

Engagement with Carers

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This document relates to engagement carried out in June & July 2018

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CCGs working together

NHS Airedale, Wharfedale and Craven CCG
Bradford City CCG
Bradford Districts CCG

Appendix 1

Carers' Questionnaire

Bradford Council and the local NHS are working together to understand the experiences of carers across Bradford District and Craven. We want to know what's most important to you, so that we can commission services that offer the right support to carers.

A carer is anyone who looks after a family member, partner or friend who needs help and cannot cope without their support. The person they care for may need help because of illness, frailty, disability, a mental health problem or an addiction. The care they give is unpaid.

The contribution that unpaid carers make is vital, we want to recognise and value what you do and put things in place that support you throughout your journey as a carer.

Taking a few minutes to share your experiences in this survey will help us ensure that future Carers' Support Services meet your needs.

What will we do with the information?

We will analyse all the responses to this survey, and write a report that identifies important themes in what people tell us. This will influence the way we commission the Carers' Support Service, and help us in setting priorities across Bradford District and Craven.

We will not share or publish any information which identifies individual responses, but may use anonymous quotes from people's answers to highlight themes.

The final date for completed surveys is the 23rd July 2018

1. Do you look after a family member, partner or friend who needs support?
2. How many people do you care for?
3. What is the main reason the **first** person you care for needs help?
 - Old age or frailty
 - Dementia
 - Terminal illness
 - Long-term illness
 - Learning disability or difficulty
 - Autistic Spectrum Disorder
 - Mental Health problems
 - Sight or hearing loss

Physical disability
Alcohol or drug dependency
Other Please state

4. How much time do you estimate that you spend caring for this person per week?

1-19 hours
20-49 hours
50+ hours

5. What is the main reason the **second** person you care for needs help?

Old age or frailty
Dementia
Terminal illness
Long-term illness
Learning disability or difficulty
Autistic Spectrum Disorder
Mental Health problems
Sight or hearing loss
Physical disability
Alcohol or drug dependency
Other

6. How much time do you estimate that you spend caring for this person per week?

1-19 hours
20-49 hours
50+ hours

As a carer, you play a really important role and make a big difference. We want to understand what helps you to keep doing what you do, what gives you strength and what supports you when things are hard.

7. What helps you keep going in your caring role?

8. What challenges have you experienced as a carer?

9. What would help you overcome them?

10. Thinking about your own wellbeing, rather than the person you care for, what is most important to you?

11. Has your role as a carer made a difference to your own health?

Caring has had a positive impact on my own health

Caring has had a negative impact on my own health

It's made no difference

12. Have you been able to access services you need to look after your own health and wellbeing? (e.g. GP/dentist appointments, diet/exercise support)

I have been able to use the health services I need

I have tried to use health services but was unable to because of my caring responsibilities

I have not needed to use health services

There are a number of organisations across the Bradford, Wharfedale and Craven district who offer support to carers (e.g help managing money, emotional support or signposting)

13. What is your overall experience of carers' support?

I have received support and it met my needs

I received some support but it didn't meet my needs

I have been unable to access support

I have not felt that I needed support

Please tell us more

14. What organisations, groups or services are you aware of and which have you had support from? Please tick all that apply

Alzheimer's Society

Aware of Have received support from

AWARE

Barnardos

BDCFT Carer's Hub

Bridge Project

Cancer Support

Carers' Resource

Connect to Support

Equality Together

Making Space

Mencap

Parkinson's Society

Relate

Shared Lives

SNOOP

Stroke Association

Wrose adventurers

Other

15. Have you ever used 'Connect to Support' to arrange support for the person you care for?

16. Have you ever used 'Connect to Support' to arrange support for yourself as a carer?

17. Which one of the following carer's service organisations have you used most in the last 12 months?

18. How did you find out about the carer's support organisation you have used most?

19. Why did you first contact this organisation? Tick all that apply.

Help with managing your money

Emotional and practical support

Respite, breaks or time off

Support to access leisure activities

Emergency planning

Advocacy support

Housing
Equipment
Other please state

20. Were there other needs identified once you were in touch with carer support? Tick all that apply

Help with managing your money
Emotional and practical support
Respite, breaks or time off
Support to access leisure activities
Emergency planning
Advocacy support
Housing
Equipment
Other Please state

21. In future how would you prefer to receive information regarding carer's support? Tick all that apply

Social media
Email
Bradford Council website
GP other Health professional
Leaflet/Poster
Face to face/word of mouth
Post/letter
Telephone
Other please state

Appendix 2

Details of Groups and Venues

Engagement Team's Focus Groups			
Venue and Carer Group	Date and Time	Facilitators (include commissioners if attending)	Number of participants
The Lion Hotel, Settle BD24 -	11 th June – 12pm – 1pm	Sharif and Laila Commissioners Lou (LA) and Anna (CCG) may attend	White British 8 attendees 7 x females 1 x male
Idle Baptist Church Bradford Road, Idle, BD10 9PE Dementia Carer's Group	12th June 11.10am - 12.25pm	Saeed + Arron	White British 12 attendee 6 x females 6 x males
Kirkgate Centre - Shipley –BD18 3EH Dementia Carer's Group	13th June – 11.00 -12.15pm	Saeed and Arron	White British 6 attendees 4 x females 2 x males
Horton Carers Hub, Horton Park Health Centre Mental Health Carers	20 th June 10.30am	Samina + Sharif	12 attendees 2 S. Asian females 9 W. British females 2 W. British males
Aldersgate Methodist Church, Common Rd, Low Moor, BD12 Dementia Carer's Group	20th June – 10.45 - 12pm	Saeed + Arron – Commissioner Tony (LA) and Anna (CCG) attended this session	White British 10 attendees 9 females 1 male
Parish Centre Station Rd - Burley in Wharfedale - LS29 7NE Dementia Carer's Group	21st June 2.45pm - 4pm	Sharif + Arron - Commissioners Tony (LA) and Anna (CCG) may attend	White British 7 attendees 6 females 1 male
Grange Interlink BD7 Carers for people with various illnesses/disabilities	21 st June 11am- 12.30pm	Samina + Sharif	South Asian 7 females

Engagement Team's Focus Groups			
Venue and Carer Group	Date and Time	Facilitators (include commissioners if attending)	Number of participants
Keighley Shared Church Hall - Market Street, Keighley, BD21 5AD Dementia Carer's Group	22nd June - 2.10pm -3.30pm	Saeed + Sharif	White British 8 attendees 6 females 2 males
Horton Carers Hub, Horton Park Health Centre (walking group) Carers for people with mental and physical disabilities.	25th June 10am -	Saeed + Sharif	White British 4 attendees 2 females 2males
Horton Carers Hub, Horton Park Health Centre (Craft group)	26th June 10am	Samina + Sharif	White British 2 Females
Girlington Community Centre BD8 Carers for people with various illnesses/disabilities	27th June 11am – 1pm	Samina + Sharif	South Asian 15 females
Sangat Centre - Keighley – Carers for people with various illnesses/disabilities	28th June 12.00pm - 1.30pm	Laila (EP) + Sharif	South Asian 7 males
Carer's Pop Up Cafe- Dynley House Barn- Skipton Drop in Session – mixed carers	4th July 12.30pm – 2.30pm	Sharif + Saeed	Non attended
Sue Belcher Community Centre - Keighley Carers for people with various illnesses/disabilities	6th July 11.00am- 12.30pm -	Saeed + Sharif	White British 7 attendees 4 Females 3 Males Mixed Aged Group
Oastler Shopping Centre – BD1 Set up a stall and spoke to carers – collected feedback	10 th July – 11am - 3pm	Saeed + Sharif + Jo	Mixed ethnicities - Spoke to 30 plus carers

Engagement Team's Focus Groups			
Venue and Carer Group	Date and Time	Facilitators (include commissioners if attending)	Number of participants
Little House Com Centre - Well-being cafe – Bingley- Key Question Activity Drop in Session – mixed carers	11th July 1.30pm - 3pm	Sharif + Arron	White British Engaged with 15 plus carers Mixed gender
Wibsey Stroke Group Salvation Army, Wibsey, Bradford BD6 1NS Stroke Carer's Group (not a focus group session) Key Question Activity	16th July – 1.30pm – 2.30pm	Saeed + Sharif + Sonjia	White British Engaged with approx. 15 carers Mixed gender
Horton Carers Hub, Horton Park Health Centre Carer of someone with mental health issues	17th July 11 am -	Samina + Sharif	White British 1 Female
Airedale Shopping centre – BD21 Set up a stall and spoke to carers – collected feedback	18 th July 11am	Sharif + Samina + Jo	Spoke to 20 plus carers Mixed gender and ethnicity

Engaging People Focus Groups – HALE + CNet			
Venue and Carer Group	Date and Time	Facilitators (include commissioners if attending)	Number of participants
Sikh Association – BD3 Carers for people with various illnesses/disabilities	27 th June	Laila	South Asian 8 Females
West Bowling Community centre – BD5 Carers for people with various illnesses/disabilities	5 th July	Laila	South Asian 12 Females
Horton Café in Settle Carers for people with various illnesses/disabilities	18 th July	Rachel and Jo	White British 12 attendee 7 males 5 females

Engaging People social media promotion

HALE also placed a film and direct link to the survey on the engagingpeople.blog to explain about the carer’s survey along with some tweets and facebook posts via BTM to promote. The short video that was made for social media directing people to the carer’s consultation was seen by a total of 760 people. On Twitter it was seen by 725 people of which 6 people re-tweeted. On FaceBook it reached 35 people but wasn’t further shared. Unfortunately Engaging People are unable to identify how many people followed the link to the online consultation.

Appendix 3

Demographic information about participants

Equality Monitoring *N.B. Participants were asked to complete an Equality Monitoring form, some people chose not to complete the form and others completed it partially.*

	Focus Group Respondents	Survey Respondents	Total	
What is your age?				
Under 17				
18 - 24		8	8	1.95%
25 - 34	3	21	24	5.85%
35 - 44	7	49	56	13.66%
45 - 54	13	59	72	17.56%
55 - 64	31	70	101	24.63%
65 - 74	31	46	77	18.78%
75 - 84	23	32	55	13.41%
85 +	9	8	17	4.15%
Total	117	293	410	
Does your health or disability prevent you from doing things you want to, need to or have to? (Your disability or health issue includes one which has lasted, or is expected to last, at least 12 months, and includes problems relating to old age.)				
Yes, limited a lot	21	43	64	16.24%
Yes, limited a little	21	103	124	31.47%
No	56	128	184	46.70%
Prefer not to say	9	13	22	5.58%
Total	107	287	394	
Which of the following options best describes your gender identity?				
Female	83	228	311	74.76%
Male	37	62	99	23.80%
Other				
Prefer not to say		6	6	1.44%
Total	120	296	416	

Which of the following options best describes your race, ethnic or cultural origin?

White:				
English/Welsh/Scottish/Northern Irish/British	62	201	263	62.92%
Irish	1		1	0.24%
Gypsy or Irish Traveller				
Any other white background – (please state)		9	9	2.15%
Mixed/Multiple ethnic groups				
White and Black Caribbean	1		1	0.24%
White and Black African		1	1	0.24%
White and Asian		5	5	1.20%
Any other Mixed/multiple ethnic background – (please state):		4	4	0.96%
Asian/Asian British				
Indian	13	4	17	4.07%
Pakistani	36	61	97	23.21%
Bangladeshi		6	6	1.44%
Chinese		1	1	0.24%
Any other Asian background – (please state)		4	4	0.96%
Black/African/Caribbean/Black British				
African		1	1	0.24%
Caribbean	1	3	4	0.96%
Any other Black/African/Caribbean background – (please state):				
Other ethnic group				
Arab		4	4	0.96%
Any other ethnic group – (please state):				
Total	114	304	418	

Which of the following options best describes your religion or belief?

Buddhist	1	2	3	0.80%
Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	55	138	193	51.47%
Muslim	39	63	102	27.20%
Hindu		1	1	0.27%
Jewish				
Sikh	10	3	13	3.47%
No religion	7	38	45	12.00%
Prefer not to say		14		
Any other religion. (please state)	1	3	4	1.07%
Total	113	262	375	

Which of the following options best describes your sexual orientation?

Bisexual	1	2	3	0.85%
Gay man		1	1	0.28%
Gay woman or Lesbian		1	1	0.28%
Heterosexual or straight	82	234	316	90.03%
Prefer not to say	1	25	26	7.41%
Other (Please State)	3	1	4	1.14%
Total	87	264	351	

Appendix 4

Code document tables

A small number of late responses were received, which were not included at the time of this analysis, therefore the total responses in these tables vary slightly from the figures in earlier tables. Highlighted figures indicate patterns in responses which have been highlighted in the body of the report.

CodeDocumentTable

Carers 2018

Report created by SimmonsV on 10/08/2018 15:50:37

	Access to healthcare: able to access		Access to healthcare: unable to access		Impact on health: negative		Impact on health: no difference		Impact on health: positive		Totals
1-19 hours	39	32.77%	16	13.45%	40	33.61%	18	15.13%	6	5.04%	119
20-49 hours	53	31.93%	25	15.06%	60	36.14%	15	9.04%	13	7.83%	166
50+ hours	83	30.86%	49	18.22%	93	34.57%	27	10.04%	17	6.32%	269
ASD carers	14	22.95%	15	24.59%	26	42.62%	4	6.56%	2	3.28%	61
Dementia carers	40	36.36%	13	11.82%	36	32.73%	13	11.82%	8	7.27%	110
LD carers	18	34.62%	7	13.46%	19	36.54%	5	9.62%	3	5.77%	52
MH carers	31	34.44%	14	15.56%	36	40.00%	4	4.44%	5	5.56%	90
OA/Frailty carers	27	33.33%	12	14.81%	21	25.93%	13	16.05%	8	9.88%	81
PD carers	16	25.00%	14	21.88%	22	34.38%	7	10.94%	5	7.81%	64
TI carers	6	30.00%	3	15.00%	7	35.00%	3	15.00%	1	5.00%	20
Post retirement carers	54	39.13%	12	8.70%	33	23.91%	20	14.49%	19	13.77%	138
Working age	108	29.51%	66	18.03%	138	37.70%	38	10.38%	16	4.37%	366
Gender::Female	121	31.11%	65	16.71%	137	35.22%	43	11.05%	23	5.91%	389
Gender::Male	41	36.28%	13	11.50%	33	29.20%	14	12.39%	12	10.62%	113

CodeDocumentTable

Carers 2018

Report created by SimmonsV on 10/08/2018 15:53:01

	Experience of carers support		OE: needs met		OE: needs not met		OE: not needed		OE: Unable to access		Totals
	met	OE: needs not met	OE: not needed	OE: Unable to access							
Postcode::Bd12	4	36.36%	3	27.27%	2	18.18%	2	18.18%	11		
Postcode::BD16	7	35.00%	4	20.00%	3	15.00%	6	30.00%	20		
Postcode::BD18	4	25.00%	5	31.25%	2	12.50%	5	31.25%	16		
Postcode::BD2	1	6.67%	5	33.33%	5	33.33%	4	26.67%	15		
Postcode::Bd20	7	43.75%	3	18.75%	2	12.50%	4	25.00%	16		
Postcode::BD22	1	6.25%	10	62.50%	3	18.75%	2	12.50%	16		
Postcode::BD5	4	19.05%	4	19.05%	3	14.29%	10	47.62%	21		
Postcode::LS29	7	53.85%	3	23.08%	0	0.00%	3	23.08%	13		
Postcode Other	28	29.79%	23	24.47%	21	22.34%	22	23.40%	94		
Totals	63	28.38%	60	27.03%	41	18.47%	58	26.13%	222		

Data for postcodes with 10 or fewer respondents has not been analysed.

What is your overall experience of carer support?

	OE: needs met		OE: needs not met		OE: not needed	OE: Unable to access		Totals	
All responses:	77	29.39%	70	26.72%	44	16.79%	71	27.10%	262
Time spent caring (responses for 1st & 2nd person grouped together):									
1-19 hours	16	25.40%	16	25.40%	14	22.22%	17	26.98%	63
20-49 hours	27	33.33%	21	25.93%	16	19.75%	17	20.99%	81
50+ hours	35	26.12%	38	28.36%	18	13.43%	43	32.09%	134
Number of people cared for:									
How many people do you care for?:1	59	31.05%	46	24.21%	34	17.89%	51	26.84%	190
How many people do you care for?:2	13	24.07%	22	40.74%	5	9.26%	14	25.93%	54
How many people do you care for?:3 or more	2	15.38%	2	15.38%	4	30.77%	5	38.46%	13
Needs of cared for: (responses for 1st & 2nd person grouped together)									
Autistic Spectrum Disorder	5	16.13%	9	29.03%	6	19.35%	11	35.48%	31
Dementia	22	36.67%	20	33.33%	6	10.00%	12	20.00%	60
Learning Disability	6	23.08%	8	30.77%	4	15.38%	8	30.77%	26
Mental Health	15	34.09%	18	40.91%	4	9.09%	7	15.91%	44
Old Age/Frailty	8	19.51%	8	19.51%	15	36.59%	10	24.39%	41
Physical Disability	7	23.33%	6	20.00%	5	16.67%	12	40.00%	30
Sensory loss or impairment	3	37.50%	2	25.00%	2	25.00%	1	12.50%	8
Terminal Illness	4	44.44%	3	33.33%	0	0.00%	2	22.22%	9

What is your overall experience of carer support?

	OE: needs met		OE: needs not met		OE: not needed		OE: Unable to access		Totals
All responses:	77	29.39%	70	26.72%	44	16.79%	71	27.10%	262
Age of carer:									
Age::18-24	2	25.00%	2	25.00%	2	25.00%	2	25.00%	8
Age::25-34	3	15.79%	6	31.58%	4	21.05%	6	31.58%	19
Age::35-44	11	26.19%	8	19.05%	7	16.67%	16	38.10%	42
Age::45-54	13	25.49%	14	27.45%	9	17.65%	15	29.41%	51
Age::55-64	19	29.69%	18	28.13%	8	12.50%	19	29.69%	64
Age::65-74	14	41.18%	8	23.53%	5	14.71%	7	20.59%	34
Age::75-84	9	32.14%	8	28.57%	9	32.14%	2	7.14%	28
Age::85+	3	37.50%	2	25.00%	0	0.00%	3	37.50%	8
Working age (under 65 - responses grouped together)	48	26.09%	48	26.09%	30	16.30%	58	31.52%	184
Post retirement carers (over 65 responses grouped together)	26	37.14%	18	25.71%	14	20.00%	12	17.14%	70
Carer disability:									
Disability::No	34	30.91%	26	23.64%	26	23.64%	24	21.82%	110
Disability::Prefer not to say	3	23.08%	4	30.77%	3	23.08%	3	23.08%	13
Disability::Yes, limited a little	25	29.41%	28	32.94%	8	9.41%	24	28.24%	85
Disability::Yes, limited a lot	11	26.83%	9	21.95%	5	12.20%	16	39.02%	41
Carer ethnicity:									
Ethnicity: Other BAME	8	32.00%	6	24.00%	3	12.00%	8	32.00%	25
Ethnicity::African	1	100.00%	0	0.00%	0	0.00%	0	0.00%	1
Ethnicity::Any other Asian background	1	33.33%	1	33.33%	0	0.00%	1	33.33%	3
Ethnicity::Any other white background	1	33.33%	0	0.00%	0	0.00%	2	66.67%	3
Ethnicity::Arab	3	100.00%	0	0.00%	0	0.00%	0	0.00%	3
Ethnicity::Bangladeshi	1	20.00%	1	20.00%	1	20.00%	2	40.00%	5
Ethnicity::Canadian	0	0.00%	1	100.00%	0	0.00%	0	0.00%	1
Ethnicity::Caribbean	0	0.00%	1	50.00%	0	0.00%	1	50.00%	2
Ethnicity::Chinese	0	0.00%	0	0.00%	1	100.00%	0	0.00%	1
Ethnicity::Dutch	0	0.00%	0	0.00%	1	100.00%	0	0.00%	1
Ethnicity::English/Welsh/Scottish/Northern	52	29.55%	54	30.68%	31	17.61%	39	22.16%	176

Irish/British									
Ethnicity::Finnish	0	0.00%	1	100.00%	0	0.00%	0	0.00%	1
Ethnicity::Indian	1	33.33%	1	33.33%	0	0.00%	1	33.33%	3
Ethnicity::Pakistani	14	28.57%	5	10.20%	8	16.33%	22	44.90%	49
Ethnicity::White and Asian	0	0.00%	0	0.00%	0	0.00%	1	100.00%	1
Carer gender:									
Gender::Female	57	29.23%	50	25.64%	36	18.46%	52	26.67%	195
Gender::Male	16	27.59%	17	29.31%	8	13.79%	17	29.31%	58
Gender::Prefer not to say	1	25.00%	2	50.00%	0	0.00%	1	25.00%	4
Carer religion:									
Religion::Any other religion.	0	0.00%	0	0.00%	1	33.33%	2	66.67%	3
Religion::Buddhist	0	0.00%	0	0.00%	1	50.00%	1	50.00%	2
Religion::Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	41	33.33%	41	33.33%	17	13.82%	24	19.51%	123
Religion::Hindu	1	100.00%	0	0.00%	0	0.00%	0	0.00%	1
Religion::Muslim	15	29.41%	6	11.76%	8	15.69%	22	43.14%	51
Religion::No religion	6	18.18%	9	27.27%	8	24.24%	10	30.30%	33
Religion::Prefer not to say	4	30.77%	3	23.08%	3	23.08%	3	23.08%	13
Religion::Sikh	0	0.00%	1	50.00%	0	0.00%	1	50.00%	2

How did you find out about the carers' support organisation you used?		
Friends or family/ word of mouth	55	
Church/mosque/other place of worship	2	
Social worker	25	
Health professional	85	
Other advice contact	21	
Online	19	
Advertising/media	15	
Other	65	
In the future, how would you like to receive information about carers' support?		
Social media	53	
Email	139	
Council website	50	
Health professional	79	
Leaflet	42	
Friends or family/word of mouth	63	
Post/letter	95	
Telephone	40	
Other	17	