

Survey of Adult Carers in England 2014/15
London Borough of Hammersmith and Fulham – Preliminary Results

ASC Business Analysis Team
February 2015

Number providing care:

2011 Census

12,330 residents providing unpaid care (2011 Census)
3rd lowest nationally

...of whom

2,530 (21%) provide 50+ hours a week

Male: 37%
Female: 63%

Carers benefit:
Working age (May 2014)

1,040

Known to ASC:

Dec 2014

941

ASC Survey suggests 86% provide 20+ hours a week (43% provide 100+ hours a week)

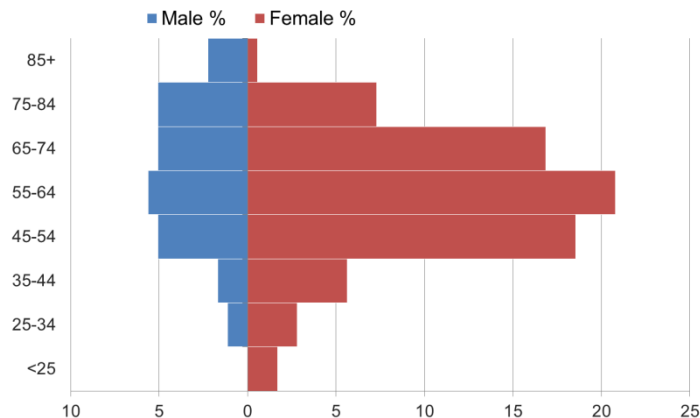
Hours of care provided per week – compared to Inner London 12/13 (ASC Carers' Survey 2014/15)



More than 4 in 10 respondents provide 100+ hours a week, compared to 1 in 3 in Inner London (12/13).

Higher intensity carers are more likely to rate their quality of life as poorer.

Gender and age profile



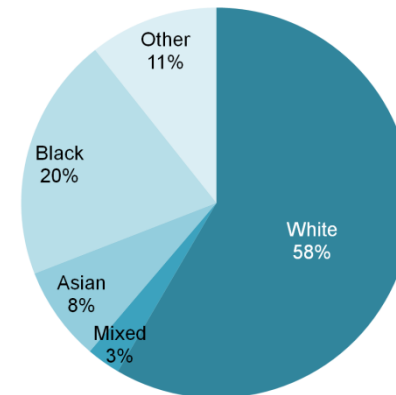
Three quarters (74%) of respondents were female, reflecting that caring is more common among women, but also that men are sometimes harder to engage with carers services. Female carers have a younger age profile than men.

Length of time of being a carer

- A third (36%) have been caring for less than five years.
- 1 in 5 (19%) have been caring for 5-10 years
- 1 in 5 (23%) have been caring for 10-20 years
- 1 in 5 (22%) have been caring for more than 20 years

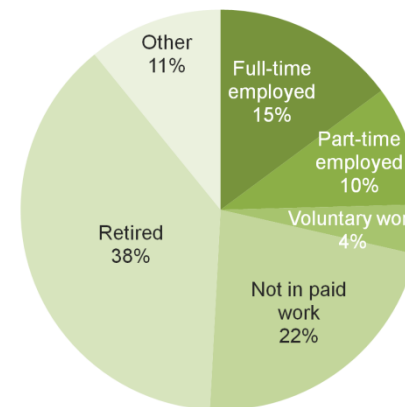
The number caring for more than 20 years is broadly typical of Inner London (12/13)

Ethnicity of respondents



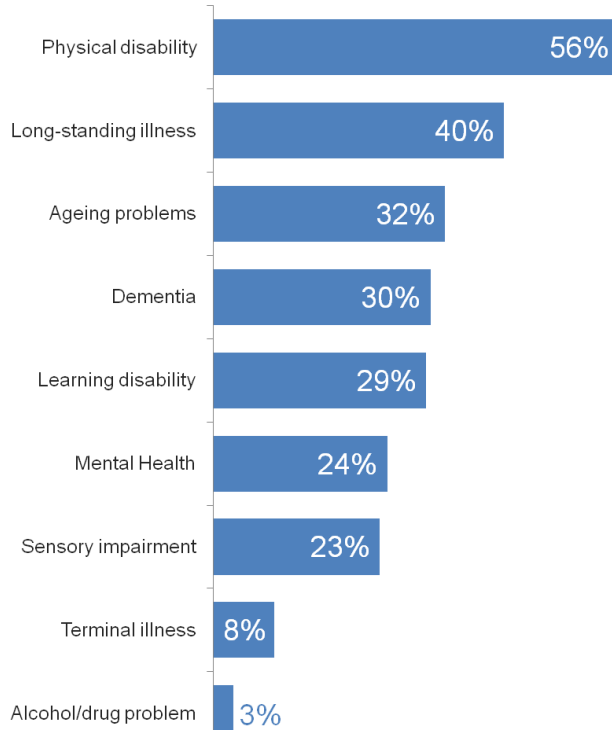
The ethnic breakdown is similar to the ethnic profile of those providing 50+ hours a week in the 2011 Census, but with a slight under-representation of the Asian group.

Employment status of respondents



Levels of employment among carers locally is very low, with a quarter in paid work. Around 4 in 10 are retired.

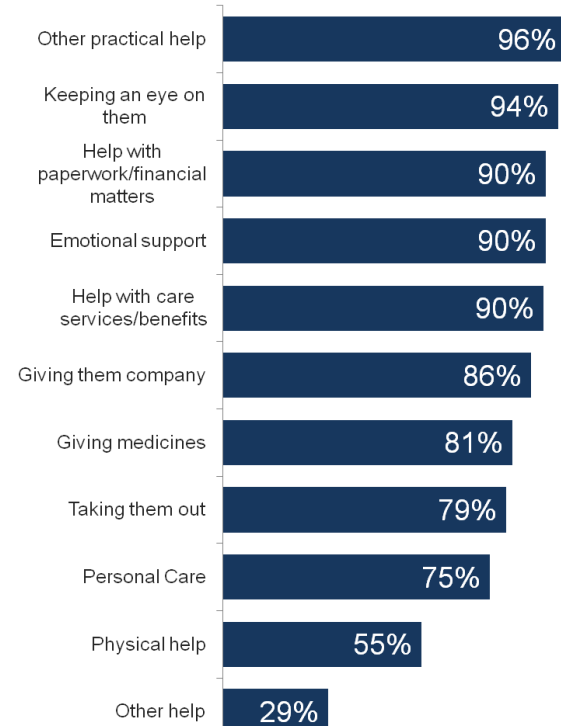
Conditions of the person cared for:



Includes multiple options per person

Three quarters of those cared for (71%) have multiple conditions, with the most common conditions being physical disabilities, long-standing illness, and problems due to ageing. One third of carers care for someone with learning disabilities and one quarter for someone with mental ill-health.

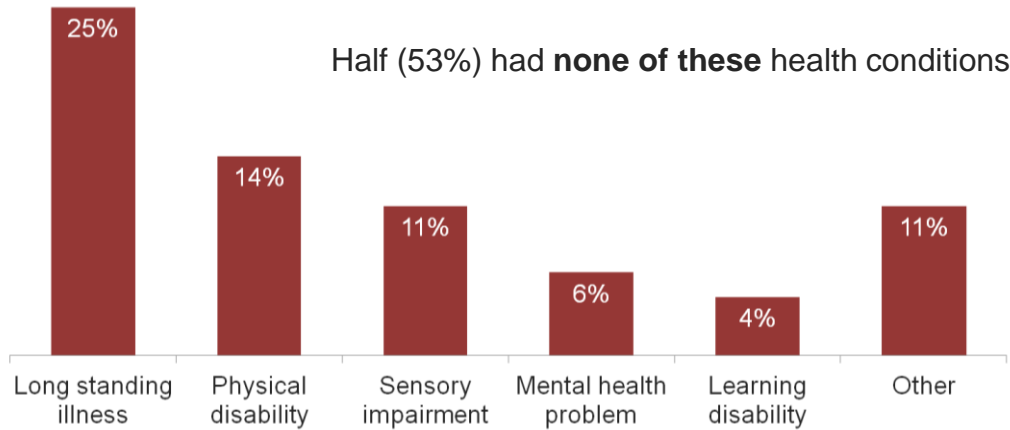
What carers provide:



Includes multiple options per person

Carers tended to provide the full range of support to those who they care for. This is likely to be a reflection of the intensity of the caring provided (in hours). In some cases, respondents stated they did not take those cared for out as they were bedbound and therefore not able to leave the home.

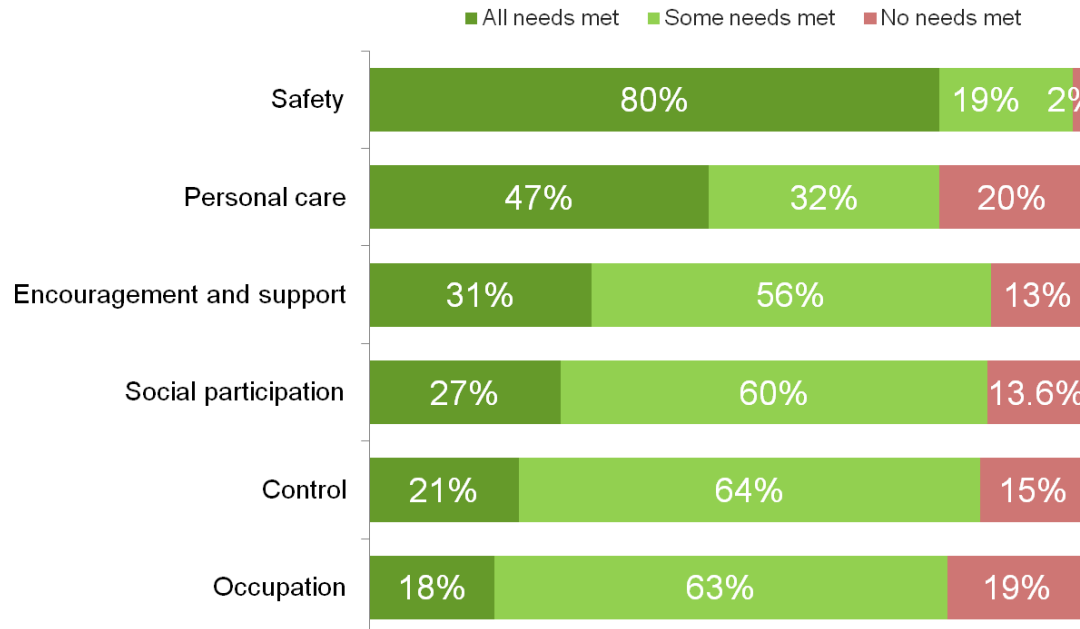
Health conditions of LBHF carers



Given the relatively old age structure of those who provide care, it is unsurprising that around half have some form of health condition themselves.

A quarter of respondents have a long standing illness, and 1 in 6 have a physical disability. Around 1 in 20 have a mental health problem and a similar proportion have a learning disability.

Quality of life of carers

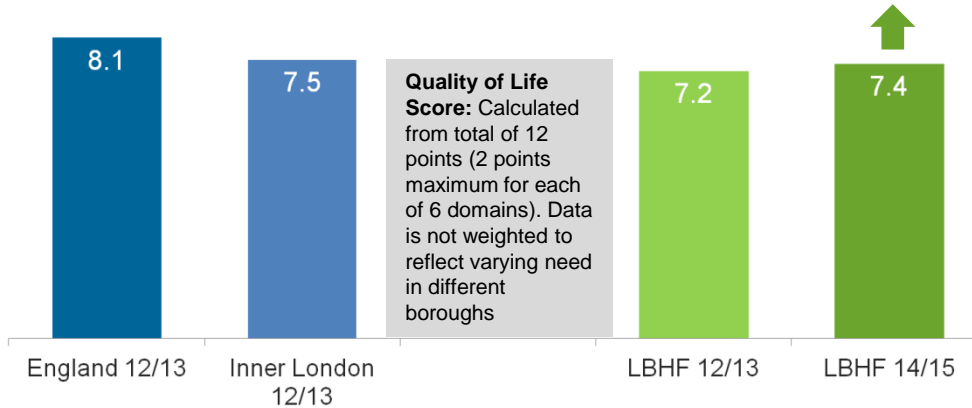


The survey collects information on six quality of life indicators, which are then rated to form an overall quality of life composite score (see page 9).

Generally, less than 1 in 5 respondents felt none of their needs were being met. However, only a quarter felt their needs were met around social contact and a fifth around control and enjoyment.

The proportion stating they have as much social contact as they want rose by approximately 1% on the previous survey result in 12/13. 5

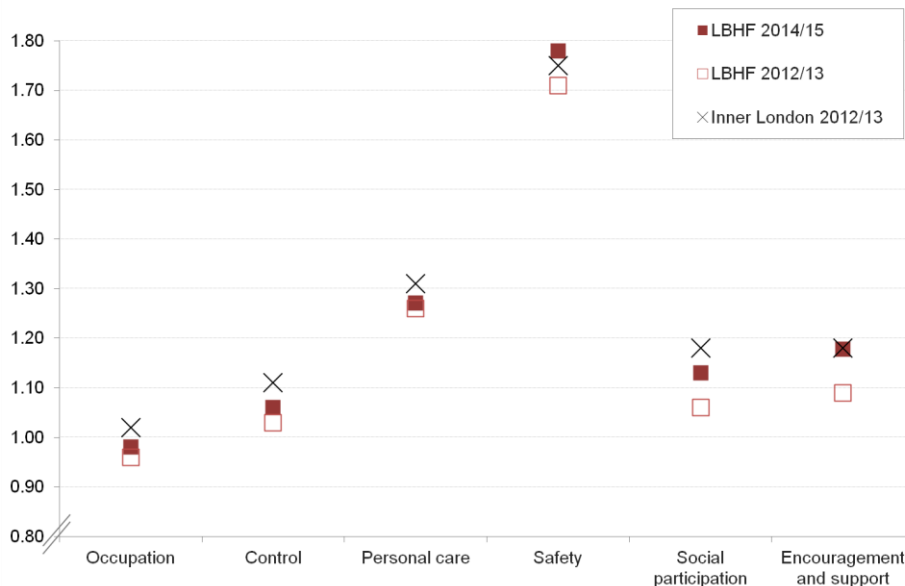
Quality of Life of carer – composite measure over time and by comparator group



Overall quality of life of carers has increased slightly in the past two years in LBHF and now stands at 7.4 out of 12 (7.2 in 2012/13). This is slightly lower than Inner London 12/13 and lower than England 12/13.

LBHF respondents provide a greater intensity of care than Inner London or England, which may account for the difference (higher intensity is related to lower quality of life).

The individual quality of life measures – how we compare (Scoring: “all needs met”=2 points; “some needs met”=1 point)



There have been improvements in all indicator domains since two years ago, resulting in an improvement in the overall score. Improvements in social participation and encouragement and support are most apparent.

Social participation: Previously, 19.6% stated they felt socially isolated; this dropped to 13.6% (this may relate to the lower proportion living with the person they care for in this survey compared to last).

Encouragement and support: Previously, 19.8% said they had no encouragement and support. This has dropped to 13.2%.

Factors affecting quality of life of carer



Comments from the survey

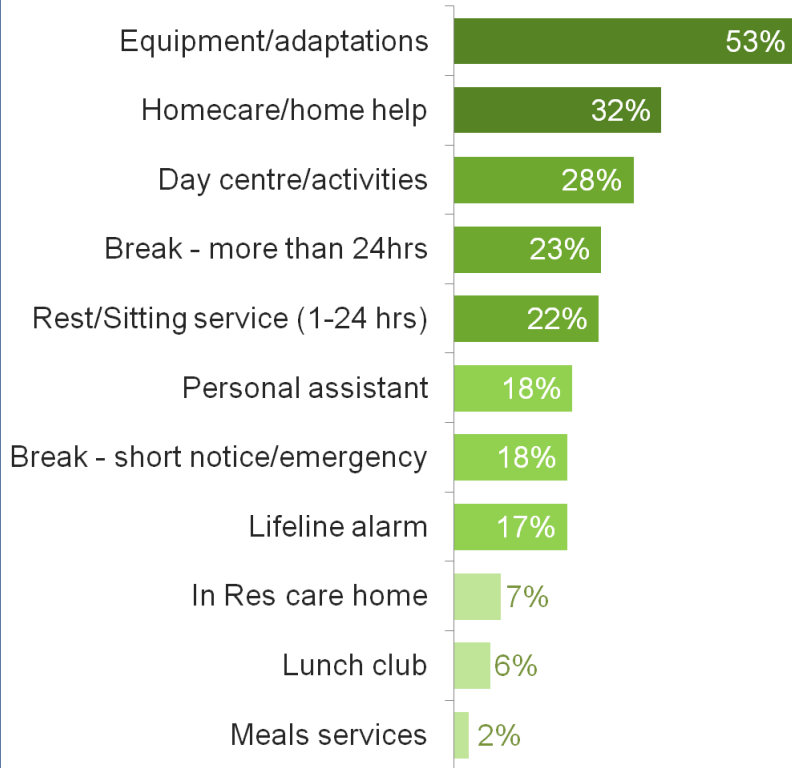
“Looking after a person in their late nineties was exhausting, draining and a huge responsibility. At times I didn't feel that I was going to make it”

“I feel isolated, unsupported and disrespected in my role as a carer and in the implications that caring for my daughter with mental health has on our family life”

“Caring is a full time job and we don't have time to deal with endless paperwork”

“I feel embarrassed to ask for help as I have difficulty in meeting people and groups, which is why I have problems with what help and benefits I can get to help us. I work nights now to help with the caring of my husband and suffer from lack of sleep, which doesn't help”

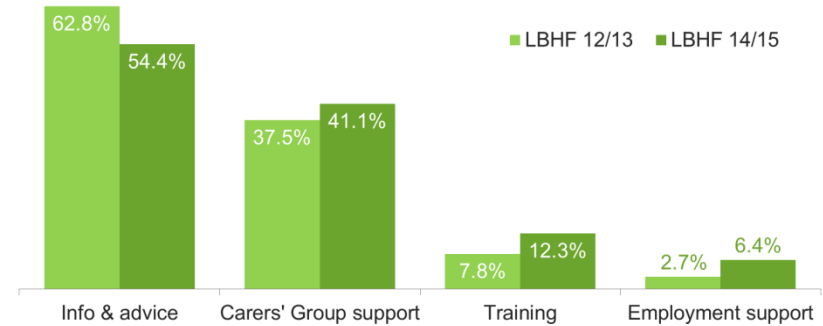
Services that those cared for have had in last 12 months



Around half of service users cared for have had equipment or adaptations, a third home care and a quarter day centre activities. Breaks (24 hrs+) are popular compared to Inner London 12/13.

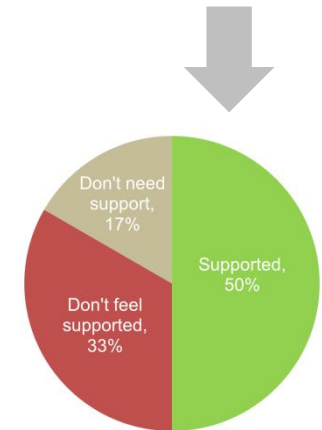
Equipment/ adaptations have dropped from 64% to 53% over the two years, and use of homecare has dropped from 39% to 32%. Meals and lunch club use has dropped.

Services used by carers in the last 12 months



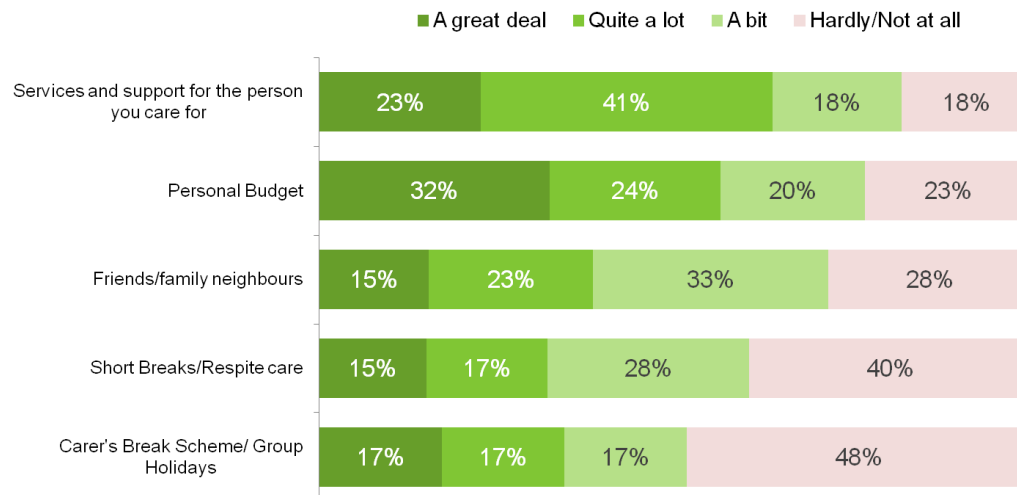
Fewer people had used information and advice services compared to two years ago (explored further on page 13). This may relate to changes in the way the service is now offered. Use is now similar to Inner London 12/13.

Use of Carer's group support, training and employment support are all higher than previously and higher than London 12/13.



Of those in employment, around 50% felt supported, which was broadly similar to two years ago.

Helpfulness of carers' service by type – excluding “does not apply to me”



• Carers found that **personal budgets** helped them the most, with a third saying they helped a great deal. However, two thirds of respondents also felt **services for the person they cared for** helped “a great deal” or “quite a lot”.

• 1 in 6 found **carers breaks/ group holidays** and **short breaks/ respite** helpful, although they were also not considered applicable to them.

Comments around helpfulness of carers' services locally

*“**Short breaks** have been invaluable to the whole family. They give us time to do things together on the spur of the moment. They renew energy levels and reduce stress”*

*“Daily **carer visits** help me move and change my husband. I would be lost without them”*

*“The Carers Network **small grant** helped toward the cost of a holiday. A one off cash sum helped to buy a new bicycle”*

*“The **equipment** for bathing, handrails and the wheelchair were essential”*

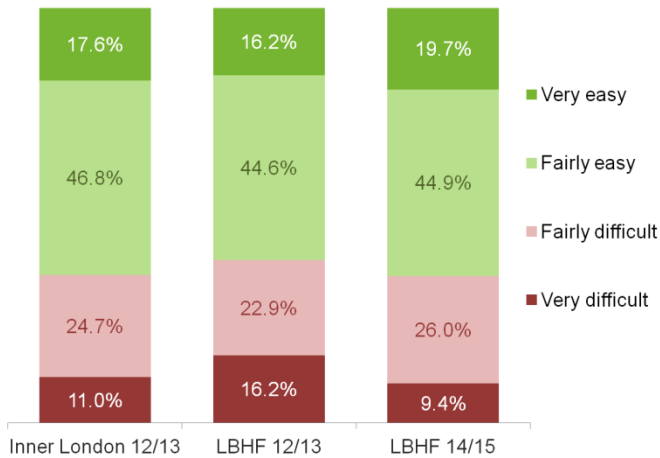
*“**Day Care** and occasional **respite**”*

*“The **Personal budget** helped me buy things I needed - it's a godsend and I am really grateful for it.*

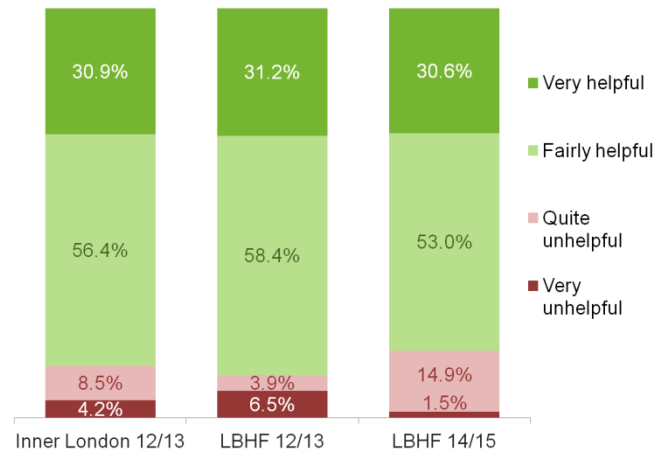
*“The **direct payment scheme** which allowed me to arrange my mother's carers”*

Information and advice: ease of finding and helpfulness

Ease of finding information

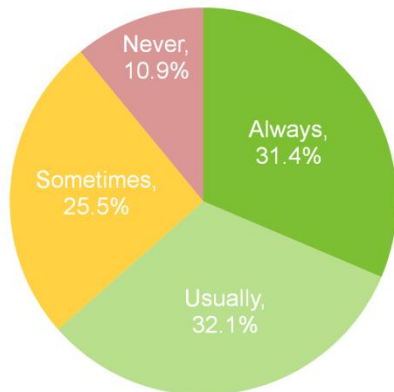


Helpfulness of information



There have been improvements in ease of finding information since the previous survey. However, there appear to be a relatively large cohort of respondents who find the information 'quite unhelpful' (even though the proportion finding it 'very unhelpful' has dropped).

Involved or consulted



Comments on availability and quality of advice

"Need a **single focal point** to find info/advice"

"There are a lot of people who listen but **very little happens**"

"Difficult to find info/advice on **benefits**"

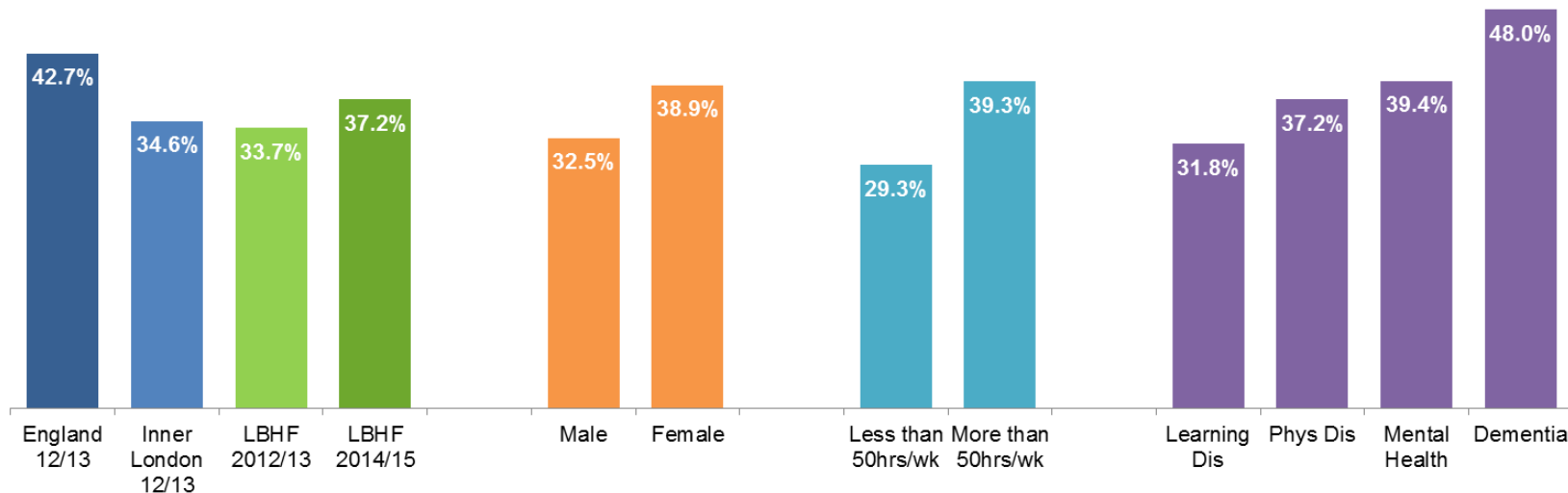
"Need a list of relevant **telephone numbers**"

"A **dedicated help line**: when I was trying to organise respite care I went through three teams."

"The website is **quite vague** and sometimes it is difficult to find the exact info you want"

"it's **not that easy to find** information unless you are advised by someone in the same situation. Advice from the outset isn't readily available to the 'novice'"

Overall satisfaction of support or services for 'cared for' and carers in last 12 months – extremely/very satisfied



What people said in the survey about their satisfaction with services

"H&F are extremely supportive. I am working with another borough for another relative and am having the completely opposite experience"

"We have no support whatever for our son who has Asperger Syndrome (he is 29 years old)"

"I am extremely satisfied with worker, who is helpful, professional, warm and very efficient, but extremely dissatisfied that respite fund has been cut which reduces the number of hours of respite my husband has per year"

"Social services are liked closed boxes - they only know what they do, but are unaware or ill-informed about supporting services"

Overall satisfaction of services for carers and those cared for in the last 12 months has risen substantially since 2 years ago. 15% had not received a service, compared to 16% two years ago.

The current levels of satisfaction are higher than Inner London 12/13 but fall some way short of England 12/13.

Women are more satisfied than men, as are those providing more hours. Those providing for people with learning disabilities have lower satisfaction.

What carers told us they would change about local services:

*“Having **one person to act as a guide** to the care system - all the various services available and the function of different organisations etc “*

*“**More frequent contact** by phone and in person from social services to offer encouragement and support”*

*“To have **direct access to a support worker by phone or appointment** as and when needed. The support phone numbers are constantly on 'answerphone' and calls are never returned”*

*“A list of **phone numbers and names** of people to contact for help”*

*“**Communication in between services and carers** needs to be improved if we are to effectively support service users”*



*“I would make the **process for organising and taking a proper break** far easier because of the obtuse way social services 'organise' this aspect.”*

*“To have more support available for carers in **full-time employment**. All the groups are held in the daytime which I can't attend”*

*“Services and support need to be available **outside working hours** so that carers who are in full time employment are still given support and advice”*

*“More **respite care**. I have had no break for 2 years and my health has suffered”*

*“**Night respite care** would be helpful for when I am on holiday”*

	Inner London 12/13	LBHF 12/13	LBHF 14/15 (provisional)	Change since last survey
Carer quality of life (composite measure)	7.5 out of 12	7.2 out of 12	7.4 Out of 12	Up
Satisfaction with social services (%)	34.6%	33.7%	37.2%	Up
As much social contact as would like (%)	34.5%	25.8%	26.7%	Up
Included or consulted in decisions (%)	65.9%	63.4%	63.5%	Similar
Easy to get information (%)	64.4%	60.8%	64.6%	Up