

Survey of Adult Carers 2023/24

Sandwell Metropolitan Borough
Council

Introduction

- The Carers Survey (SACE) takes place every 2 years.
- Sixth national survey of carers known to adult services in England.
- **Survey aims:**
 - To find out about carers' quality of life;
 - To seek opinions about the support and services carers receive, and the impact these have on the quality of life.
 - To collect information about self-reported general health and wellbeing.

Survey Background - Questionnaire

- SACE 2023 questionnaire produced by NHS Digital and contained 32 questions.
- Postal questionnaire sent out to carers, with a reminder sent out to those who had not initially responded.
- Fieldwork took place in October and November 2023.

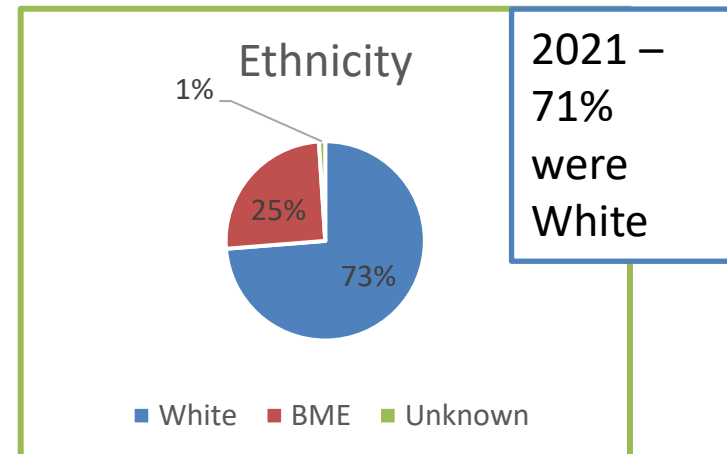
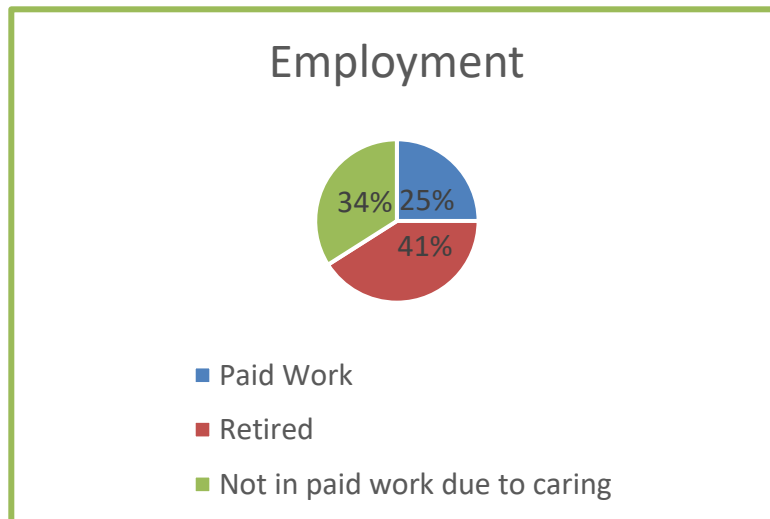
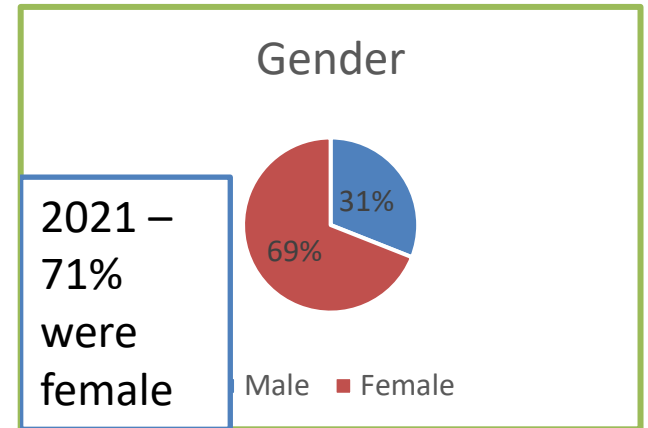
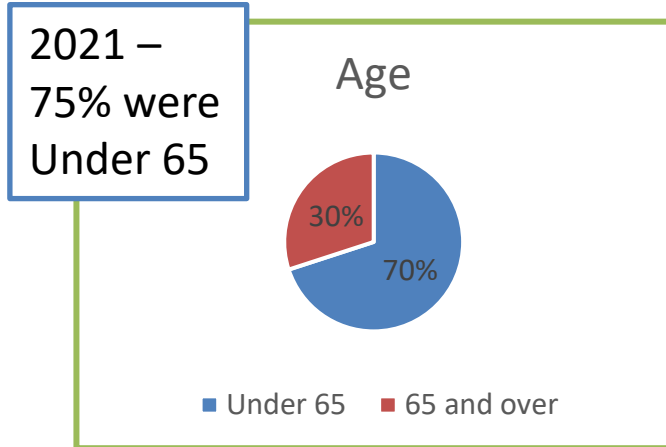
Survey - Eligible Population Criteria

- Informal, unpaid carers aged 18 or over, caring for a person aged 18 or over.
- Carers who were assessed/received carer support within a 12-month period, or
- The cared for person must have received respite or another form of support for the benefit of the carer

Survey Background - Methodology

- 830 carers assessed by Sandwell MBC between 1 August 2022 and 31 July 2023 (eligible population).
- 658 carers extracted from population, random sample.
- 213 completed questionnaires returned.
- 32.4% response rate

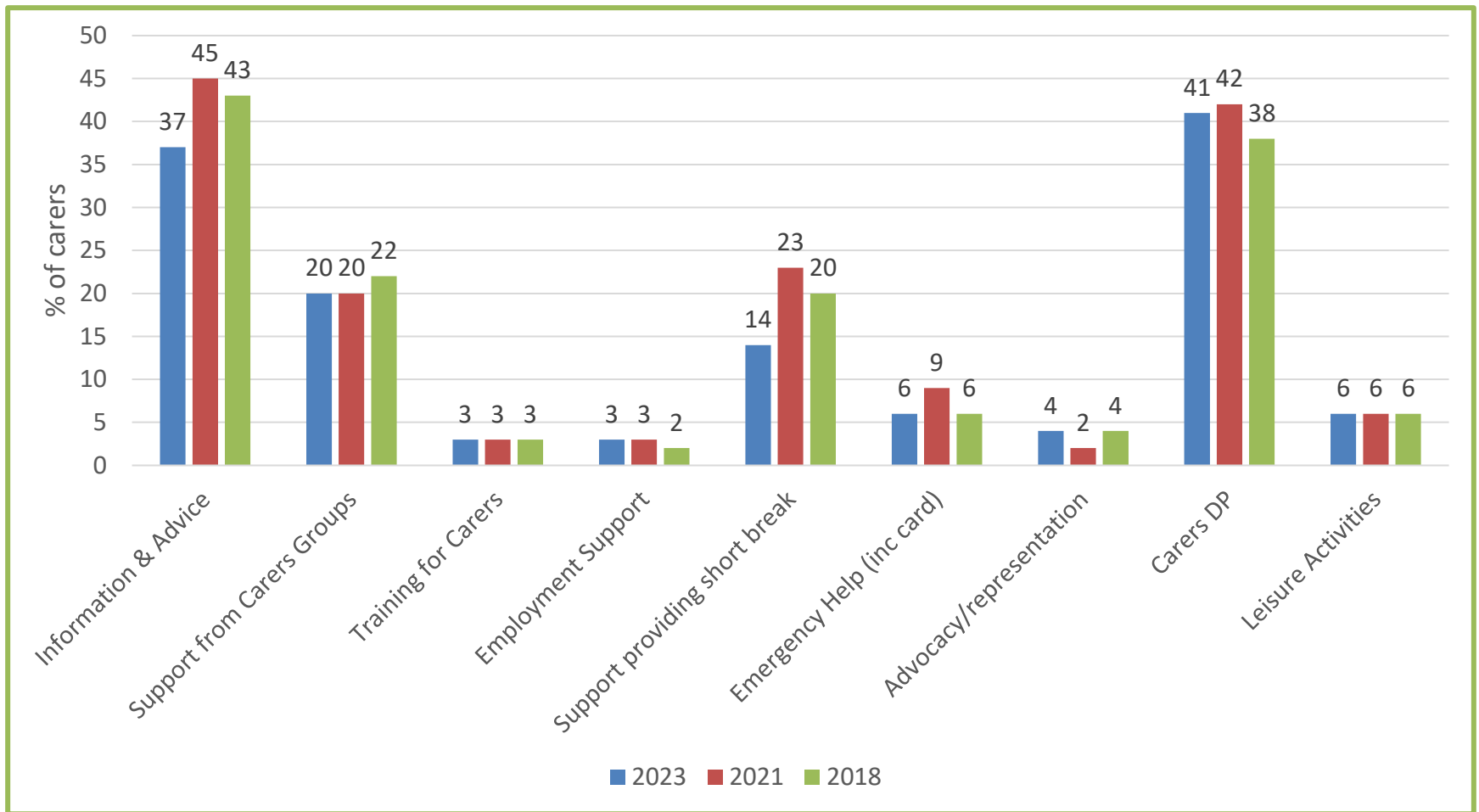
About the carers in the survey



Use of carer support services

- In 2023, 37% of carers sought information and advice, and 41% of carers stated they received direct payments.
- 20% of carers reported having received support from carers groups or someone to talk to in confidence to help them in their caring role.
- 14% of carers received some form of support providing a short break.

Support services that carers have used over the last 12 months, over time.

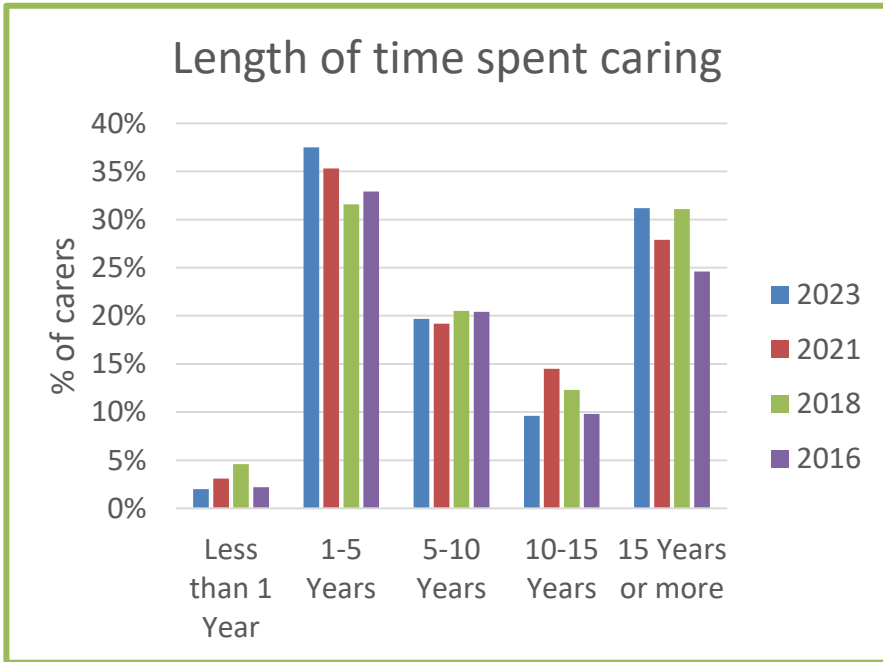


Things that carers do for the person receiving care

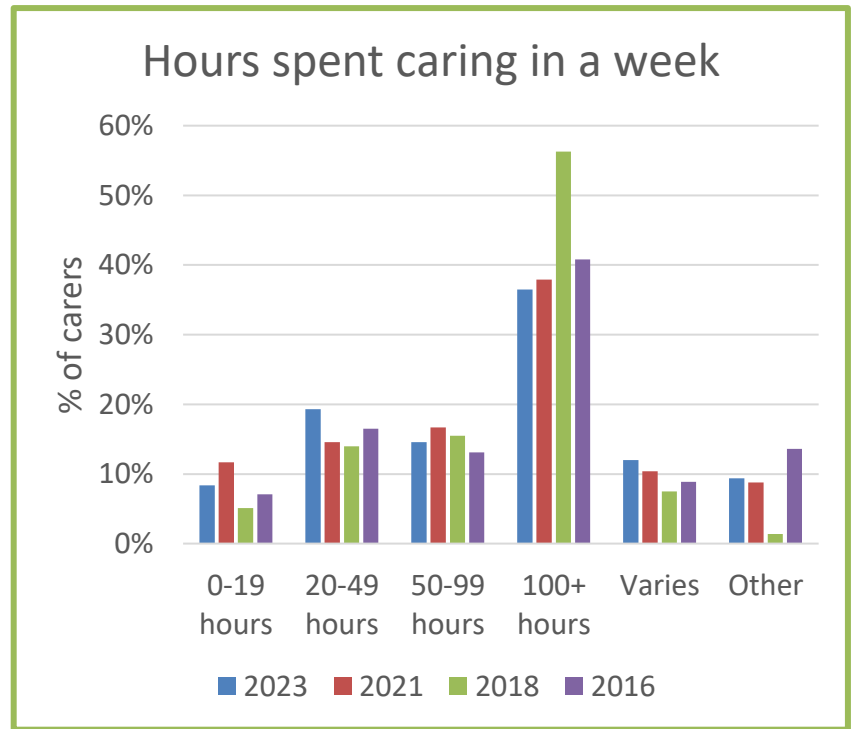
Caring Task	2021	2023
Personal care	73.4%	77.8%
Physical Help	61.7%	69.8%
Help with dealing with care services & benefits	88.7%	84.4%
Helping with paperwork/financial matters	85.5%	82.1%
Other practical help	96.1%	90.0%
Keeping him/her company	84.8%	85.4%
Taking him/her out	75.0%	78.8%
Giving medicines	77.3%	80.7%
Keeping an eye on him/her to see if they are alright	91.8%	91.5%
Giving emotional support	81.6%	84.0%
Other help	14.5%	18.9%

*Top 5 tasks in 2023 highlighted green

Carers in Survey – time caring

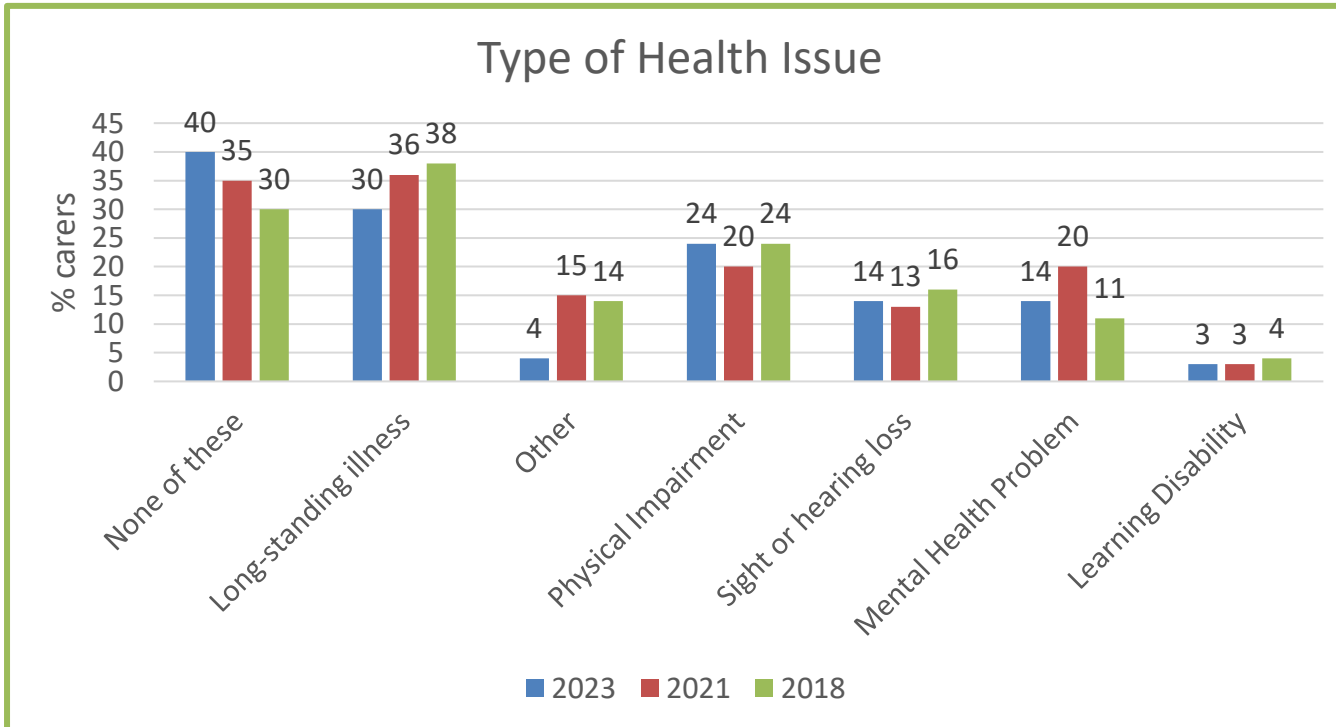


Largest percentage of carers spend 100+ hours caring per week.



In 2023, 57% of people had been caring for more than 1 year but less than 10 years; 31% have been caring for people for more than 15 years.

Carers' health

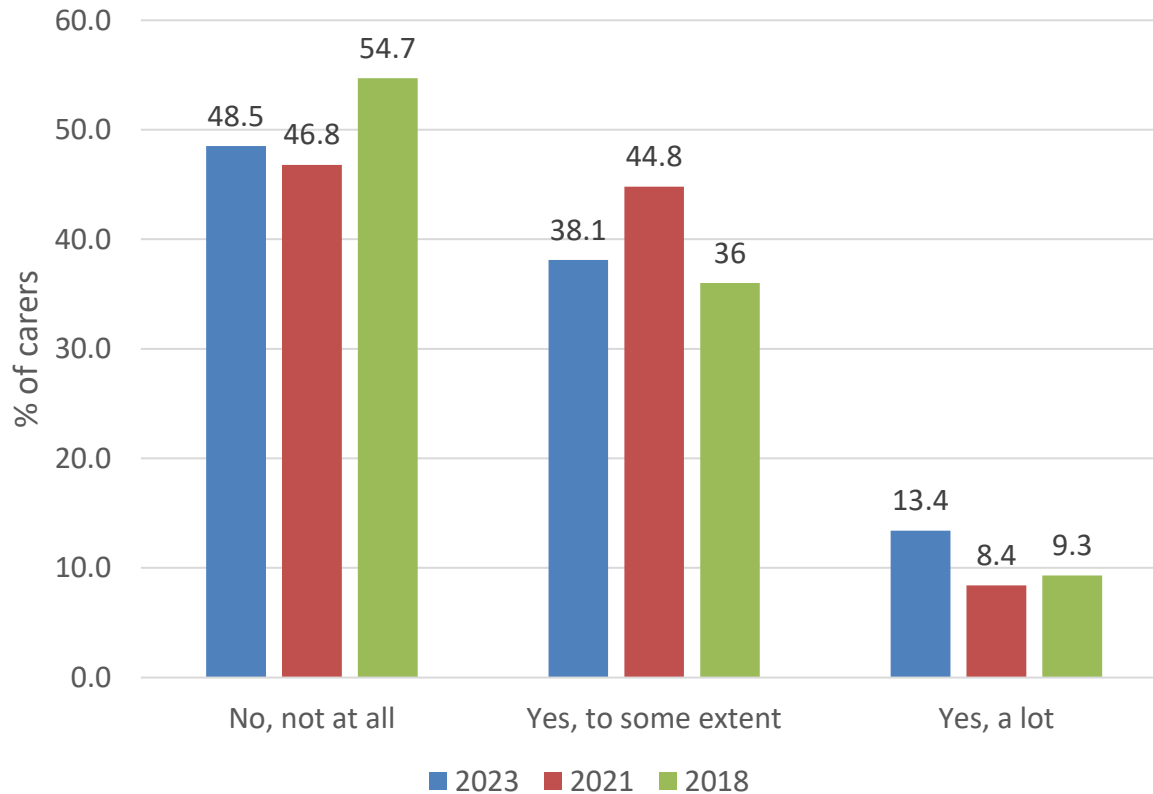


In 2023, 60% of carers who responded to the survey had health issues, 40% did not. Percentage of carers with a mental health problem rose from 20% in 2021 to 14% in 2023.

How carers health has been impacted by their caring role, over time

	2023	2021	2018	2016
Feeling tired	80%	80%	80%	78%
Feeling depressed	45%	48%	51%	52%
Loss of appetite	20%	15%	16%	25%
Disturbed sleep	66%	69%	69%	74%
General feeling of stress	55%	61%	62%	65%
Physical strain (eg back)	40%	38%	40%	43%
Short tempered/irritable	43%	44%	41%	46%
Had to see own GP	27%	28%	33%	39%
Developed own health condition	24%	27%	31%	30%
Made an existing condition worse	24%	24%	22%	24%
Other	2%	3%	4%	6%
No, none of these	9%	7%	6%	8%

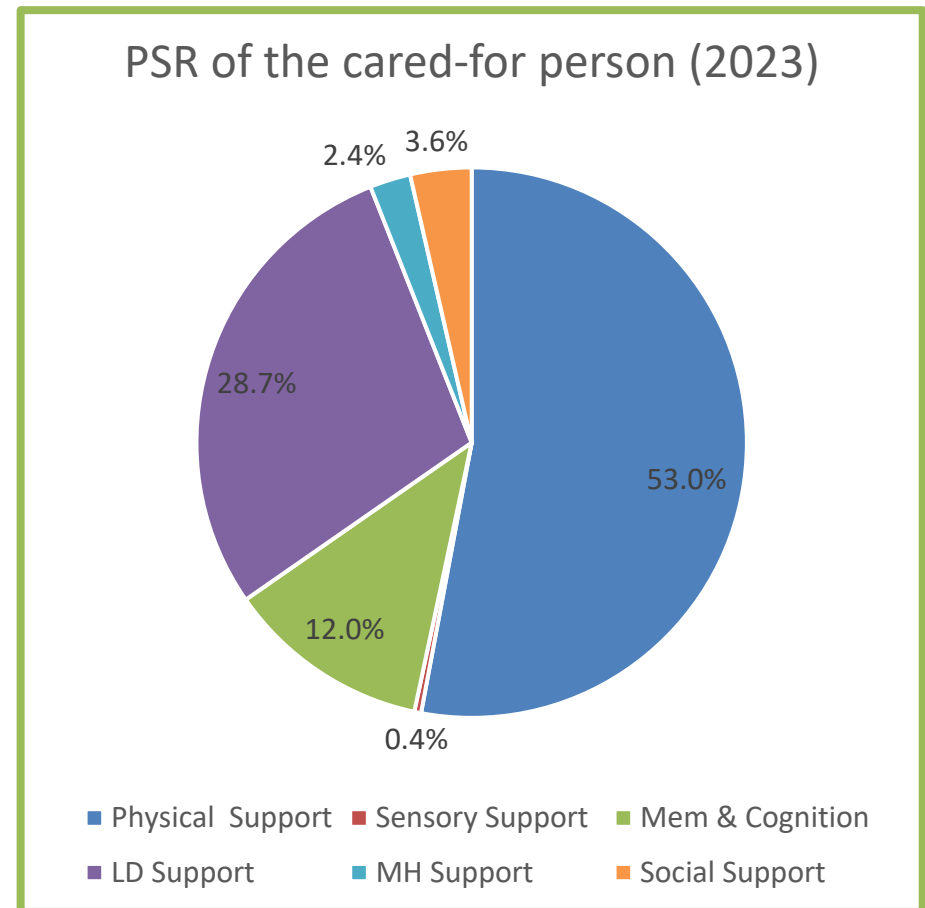
Carers in Survey - Financial Difficulties



The percentage of carers reporting that their caring role is causing a lot of financial difficulties has increased to nearly 13%, compared to 8% in 2018.

About the cared-for person

- 69% aged 65 or over
- 77% lived in the same household as the carer
- 26% received home care/had home help
- 52% had used home equipment/adaptations
- 14% receive support allowing carers to take a break from caring for more than 24 hours over time (13% in 2021).



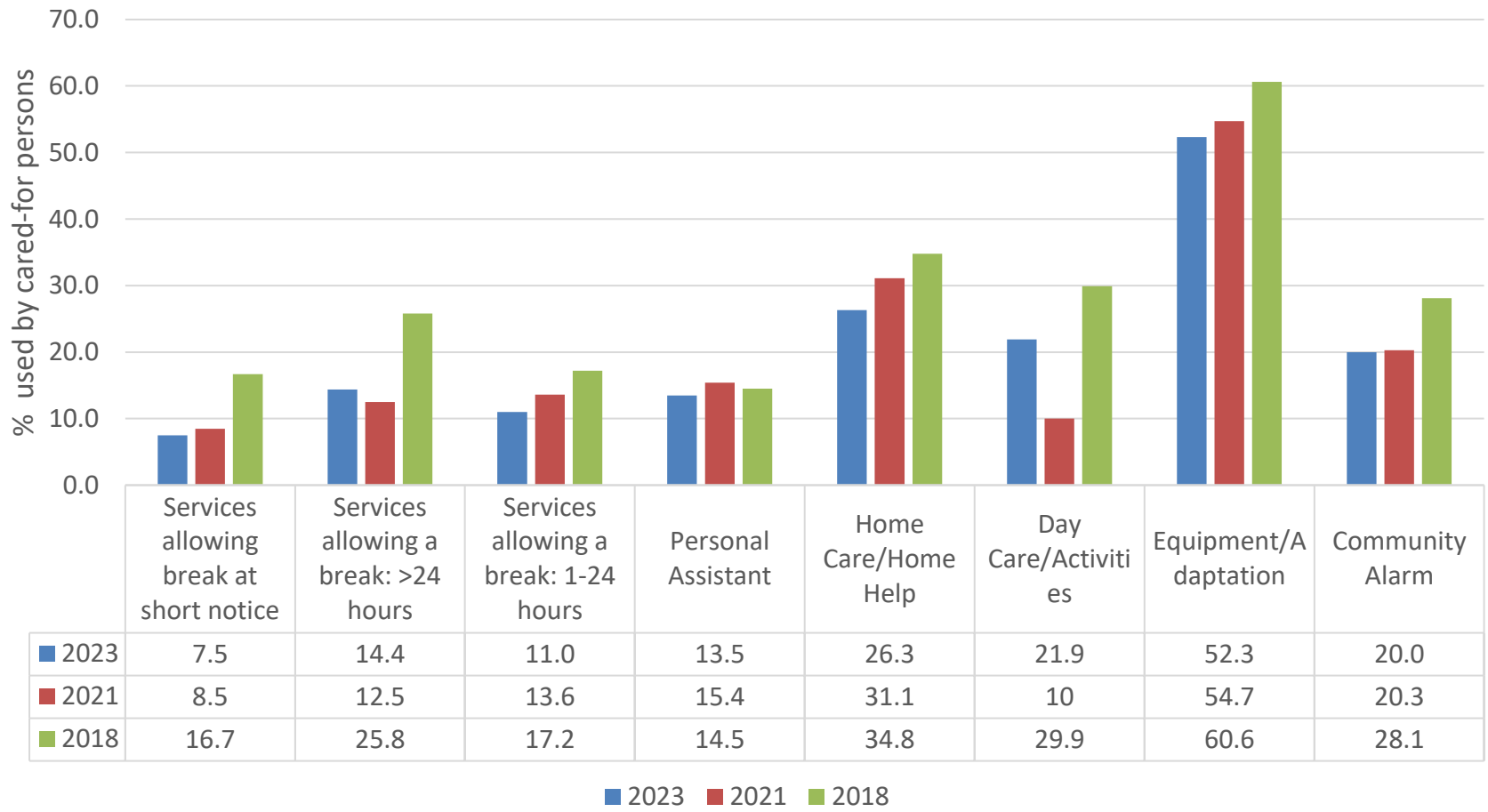
Support needs of cared-for person

Condition	2023	2021	2018
Dementia	37.1%	32.8%	35.0%
A Physical Disability	58.9%	52.2%	59.4%
Sight or hearing loss	29.7%	27.3%	29.0%
A Mental Health Problem	21.3%	26.9%	22.6%
Problems connected to ageing	28.2%	32.4%	30.9%
A learning disability or difficulty	23.3%	18.6%	23.5%
Long-standing illness	26.6%	38.3%	45.6%
Terminal Illness	5.0%	6.3%	4.6%
Alcohol or drug dependency	1.0%	0.4%	1.4%

Support or services used by the cared-for person

- The use of services by cared-for services has been declining since 2018. It is likely that since 2020 the COVID-19 pandemic has impacted on some of these services.
- However, it is encouraging to see that the percentages for the use of Day Care Services, and for Services allowing breaks for the carer (over 24 hours) have increased compared to 2021.

Percentage of support or services used by the cared-for person (selected services)



Carers Survey 2023/24

ASCOF Measures Results

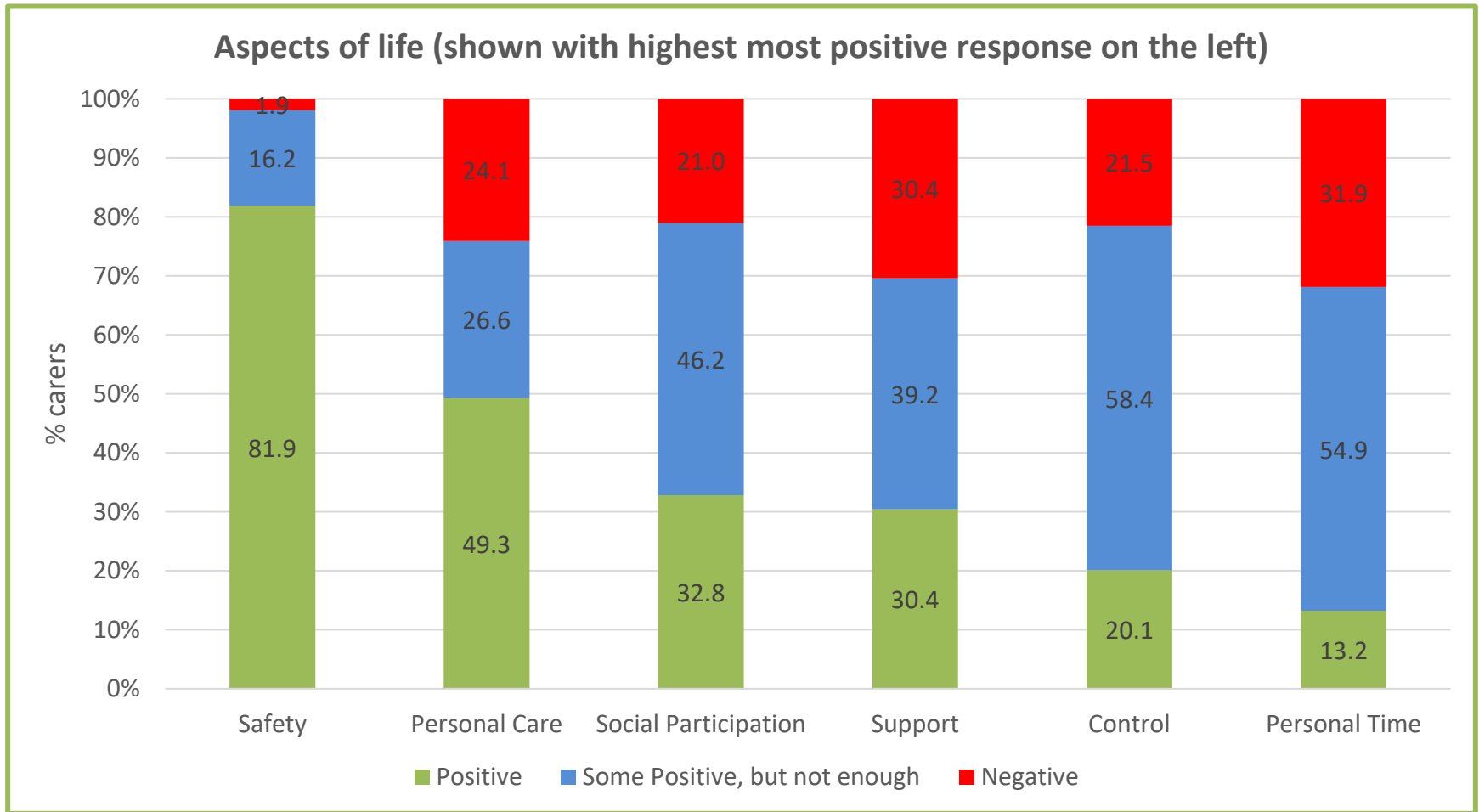
ASCOF 1C - Impact of caring on quality of life

- Six questions in the Carers Survey aim to find out about carers' quality of life in relation to the following: Personal Time; Control; Personal Care; Safety; Social Participation; Encouragement & Support.
- Answers for all six questions are weighted and aggregated to produce the score for the ASCOF 1C measure.
- The Social Participation question is also used to populate the 2-part ASCOF 5A measure.

ASCOF 1C – Carer Quality of Life Over Time

% of Carers responding positively to the following Quality of life statements:	2023	2021	2018	2016	2014
Control over daily life	20%	22%	20%	17%	31%
Encouragement & Support	30%	31%	33%	30%	39%
Social Contact with Others (ASCOF 5A)	33%	27%	28%	31%	46%
No worries about safety	82%	76%	78%	78%	81%
Looking after themselves	49%	44%	47%	43%	57%
How carers spend their time	13%	14%	12%	14%	26%
ASCOF 1C Score (out of 12)	6.9	6.9	7.2	6.9	7.9

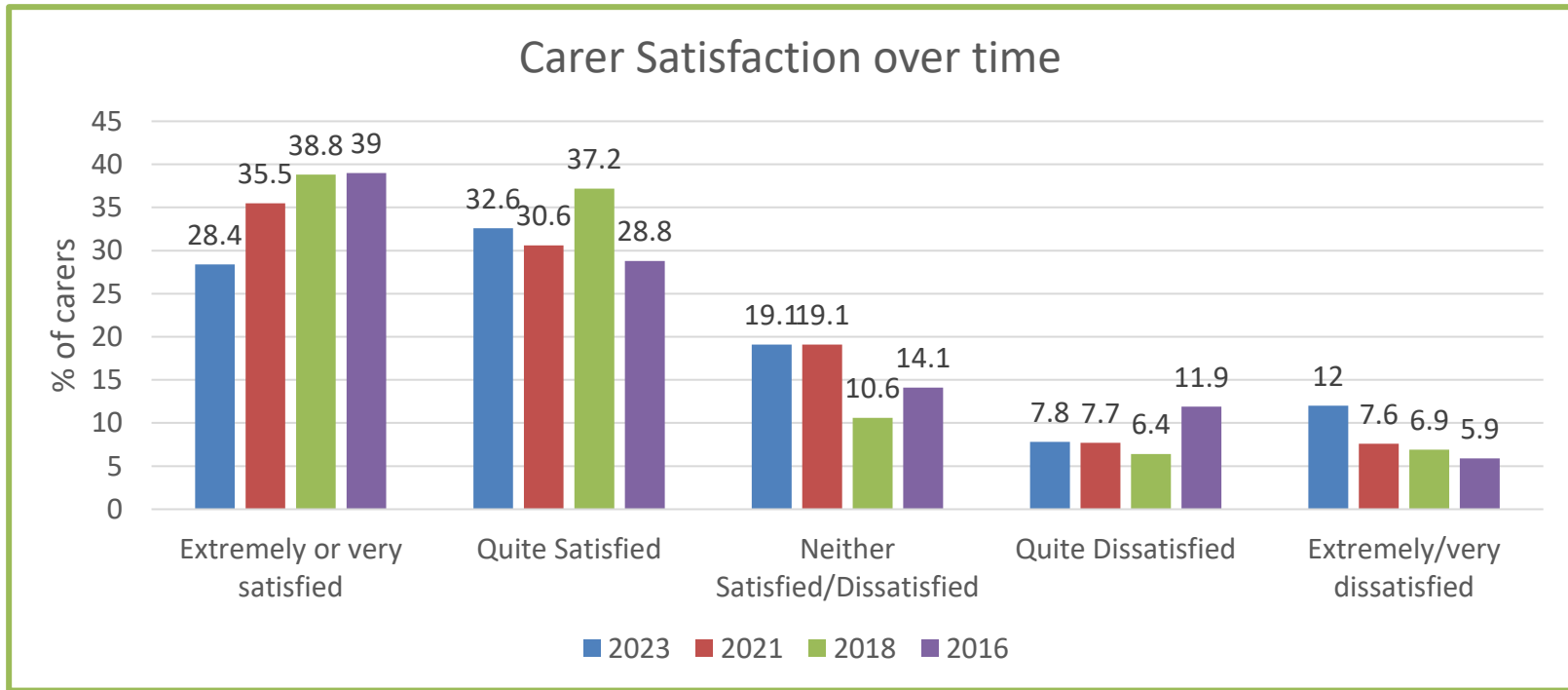
ASCOF 1C – Carer Quality of Life 2023



ASCOF 1E - Satisfaction with support and services received in last 12 months

- The 2023 Carers Survey asked respondents to rate their satisfaction with support and services in the last 12 months.
- 27% of respondents reported that they had not received any support from Social Services in the last 12 months.
- Of those carers that did receive support and services in the last 12 months, 28% of respondents were either extremely or very satisfied.
- This percentage forms the numerator for the ASCOF 1E measure.
- Levels of carer dissatisfaction with support and services have risen to nearly 20% in 2023.

Overall Satisfaction with support or services received in last 12 months



Results exclude carers that had not received support or services from Sandwell Adult Social Care in the last 12 months.

Experience of Support and Information

Helpfulness of information

- Carers who received information and advice in the last 12 months were asked whether or not it was helpful.
- Of those who reported that they had received information and advice, 26% of respondents said that the information and advice was 'very helpful'.
- 61% of respondents reported that the information and advice they received was 'quite helpful'.
- 8% of respondents reported that the information and advice they received was 'quite unhelpful', and 5% reported that the information and advice they received was 'very unhelpful'.

Experience of Support and Information

ASCOF 3B - Feeling Involved or Consulted

- When asked to consider discussions about support and services provided to the person they cared for, 50% of respondents reported that there had been no discussions that they were aware of.
- Of the carers that were aware of discussions, 34% reported that they always felt involved/consulted in discussions.
- 32% reported that they usually felt involved/consulted in discussions.
- 21% reported that they sometimes felt involved/consulted.
- 12% reported that they never felt involved/consulted.

Experience of Support and Information

ASCOF 3C - Ease of finding information

- The 2023 Carers Survey asked respondents to consider how easy or difficult it has been to find information and advice in the last 12 months.
- 39% of respondents reported that they have not tried to find information and advice in the last 12 months.
- For respondents that did obtain information, 13% reported that it was very easy to find; 37% reported that it was fairly easy to find; 29% reported that it was fairly difficult to find; and 21% reported that it was very difficult to find.
- The results from this question contribute to the 2-part ASCOF 3C measure.

Experience of Support & Information Over Time

Observations	2023	2021	2018	2016	2014
Information & Advice: The percentage of carers using information and advice to help them as a carer has fallen in 2023, compared to previous survey years.	37%	45%	43%	41%	N/A
Information was helpful: Carers rate the helpfulness of information and advice received highly – this percentage has remained largely stable over time.	87%	82%	87%	82%	82%
Information was easy to find: The proportion of carers stating that information is easy/fairly easy to find has been significantly decreasing year on year.	50%	49%	52%	57%	63%
Feeling involved: Percentage of carers who always or usually feel involved in discussions about services for the person they care for has climbed up back up from an all-time low in 2021.	67%	55%	68%	70%	70%
The percentage of carers who never felt involved or consulted has fallen slightly in 2023.	12%	16%	8%	8%	8%
Carers who never tried to find information/advice: Has always been roughly one third of all survey respondents, gradually increasing year on year.	40%	37%	38%	31%	32%

SACE 2023/24

ASCOF Outcome Measures results for Sandwell MBC

Outcome Description	2023 Result	2021 Result	2018 Result
ASCOF 1C – Carer reported quality of life	6.9	6.9	7.2
ASCOF 1E: Overall satisfaction of carers with social services	28.4%	35.5%	38.8%
ASCOF 3B: Proportion of carers who report that they have been included or consulted in discussion about the person they care for	66.7%	55.1%	68.4%
ASCOF 3C: Proportion of carers who find it easy to find information about services	50.4%	49.4%	51.9%
ASCOF 5A: Carers who reported that they had as much social contact as they like	32.8%	27.1%	27.7%