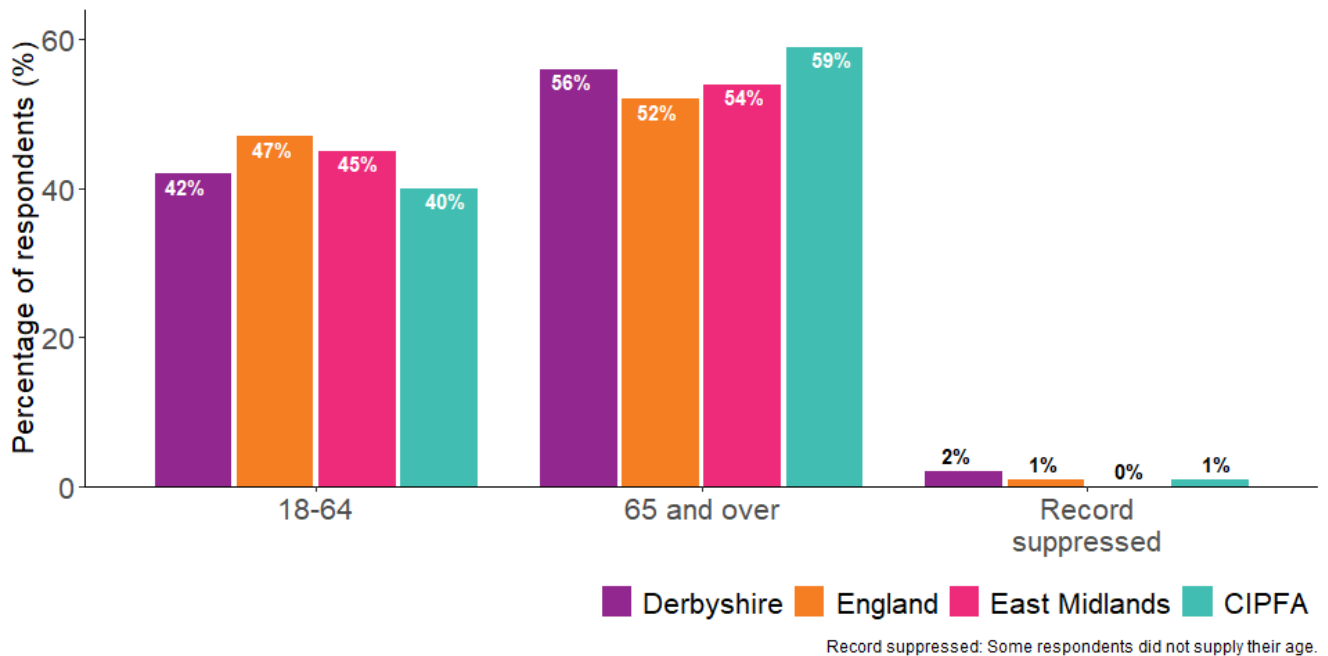
During October and November 2018 a survey was sent to a random sample of 950 Derbyshire Carers. During November, reminders were sent out to those who had not responded. In total, 513 completed questionnaires were returned, representing a response rate of 54%.

### 6.1 Demographics

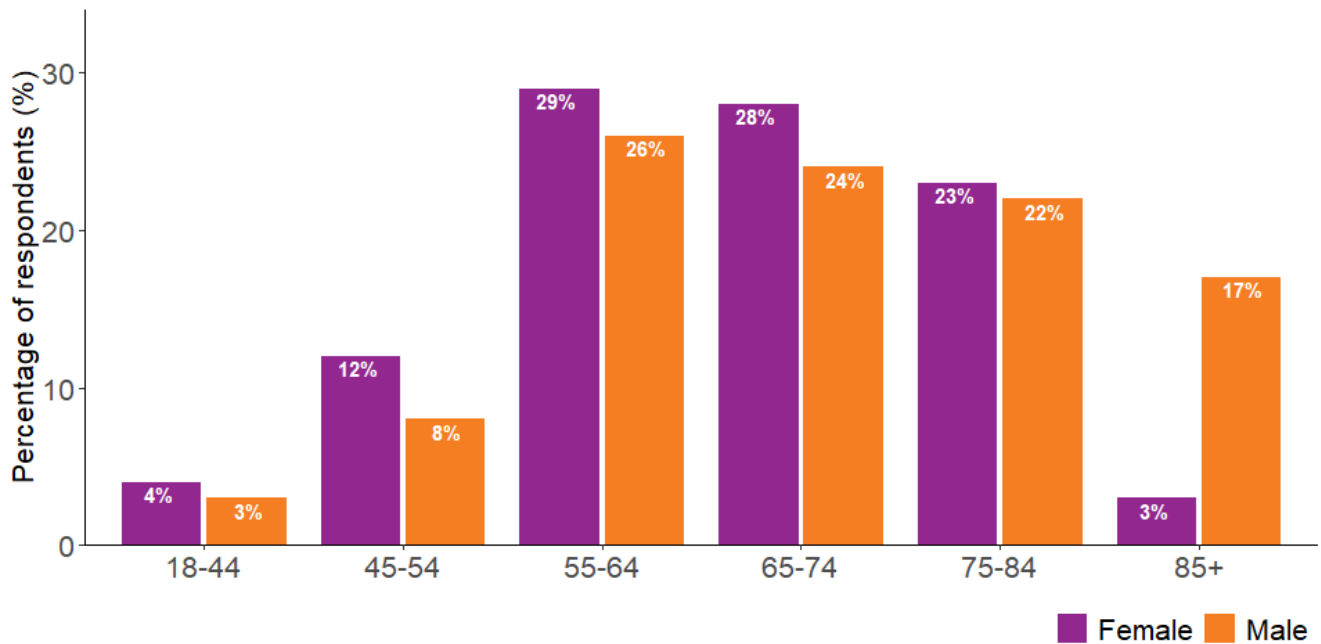
#### Age of Carers

Of the 513 responses received, 509 carers provided their age. When grouped the majority of carers (56%) were over 65yrs old. Derbyshire had a higher proportion of 65+ year olds compared to England- see figure 1. Further breakdown of the age groups by gender can be seen in figure 2. Two thirds of the respondents were female (66.4%). Carers within age groups under 75 years were more likely to be female, whereas carers over the age of 85+ years were more likely to be male.

**Figure 1:** Age of carers, grouped by 18-64 years and 65years+



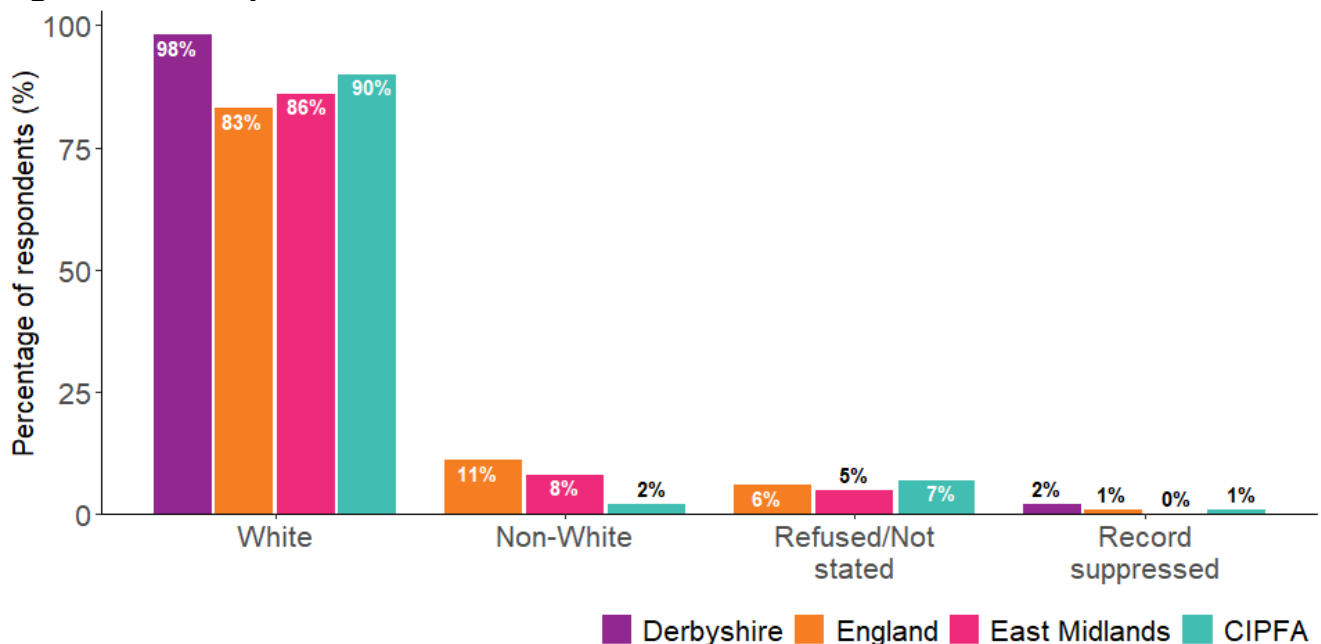
**Figure 2: Derbyshire Age of carers**



## Ethnicity of Carer

The results show that the majority of respondents were of a white ethnic background (98%), this is higher than the comparators.

**Figure 3: Ethnicity of carer**

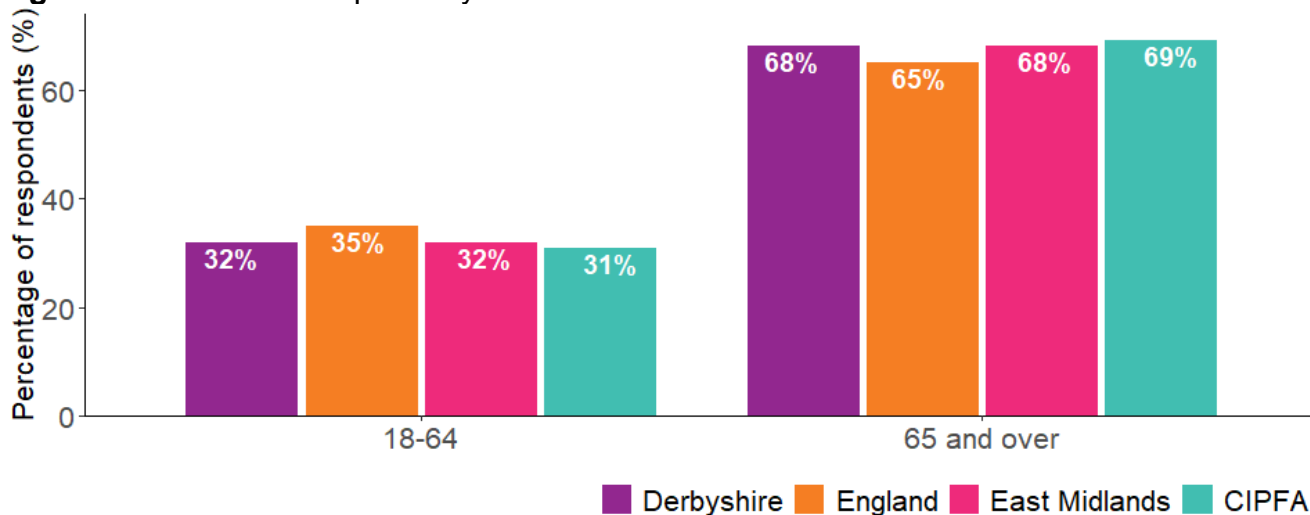


## Age of the person Cared for

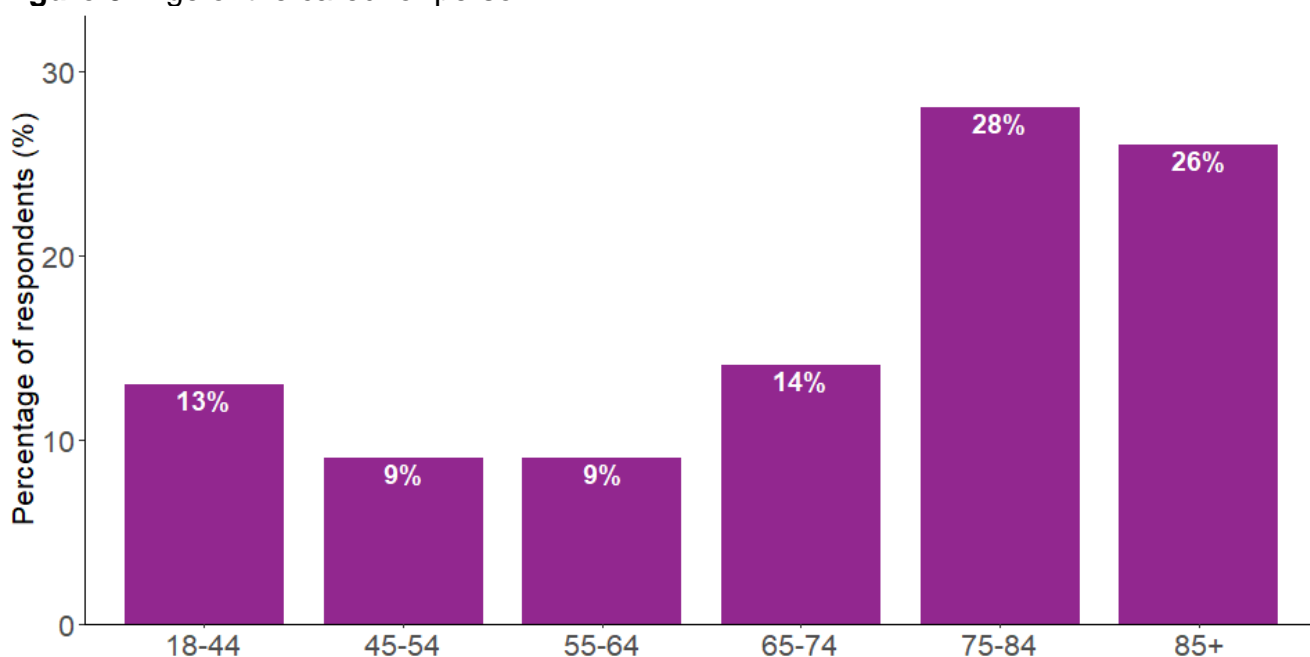
Of the 513 responses received, 509 provided the age of the person they cared for. When grouped the majority of cared for people were over 65yrs old (68%). This is similar to the figure for East Midlands and CIPFA comparators.



**Figure 4:** How old is the person you care for?



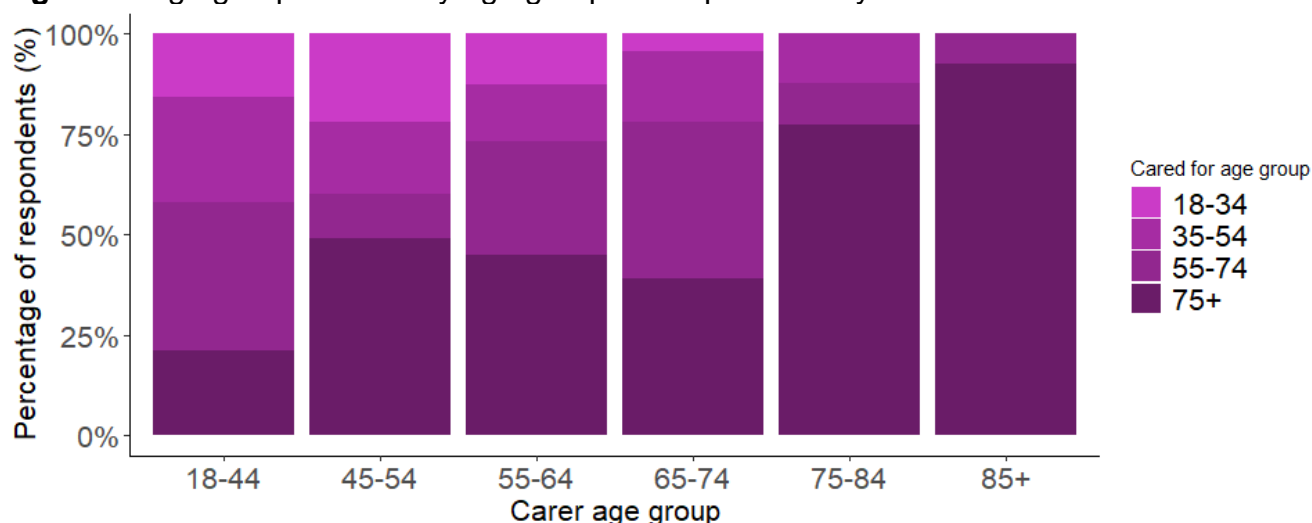
**Figure 5:** Age of the cared for person



### Age of carer by age of cared for person

Figure 6 illustrates the age of carers and the age group of the person they care for. It highlights that carers aged over 65 years are more likely to be caring for someone of a similar age, i.e. older age groups are more likely to be caring for an older person.

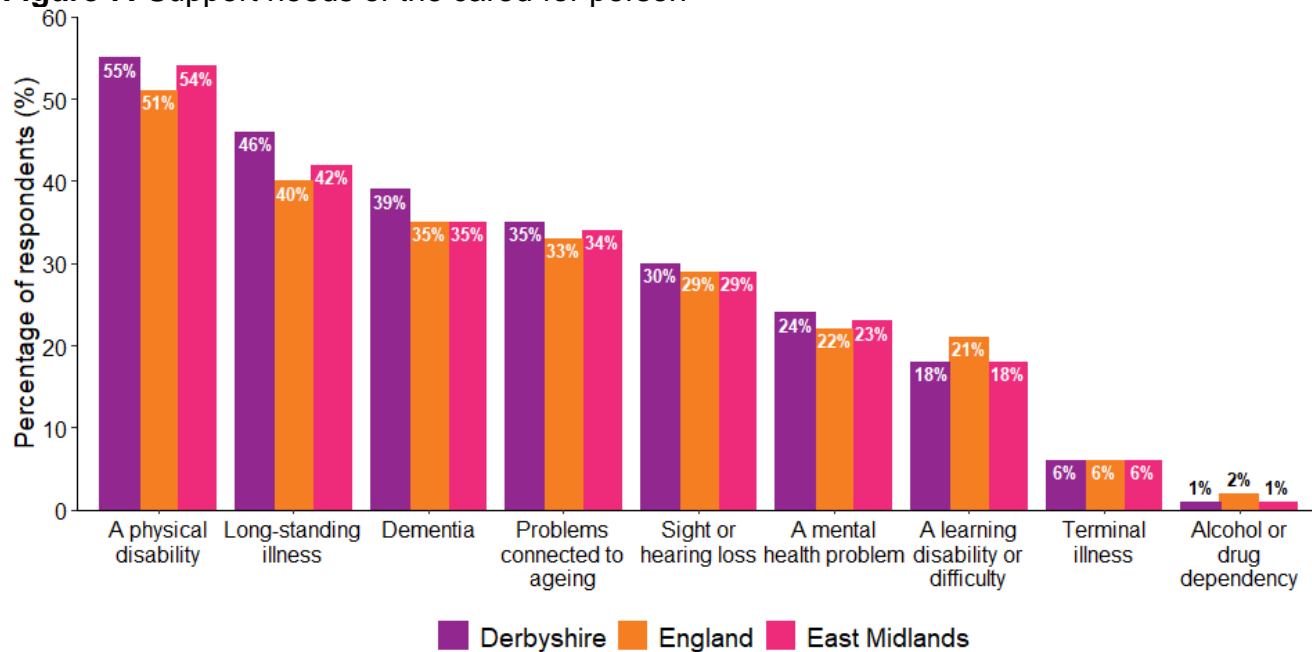
**Figure 6:** Age group of carer by age group of the person they care for



## Support needs of the cared-for person

The needs of those being cared for are likely to be many and complex. Survey respondents reported that the most prevalent conditions of the cared for were physical disability (55%), long standing illness (55%) and dementia (39%), see figure 7.

**Figure 7:** Support needs of the cared-for person

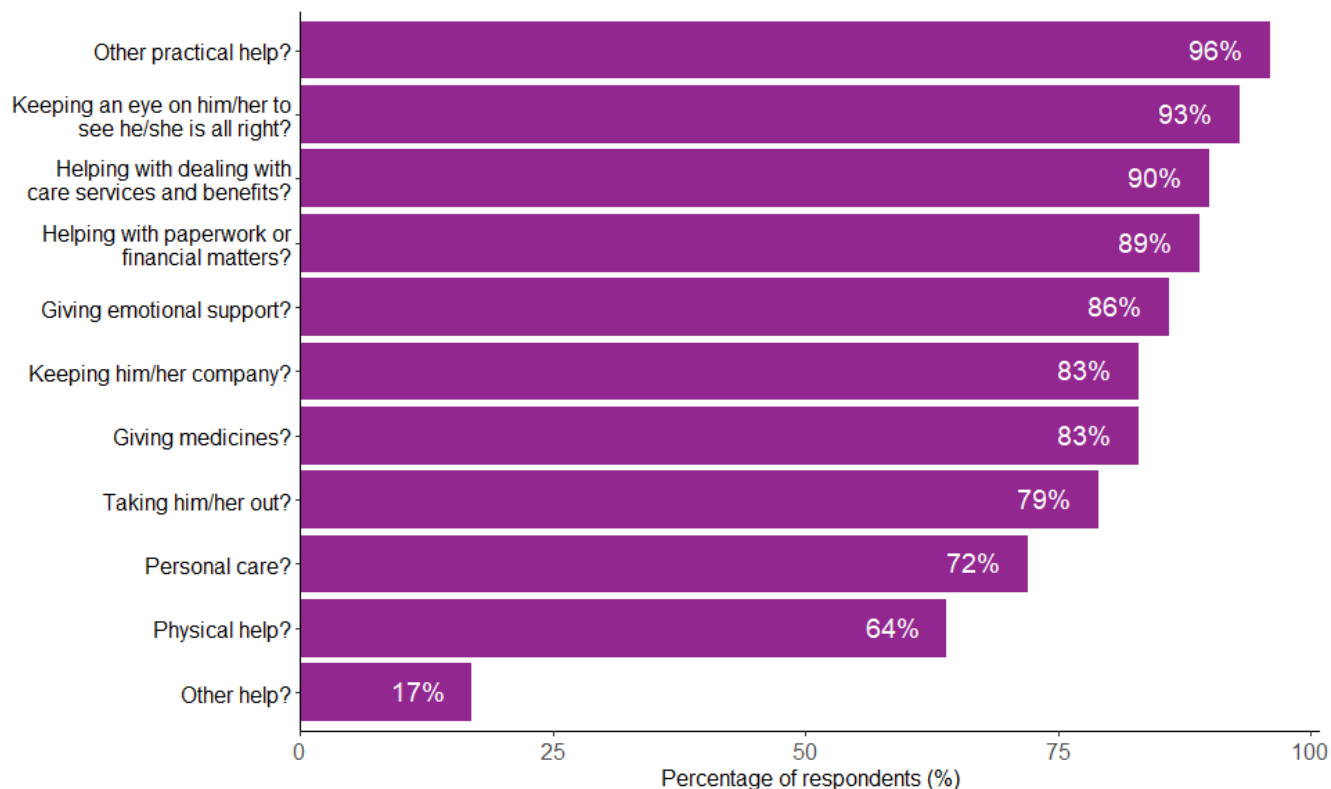


## Tasks completed for the Cared for person

The type of support provided by carers can vary greatly, from giving medicines to providing physical and emotional support. Figure 8 shows the types of support/activities that respondents usually provide for the person they care for. Carers reported “*Other practical help*” as the most prevalent support undertaken, this includes tasks such as preparing meals, doing the shopping, housework and liaising with health services. There were high rates

across the majority of activities/support, highlighting that carers are likely to provide multiple activities and support.

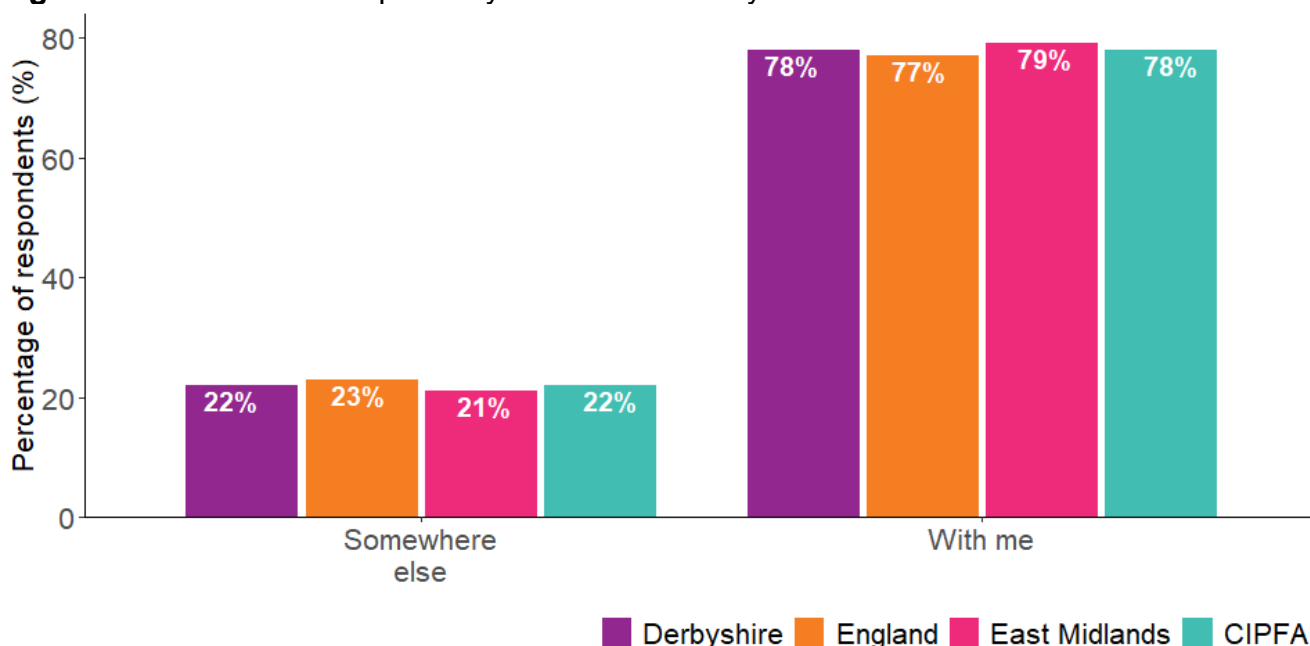
**Figure 8:** Over the last 12 months, what kinds of things did you usually do for the person you care for?



### Where does the person you care for live?

Figure 9 shows that the majority of Derbyshire carers live with the person they care for (78%). This is similar for the comparators.

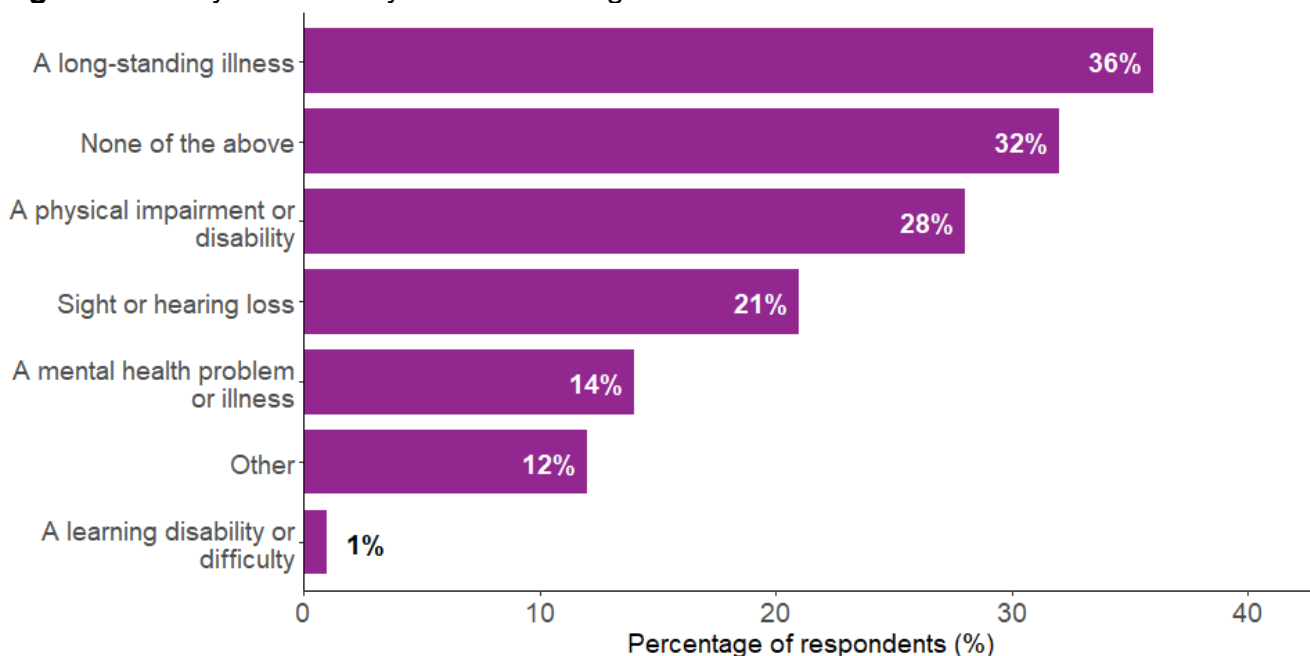
**Figure 9:** Where does the person you care for usually live?



## Carer Health Issues

As well as dealing with the health issues of the person they care for, carers may also have their own health problems. Figure 10 shows the health conditions that carers self-reported. One third (36%) reported a long standing illness and 28% said they had a physical impairment or disability. It is worth noting that 30% of respondents reported that they had more than 1 health condition.

**Figure 10:** Do you have any of the following?



As well as caring for the person they care for, carers may also have parental responsibilities. 6% of carers that responded to the questionnaire in Derbyshire have parental responsibility.

## 6.2 Adult Social Care Outcomes Framework (ASCOF)

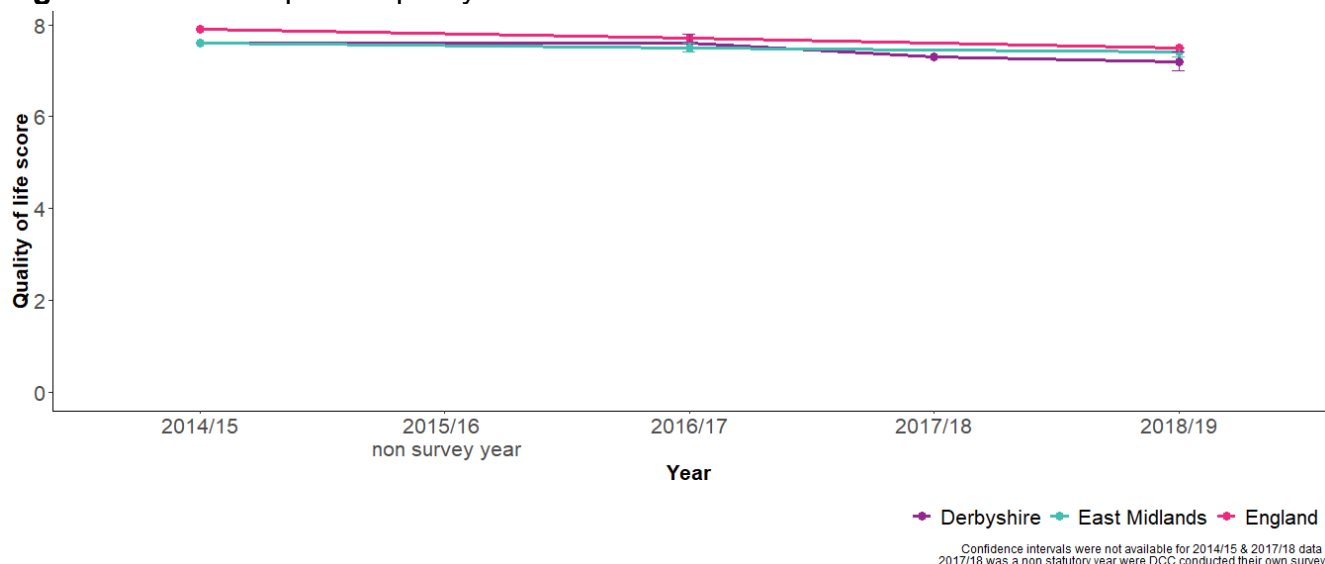
The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. The measures are grouped into four domains which are typically reviewed in terms of movement over time. Below is an overview of the five ASCOFs calculated from the Survey of Adult Carers in England. (A table containing ASCOF figures can be found in the appendix).

### 1D Carer reported Quality of Life Score

Quality of life in carers is measured by the responses to 6 individual questions in the survey, relating to overall quality of life. They cover occupation, control, personal care, safety, social participation and encouragement and support. The carer reported quality of life score is ASCOF measure 1D; the average score for Derbyshire in 2018/19 was 7.2, this was slightly lower in comparison to the average for England (7.5), see figure 11.

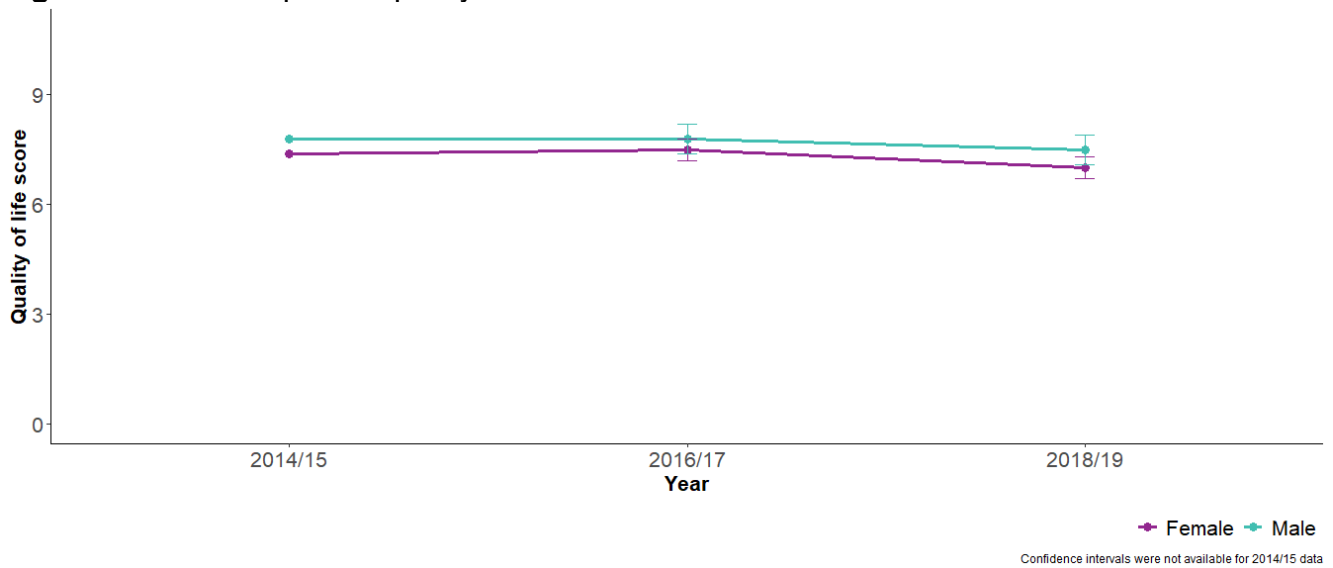
It is important to remember that all the health impacts and questions relating to quality of life are self-reported, and highlights the wide variety in the experience of carers.

**Figure 11:** Carer-reported quality of life score



Male carers had a slightly higher quality of life score compared to the average for female carers in 2018/19, with an average score of 7.5 out of 12 compared to 7 for women. However, the difference was not significant, see figure 12.

**Figure 12:** Carer-reported quality of life score: Gender

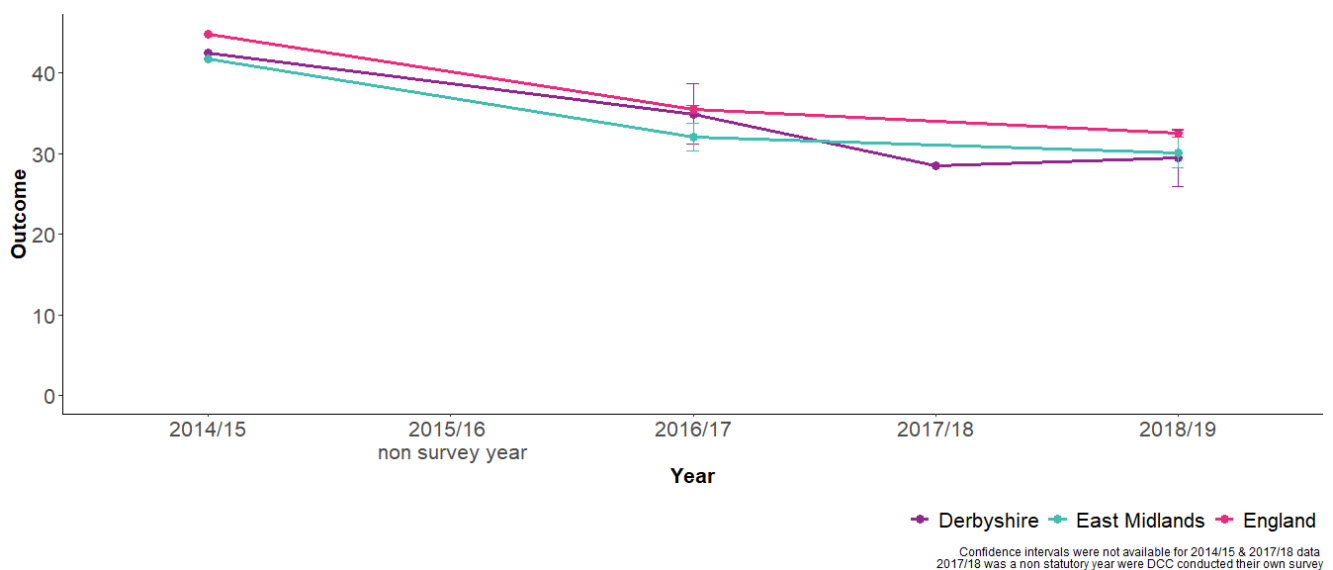


## 112 The proportion of carers who reported that they had as much social contact as they would like

150 of the 505 carers who answered this question felt that they had as much social contact as they would like. This was 29.4%, a decrease from 2016/17 (34.9%).

Derbyshire had a slightly lower proportion of carers reporting that they had enough social contact compared to the average for England (32.5%), but the difference was not significant, see figure 13.

**Figure 13:** Proportion of people who use services who reported that they had as much social contact as they would like

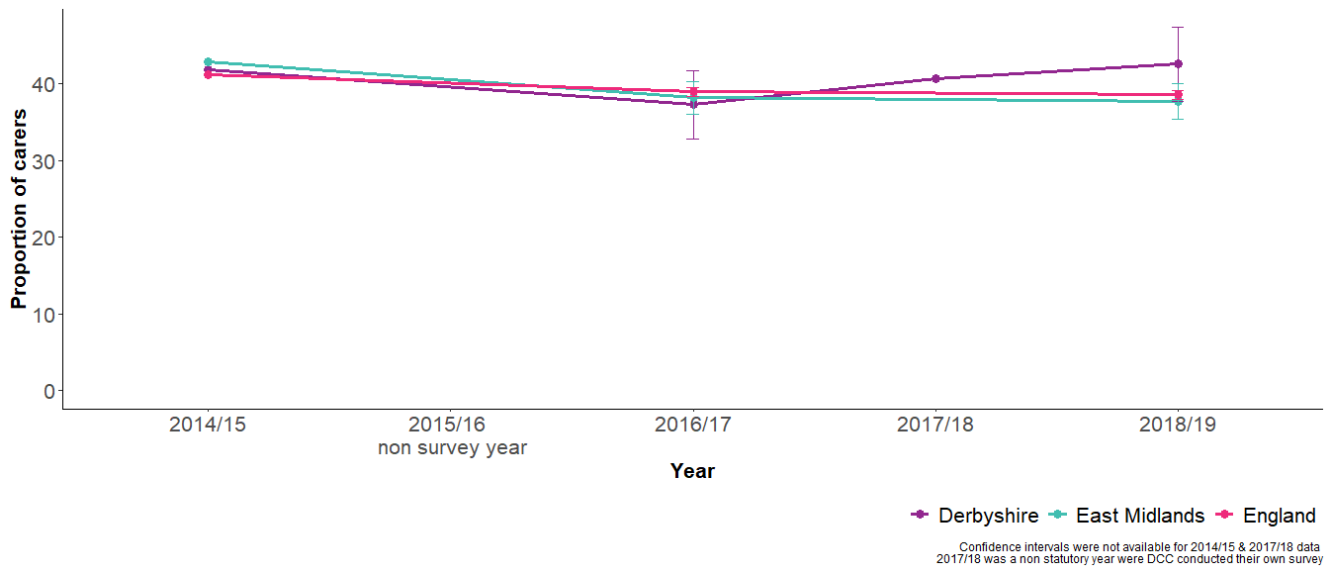




### 3B Overall satisfaction of carers with social services

145 of the 345 carers who answered this question felt satisfied with social services. This was 42.6%, an increase from 2016/17 (37.3%).

**Figure 14:** Overall satisfaction of carers with social services

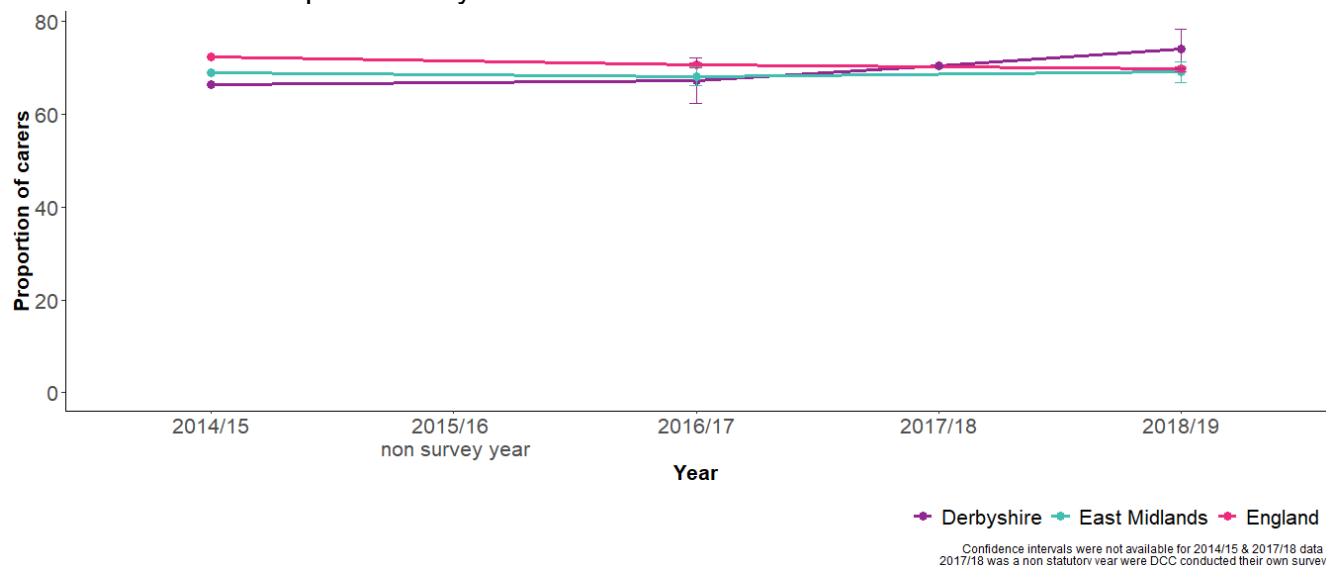


### 3C The proportion of carers who report that they have been included or consulted in discussion about the person they care for

260 of the 350 carers who answered this question felt that they had been included or consulted in discussions about the person they care for. This was 74.1%, an increase from 2016/17 (67.3%). Conversely, this means that almost a quarter of carers did not feel included or consulted. The average for Derbyshire was slightly higher compared to the average for England (69.7%) but not significantly so.

As stated earlier, the eligible population of carers included some individuals whose cared for adult was not supported by DCC. We can, however, assume that many of the cared for are known to Adult Care, and it is therefore within our responsibility to ensure that carers are included in such discussions.

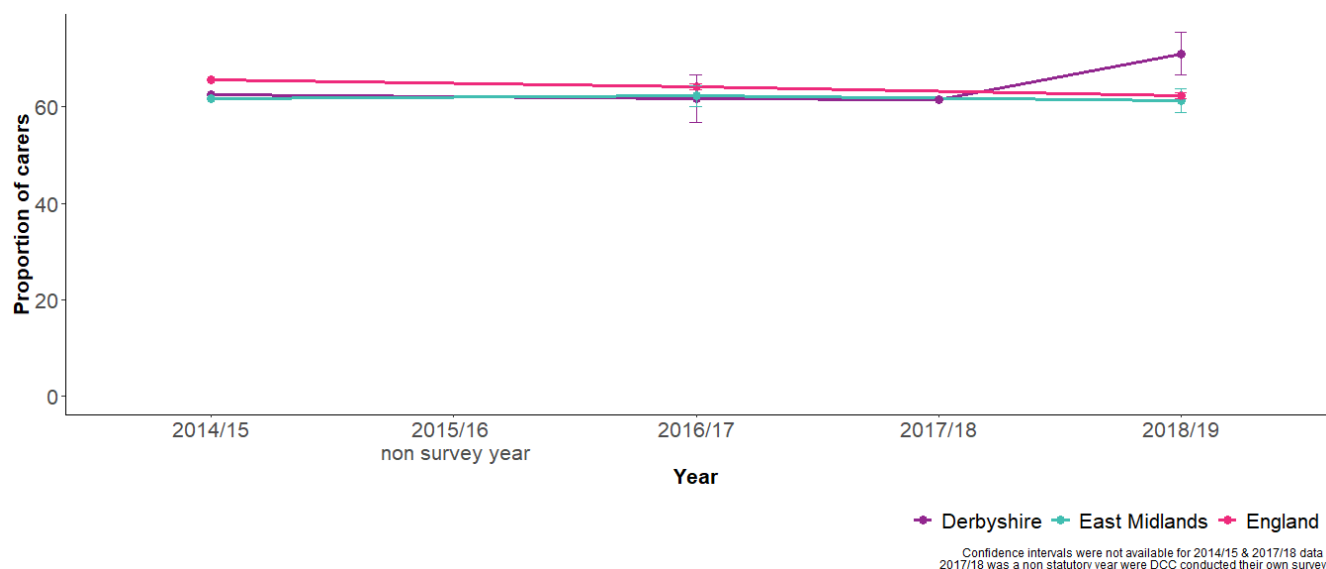
**Figure 15:** Proportion of carers who report that they have been included or consulted in discussion about the person they care for



### 3D2 The proportion of carers who find it easy to find information about services/support

245 of the 345 carers who answered this question found it easy to find information about services / support. This was 71%, an increase from 2016/17 (61.7%). The Derbyshire average was significantly higher compared to the average for England (62.3%).

**Figure 16:** The proportion of carers who found it easy to find information about services/support

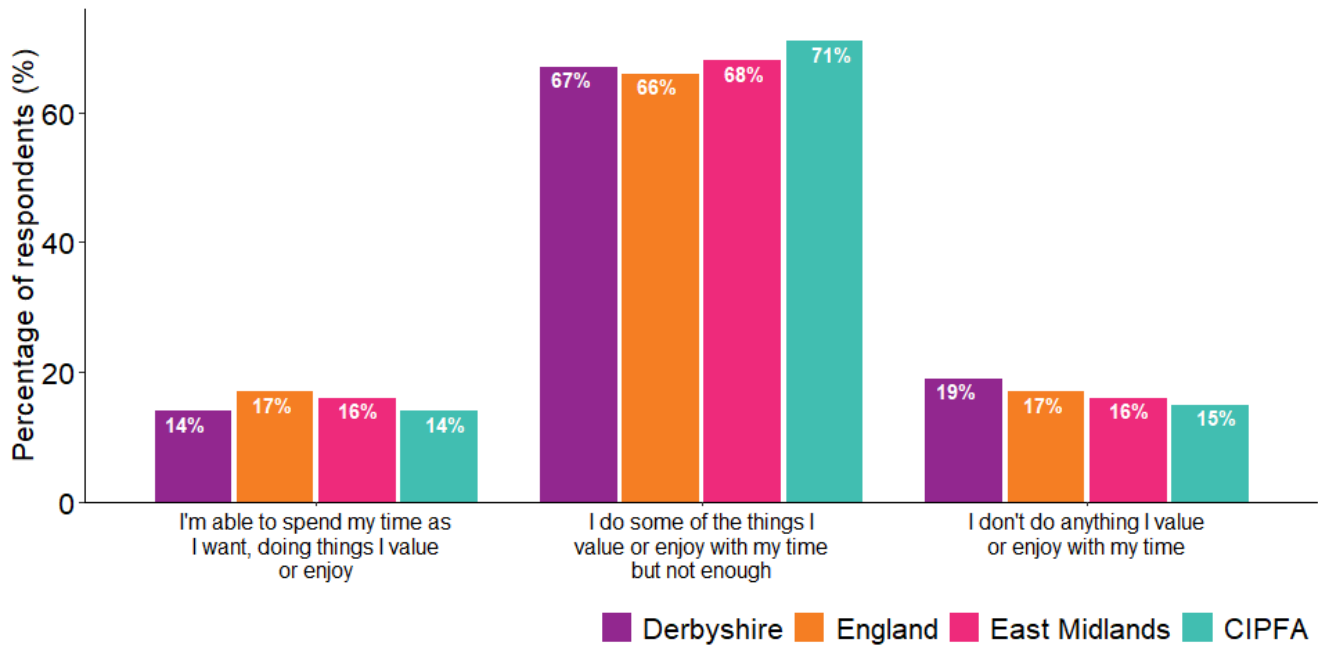


## 6.3 Caring role and impact

### How carers spend their time

Carers were asked how they spent their time and whether they have enough time to do the things they value and enjoy. Figure 17 shows that 14% of carers were able to find time to do the things they enjoy and value. 19% said they do not find the time to do anything they enjoy or value. This is higher than the comparators.

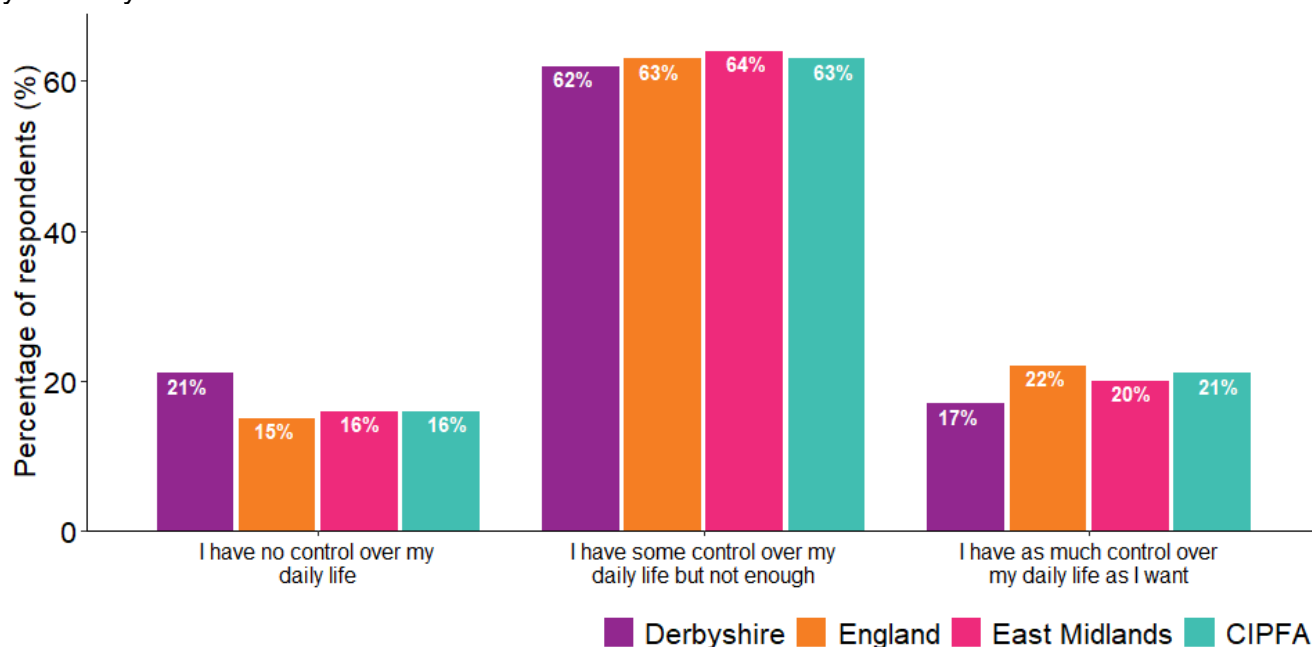
**Figure 17:** Which of the following statements best describes how you spend your time?



### How much control carers felt they had over their daily life

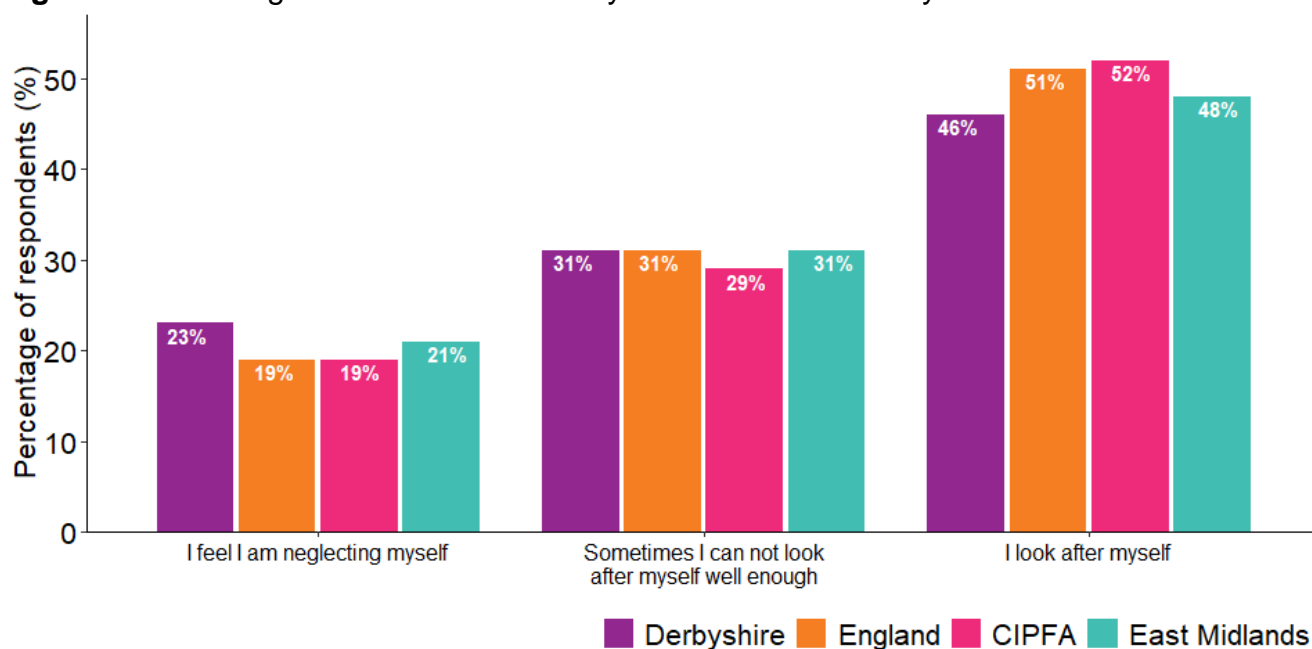
The majority of carers responded that they have some or as much control of their daily lives as they wanted. However, 21% said they had no control of their daily life, this was higher than the comparators, figure 18. It is also worth noting that 23% of carers felt they were neglecting themselves and 31% felt they did not have the time to look after themselves (figure 19). Similarly the majority of carers did not feel they had enough social contact, see figure 20.

**Figure 18:** Which of the following statements best describes how much control you have over your daily life?

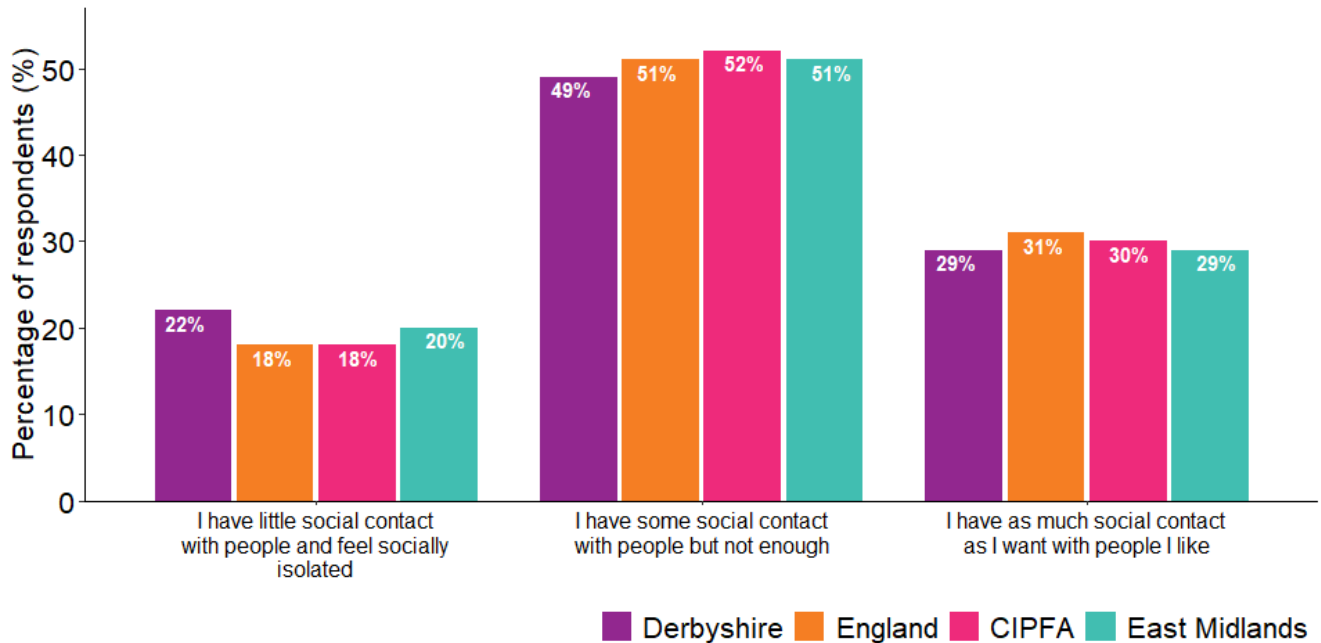


### How much time carers have to look after themselves

**Figure 19:** Thinking about how much time you have to look after yourself:



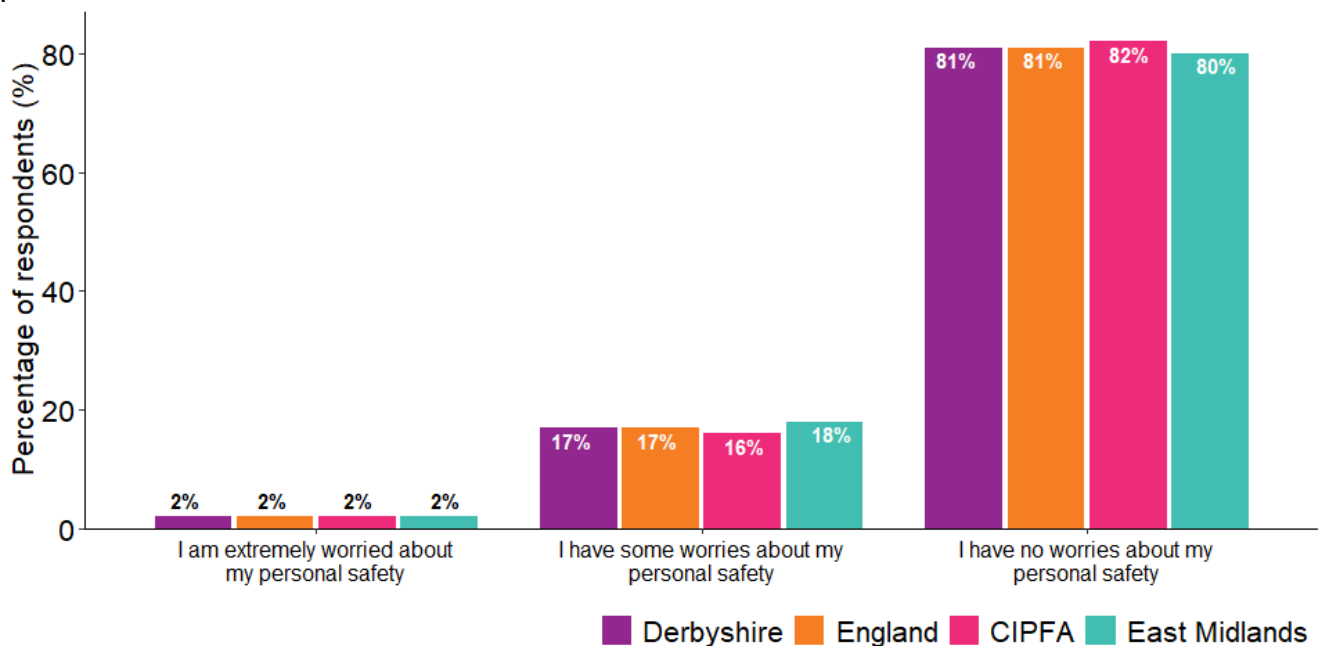
**Figure 20:** Thinking about how much social contact you've had with people you like, which of the following statements best describes your social situation?



## Carers personal safety

When asked about their personal safety the majority of carers had no worries about their safety (81%).

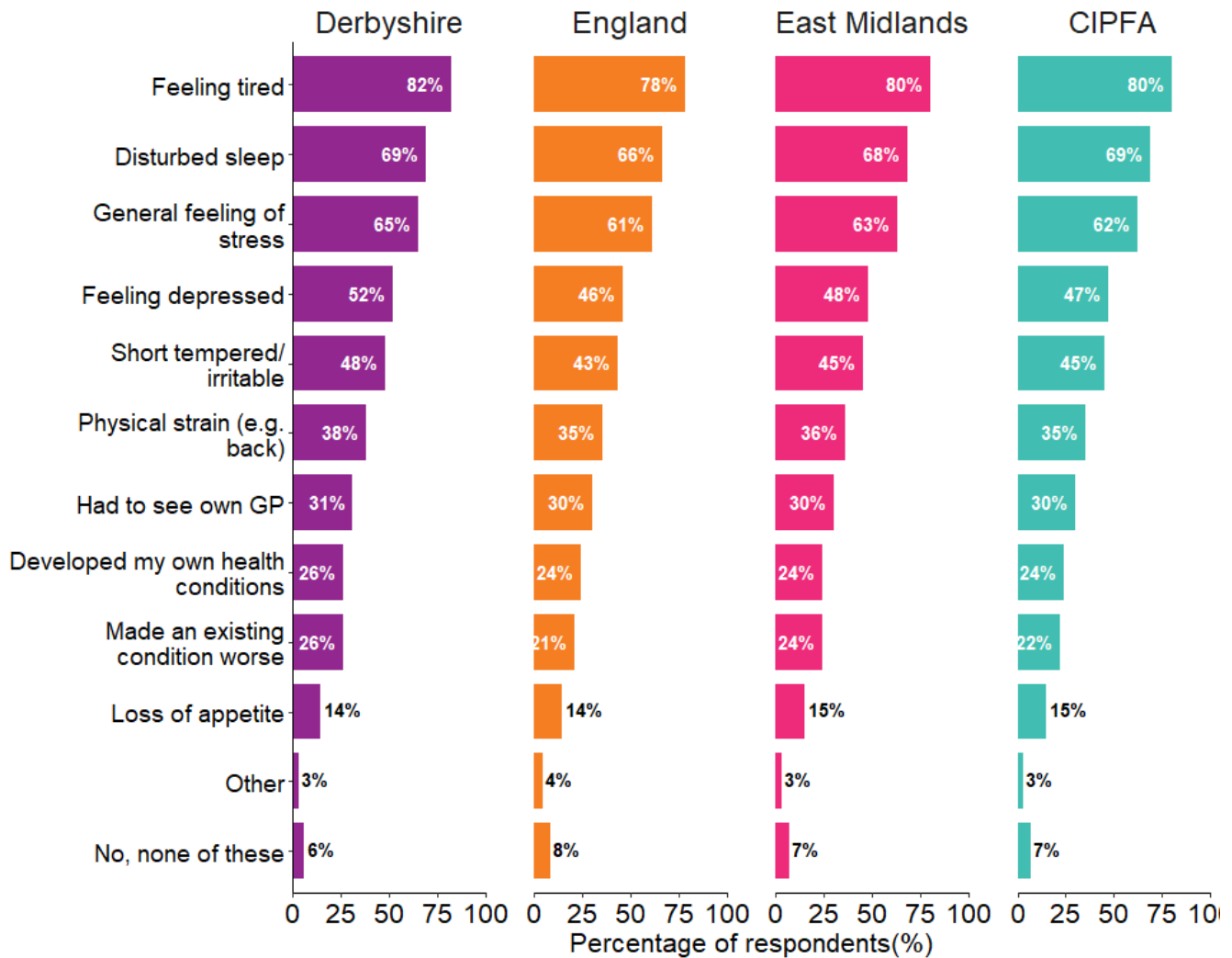
**Figure 21:** Thinking about your personal safety, which of the statements best describes your present situation?



## Impact that caring had on the carer

Figure 22 indicates the effect of caring on a carer's health in the last 12 months. The most stated effects were being tired, disturbed sleep and feeling stressed. The majority (86%) of respondents stated that they had experienced more than one of these impacts, and 45% had experienced more than 5.

**Figure 22:**





## Length of time caring

Figure 23 shows that a quarter of carers who answered the survey had been caring for over 5 years but less than 10 years (25%). This is similar to the comparators.

**Figure 23:** About how long have you been looking after or helping the person you care for?



## 6.4 Work Life Balance

### Time spent caring per week

50% of Derbyshire respondents spend 100 or more hours per week on their caring duties. This is a larger proportion compared to the comparators.

**Figure 24:** About how long do you spend each week looking after or helping the person you care for?



## Employment status

Figure 25 shows that the majority of carers were retired (63%). This was similar for comparators. Figure 25 shows that the majority of carers were not in paid employment for other reasons, such as being retired (61%). This is higher than for the comparators.

**Figure 25:** In addition to your caring role, please tell us which of the following also applies to you?

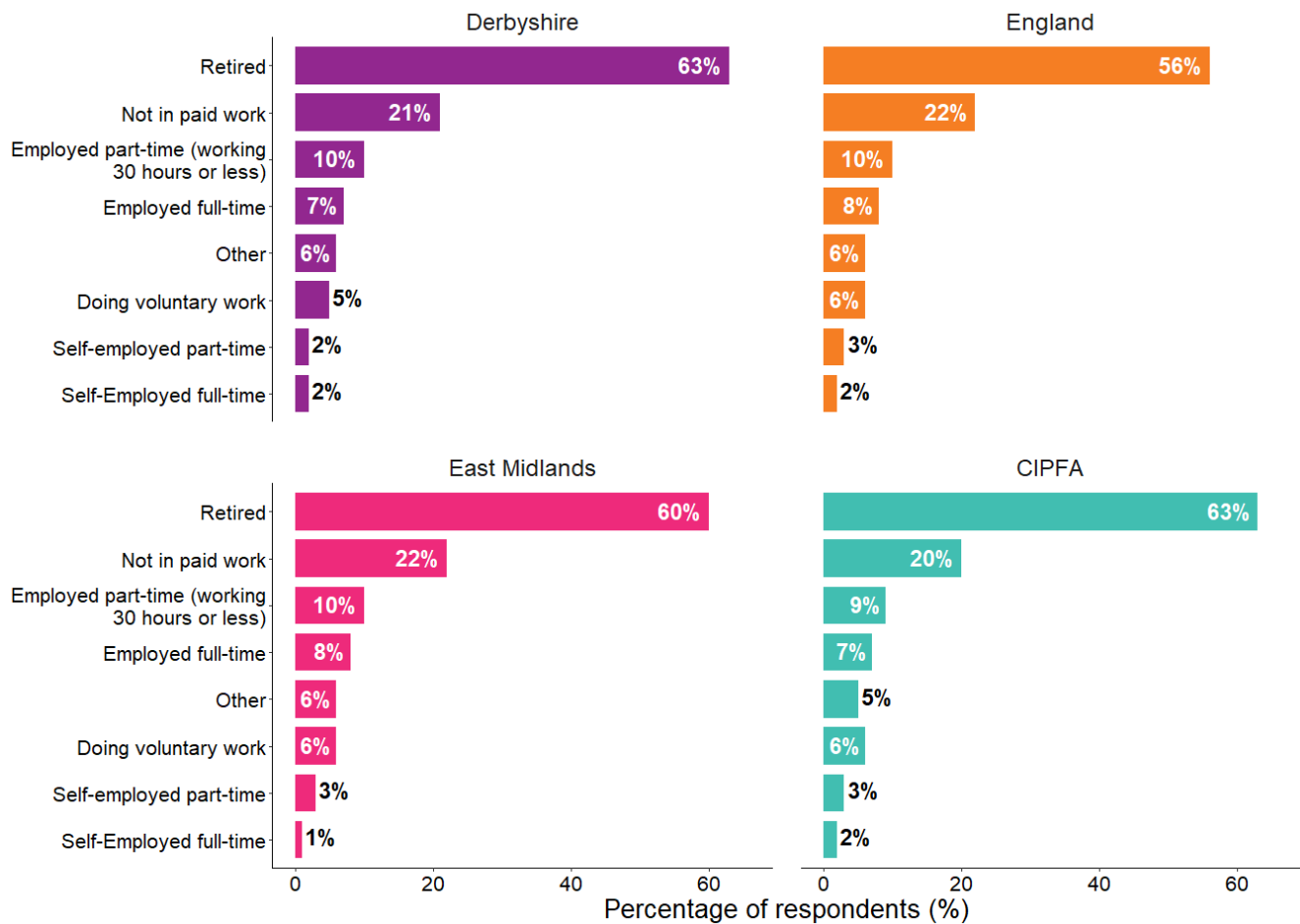
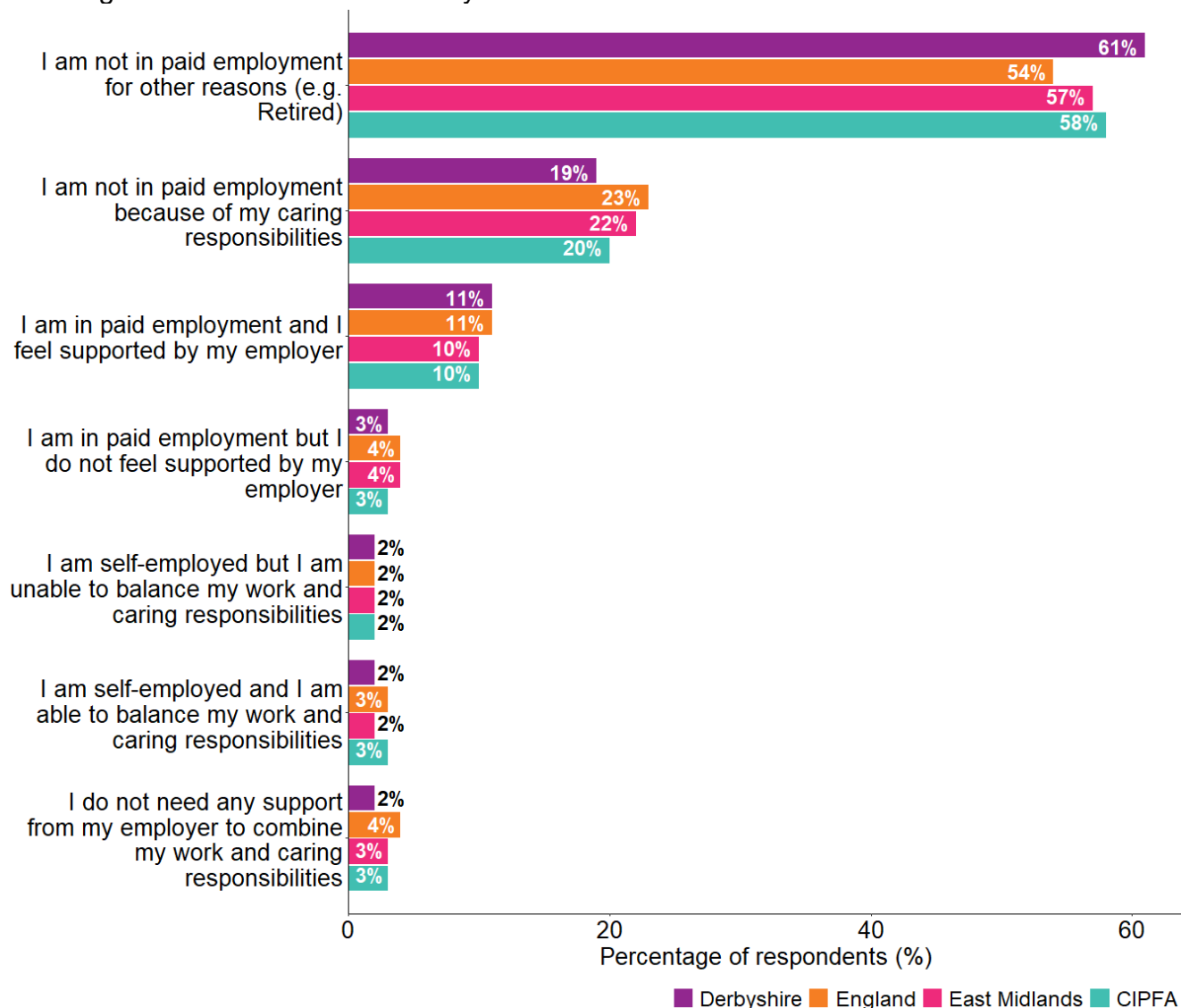


Figure 26 shows that the majority of carers (61%) are not in paid employment because of being retired, slightly higher than for our comparators.

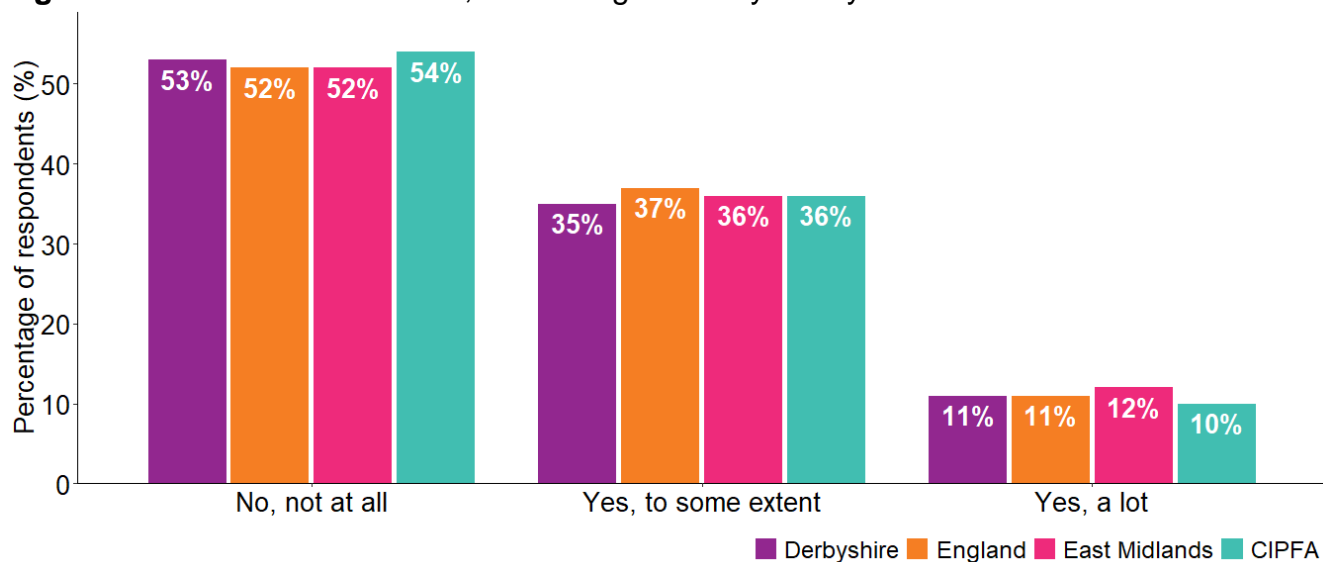
**Figure 26:** Thinking about combining your paid work and caring responsibilities, which of the following statements best describes your current situation?



## Has caring caused any financial difficulties?

Figure 27 shows that for the majority of Derbyshire carers, caring has not caused them any financial difficulties (53%). This is similar for the comparators. However it is still of concern for both Derbyshire and nationally, that nearly half had answered that caring *had* caused financial difficulties, either 'to some extent' or 'a lot'.

**Figure 27:** In the last 12 months, has caring caused you any financial difficulties?

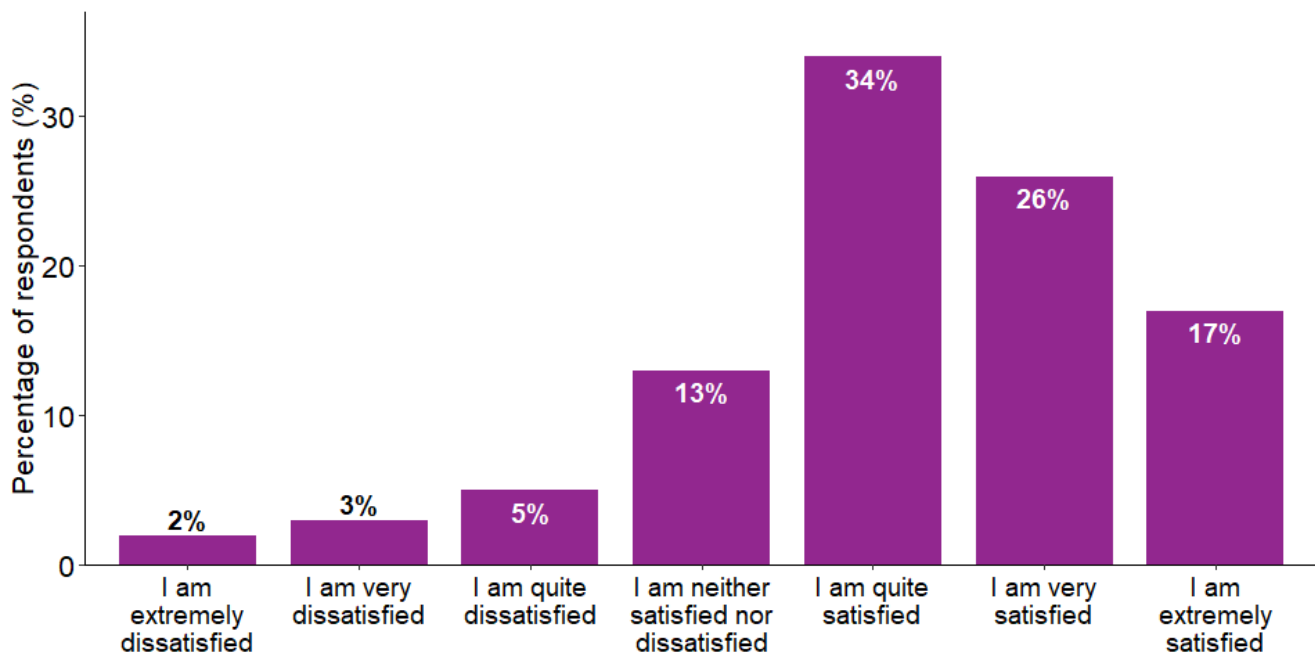


## 6.5 Services

### Satisfaction with services

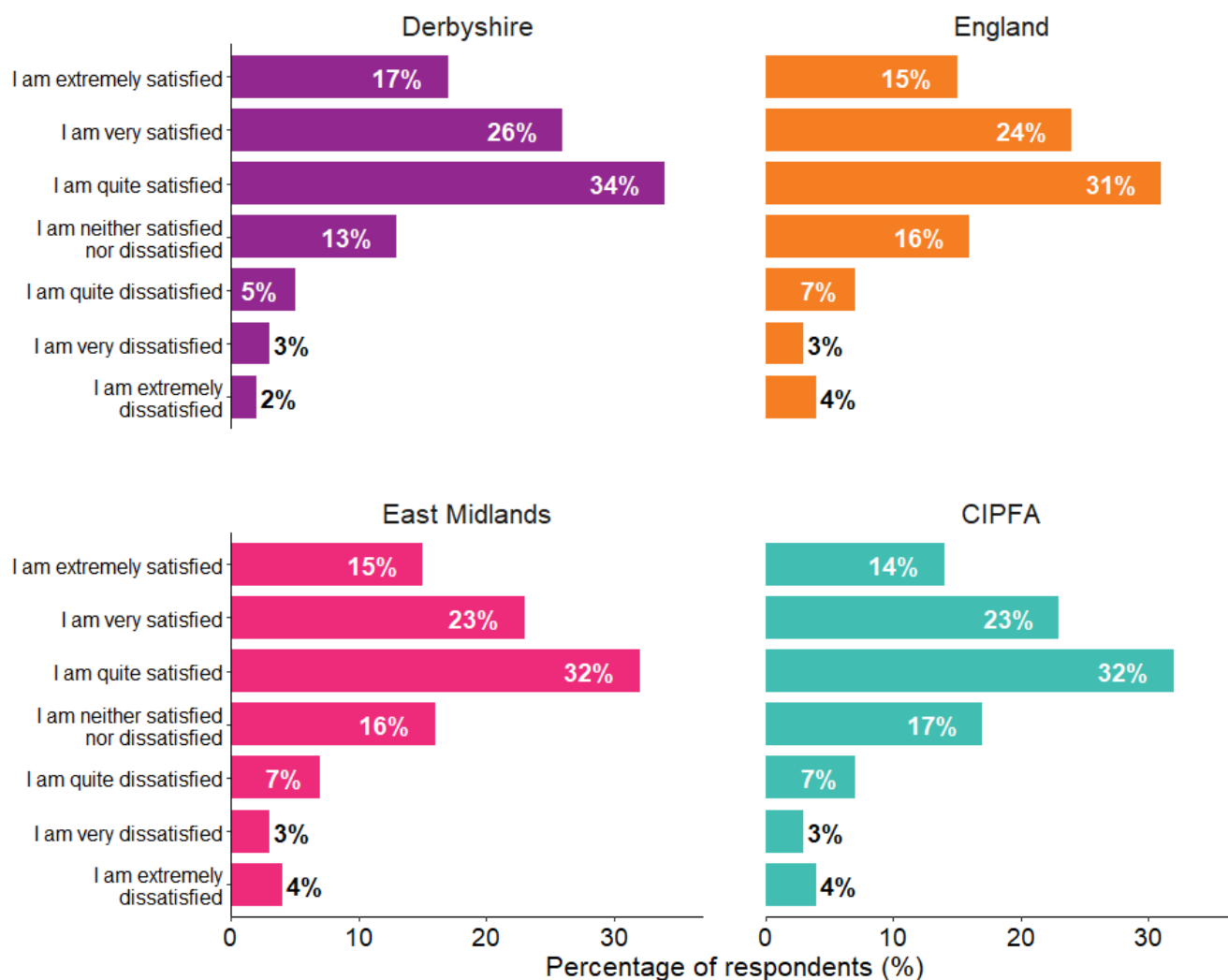
This question is used to provide data to the ASCOF indicator 3B “Overall satisfaction of carers with social services”, measured by combining individuals that have selected “I am extremely satisfied” or “I am very satisfied”. Following this methodology, 43% of carers were either extremely or very satisfied with the services they receive. This is similar to the average for England from the SACE 2016/17 of 39%. Figure 28 shows the satisfaction for the support and services received from Social Services in the last 12 months.

**Figure28:** Overall, how satisfied or dissatisfied are you with the support or services you and the person you care for have received from Social Services in the last 12 months? - Derbyshire





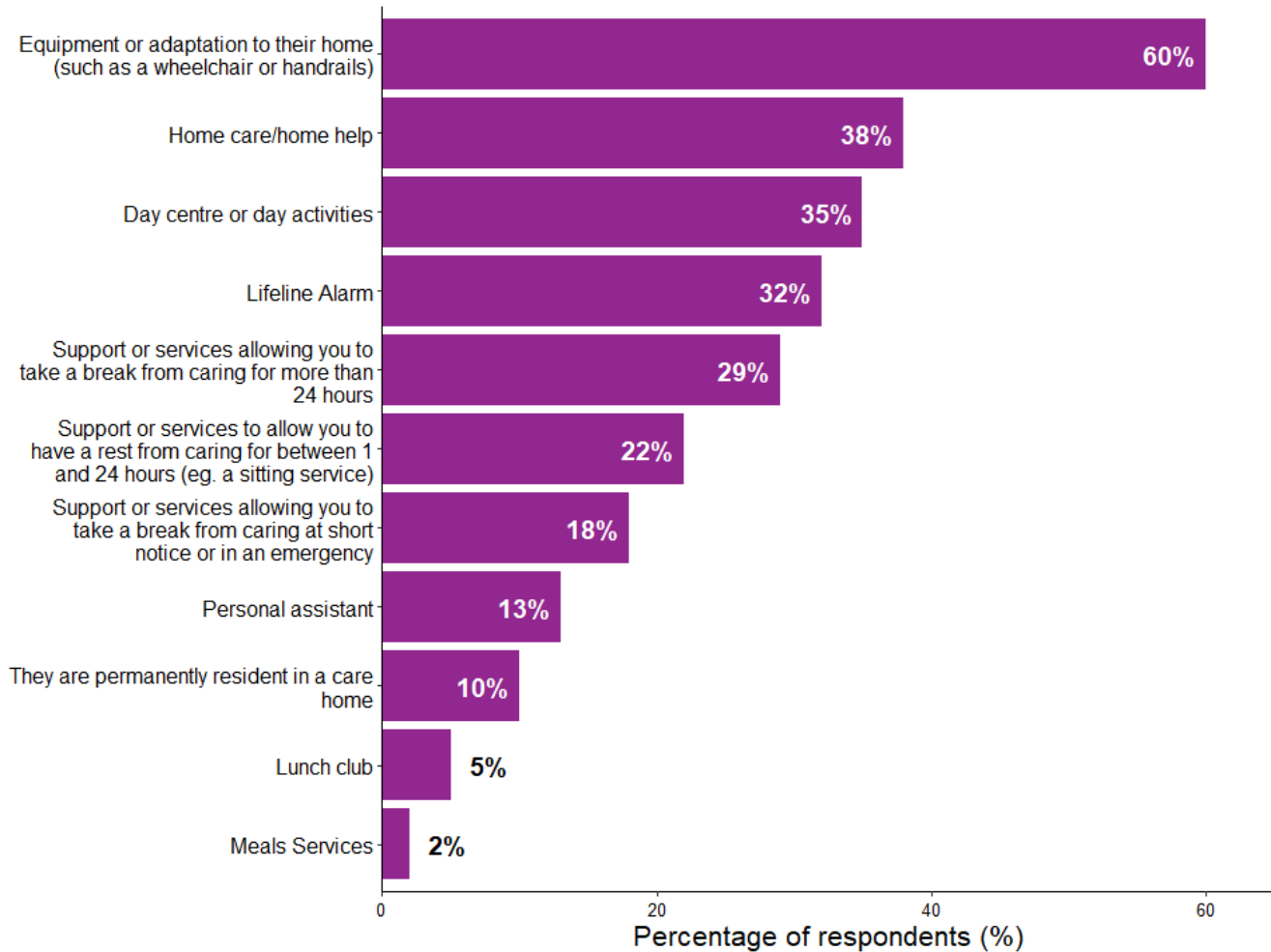
**Figure 29:** Overall, how satisfied or dissatisfied are you with the support or services you and the person you care for have received from Social Services in the last 12 months? - Derbyshire and Comparators



## Support or services received by the cared for in the last 12 months?

Carers were asked what support services the person they cared for had received from voluntary organisations, private agencies or Social Services. The most popular services used was “Equipment or adaptation to their home” (60%) and the “Home care/home help” (38%) (See figure 30).

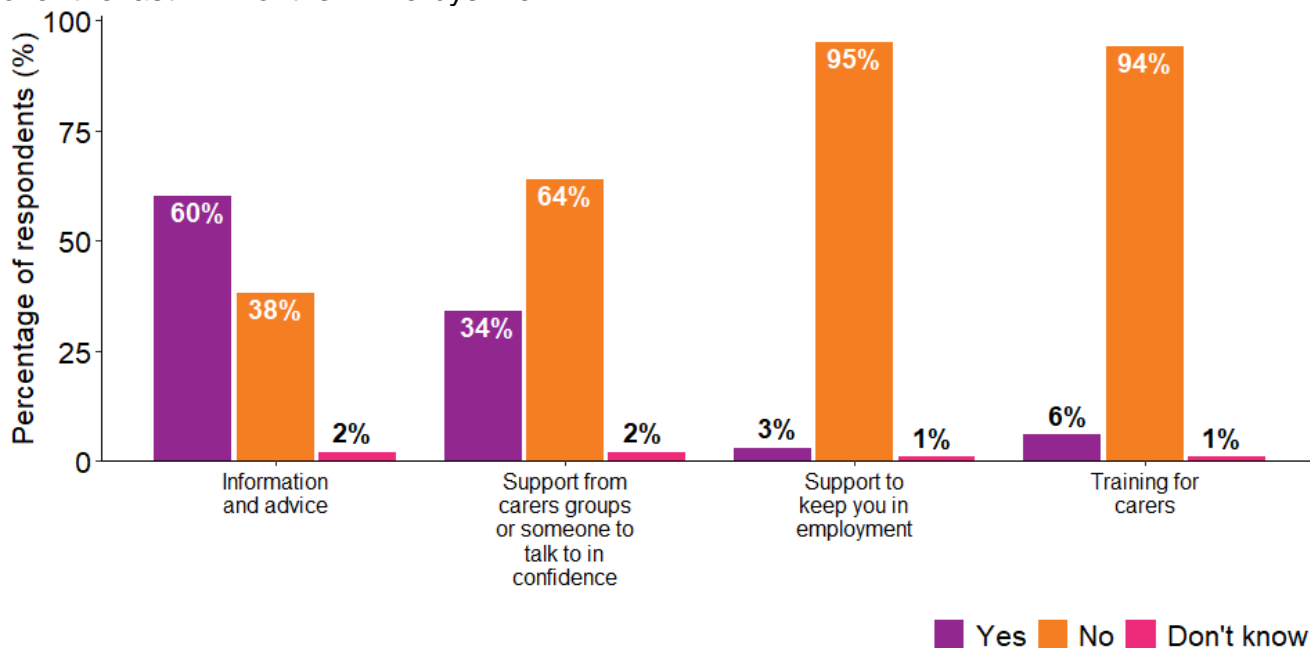
**Figure 30:** Has the person you care for used any of the support or services listed below in the last 12 months? - Derbyshire



## Support and Services used by Carers

Carers were asked which services and support (provided by voluntary organisations, private agencies or Social Services) they had used in the previous 12 months. The responses are shown in figure 31. The services accessed most by carers were “Information and advice” (60%) and “support from carers groups” (34%).

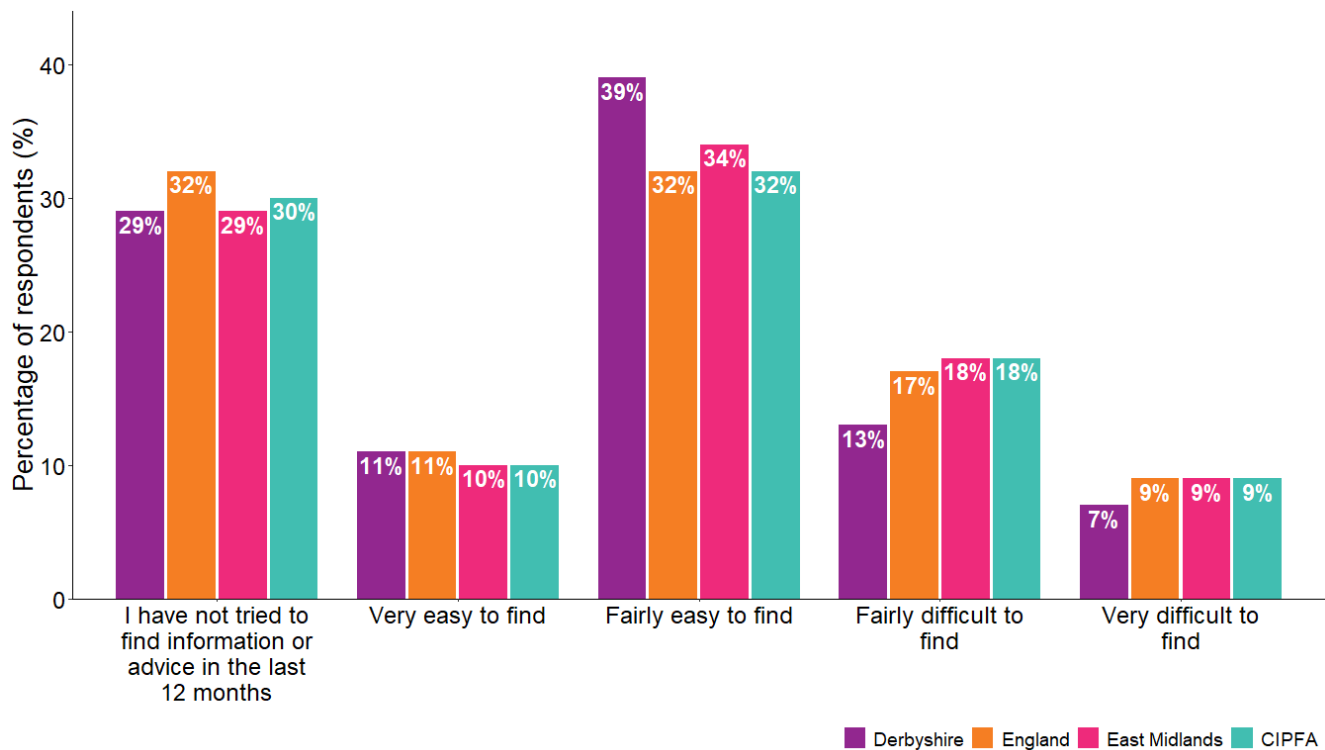
**Figure 31:** Have you used any of the support or services listed below, to help you as a carer over the last 12 months? - Derbyshire



## Information and Advice on Services

Figure 32 shows that over a third of Derbyshire carers, found it fairly easy to find information and advice about support, services or benefits. (39%). This is higher than for the comparators.

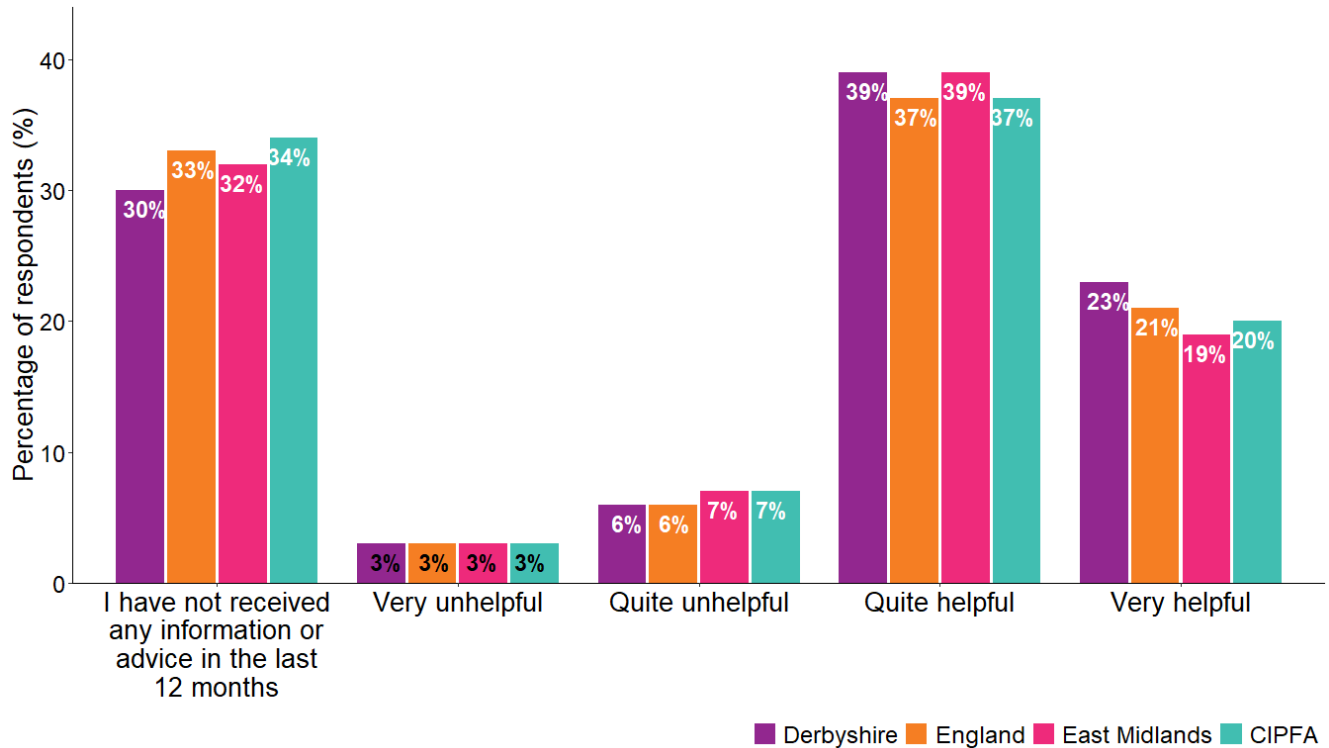
**Figure 32:** In the last 12 months, have you found it easy or difficult to find information and advice about support, services or benefits? Please include information and advice from different sources, such as voluntary organisations and private agencies as well as Social services.



## How helpful has the information and advice you have received been?

Figure 33 shows that over a third of Derbyshire carers found the information and advice that they received as being quite helpful. (39%). This is higher than for the comparators.

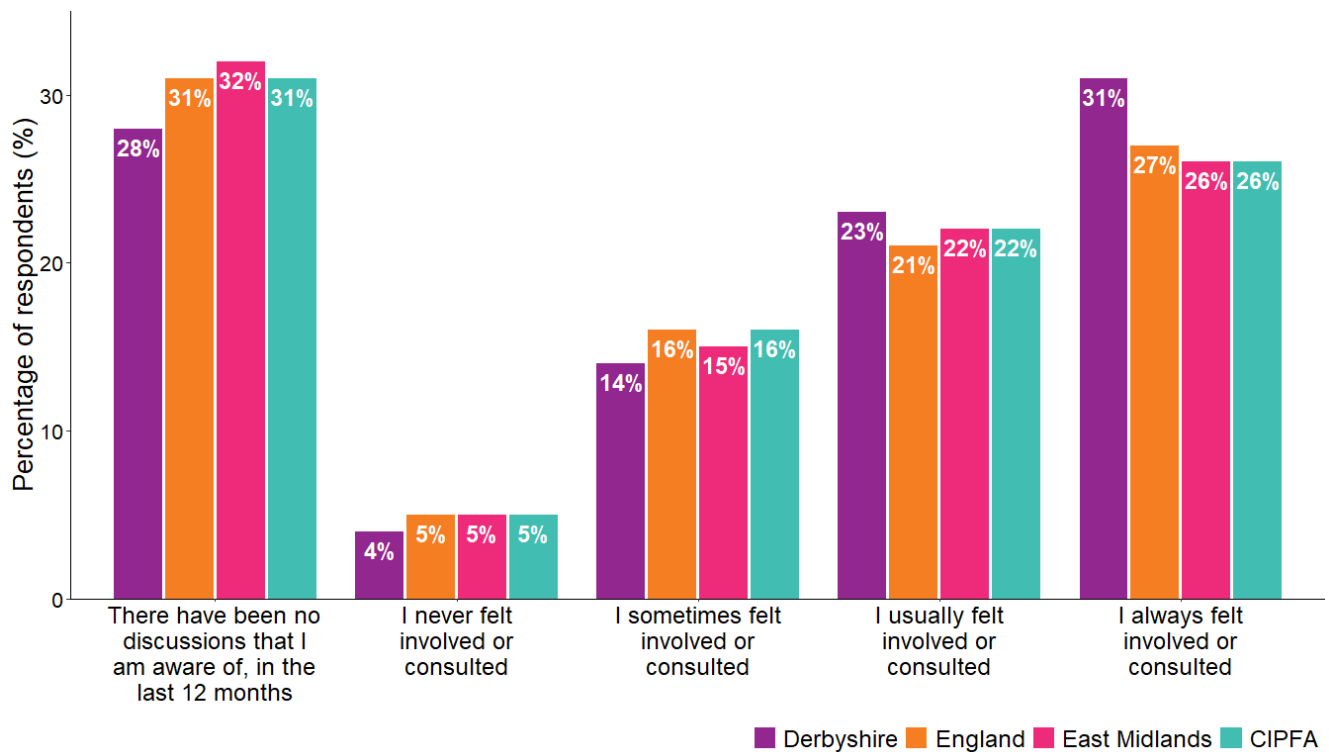
**Figure 33:** In the last 12 months, how helpful has the information and advice you have received been? Please include information and advice from different organisations, such as voluntary organisations and private agencies as well as Social Services.



## Do you feel you have been involved and consulted as much as you wanted to be?

Figure 34 shows that just under a third of all respondents felt always involved or consulted in discussions about the support or services for the person they cared for (31%). This is higher than for the comparators.

**Figure 34:** In the last 12 months, do you feel you have been involved or consulted as much as you wanted to be, in discussions about the support or services provided to the person you care for?

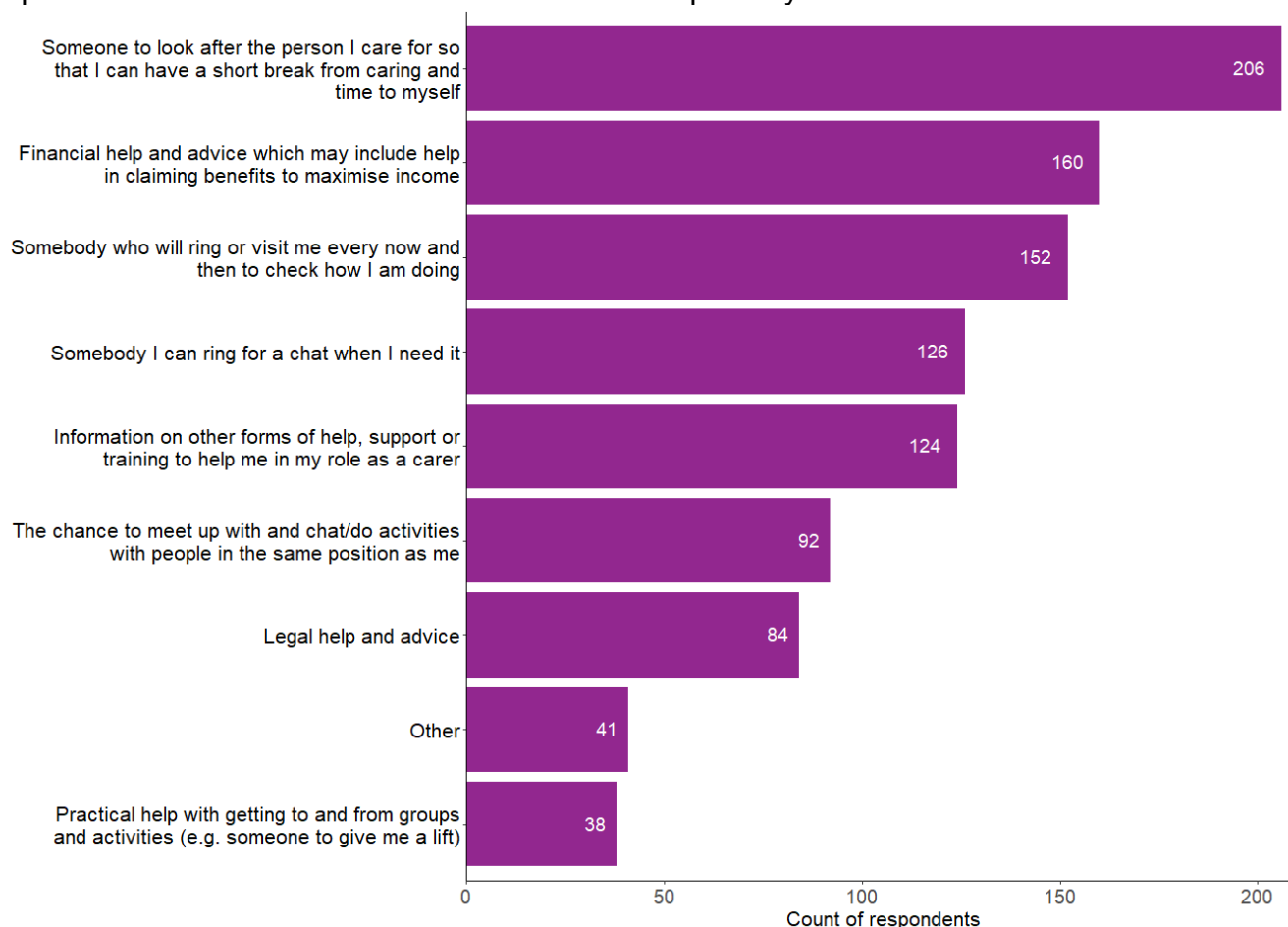


## Is there anything that could make life better?

Alongside the standard national questions, Derbyshire County Council included an extra question to explore if there was anything that could make a carers life better. Respondents were asked to tick 3 options out of a choice of 9.

Of the 514 respondents, 437 provided an answer to this question. However, only 250 respondents ticked 3 options. 182 ticked 1 or 2 options, 5 ticked more than 3 options. Figure 36 provides a count of the responses, including those that ticked less than and more than 3 options.

**Figure 36:** Thinking about the kind of thing that could make your life better, choose the three options from the list below that would be most helpful to you?



## 7 Main findings

This section summarises the main findings from the report, broken down into the relevant sections.

### 7.1 Demography

- Derbyshire has a higher proportion of older carers than England, and the majority were female. Carers over 65 were more likely to be caring for someone of a similar age.
- In terms of support needs of the person cared for, the most common was 'physical disability (55%) followed by long standing illness (46%) and dementia (39%).
- Carers carry out a broad range of tasks from practical help (96%) to keeping an eye on them (93%) to helping with benefits (90%). 72% provide personal care.
- The majority of carers live with the person they are caring for.

### 7.2 ASCOFs

#### Carer reported quality of life

- This was a 7.2 compared to 7.5 for England, and it has dropped slightly in line with the national trend having been 7.6 2 years ago (however, the difference is not significant) and 7.3 last year in the DCC survey.
- Men have a slightly higher quality of life than women.

#### Social contact

29.4% of carers felt they had as much social contact as they would like, this has fallen slightly again (although not significantly) from 34.9% in 2016/17 in line with national trend. The value for England is 32.5%, which has fallen from 35.5%.

#### Satisfaction

Satisfaction with social services has increased, to 42.6% (slightly higher than England at 38.6%) from 37.3%. The confidence intervals still overlap with England and with the previous result, indicating it is not significantly different however, this is still a positive from this year's survey.

#### Included or consulted

74.1% of carers felt included or consulted in discussions about the person they care for, an increase from 2016/17 (67.3%) and higher than the average for England (69.7 %) but not significantly so.

#### Information

The percentage of carers who find it easy to find information about services and/or support was 71%, an increase from 2016/17 (61.7%). The Derbyshire average was significantly higher compared to the average for England (62.3%).



### 7.3 Health impacts

- 19% of carers don't do anything they value or enjoy with their time and 23% feel they are neglecting themselves.
- The top five health impacts are feeling tired (82%), disturbed sleep (69%), general feeling of stress (65%), feeling depressed (52%) and short tempered/irritable (48%).
- The largest category of carers (25%) had spent more than 5 years but less than 10 caring.
- 50% of carers spend 100 hours a week or more caring.

### 7.4 Work life balance

- The majority of carers were retired (63%).
- 46% have some level of financial difficulty caused by their caring role.

### 7.5 What three things would you find helpful?

- The main thing that carers wanted was a break. 206 respondents out of 437 (47%) who answered this question, ticked 'someone to look after the person I care for so that I can have a short break from caring and time to myself'.
- This was followed by 160 (37%) who answered 'financial help and advice' then 152 (35%) who wanted someone who will ring me or visit to check how I am doing'.

## 8 Recommendations

The following recommendations have been drawn out from the findings of this report and have also had input from the commissioning manager for carers and advocacy:

- The eligible population for this survey was only 2,244 people (known to the Council and received carer's service within last 12 months) whereas we know there are 92,000 carers in Derbyshire (Census 2011) and over 20,000 carers are registered with the commissioned carer's service from Derbyshire Carers Association (DCA). Therefore, this survey may not be representative.
- Although this report shows carers to be primarily an older cohort caring for people with physical disabilities, we need to recognise that carers cover a broad range of ages and are caring for people with a broad variety of needs.
- We need to understand more about the reasons behind the fall in the quality of life for carers
- We should consider why satisfaction with services and carers feeling involved/consulted have improved slightly and continue to include carers in discussions through a range of mechanisms so they can comment on the quality of services and shape what services looks like in the future.
- We need to understand the significant improvement in carers finding information so we can continue with accessible methods/appropriate content, which appear to be working well in supporting carers to find the information they require.
- We should explore how we can effectively reduce the impact on carer health which primarily centre on them feeling tired, stressed, depressed, short tempered and irritable.
- We need to develop effective, diverse and innovative ways of providing carers with a break from caring and improving social connectedness for those who feel isolated and lonely. Furthermore, 'recognising and supporting carers in the wider community and society' is one of the five priority themes in the National Carers Action Plan.
- We need to influence and work with all partners to help them support carers more effectively, which chimes with the 'services and systems that work for carers' theme, both of which will be adopted as local priorities in the refresh of the carers strategy, finalised late 2019.
- The findings of the SACE will inform the ADASS Carers Policy Network self-assessment tool and will also feed into the east midlands sector led improvement programme and national submission to DHSC in March 2020.
- Further regional analysis of the SACE is planned through the ADASS carers leads network over 2019/20 led by the SLI (Sector Led Improvement) programme.

## 8 Appendix one: ASCOF tables

### 1D: Carer-reported quality of life

Area	2014/15	2015/16	2016/17	2017/18	2018/19
Derbyshire	7.6	NA	7.6	7.3	7.2
East Midlands	7.6	NA	7.5	NA	7.4
England	7.9	NA	7.7	NA	7.5

### 1I2: Proportion of people who use services who reported that they had as much social contact as they would like

Area	2014/15	2015/16	2016/17	2017/18	2018/19
Derbyshire	42.4	NA	34.9	28.5	29.4
East Midlands	41.7	NA	32.0	NA	30.1
England	44.8	NA	35.5	NA	32.5

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

Area	2014/15	2015/16	2016/17	2017/18	2018/19
Derbyshire	41.9	NA	37.3	40.7	42.6
East Midlands	42.9	NA	38.2	NA	37.7
England	41.2	NA	39.0	NA	38.6

### 3C: Proportion of carers who report that they have been included or consulted in discussion about the person they care for

Area	2014/15	2015/16	2016/17	2017/18	2018/19
Derbyshire	66.3	NA	67.3	70.3	74.1
East Midlands	68.9	NA	68.2	NA	69.1
England	72.3	NA	70.6	NA	69.7

### 3D(2): The proportion of carers who find it easy to find information about services

Area	2014/15	2015/16	2016/17	2017/18	2018/19
Derbyshire	62.5	NA	61.7	61.4	71.0
East Midlands	61.6	NA	62.2	NA	61.3
England	65.5	NA	64.2	NA	62.3