

Carers Inquiry 2022 - Carers Survey

1. Introduction

The Carers (Scotland) Act 2016 was introduced by the Scottish Government to make sure that unpaid carers receive the kind of information, advice and support they need to help them with their carer role as well as to maintain their own health and wellbeing and quality of life.

The Act defines a carer as "an individual who provides or intends to provide care for another individual (the "cared for person")."

A key Care Inspectorate role is to ensure that the social work and social care services people receive meet required standards and are of a high quality that meet their needs. Unpaid carers are vital partners in how social care and support is arranged and provided. During the COVID-19 pandemic many organisations sought carers' views in relation to how the pandemic and its impact affected them. We have used some of the published findings in developing this survey.

Why are we doing this survey?

We are undertaking this survey because we want to understand carer's experiences of adult social work and social care services and how they are supported in the following areas:

- Knowing and understanding their rights;
- Maintaining or improving their health and wellbeing and quality of life; and
- Being supported to continue in their caring role, or to move on from their caring role where this is the best option.

From this we aim to learn how the future support of carers can be developed and improved. The findings from this inquiry will be a key resource for organisations both locally and nationally in doing this work.

We would like to hear from you if you are an adult currently caring for a spouse/partner, relative over the age of 18 years, a neighbour, friend, or someone else. We would be grateful if you could take some time to tell us about your experience by completing this survey. **This survey closes on 3rd June 2022.**

It should take about **10-15 minutes** to complete.

You will be able to save it and go back to it at a later time, so you do not have to complete it in one go. Link to the online version :https://www.smartsurvey.co.uk/s/Carer_Survey/

Confidentiality

We are not asking you for any personally identifiable information and any information or comments you share with us in the survey will not identify you in the inquiry report. By taking part in this survey, you agree for your information to be used by us as explained above. Your information will be safely stored and destroyed once this inquiry is completed.

For more information about the Care Inspectorate Privacy Notice please contact strategicteam@careinspectorate.gov.scot

2. First we want to know a bit about you:

Guidance for this question:

An adult is anyone aged 18 years and over. There is no upper age limit so includes older people.

Care and support includes shopping, cleaning, administering, or reminding about medication, cooking, emotional care and support, accompanying to appointments, supporting attendance at day support as well as personal care, for example help to use the bathroom. The person/people you support includes adults with physical or mental health conditions, adults with learning disabilities, adults with intellectual difficulties (e.g. autistic spectrum disorder), adults with substance misuse difficulties, adults with bloodborne viruses and adults with cognitive disabilities (eg dementia) or any other condition not noted here.

1. Please tell us how often you provide care and/or support for the adult/adults you care for. Please exclude any caring/support that is done as part of any paid employment or formal volunteering.

- Up to 4 hours a week
- 5 - 19 hours a week
- 20 - 34 hours a week
- 35 - 49 hours a week
- 50 or more hours a week

2. Who do you care for? please tick all that apply

- Partner or spouse
- A friend or neighbour
- Adult son or daughter aged 18 and over
- Parent
- Another relative
- Someone else

3. Please tell us the reason/reasons you are providing care and support to the person/people you care for. Please tick all that apply:

The person/people I care for have:

- A physical health condition/long term condition
- A mental health condition
- Deafness or severe hearing impairment
- Blindness or severe vision impairment
- A chronic pain lasting at least 3 months
- A learning disability (including autistic spectrum disorder)
- A cognitive condition e.g. dementia
- Substance Misuse
- Terminal illness/end of life care
- Other (please specify):

4. What kind of help and support have you received as a carer?

Please tick all that apply:

- I have not had any help or support
- Information
- Advice
- Help to understand my rights and options for support as a carer
- Support to access benefits
- Introduction to services in the community
- Access to a break from caring, for me separate from the person(s) I care for
- Access to supported breaks, so I can enjoy time with the person(s) I care for
- Help to think about forward planning/planning for the future
- Care/Support at home for the person(s) I care for
- Help with household tasks (to give me time to care)
- Help with housing adaptations and/or equipment for my home or home of the person(s) I care for
- Counselling and emotional support
- Advocacy support
- Peer support/carers support group
- Training (e.g. managing medication, moving and handling)
- Help for activities outside the home
- Access to day support
- Access to evening support
- Access to overnight support
- Referral to Carer Centre
- Support from Carer Centre
- Other

- Support from another voluntary organisation (please specify):

5. If you answered “other” to Question 4 please provide more details

6. Which Local Authority area do you live in? Please write this in the box below:

7. Which Local Authority area does the person you care for live in? If you care for more than one person, please answer for the main person you care for. If it's the same you can write 'same'. Please write in the box below:

3. Now we want to know more about any support you receive:

Guidance for the questions in this section:

The questions in this section ask you to look at a series of statements and then for each of them decide how much you agree or disagree with them from your experience as a carer. You can choose 'neither agree nor disagree' where you do not have a strong opinion on the statement.

8. The Carers (Scotland) Act makes it a duty for every adult carer to have an Adult Carer Support Plan (formerly called a carer assessment) unless you do not want one. This Plan includes information on your caring role and sets out how you want to be supported as a carer.

Have you had or were you offered a carers assessment, now known as an Adult Carer Support Plan?

- Yes
- No
- Do not know/Cannot remember

If you answer 'yes' to this question, please go to Question 9

If you answer 'no' or 'do not now/cannot remember' please go to Question 11

9. I was offered an Adult Carer Support plan but did not want to have one.

- Yes
- No

If you answer 'yes' to this question, please go to Question 11

If you answer 'no' to this question, please go to Question 10

10. Where you have an Adult Carer Support Plan, please tell us how much you agree or disagree with the following statements (Please tick one box on each line):

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My Adult Carer Support Plan was developed jointly with me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Adult Carer Support Plan helps everyone know what level of care I want to offer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Adult Carer Support Plan helps to make sure that I get the right support so I can keep caring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Adult Carer Support Plan is reviewed every year	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When my needs changed it was easy to review and change my Adult Carer Support Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My Adult Carer Support Plan helps me do the things that are important to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am given enough time to talk about everything I wanted or needed to when developing my Adult Carer Support Plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. The Carers (Scotland) Act 2016 sets out the kind of help and support that your Local Authority must offer you.

Guidance for this question

Some support will be provided through a carer organisation on behalf of the Local Authority. Some support is only available if you meet certain eligibility criteria. Where you haven't received any of the support in the list below, please tick 'not applicable'.

We know that many supports such as short breaks, day services or day support were stopped or paused during lockdown periods of the COVID-19 pandemic. We understand they may or may not have fully restarted or be offered in a different way in your Local Authority.

We are interested in whether the support you receive or have received has made a difference to your ability to continue to care. (Please tick one box on each line).

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not Applicable
I can find information and advice to help me in my caring role when I need it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can understand the information I am given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This information and/or advice helps to prevent problems getting worse or a crisis from happening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have had support to plan for the future for myself and the person(s) I care for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not Applicable
I can access a range of flexible breaks from caring when I need them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The breaks from caring available to me help prevent things getting worse or a crisis from happening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The support offered to the person(s) I care for helps prevent things from getting worse or a crisis from happening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am given a degree of choice and control over how support for me and/or the person(s) I care for is arranged and delivered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had to wait a long time for an Adult Carer Support Plan to be arranged	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had to wait a long time for a review of my Adult Carer Support Plan when things had changed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had to wait a long time before receiving support which made things worse, more stressful or caused a crisis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have less support than I need or was previously agreed because of the changes made to services because of the COVID-19 pandemic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree Not Applicable

I did not get the support I need because I do not meet the Local Authority eligibility criteria

12. Thinking about how you feel as a carer most of time please tell us how much you agree or disagree with the following statements. (Please tick one box on each line).

Strongly Agree Agree Neither agree nor disagree Disagree Strongly disagree

I have a good balance between caring and other things in my life

I have been able to keep in good health and wellbeing

Caring has a negative impact on my physical health and wellbeing

Caring has a negative impact on my mental health and wellbeing

I have a say in the support and services provided for the person(s) I care for

Local services are well coordinated for the person(s) I care for

Local services and support that I receive as a carer are well coordinated

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Local services and support I have received as a carer take account of what's important to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decisions about the level of support provided for the person(s) I care for, and the level of support offered to me, take account of both of our needs as well as those of other family members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any concerns I have are listened to and dealt with promptly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have a say in how my Local Authority and other organisations arrange and provide services for carers, including being able to say what needs to be different	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The support I and/or the person(s) I care for received has improved my quality of life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel supported to continue caring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information and/or support I have received has helped me understand my rights and options for support as a carer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Thinking about staff from the organisations who have supported you in your carer role, how much do you agree or disagree with the following statements? (Please tick one box on each line).

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I have not been able to speak to anyone about being a carer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am listened to and able to ask questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am given enough time to talk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am treated with compassion and understanding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can say what matters to me and this informs the support I receive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am involved in decisions about the support and care the person(s) I care for receives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social work and social care staff have a good understanding of my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff from carer organisations have a good understanding of my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. If you had to pick one thing that would make a positive difference to you and your role as a carer please tell us what that would be.

15. If you want to tell us anything else that has not been covered in this survey please do so in the box below:

Thank you so much for taking time to complete this survey.

Your views are central to our inquiry and will be included in the final report which will be available in various formats including a short video and accessible summary report. These resources will be published and made available via the Care Inspectorate website and social media in August 2022.