

# Improving Support for carers 2010-2015

Please tell us what you think

## Did you know...?

There are more than 6 million carers in the UK. That's around a tenth of the population, regularly caring for an ill, frail or disabled relative, partner or friend. Three out of five of us are likely to be a carer at some point in our life. How carers are treated matters to everyone – so, whether you're a carer or not, we want to hear from you.

The East Sussex County Council and the local NHS are working together to improve health and social care support for carers in East Sussex. Based on what nearly 1,000 carers told us earlier this year, we've developed a plan to improve the ways we support carers, and we'd like to know what you think about them. Please let us know in Section 1.

Section 2 is all about you. It would really help us if you would tell us a little about yourself, but it's entirely optional. All information you give us will be treated confidentially in accordance with Data Protection regulations and no information which could identify you will be attached to any comments you make. The whole questionnaire should take around fifteen minutes to complete.

**Please return this survey to us (free of charge): Debbie Charman, Adult Social Care, A Floor, North Block, PO Box 5, County Hall, FREEPOST LW134, Lewes BN7 1BR or email it to: [debbie.charman@eastsussex.gov.uk](mailto:debbie.charman@eastsussex.gov.uk)**

**The closing date to return your completed survey to us is 8 September 2009.**

If you would like additional copies of the survey, or copies in a different language, large print, Braille or audio file/CD please contact us on 01273 482159 or the details above.

The finalised plan – our joint commissioning strategy for carers' services 2010-2015 – and the results of this survey will be available in autumn 2009, on the East Sussex County Council and Primary Care Trusts' websites. We will also advise you via Care for the Carers and ReThink. If you would like us to send you a printed or emailed copy of the results of this survey, please give us your name and address here:

These details will only be used to send you the results and not for any other purpose nor connected with your responses. Many thanks for your time.

## **Section 1. Improving support for carers – our new plans**

Please read through our plans and let us know what you think of them.

### **A. Improving access to breaks and respite**

1. We will develop a variety of home-based care services to allow carers to get out of the house, knowing their loved-one will be well cared for in their own home, including outside normal working hours, with the offer of specialist support if needed.
2. Any carer who needs a break can be assessed by the Council and may be entitled to free support depending on their financial circumstances.
3. We will continue to use a system of individual Carer Support Grants to meet carers' individual needs and to help keep them well.
4. We will set up a simple way to get emergency respite care, quickly, when you need it. We will look at how to fund this, and may need to make a small annual charge for the service.

#### **Q1. What do you think of these plans to improve access to breaks and respite?**

<i>Please mark <b>one</b> 'x' for each statement</i>	<i><b>strongly agree</b></i>	<i><b>agree</b></i>	<i><b>neither agree nor disagree</b></i>	<i><b>strongly disagree</b></i>	<i><b>don't know</b></i>
a. I understand the plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I think the plans will help carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### **Q2. Do you have any other comments about these plans?**

Please click here to begin typing:

### **B. Helping carers stay mentally and physically well**

5. We know many carers get useful emotional support and information from a variety of organisations. We will continue to support this.
6. We will provide access to practical training to help carers care, and aim to reduce carers' stress and isolation through support groups, activities and outings.
7. We will provide information in more user-friendly ways, ensuring the support available is known about by all likely sources of information for carers.
8. We will work to improve how doctors, General Practitioners (GPs) and health professionals support carers.

#### **Q3. What do you think of these plans to help carers stay well?**

<i>Please mark <b>one</b> 'x' for each statement</i>	<i><b>strongly agree</b></i>	<i><b>agree</b></i>	<i><b>neither agree nor disagree</b></i>	<i><b>strongly disagree</b></i>	<i><b>don't know</b></i>
a. I understand the plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I think the plans will help carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q4. Do you have any other comments about these plans?**

Please click here to begin typing:

**C. Respecting, involving and listening to carers**

9. Health and social care professionals will receive training to improve the way they work alongside carers.
10. A Carers' Charter will be developed that will mean all health and social care services have a duty to work better with carers.
11. Carers will be treated equally and fairly when any new health and social care services are developed.
12. We will involve carers in hospital admissions and discharges, and use Care Passports more effectively (these allow carers to communicate with health and social care professionals through a 'Passport' which stays with your loved one).
13. Carers will be fully involved in the assessment and review process of the person they care for, and their own assessment, if they choose to have one,
14. We will give carers ways to speak directly to health and social care managers, commissioners and service providers, through regular forums throughout the county.
15. We will make sure that carers continue to be involved in making decisions about services provided, through properly constituted groups and by working with the Local Involvement Network (LINK) of citizens with an interest in health and social care.

**Q5. What do you think of these plans to respect, involve and listen to carers?**

Please mark **one** 'x' for each statement

**strongly agree**

**agree**

**neither agree nor disagree**

**strongly disagree**

**don't know**

a. I understand the plans







b. I think the plans will help carers







**Q6. Do you have any other comments about these plans?**

Please click here to begin typing:

**Q7. Thinking about all the plans you have read, what do you think of them overall?**

Please mark **one** 'x' only

**strongly agree**

**agree**

**neither agree nor disagree**

**strongly disagree**

**don't know**

I think the plans will help carers

**Section 2: About you**

We have a statutory duty to collect this information to show that we are eliminating unlawful discrimination, as well as promoting equality of opportunity and good race relations. Any responses you give will be treated in the strictest confidence.

**Q8. Are you:**

Male

Female

**Q9. How old were you on your last birthday?**

**Q10. What is your postcode?**

**Q11. To which of these ethnic groups do you feel you belong?** (source: 2001 census)

**White**

- British
- Irish
- Gypsy/Roma
- Traveller of Irish heritage
- Any other White background

**Mixed**

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed background

**Black or Black British**

- Caribbean
- African
- Any other Black Background

**Asian or Asian British**

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background
- Chinese
- Other ethnic group

If your ethnic group was not specified in the list and you selected one of the 'Other' options, please describe your ethnic group:

The Disability Discrimination Act considers a person disabled if they have a longstanding physical or mental condition that has lasted or is likely to last at least 12 months; and this condition has a substantial adverse effect on their ability to carry out normal day to day activities.

**Q12. Do you consider yourself to be disabled, as set out in the Disability Discrimination Act?**

Yes

No

**Q13. Do you consider yourself to be a carer?**

Yes (go to 14)

No (finish)

**Q14. How many hours per week do you care for the person(s) you care for?**

1 – 19 hours

20-50 hours

More than 50 hours

**Q15. Please also tell us about the person(s) you care for:**

What is their illness or disability?

How old are they?

**Thank you for your time.**