

NOTE TO THE NORTH YORKSHIRE CARERS FORUM

6TH MARCH 2014

NATIONAL CARERS SURVEY

1.0 Purpose of Note

1.1 To advise the Forum of the results of the National Carers Survey and to put the position in North Yorkshire into a national context.

2.0 Background

2.1 The Survey:-

- comprised 22 questions covering a range of issues;
- was undertaken in 2012;
- was sent to over 1,000 carers in the county; and
- enables comparisons within the areas of the county as well as nationally; within Yorkshire & Humberside and amongst Shire Counties

3 Summary of main points:-

3.1 A summary of the responses to the Survey questions in North Yorkshire, compared to the national figures is set out in the Appendix.

3.2 A number of questions are ones where we cannot be seen to do doing well or not so well in that they are statements of fact. For instance, the number of people caring for people with a mental health problem and the number of people caring for people who have problems connected to ageing.

3.3 Of the questions where direct comparison is possible we are, in the eyes of carers, doing some things well and need to do some things better.

Aspects where we are doing well compared to nationally include:-

- the response rate to the Survey in North Yorkshire was much higher than the national average.
- the percentage of carers either *extremely or very satisfied* with support or services that they or the person they care for has received from Social Services.
- the percentage of carers who have utilised information and advice.

Aspects where we need to do better include:-

- The percentage of carers who state that they either *don't do enough of the things they value or enjoy or don't do anything they value or enjoy*.
- *The percentage of carers who state that they either don't have enough control or have no control over their life.*

3.4 The Survey confirms a lot of what we know already, in terms of social isolation; the aging profile of carers; the pressure that they are under and the difficulties that they face – particularly in trying to have a life outside caring.

4 Conclusion

4.1 The findings confirm that demand on the Directorate is likely to increase and the challenge will be to continue to improve the lot of carers by implementing the Carers Strategy, whilst managing demand.

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National Carers Survey: North Yorkshire's position in the national context**NOTE:** Comparisons are against the England average, unless stated)

At 68.9%, our response rate was far higher than the England average (45.6%).

1. In line with the national average, almost a third of carers care for someone with dementia (Question 2).
Comment: A Workshop on carers for people with dementia was held in December as part of the Dementia Collaborative. As part of that a number of initiatives are being trialled in the Knaresborough Team, including speeding up the carer's grant process and a leaflet for carers of people with memory problems.
2. At 14.6%, the number of carers caring for someone with a mental health problem is significantly lower than average (19.2%). (Question 2).
3. At 47.2%, the percentage of people cared for who have problems connected to aging is significantly higher than average (40.1%) Also, the percentage in Selby is, by some way, the highest (56.1%). (Question 2).
Comment: This confirms what we know about the population range in the county and the potential impact and challenges going forward. The Directorate's operating model will seek to help reduce these issues by promoting an increase in personal and community resilience.
4. At 40.8%, the percentage of carers either *extremely or very satisfied* with support or services that they or the person they care for has received from Social Services is higher than average (36.1%). (Question 4).
Comment: Whilst satisfaction rates are higher than the average, we need to explore further the reasons why less than half of the respondents are *extremely or very satisfied*.
5. More use of a number of support or services is made in the county than nationally. For instance, day centres or day activities are used by a higher percentage of people in the county (35.1%) than nationally (30.7%), as is support or services allowing carers to take a break and the use of equipment/adaptations. (Question 5).
Comment: Our figure of 68% of cared for people having equipment or adaptations is far higher than average (60.1%).
6. In terms of support or services used, 62.4% have utilised information and advice, compared to 55.6% nationally. (Question 6).
Comment: We would look to increase this figure as a result of plans to improve our information offer. The provision of quality and accessible information and advice is a key part of the operating model.
7. Over four fifths of carers (80.1%) feel that they either *don't do enough of the things they value or enjoy or don't do anything they value or enjoy*. These figures are slightly above the average *nationally* (76.2%). (Question 7).

8. More than 7 out of 10 carers (73.2%) state they either *don't have enough control or have no control over their life*. This is slightly above the average of 71%. (Question 8).

Comment: The Directorate will continue to provide Personal Budgets and Direct Payments for the cared for person and, as part of work on the Care Bill, we will be looking at introducing Personal Budgets for carers.

9. A third of carers (34.4%) either *cannot look after themselves well enough sometimes or feel they are neglecting themselves*. This is lower than average (40.1%). (Question 9).

Comment: This and the previous two headlines confirm the difficulty that carers have in trying to have "a life of their own". In each case, the promotion of personal and community resilience should assist

10. 8.5% of carers have concerns about their personal safety and 0.3% are extremely worried about this. These figures are far lower than the average (13.4% and 1.4%, respectively). (Question 10).

Comment: Carers who had concerns about their personal safety have been contacted and their concerns checked out.

11. Almost 6 out of 10 (59.3%) carers feel they have either *not had enough contact or little contact with people they like*. This feeling is particularly pronounced in Harrogate (71.5%) (Question 11).

Comment: These figures are in line with the national average, but illustrate the increasing issue of loneliness/social isolation, which can be exacerbated in a rural county like ours. Again, the promotion of personal and community resilience should assist.

12. More than half of the carers (54.9%) feel that they *either have had not enough or no encouragement and support*. This is broadly in line with the national average of 57.2%. (Question 12).

Comment: Whilst this is better than the national average, given the role played by carers, support and encouragement is crucial. The Care Bill will give carers a statutory right to assessment and support which it is hoped will positively impact on their caring role.

13. More than one fifth (22.2%) have found it either *fairly or very difficult to find information/advice about support services or benefits*. (Question 13).

Comment: This indicates that most people have found information easy to find. The Care Bill will place a duty on Councils to provide universal information and advice. One aspect that we may seek to develop is to make greater use of social marketing to help prompt people using the website. For instance, *people viewing this page also looked at . . .*

14. 58.6% of carers are retired. This is in line with national figures. (Question 16).

Comment: This confirms the aging profile of carers and the resource implications this could have e.g. the cared for's needs are likely to increase if anything happens to the carer and the carer themselves may need support from social care. A key driver in the operating model will be one off simple interventions, equipment and telecare, which should help to keep people independent for as long as possible

15. 14.5% of carers are not in paid employment due to their caring responsibilities. This is lower than the national average (19.2%) which is encouraging but it is perhaps indicative of the fact that more carer-friendly practices need to be developed by employers. (Question 17).

Comment: It may be that our figure is below average because there is a smaller pool of carers of working age in the county.

16. 38.2% of carers are looking after the person they care for, for 100 or more hours a week. This is higher than average - 34.8%. (Question 19). Key elements of the operating model are assessment; support planning and review which will help identify people who are caring for so much of their lives and put in place a range of support

17. Carers in North Yorkshire appear to be in better health than nationally - 46.3% indicate they have no disabilities or long standing illness, compared to a figure of 43.8% nationally. (Question 21). The promotion of personal and community resilience within the operating model should help this figure to improve.

18. Almost 70% of carers are female (69.3%). No national data available.

19. More than one quarter of carers (26.5%) are aged 75 or older. This figure increases to 52.9% for those aged 65 and above and 81.8% for those aged 55 and over. No national data available.

Comment: This has implications for demands on the Directorate. The thrust of the operating model towards early intervention and prevention should help the carers and the cared for maintain their independence.