

# Carers Network Westminster Annual Survey 2011

## Method:

Carers Network sent their annual survey via 2<sup>nd</sup> Class post along with CNW's quarterly newsletter which reaches approximately 2,000 carers.

In total 114 carers responded 35 days from the date of delivery.

## Key Findings:

### ABOUT CARERS

- 67% of carers are female and 30% of male carers
- 16% of carers are 60 years or over
- 48% of carers survey recognised themselves as unemployed
- 33% of carers are either caring for a child or partner
- 35% of carers use our services once per month
- 36% said it was right for carers to be financially means tested for the Carers Break scheme grant

### ABOUT SERVICES

Of the 17 services provided by CNW, we asked carers to rate each service from Excellent, Good, Average, Fair and Poor over the last 12 months:

- 29% of carers said our services were "Excellent"
- 24% of carers said our services were "Good"
- 8% of carers said our services were "Average"
- 2% of carers said our services were "Poor"
- 2% of carers said our services were "Fair"
- 34% of carers did not respond

### ABOUT CARERS SATISFACTION

- 34% of carers **Strongly Agreed** that they **felt more listened to** since knowing about CNW
- 39% of carers **Agreed** that they felt **more involved in services** since knowing about CNW
- 46 % of carers **Agreed** that they felt informed about **how to maintain their health** as a result of knowing about CNW
- 34% of carers **Agreed** that their **health had improved** since knowing about CNW
- 40% of carers **Agreed** that they felt more **emotionally supported** since knowing about CNW
- 40% of carers **Agreed** that they felt more **support from the carers they have met** as a result of knowing CNW
- 42% of carers **Agreed** that they felt more **informed on how to access breaks** as a result of knowing about CNW
- 46% of carers **Agreed** that they felt more **informed on how access training**

- 51% of carers **Agreed** had more **opportunity to engage in social activities** after knowing about CNW
- 35% of carers that **Agreed** that they felt more **able to access financial help** since knowing about CNW
- 30% of carers **Agreed** that they felt **more able to access grants** as a result of knowing of CNW

## Break-down of data

### ABOUT YOU

#### 1. What is your age group?

Age Group of Carers	Number and Percentage of Carers in each age bracket
U18	1 (1%)
18-25	1 (1%)
25 – 29	5 (4%)
30 – 34	5 (4%)
34 – 39	13 (11%)
40 – 44	7 (6%)
45 – 49	17 (15%)
50 – 54	16 (14%)
55- 59	8 (7%)
60 - 64	24 (21%)
65+	17 (15%)
No response	1 (1%)

#### 2. What is your Employment Status?

Employment Status	Number and Percentage of each status
Unemployed	55 (48%)
Retired	12 (11%)
Employed	28 (26%)
No response	19 (15%)

#### 3. Who do you care for?

Care Group	Number and Percentage for each group
Husband	5 (5%)
Wife	3 (3%)
Parent	24 (23%)
Partner	30 (30%)
Child	35 (35%)
Friend	2 (2%)
Other family	2 (2%)

#### 4. What is your gender?

Gender	Number and Percentage of each gender
Female	76 (67%)
Male	34 (30%)
No descript	3 (3%)

### 5. How often do you use CNW services?

How often do you use CNW services	Number and Percentage
Once per week or more	11 (9%)
Once per month	40 (35%)
Once per year	38 (33%)
Did not answer	25 (22%)

### 6. Carers were asked to rate the following CNW services from Excellent, Good, Average, Fair and Poor.

6.1

Information & Advice	Number and percentage	
Excellent	54 (47%)	56%
Good	31 (27%)	
Average	7 (6%)	
Fair	4 (4%)	
Poor	0	
No response	18 (16%)	

6.2

Support Groups	Number and percentage	
Excellent	36 (31%)	46%
Good	29 (25%)	
Average	8 (7%)	
Fair	5 (4%)	
Poor	0	
No response	37 (32%)	

6.3

Surgeries and Drop ins	Number and percentage	
Excellent	23 (20%)	37%
Good	24 (21%)	
Average	9 (8%)	
Fair	4 (4%)	
Poor	2 (2%)	
No response	51 (44%)	

6.4

Training	Number and percentage	
Excellent	16 (14%)	26%
Good	33 (29%)	
Average	8 (7%)	
Fair	3 (3%)	
Poor	1 (1%)	
No response	52 (46%)	

6.5

Group Holidays	Number and percentage	
Excellent	30 (36%)	52%
Good	9 (17%)	
Average	14 (12%)	
Fair	4 (4%)	
Poor	1 (2%)	
No response	33 (29%)	

6.6

<b>Carers Break Scheme</b>	<b>Number and percentage</b>	
Excellent	33 (29%)	49%
Good	20 (18%)	
Average	8 (7%)	
Fair	3 (3%)	
Poor	4 (4%)	
No response	44 (39%)	

6.7

<b>Consultations</b>	<b>Number and percentage</b>	
Excellent	27 (24%)	43%
Good	23 (20%)	
Average	9 (8%)	
Fair	2 (2%)	
Poor	2 (2%)	
No response	50 (44%)	

6.8

<b>Coffee Mornings</b>	<b>Number and percentage</b>	
Excellent	25 (22%)	40%
Good	26 (23%)	
Average	7 (5%)	
Fair	2 (2%)	
Poor	2 (2%)	
No response	52 (46%)	

6.9

<b>Emotional Support</b>	<b>Number and percentage</b>	
Excellent	29 (25%)	44.6%
Good	17 (15%)	
Average	14 (12%)	
Fair	1 (1%)	
Poor	4 (4%)	
No response	49 (43%)	

6.10

<b>Newsletter</b>	<b>Number and percentage</b>	
Excellent	49 (43%)	52%
Good	32 (28%)	
Average	8 (7%)	
Fair	4 (4%)	
Poor	1 (1%)	
No response	19 (17%)	

6.11

<b>Website</b>	<b>Number and percentage</b>	
Excellent	29 (25%)	48%
Good	15 (13%)	
Average	10 (9%)	
Fair	4 (4%)	
Poor	2 (2%)	
No response	54 (47%)	

6.12

<b>Carers Action</b>	<b>Number and percentage</b>	
Excellent	29 (25%)	45%
Good	20 (18%)	
Average	12 (11%)	
Fair	2 (2%)	
Poor	1 (1%)	
No response	49 (43%)	

6.13

<b>Special Events</b>	<b>Number and percentage</b>	
Excellent	29 (25%)	43%
Good	31 (27%)	
Average	6 (5%)	
Fair	0	
Poor	1 (1%)	
No response	48 (42%)	

6.14

<b>Carers Week</b>	<b>Number and percentage</b>	
Excellent	27 (24%)	42%
Good	27 (24%)	
Average	7 (8%)	
Fair	2 (2%)	
Poor	1 (1%)	
No response	47 (41%)	

6.15

<b>Carers Conference</b>	<b>Number and percentage</b>	
Excellent	50 (44%)	45%
Good	47 (41%)	
Average	9 (8%)	
Fair	2 (2%)	
Poor	2 (2%)	
No response	3 (3%)	

Red percentage represent number of total respondents = Total Excellent 45%

**7. Section A:** Expert Partners in Carers Network (not included those who did not respond)

7. A1

<b>1. I feel I am listened to more since knowing about CNW</b>	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	No response
	34%	39%	16%	1%	1%	9%

7. A2

<b>2. I feel more involved in services now since knowing about Carers Network Westminster</b>	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	No response
	33%	39%	19%	1%	0	8%

**Section B: Health and Wellbeing**

7. B3

<b>3. I feel more informed on how to maintain my health since knowing about Carers Network Westminster</b>	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	No response
	27%	46%	20	3%	1%	3%

7. B4

<b>4. I feel my health has improved since knowing about CNW</b>	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	No response
	12%	34%	46%	6%	1%	1%

7. B5

<b>5. I feel I have received more emotional support since knowing about CNW</b>	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	No response
	25%	40%	23%	5%	1%	6%

7. B6

<b>6. I feel I have gained extra support from carers I have met through Carers Network Westminster</b>	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	No response
	24%	40%	24%	4%	1%	7%

**Section C: Life of their own**

7. C7

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	No response
<b>7. I feel more informed about how to access breaks since knowing about Carers Network Westminster</b>	33%	42%	17%	2%	3%	3%

7. C8

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	No response
<b>8. I feel more informed about how to access training since knowing about Carers Network Westminster</b>	19%	46%	23%	4%	2%	6%

7. C9

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	No response
<b>9. I feel I have more opportunities to engage in social activities since knowing about Carers Network Westminster</b>	25%	51%	24%	5%	0%	Wrong 5% over

### Section D: Finance

7. D10

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	No response
<b>10. I feel more informed about financial help available since knowing about Carers Network Westminster</b>	23%	35%	28%	7%	3%	4%

7. D11

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	No response
<b>11. I feel better equipped to access grants as a result of Carers Network Westminster</b>	22%	30%	28%	9%	4%	7%

### 8. Carers were asked if they thought they should be financially means-tested when applying for the Carers Break Scheme Grant.

No = 31 (27%)

Yes = 41 (36%)

I don't mind = 31 (27%)

### 9. Carers were asked if they could think of one that would improve their life as a carer

## **CNW**

Glad CNW is here to help  
I am grateful for your services  
Very good organisation  
Really useful CA

## **GROUP INVOLVEMENT**

Being more involved in the groups  
Day centre for Arabic women  
Would like to meet more carers  
Evening meetings for working carers

## **EXTRA HELP**

Help with housework  
Help with cared for  
More emotional and practical help  
Emotional and health help  
Free electronic libraries, cheaper holidays to Europe, Skills for carers, HE  
Home Help  
More respite care  
Someone to help  
Someone to help  
Having a network of people that can volunteer to look after the person being cared for  
More care

## **SERVICE IMPROVEMENT**

Better coordination between stat services  
Lack of opportunity to speak with support workers  
Discussion groups chaired by medical professionals  
To be listened to by care team  
I would like more training. I appreciate what you provide for carers' thanks a lot.  
Being, listened to and being treated as an equal by professionals when discussing the welfare of my adult son.  
More understanding of individual needs of each carer

## **A BREAK FROM CARING**

More time for myself  
More activities and day trips  
A holiday  
Group holiday in half term with children  
More respite/activities  
Carers break every year  
Shorten break scheme app  
Longer Break  
Not enough time or money to take a break  
More breaks  
More breaks and day trips  
More time for myself  
Need more time out to have my cataract operation  
Annual break

## **ACTIVITIES**

Anger management  
Spa break/massage



More activities

**MORE INFORMATION REQUIRED**

More info on services

Doesn't know about services

More information about Carers Conference

I need more information by any means necessary thanks

I want to know about more kind of help

**MORE PRACTICAL AND FINANCIAL ASSISTANCE**

Equipment

Being granted a CA alongside pension

Home improvements/repairs

Money for travel and equipment

Small grants

Annual break and more financial help

Attendance allowance paid in vouchers and respite

More money for breaks

Info on grants to repair house

Better pay

**CHANGE OF RESIDENCE**

Permanent residence

A home

A ground floor flat

-END-

