

The background of the slide is a photograph of a fountain in front of a stone building. The fountain has a central vertical jet of water and several smaller jets at the base. The water is illuminated, creating a bright, shimmering effect. The building behind it is made of dark stone blocks.

Survey of Adult Carers 2021 – 2022

Full results summary

Data, Intelligence & Insight Team – August 2022.

Survey background

Respondents

Services provided

- Use of support and services
- Satisfaction from Social Services
- Satisfaction from Social Services during the pandemic
- Finding information and advice
- Helpfulness of information and advice
- Information services – free text comment themes
- Involvement in discussions
- Involvement in discussions during the pandemic
- Joint approach for support
- A joint up approach – free text comment themes

Looking after yourself

- How time is spent
- Control over daily life
- Looking after yourself
- Personal safety
- Personal safety during the pandemic
- Social contact
- Social contact during the pandemic

Impacts of caring responsibilities

- Encouragement and support
- Improving and developing support services - free text comments
- Other caring responsibilities
- Impacts on health
- Financial difficulties
- Continuing your care role
- Biggest stresses – free text comments

Survey of Adult Carers 2021-22

Unpaid carers are important to the Department of Health & Social Care and the Care Quality Commission. The Survey of Adult Carers in England (SACE) has been developed to learn more about whether services:

- help carers in their caring role and their life outside of caring; and
- what carers think of the services provided to the person they care for

These services are paid for by the council and may be delivered by the council or other organisations.

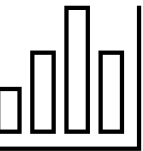
The SACE 2021-22 has been successfully completed by Southampton City Council. This is the fifth time we have run this survey, with the first one carried out in 2012 – 2013. Normally the survey is repeated every two years but last year it was cancelled by NHS Digital because of the pandemic.

Fieldwork

The survey ran in Autumn 2021 when 1,000 questionnaires were sent out to informal (unpaid) carers such as next-of-kin, spouses, other family members and neighbours. This report contains a summary of the Southampton version of the survey, which contains local questions about services. The survey was sent to NHS Digital in March 2022.

Number of Questions

The survey had a total of 39 questions, with 36 that were asked to every council in England and three extra “local questions” unique to Southampton.



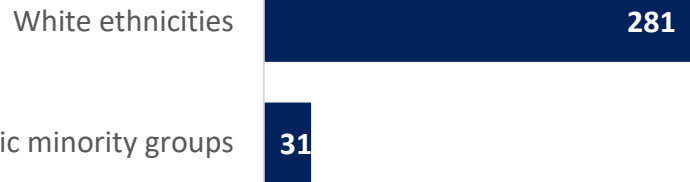


Who are the respondents?

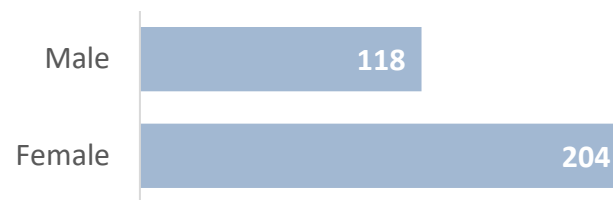


Total respondents: **326**

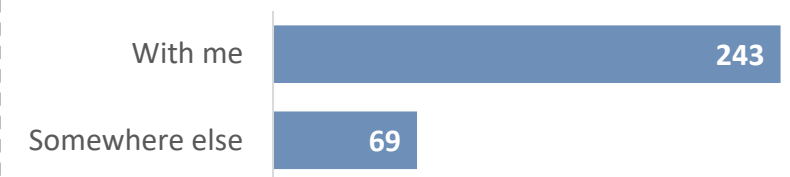
Ethnic group:



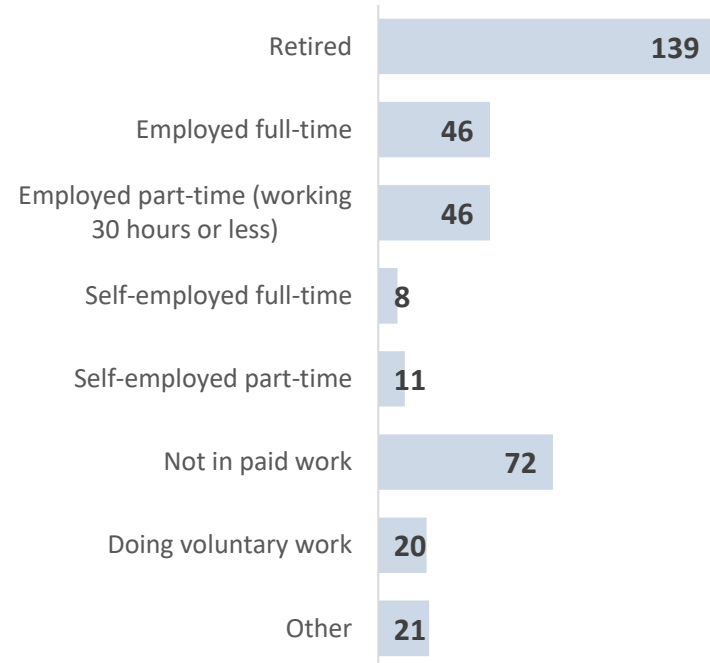
Gender:



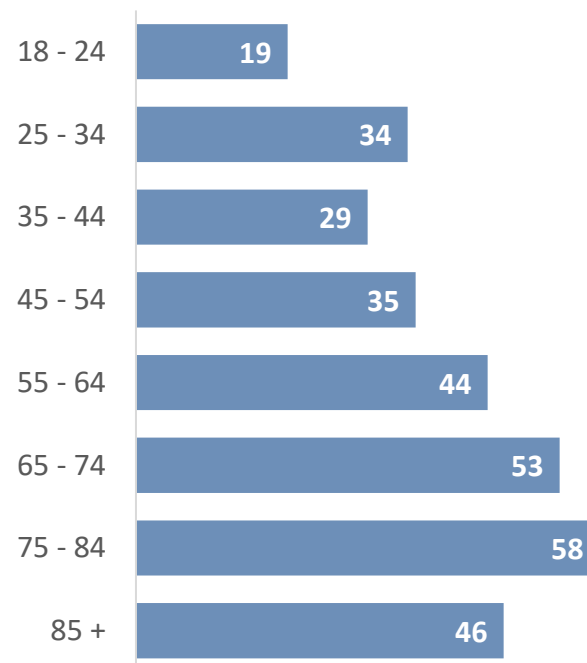
Where the cared for person usually lives:



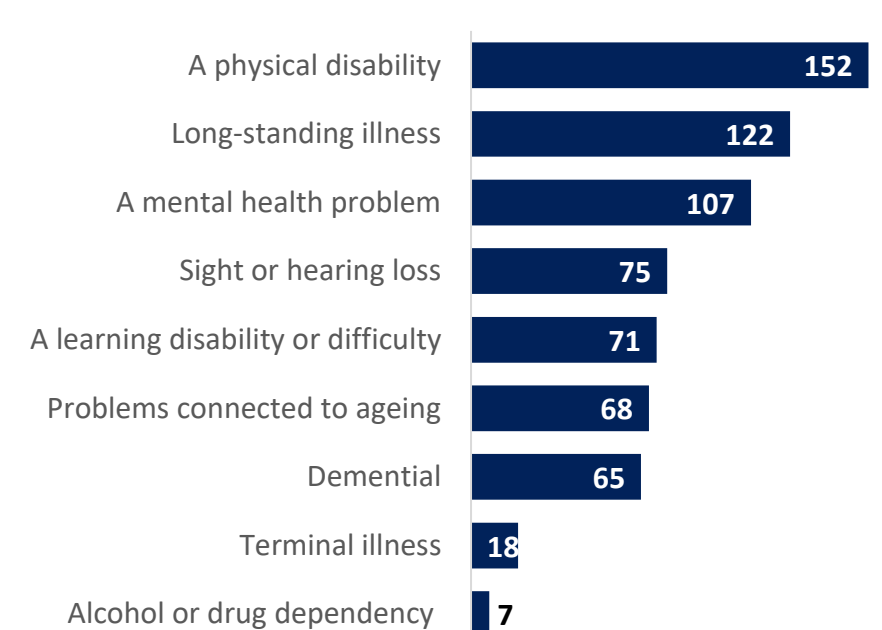
Employment status:



Age:



Problems that the person you care for has:



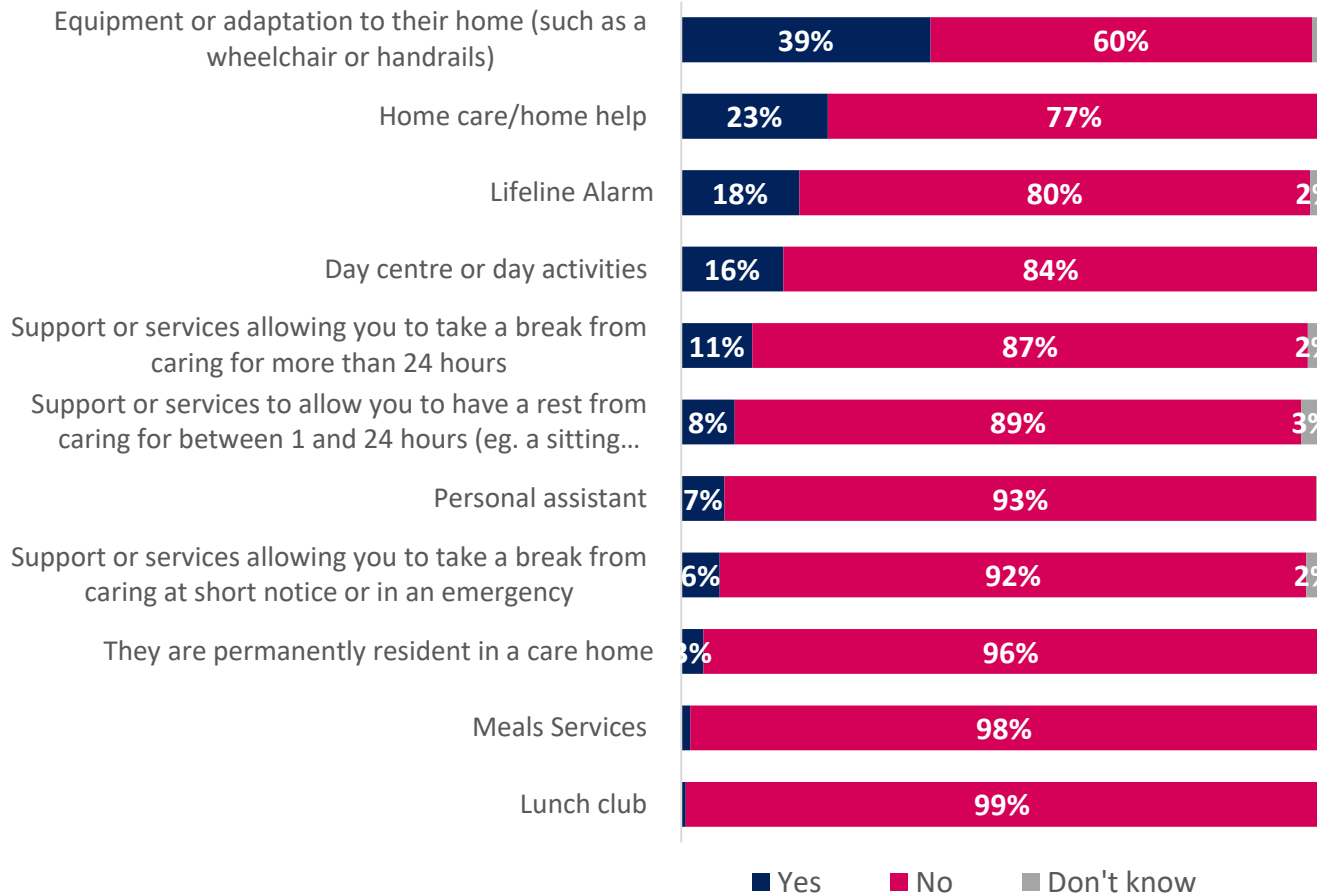


Services provided

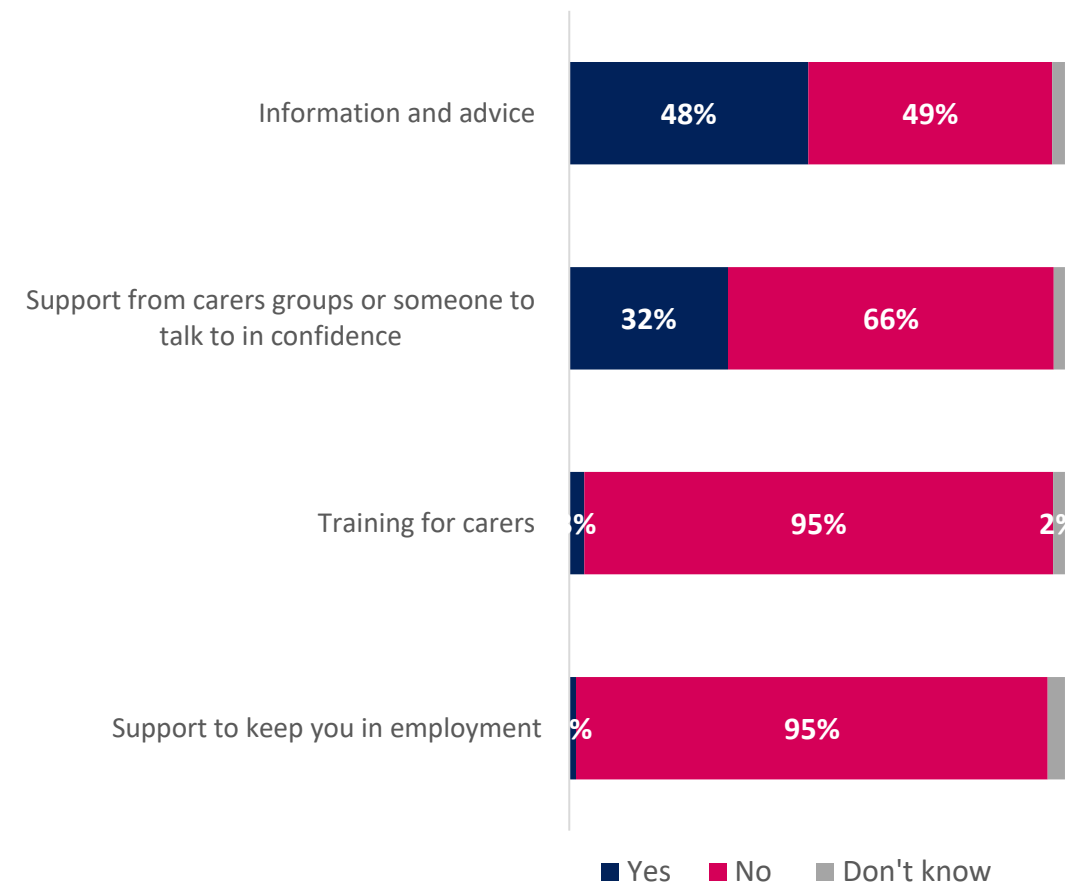


Use of support and services

Question: Has the person you care for used any of the support or services listed below in the last 12 months?



Question: Have you used any of the support or services listed below, to help you as a carer over the last 12 months?



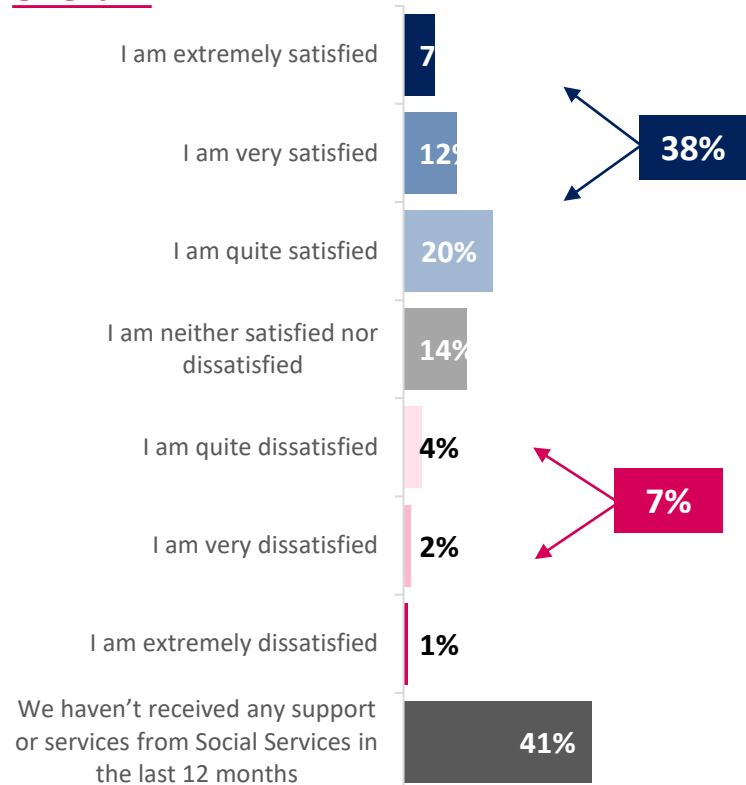
Key findings:

- The cared for person using 'Equipment or adaptation for their home' has been the top support or service used in Southampton since the survey began in 2012.
- Carers were less likely to use any of the support or services, compared to 2018.

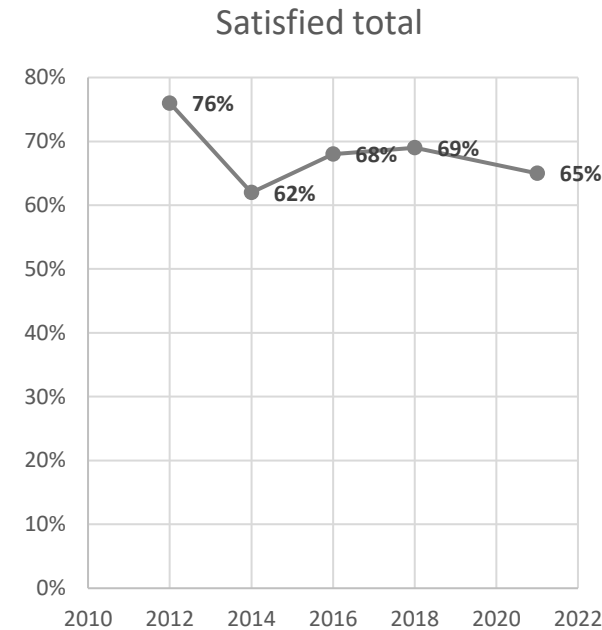


Question: Overall, how satisfied or dissatisfied are you with the support or services you and the person you care for have received from Social Services in the last 12 months?

Overall:

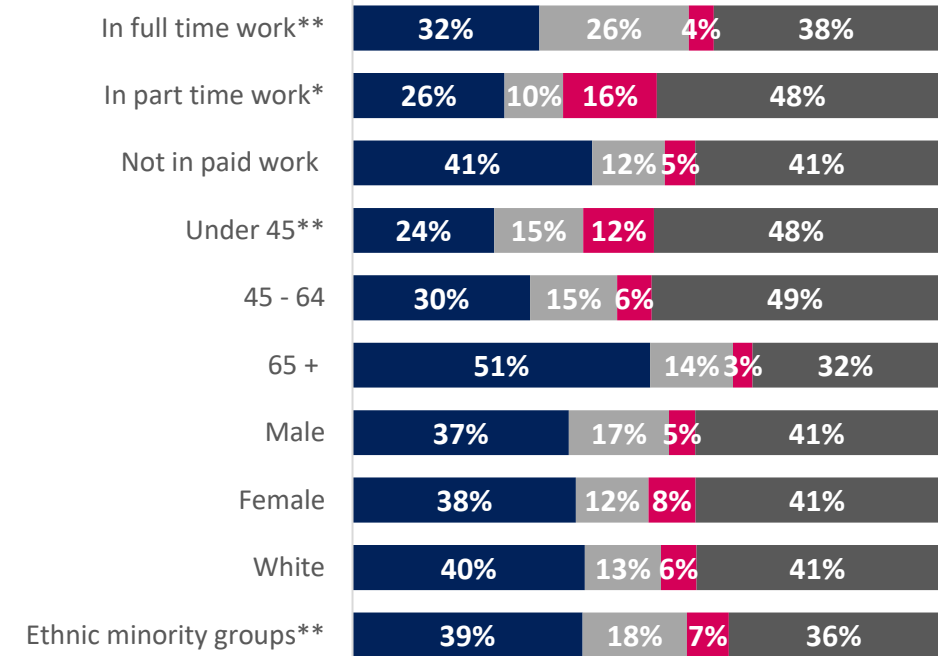


Over time:



Percentages exclude those who didn't receive any support or services during the past 12 months

Broken down by demographics:



- Satisfied total
- Neither total
- Dissatisfied total
- We haven't received any support or services from Social Services in the last 12 months

**Small sample size – fewer than 50 respondents

* Small sample size – fewer than 100 respondents

Key findings:

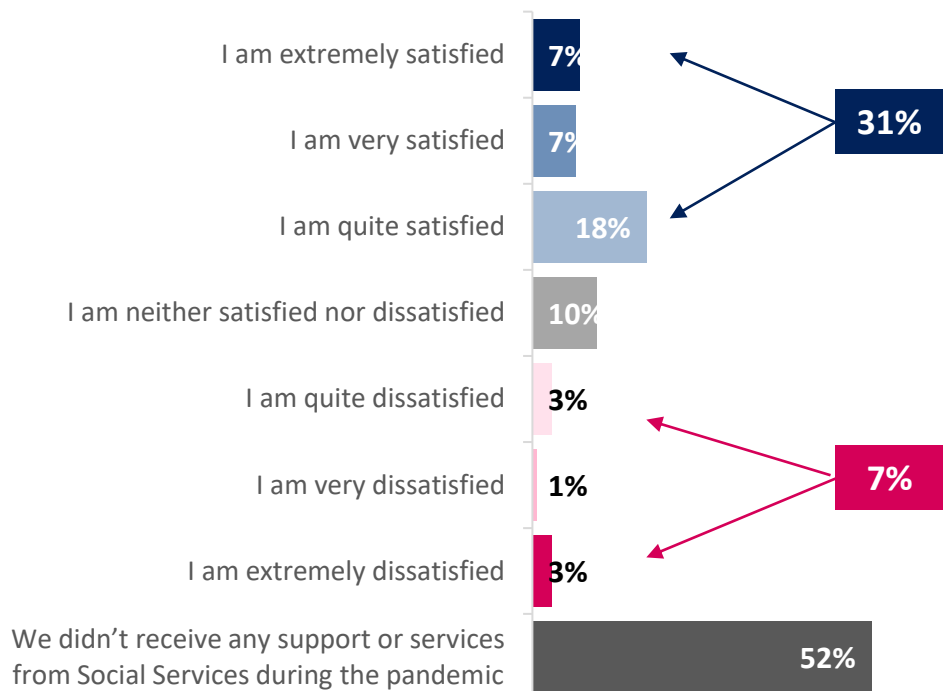
- Both satisfaction and dissatisfaction rates declined compared with the most recent survey in 2018. This was largely because the percentage who were neither satisfied nor dissatisfied rose almost 10%.
- It appears that the younger the age of the carer, the less likely they are to receive help from Social Services.



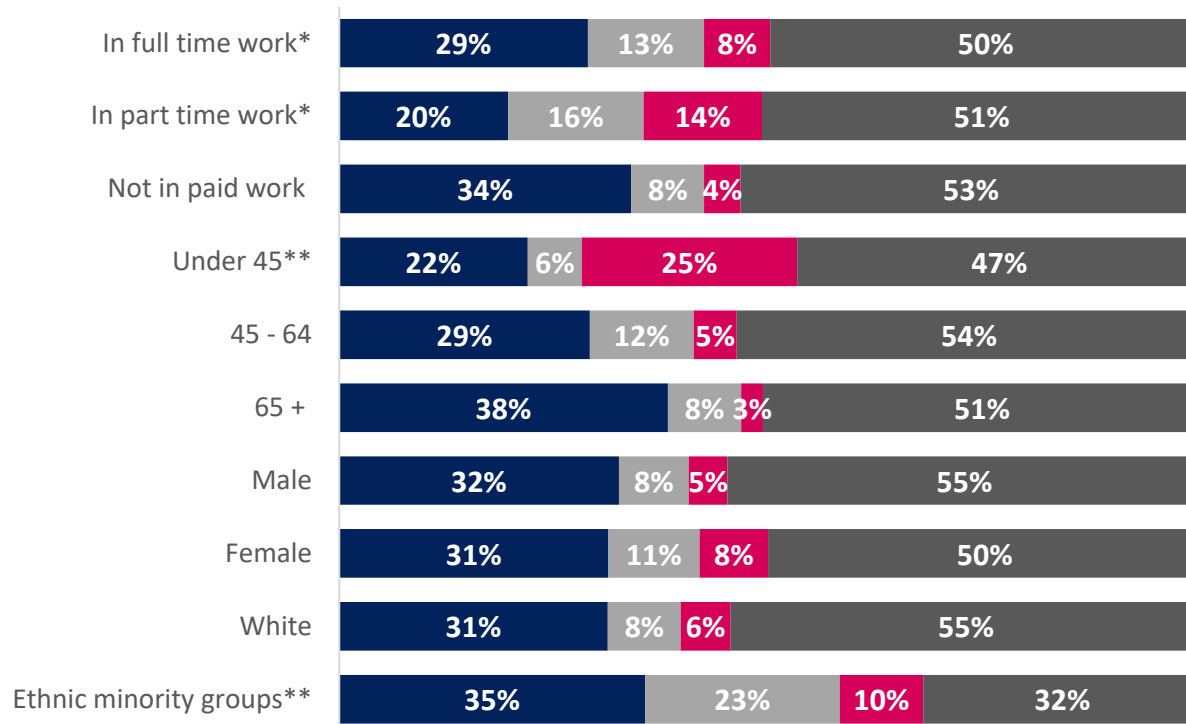
Satisfaction from Social Services during the pandemic

Question: Thinking about your experiences during the Coronavirus (COVID-19) pandemic, how satisfied or dissatisfied are you with the support or services you and the person you care for have received from Social Services?

Overall:



Broken down by demographics:



- Satisfied total
- Neither total
- Dissatisfied
- We didn't receive any support or services from Social Services during the pandemic

**Small sample size – fewer than 50 respondents
 * Small sample size – fewer than 100 respondents

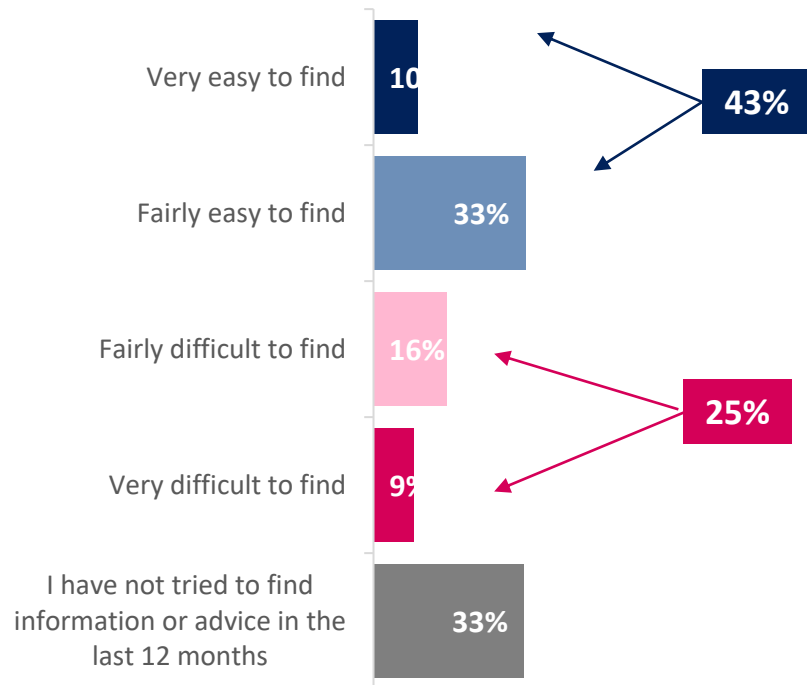
Key findings:

- Excluding respondents that had not received any support or services during the pandemic, the satisfaction levels remained unaffected by the pandemic (66% compared to 65%).
- The pandemic had a clear impact on respondents receiving any support or services, with over half of respondents selecting this option (52%).

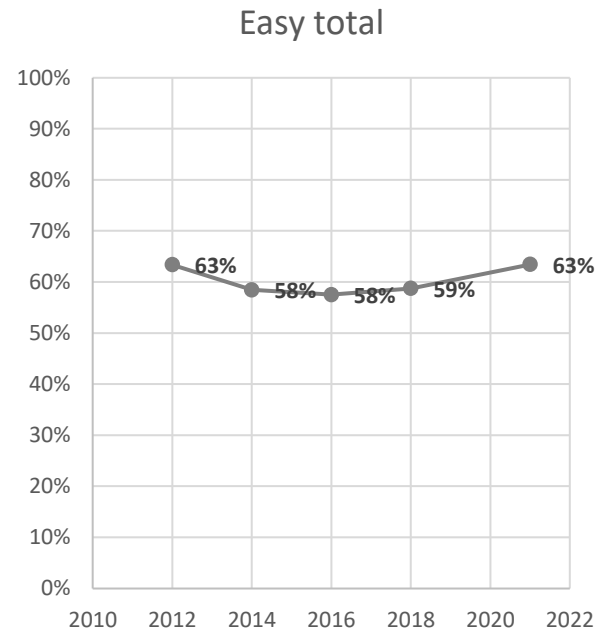


Question: In the last 12 months, have you found it easy or difficult to find information and advice about support, services or benefits?

Overall:

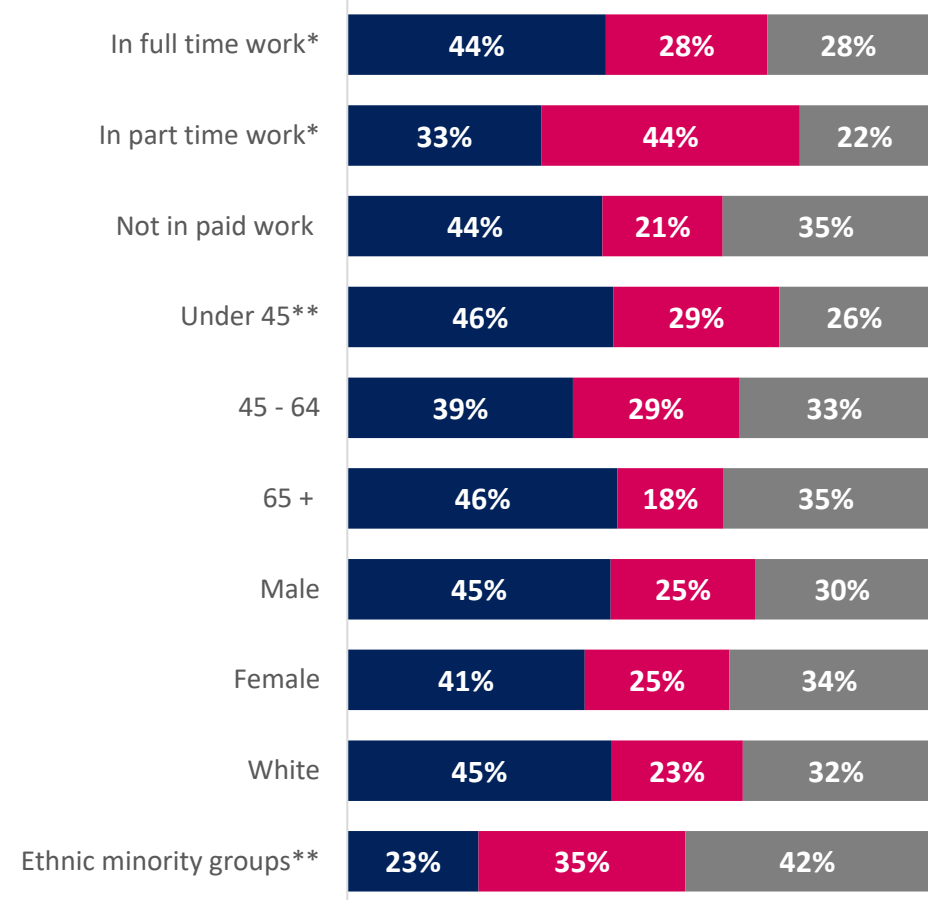


Over time:



Percentages exclude those who have not tried to find in the last 12 months.

Broken down by demographics:



■ Easy total ■ Difficult total ■ Not tried finding information or advice

**Small sample size – fewer than 50 respondents

* Small sample size – fewer than 100 respondents

Key findings:

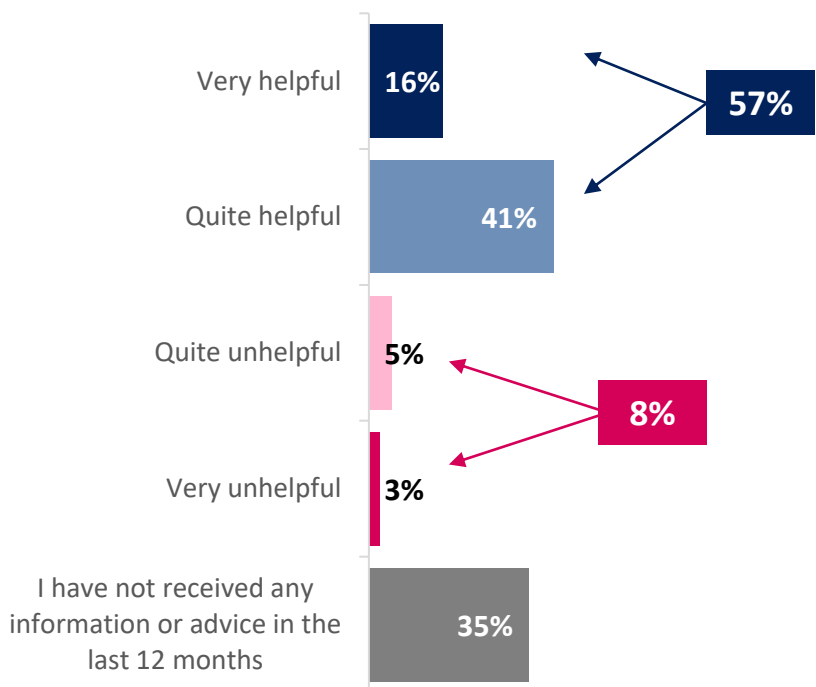
- 1 in 4 respondents found it difficult to find information and advice, which is the lowest that it has been in 5 years, showing that respondents are finding it slightly easier to find information compared to previous years.
- Respondents in part time work have found it most difficult to find information and advice about support, services or benefits (44%).



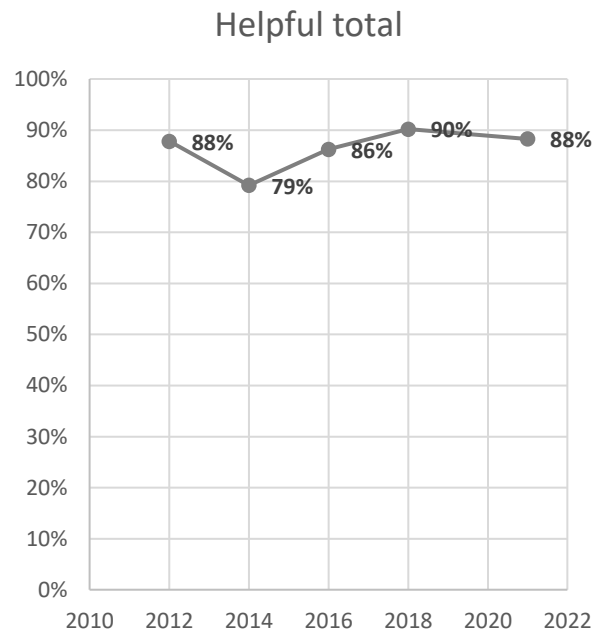
Helpfulness of information and advice

Question: In the last 12 months, how helpful has the information and advice you have received been?

Overall:

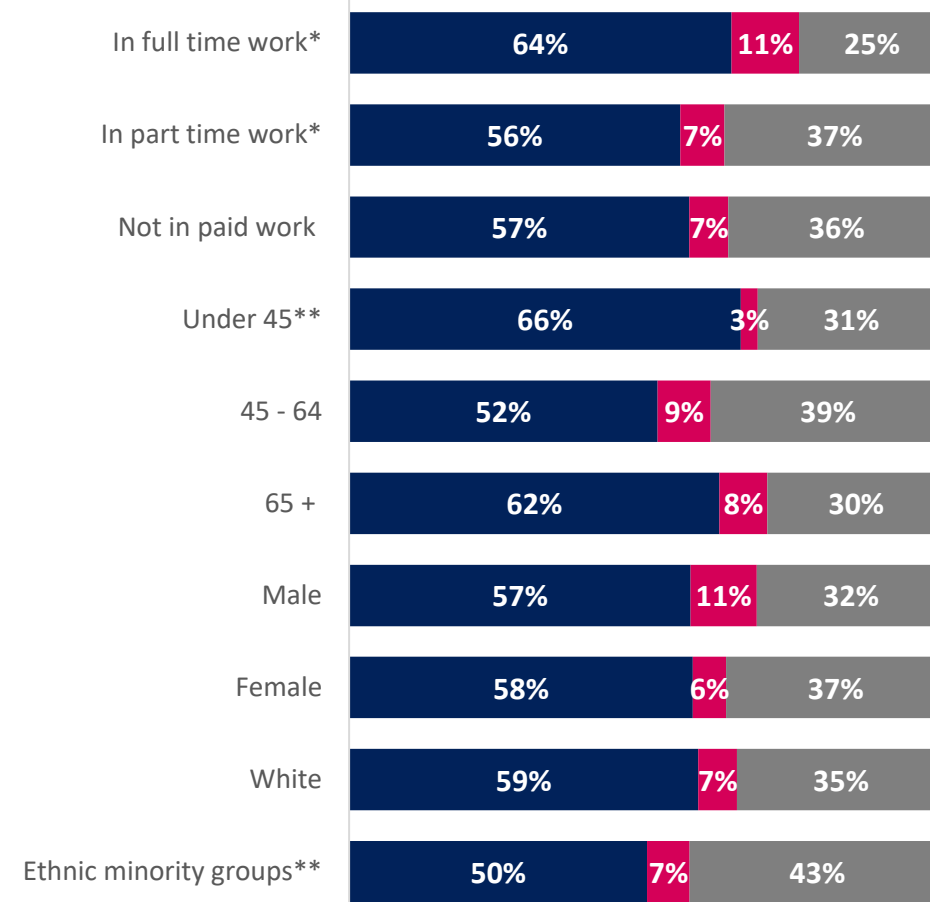


Over time:



Percentages exclude those who have not received any information or advice in the last 12 months.

Broken down by demographics:



■ Helpful total ■ Unhelpful total ■ Not received any information or advice

**Small sample size – fewer than 50 respondents

* Small sample size – fewer than 100 respondents

Key findings:

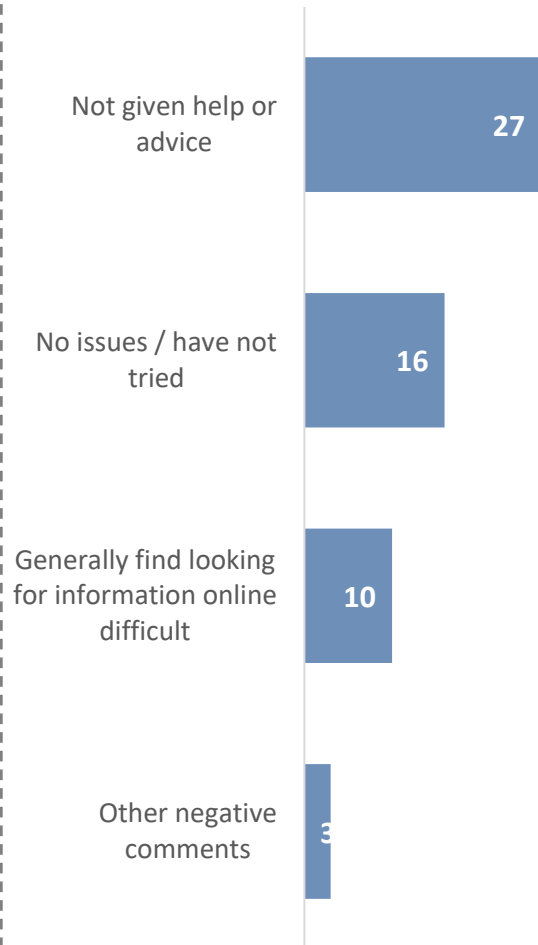
- 88% of respondents that received information and advice over the last 12 months selected that it was either quite or very helpful.
- This is very similar to figures since 2016.



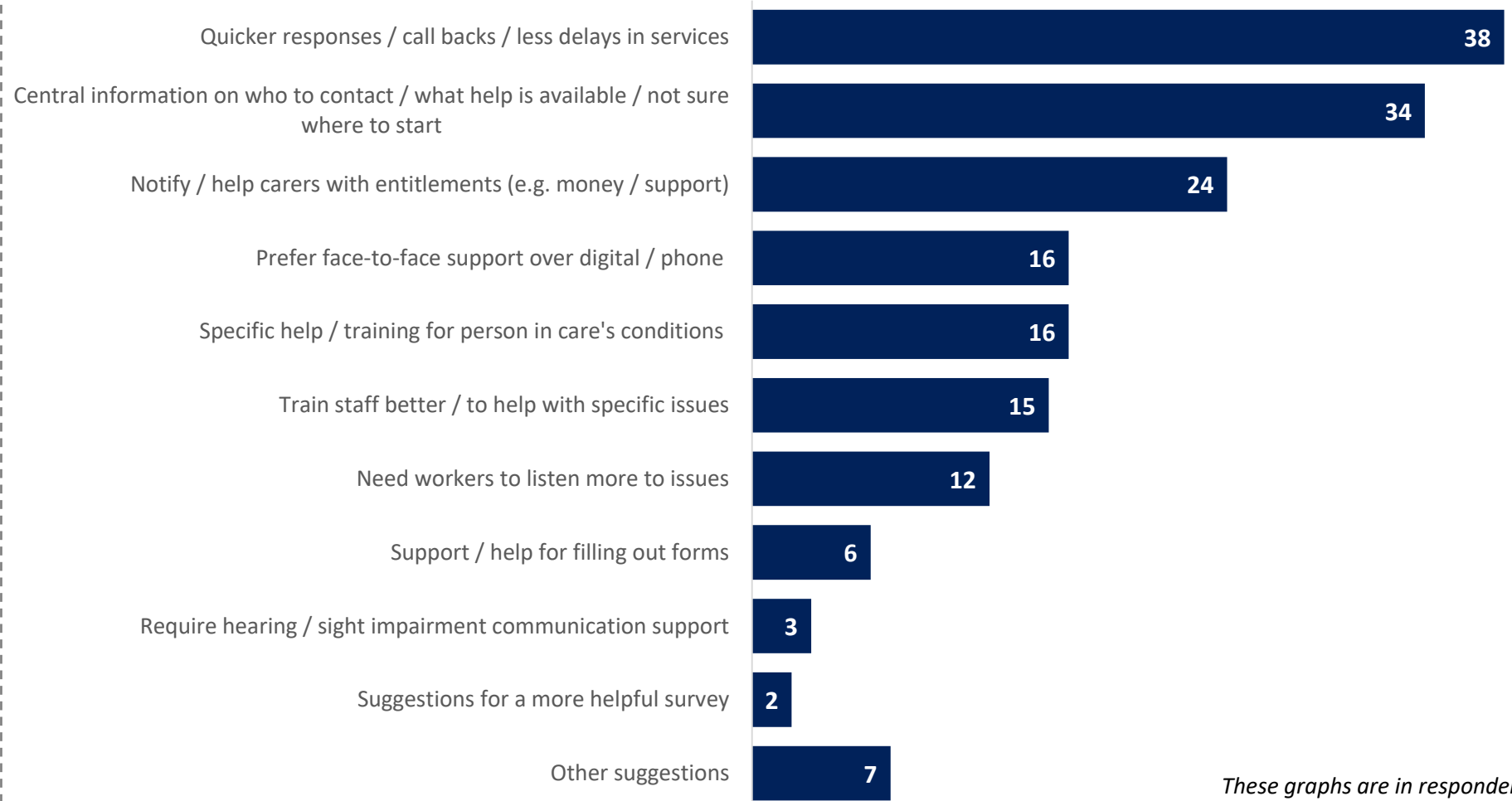
Finding information or unhelpful information: making it easier

A total of **134** respondents provided a comment specifically on this priority. The following graphs show the total number of respondents by each theme of comment.

General / negative comments



Suggestions

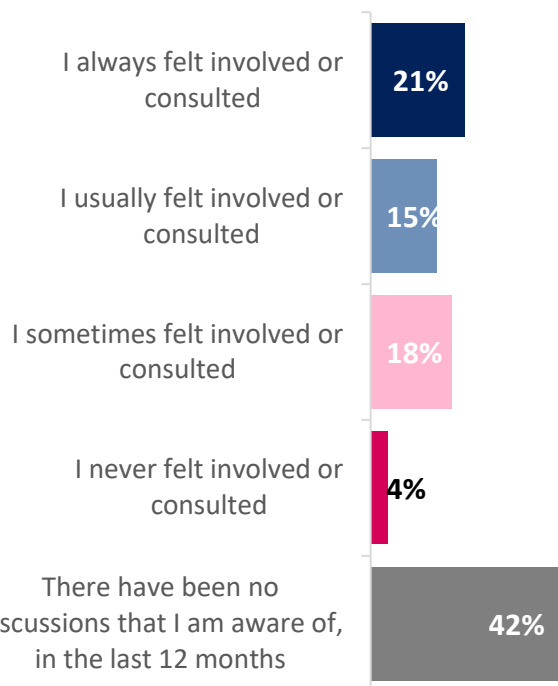


These graphs are in respondent count rather than percentage

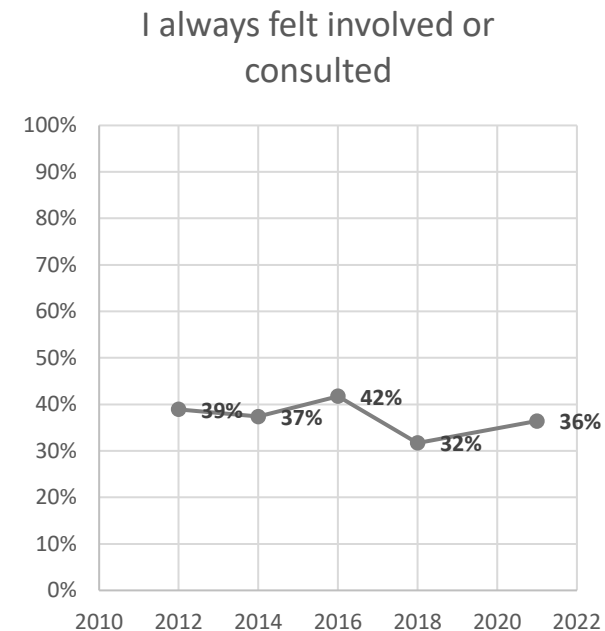


Question: In the last 12 months, do you feel you have been involved or consulted as much as you wanted to be, in discussions about the support or services provided to the person you care for?

Overall:

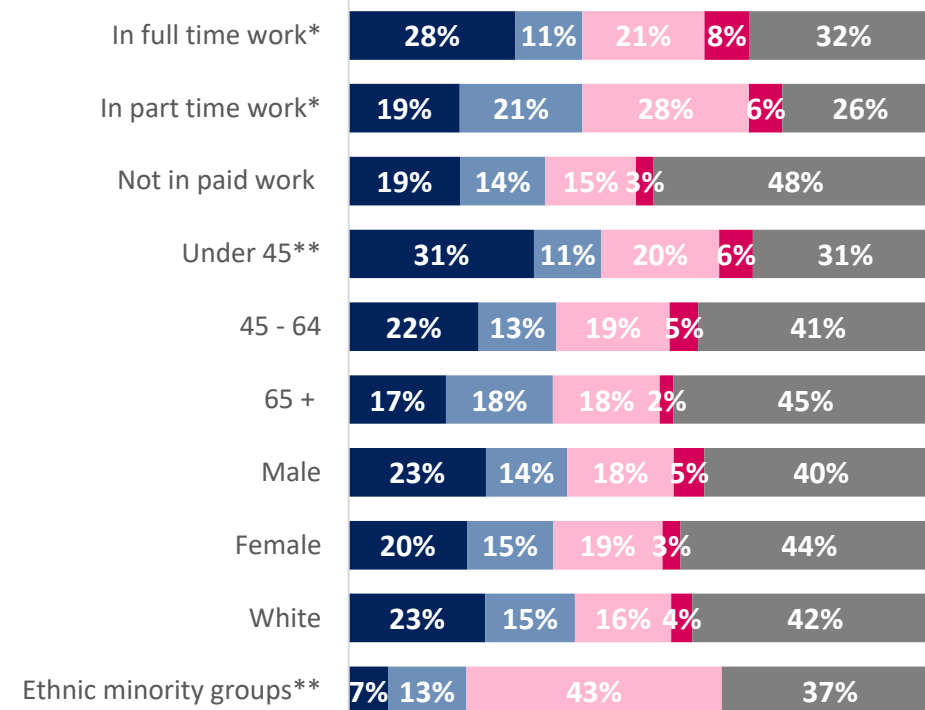


Over time:



Percentages exclude those selected that there had been no discussions in the last 12 months

Broken down by demographics:



- I always felt involved or consulted
- I usually felt involved or consulted
- I sometimes felt involved or consulted
- I never felt involved or consulted
- There have been no discussions that I am aware of, in the last 12 months

**Small sample size – fewer than 50 respondents

* Small sample size – fewer than 100 respondents

Key findings:

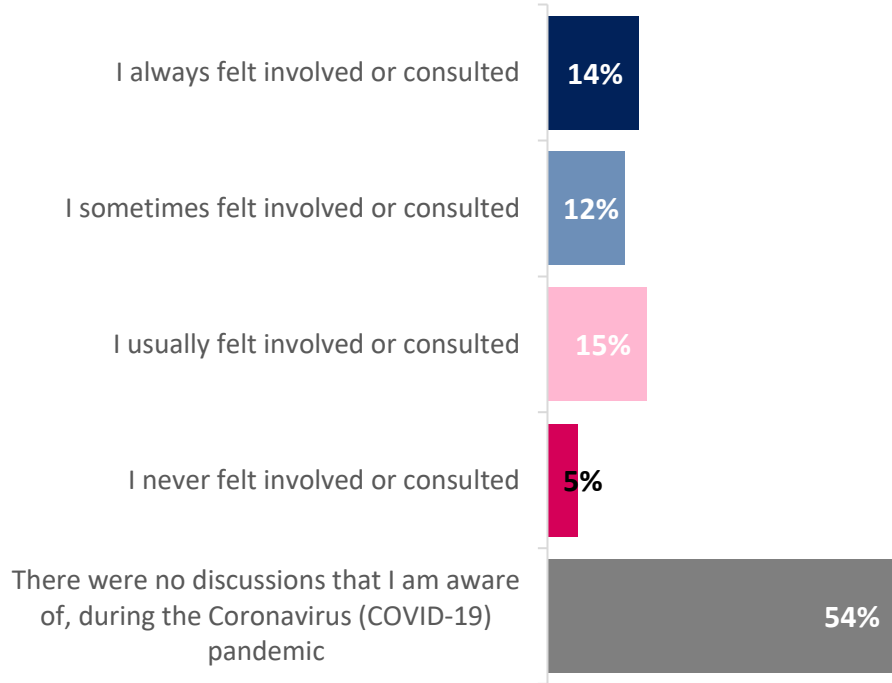
- There has been a small increase in the percentage of carers who say that they have always felt involved or consulted in discussions about the person they care for, compared to 2018.



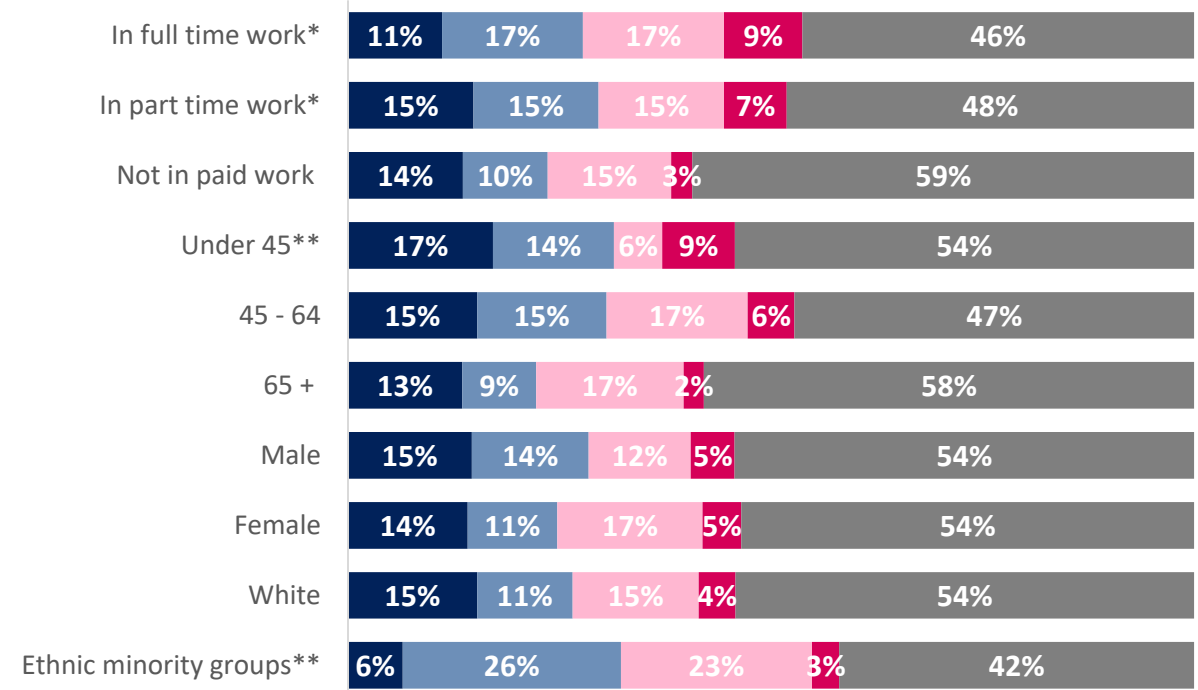
Involvement in discussions during the pandemic

Question: Thinking about your experiences during the Coronavirus (COVID-19) pandemic, did you feel you were involved or consulted as much as you wanted to be, in discussions about the support or services provided to the person you care for?

Overall:



Broken down by demographics:



- I always felt involved or consulted
- I sometimes felt involved or consulted
- I usually felt involved or consulted
- I never felt involved or consulted
- There were no discussions that I am aware of, during the Coronavirus (COVID-19) pandemic

**Small sample size – fewer than 50 respondents

* Small sample size – fewer than 100 respondents

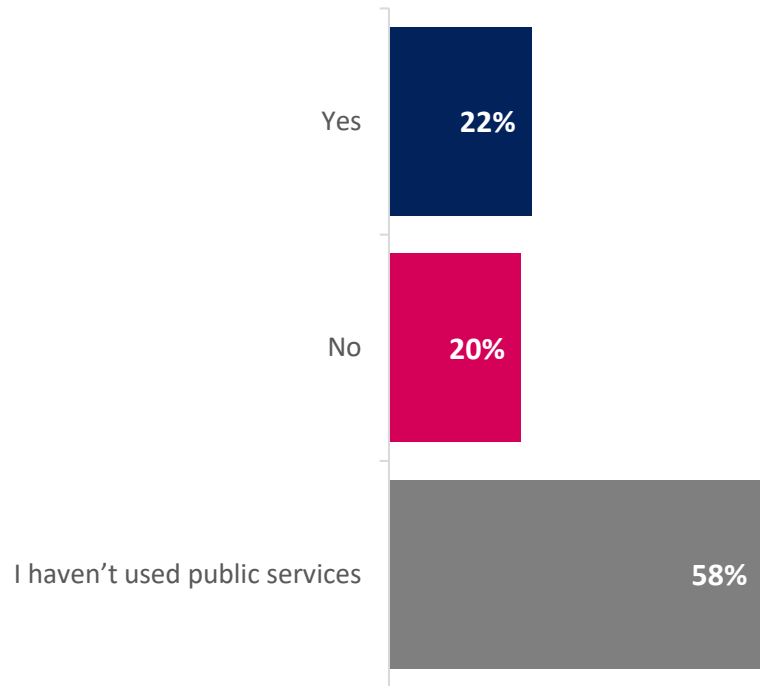
Key findings:

- Excluding respondents that had any discussions during the pandemic, the levels of 'always' feeling involved decreased slightly (31% compared to 36% in the last 12 months).
- The pandemic had a clear impact on respondents having any discussions about the support or services, with over half of respondents selecting this option (54%).

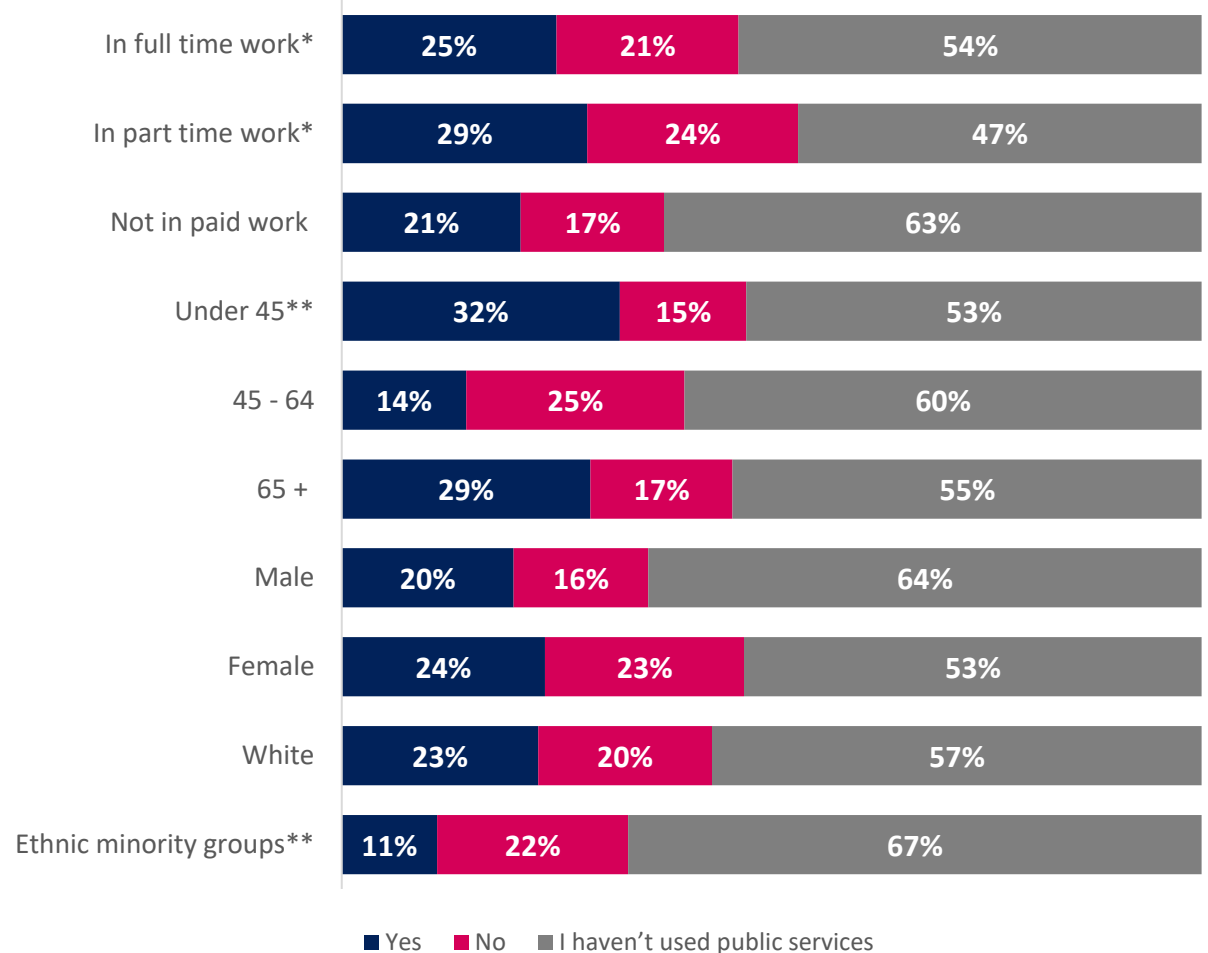


Question: Through your journey as a carer, have you experienced public services joining together to co-ordinate the support they give you?

Overall:



Broken down by demographics:



**Small sample size – fewer than 50 respondents
* Small sample size – fewer than 100 respondents

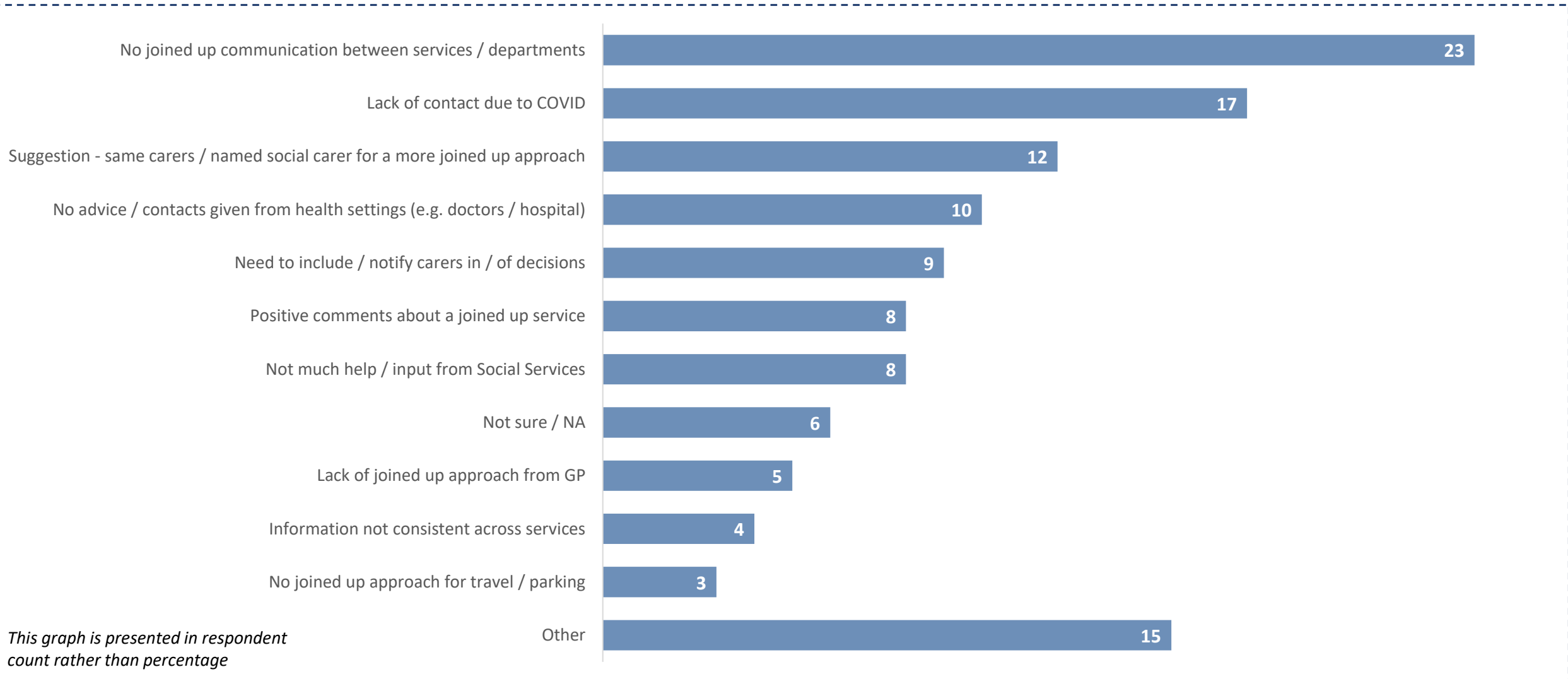
Key findings:

- The majority of respondents selected that they had not used public services through their journey as a carer. This was highest within ethnic minority groups (67%) and males (64%)
- Excluding respondents that had not used public services, 52% of respondents said that their experience was joint up.



A joined up journey

A total of **89** respondents provided a comment specifically on this priority. The following graph shows the total number of respondents by each theme of comment.



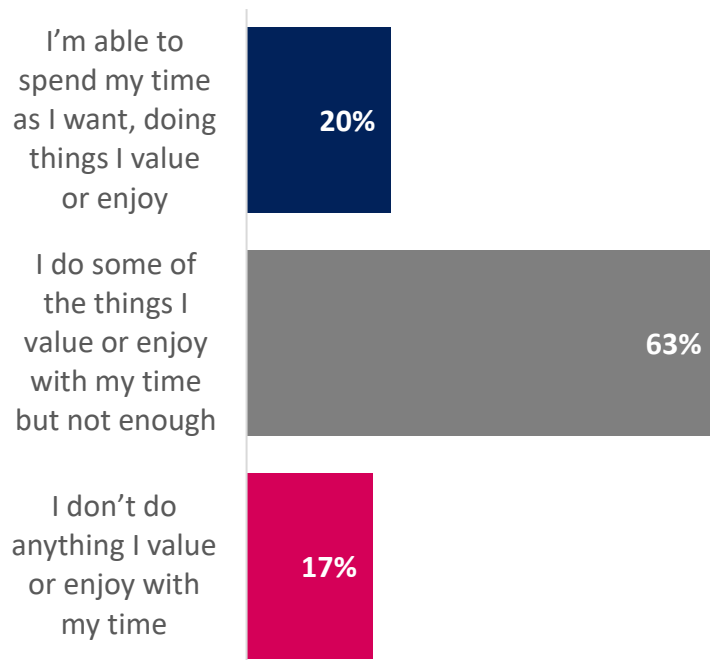


Looking after yourself

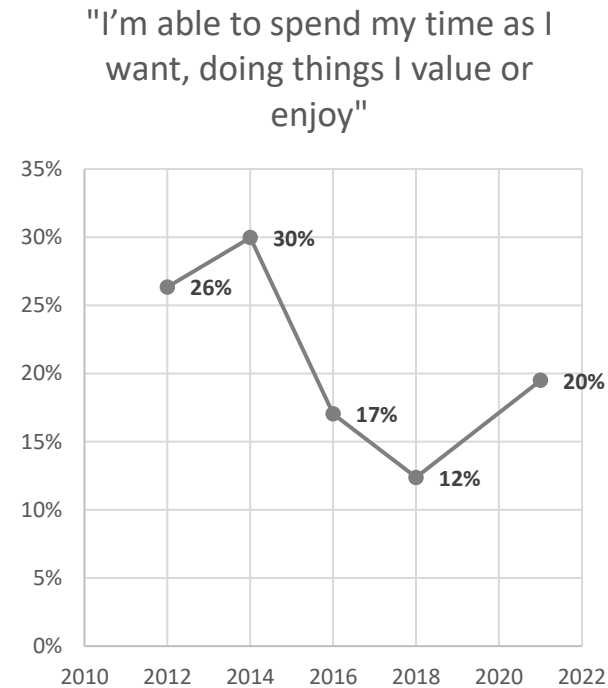


Question: Which of the following statements best describes how you spend your time?

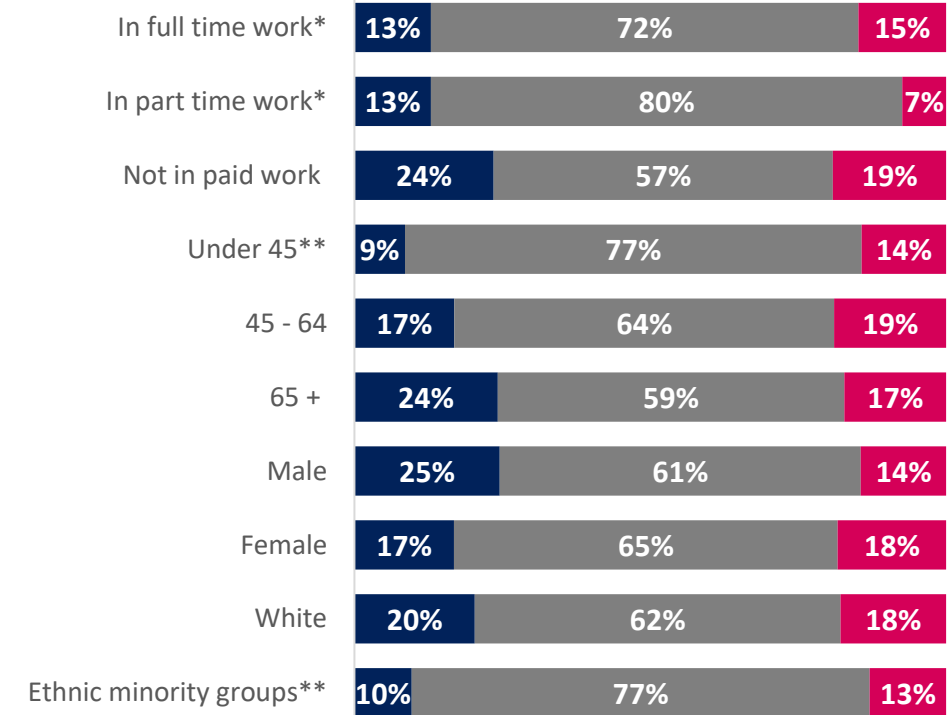
Overall:



Over time:



Broken down by demographics:



- I'm able to spend my time as I want, doing things I value or enjoy
- I do some of the things I value or enjoy with my time but not enough
- I don't do anything I value or enjoy with my time

**Small sample size – fewer than 50 respondents

* Small sample size – fewer than 100 respondents

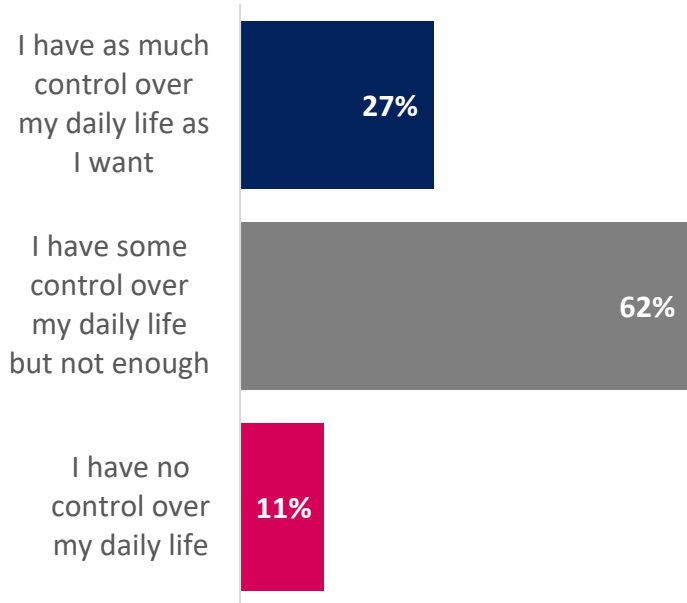
Key findings:

- The majority of respondents selected that they do some of the things they value or enjoy, but not enough (63%).
- Respondents that spend as much time as they would like doing the things they value and enjoy increased within the last five years.
- Respondents that were not in paid work selected that they were more likely to be able to spend their time as much as they wanted, compared to those in full or part time work.



Question: Which of the following statements best describes how much control you have over your daily life?

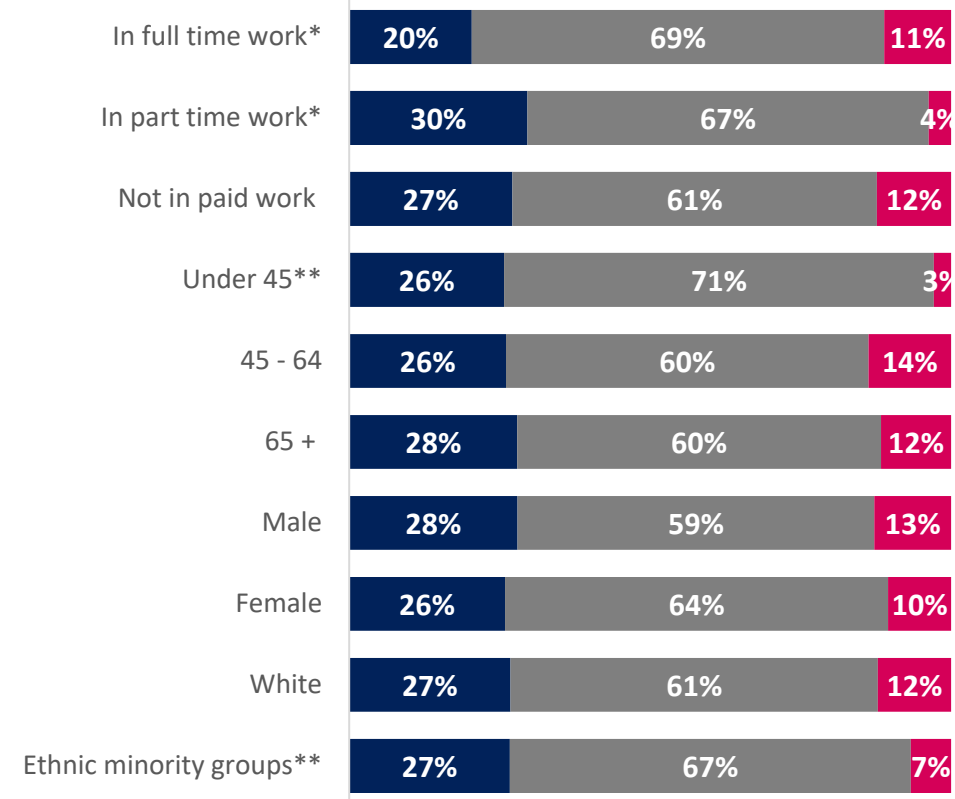
Overall:



Over time:



Broken down by demographics:



- I have as much control over my daily life as I want
- I have some control over my daily life but not enough
- I have no control over my daily life

**Small sample size – fewer than 50 respondents

* Small sample size – fewer than 100 respondents

Key findings:

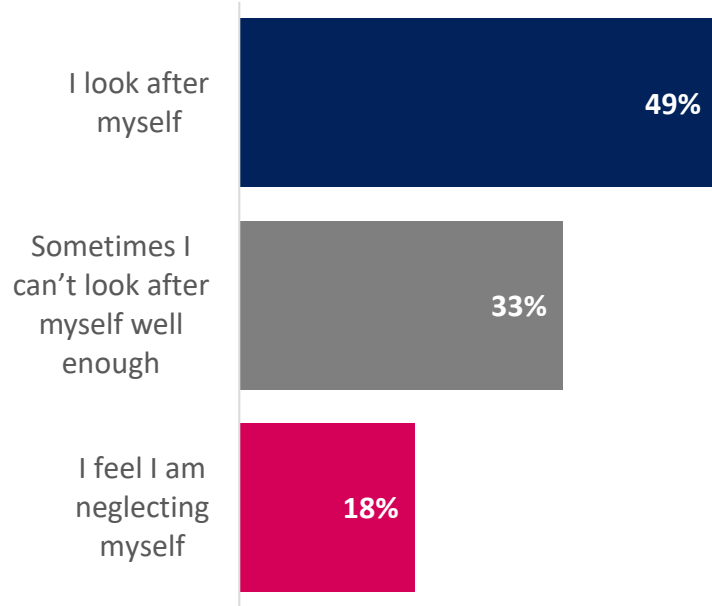
- The majority of respondents selected that they have some control over their daily lives, but not enough (62%)
- Respondents that have as much control over their daily life as they want has increased since the previous survey.
- Respondents that were in full time work were less likely to select that they had as much control over their life as they want, compared to those in part time or no work.



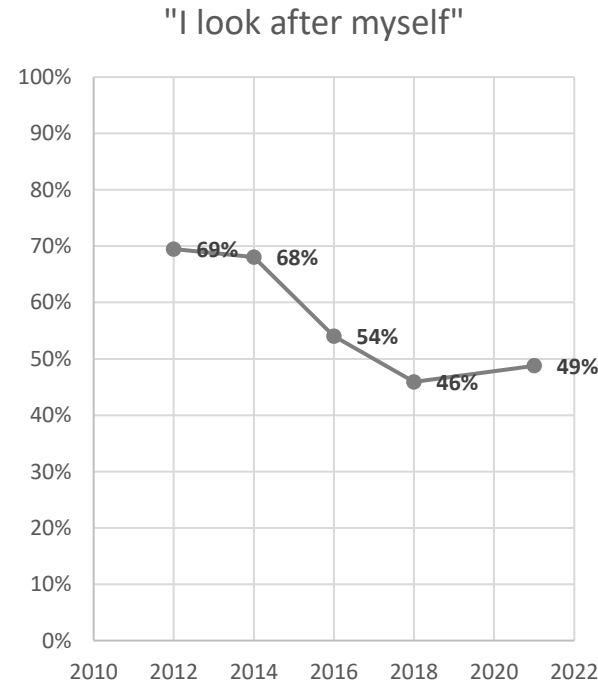
Looking after yourself

Question: Thinking about how much time you have to look after yourself - in terms of getting enough sleep or eating well - which statement best describes your present situation?

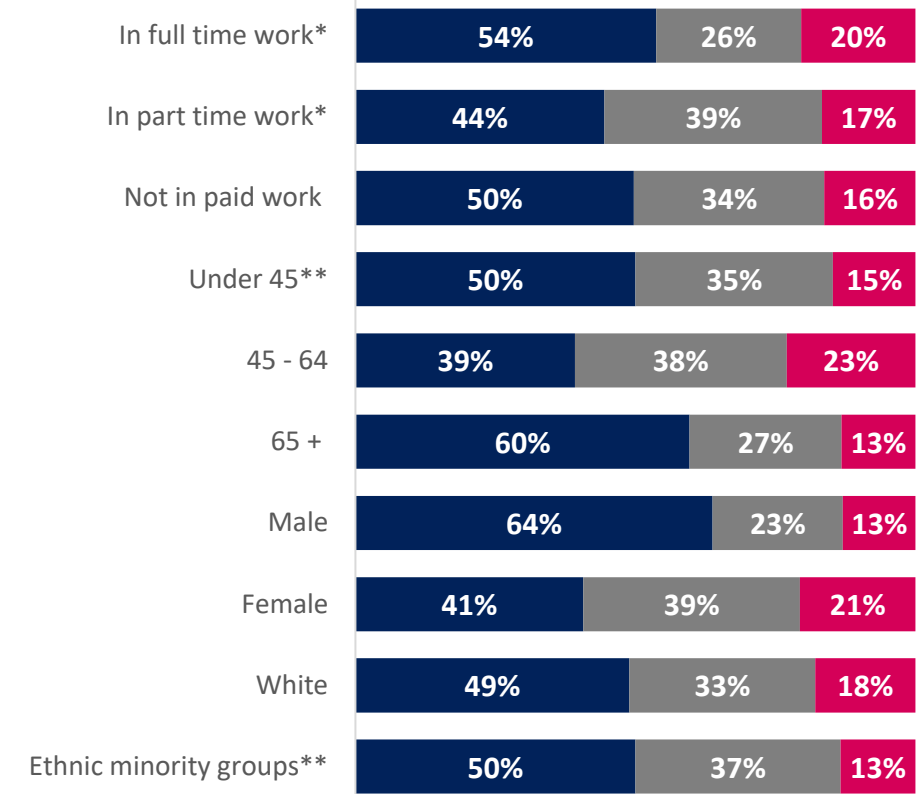
Overall:



Over time:



Broken down by demographics:



Key findings:

- Almost half of respondents selected that they are able to look after themselves (49%).
- The amount of respondents that look after themselves has increased slightly since 2018.
- It appears that respondents within the 45 – 64 age bracket are more likely to feel like they are neglecting themselves (23%)
- It appears that men are almost 25% more likely to feel as if they look after themselves enough, compared to women (64% compared to 41%)

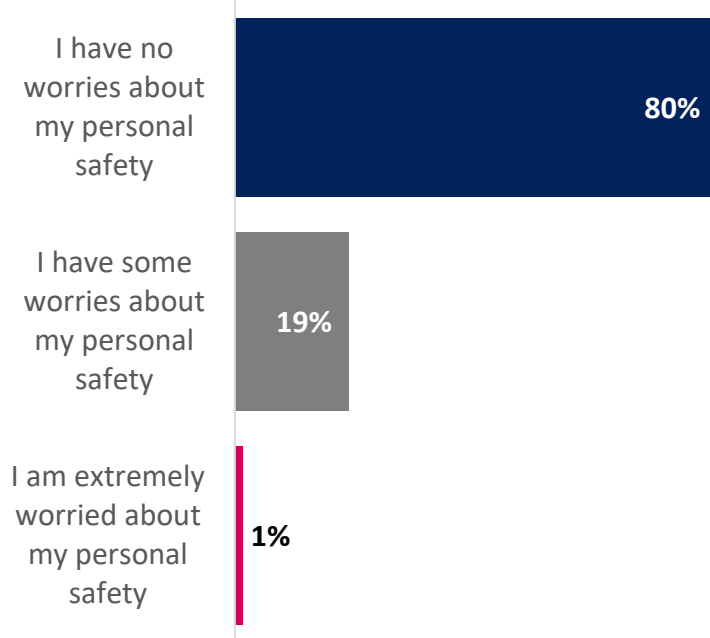
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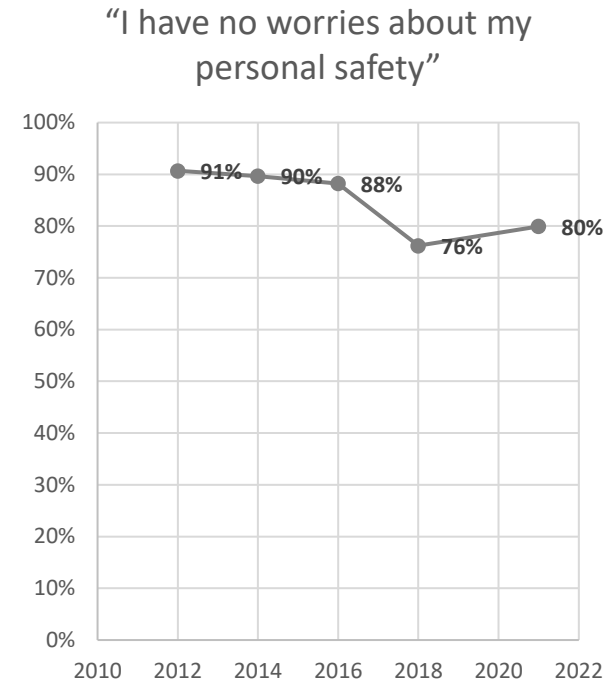


Question: Thinking about your personal safety, which of the statements best describes your present situation?

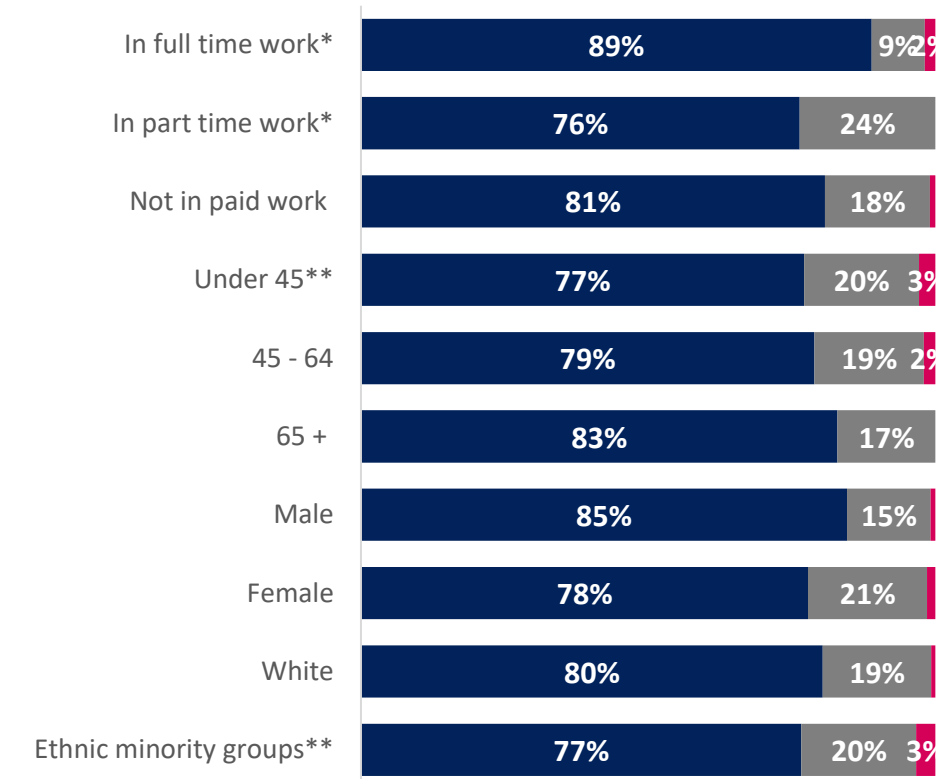
Overall:



Over time:



Broken down by demographics:



- I have no worries about my personal safety
- I have some worries about my personal safety
- I am extremely worried about my personal safety

**Small sample size – fewer than 50 respondents

* Small sample size – fewer than 100 respondents

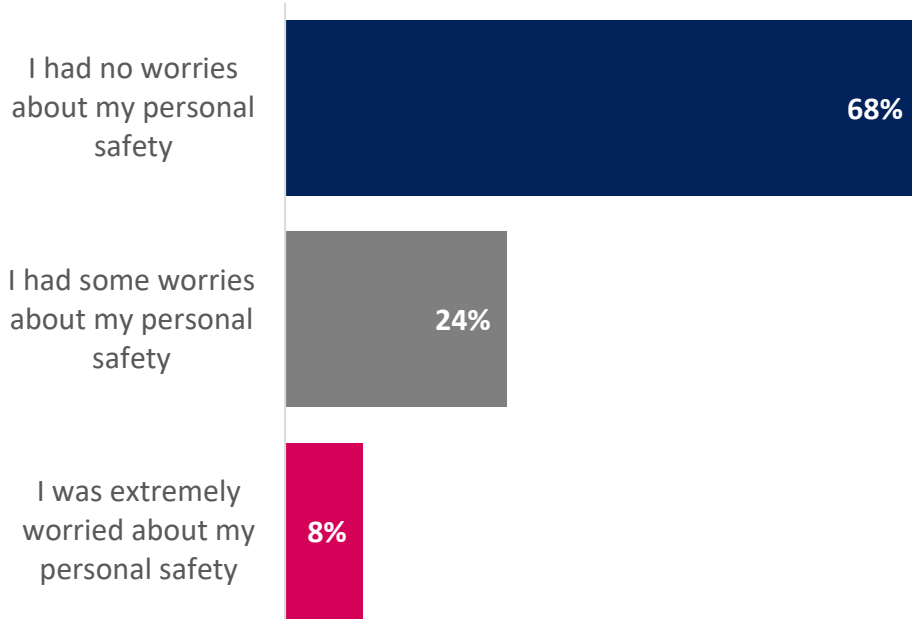
Key findings:

- The majority of respondents have no worries about their personal safety (80%)
- The amount of respondents that have no worries about their personal safety has increased slightly since 2018.
- Respondents in full time work appear to have no worries about their safety, compared to those in part time or no work.



Question: Thinking about your personal safety during the Coronavirus (COVID-19) pandemic, which of the statements best describes how you felt during this time?

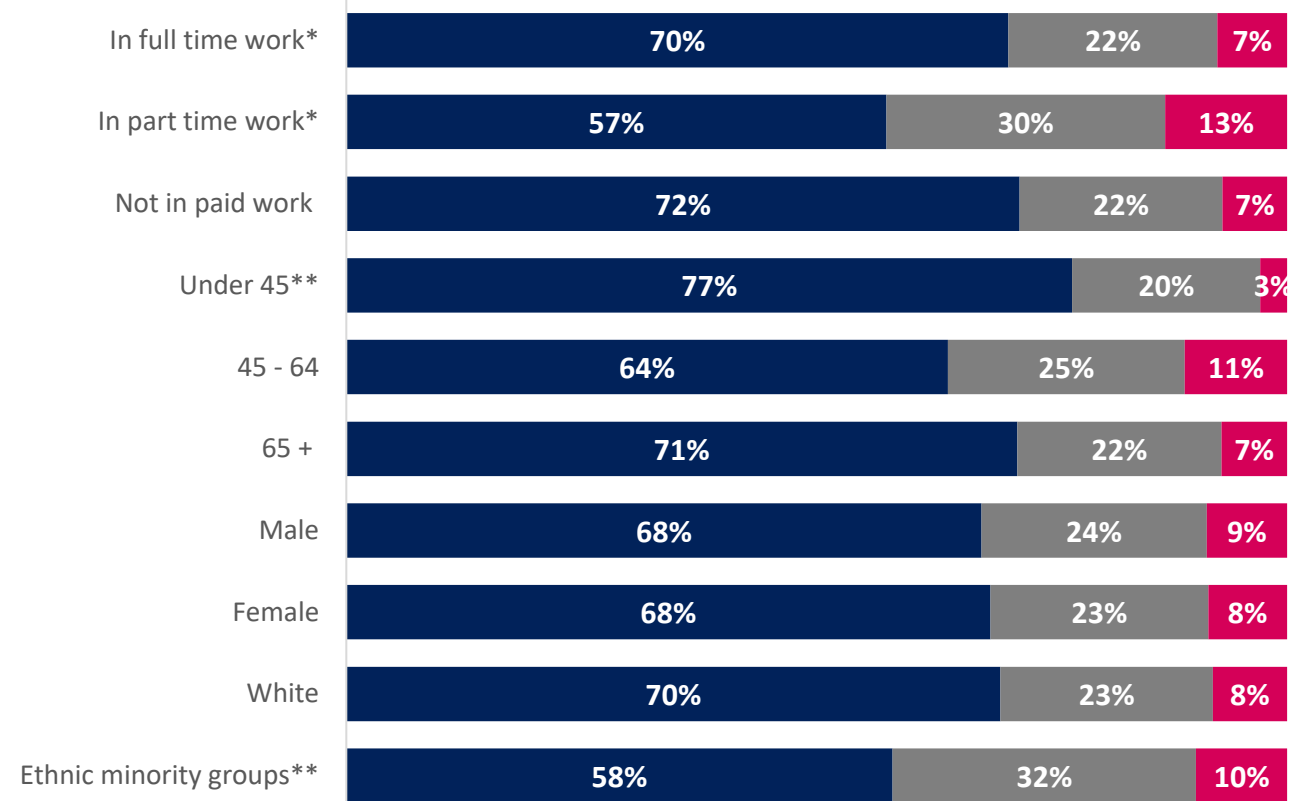
Overall:



Key findings:

- The pandemic has had an impact on worries about personal safety, with respondents more likely to select that they had some worries (5 percentage points up) or extreme worries (7 percentage points up).
- Respondents in part time work were more likely to have extreme or some worries about personal safety, compared to those in full time or no paid work.

Broken down by demographics:



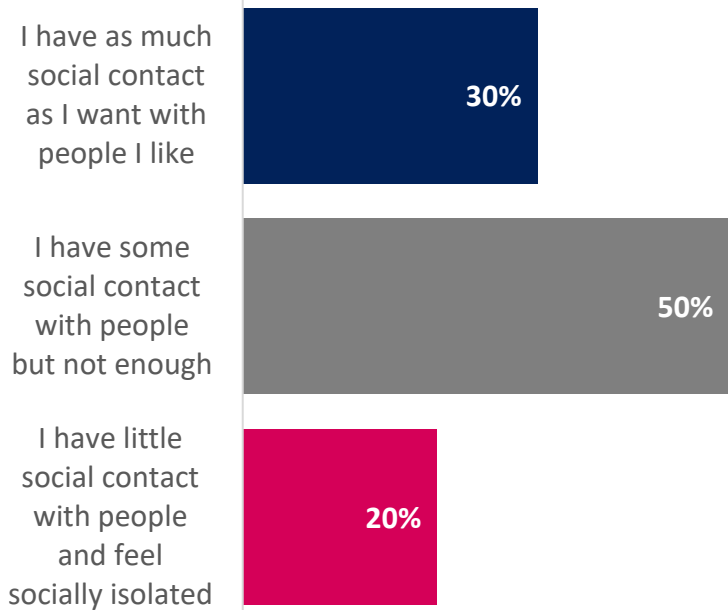
- I had no worries about my personal safety
- I had some worries about my personal safety
- I was extremely worried about my personal safety

**Small sample size – fewer than 50 respondents
 * Small sample size – fewer than 100 respondents



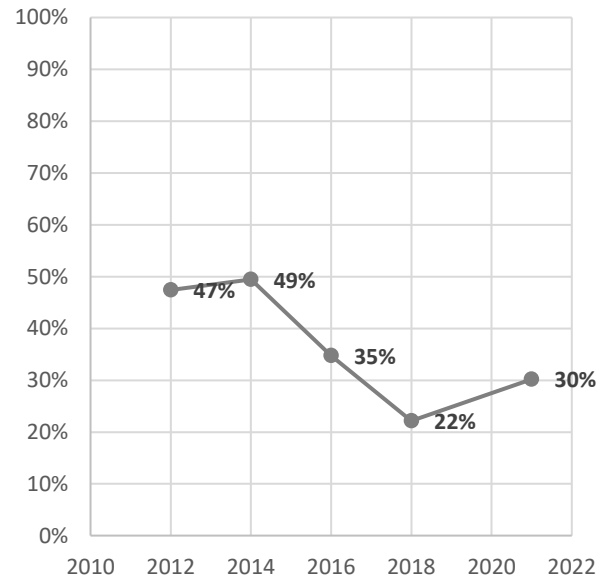
Question: Thinking about how much social contact you've had with people you like, which of the following statements best describes your social situation?

Overall:

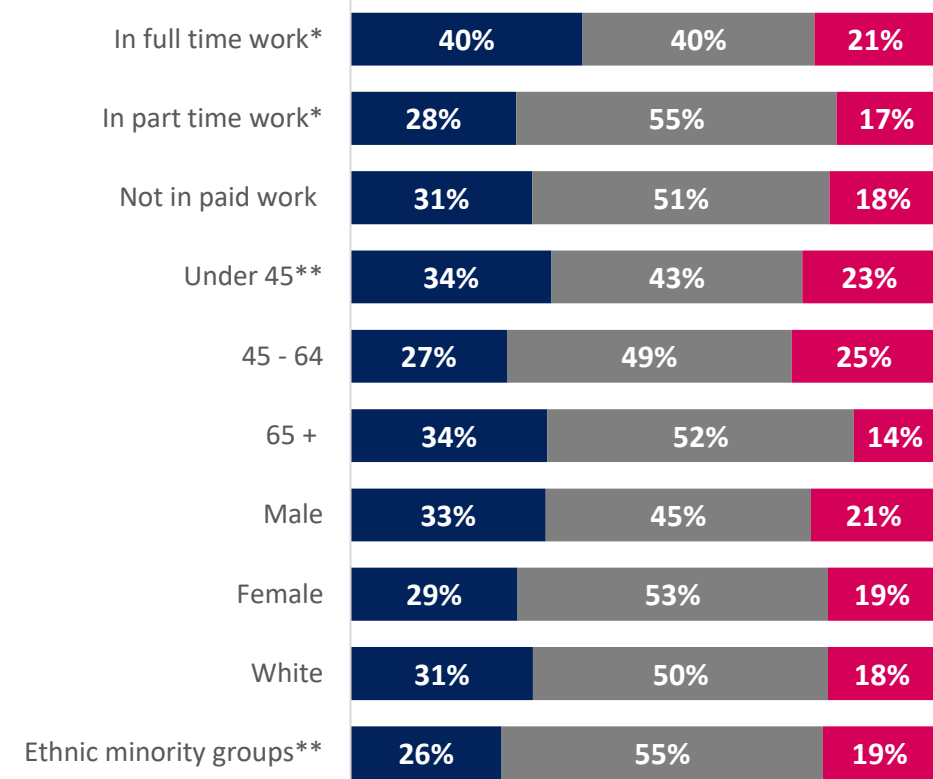


Over time:

"I have as much social contact as I want with people I like"



Broken down by demographics:



Key findings:

- 70% of respondents selected that they do not spend enough time with people they like.
- The amount of respondents that have as much social contact as they would like has increased since 2018.
- Around 1 in 4 respondents under 65 selected that they have little social contact and feel socially isolated.

- I have as much social contact as I want with people I like
- I have some social contact with people but not enough
- I have little social contact with people and feel socially isolated

**Small sample size – fewer than 50 respondents

* Small sample size – fewer than 100 respondents

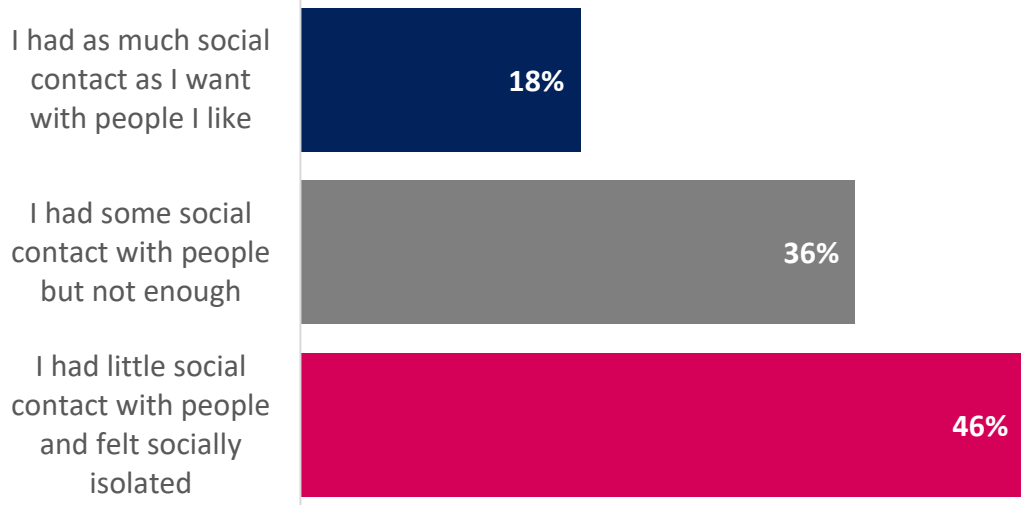


Social contact during the pandemic

Question:

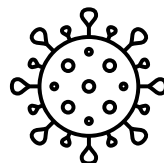
Thinking about how much social contact you had with people you like during the Coronavirus (COVID-19) pandemic, which of the following statements best describes your social situation during this time?

Overall:

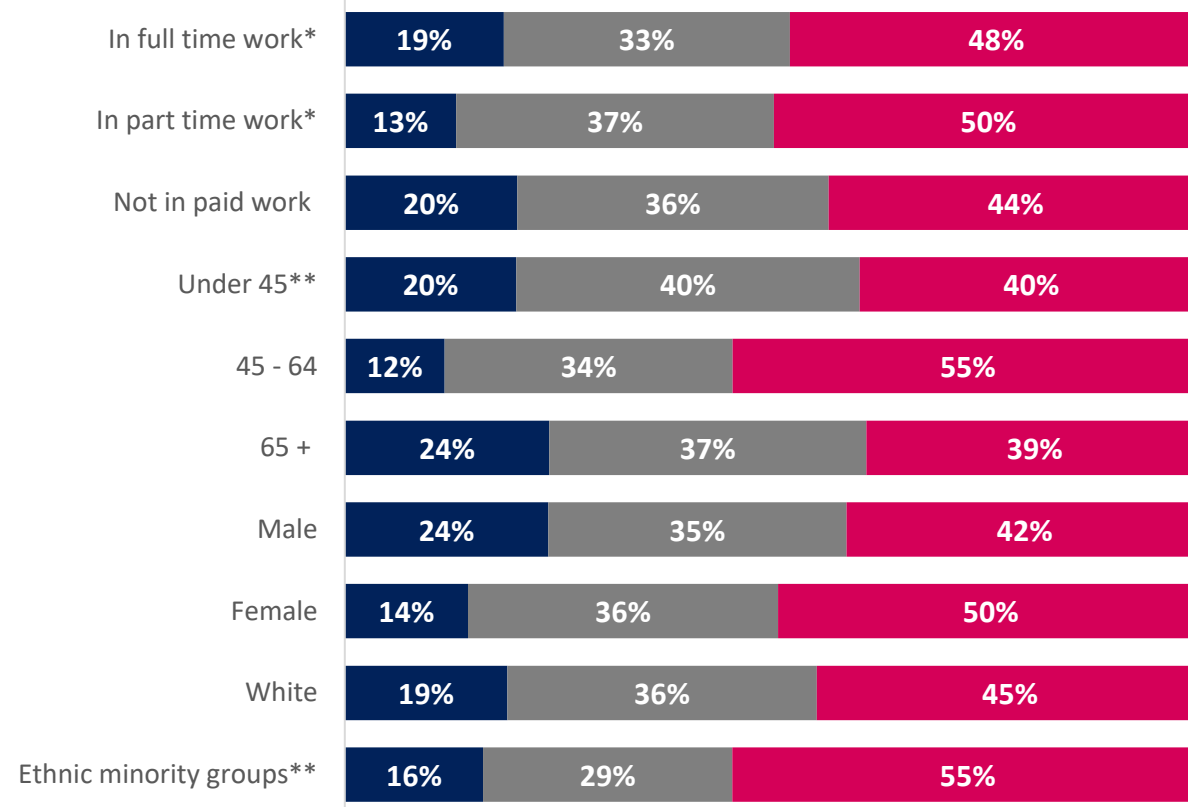


Key findings:

- As expected, the pandemic had a large affect on social contact, with a 26 percentage point increase in respondents selecting that they felt socially isolated during this time.



Broken down by demographics:



- I had as much social contact as I want with people I like
- I had some social contact with people but not enough
- I had little social contact with people and felt socially isolated

**Small sample size – fewer than 50 respondents

* Small sample size – fewer than 100 respondents

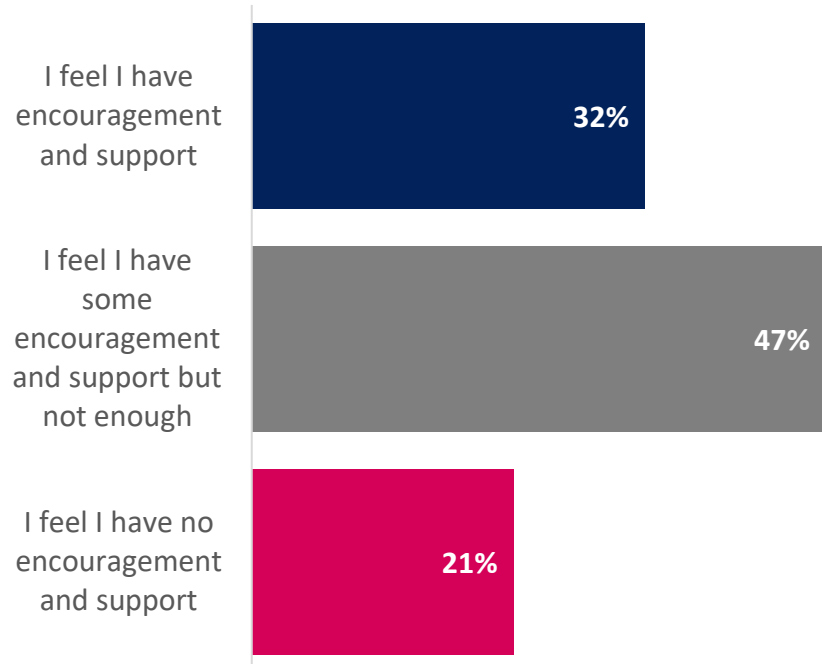


Impacts of caring responsibilities

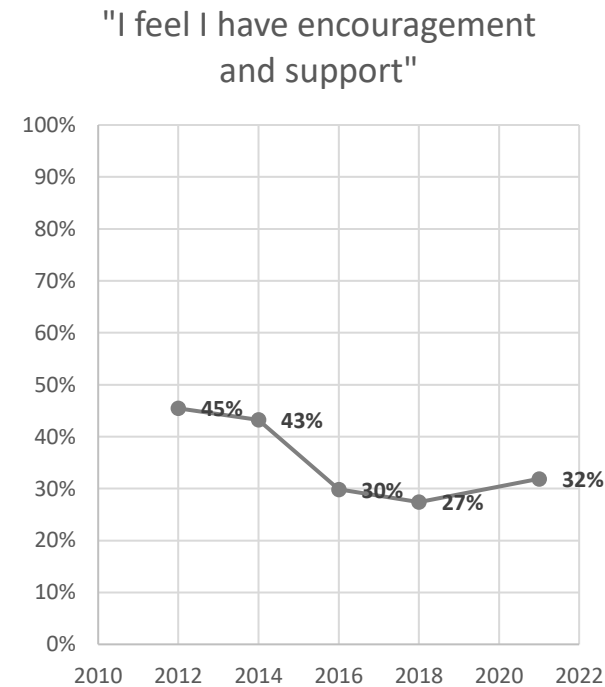


Question: Thinking about encouragement and support in your caring role, which of the following statements best describes your present situation?

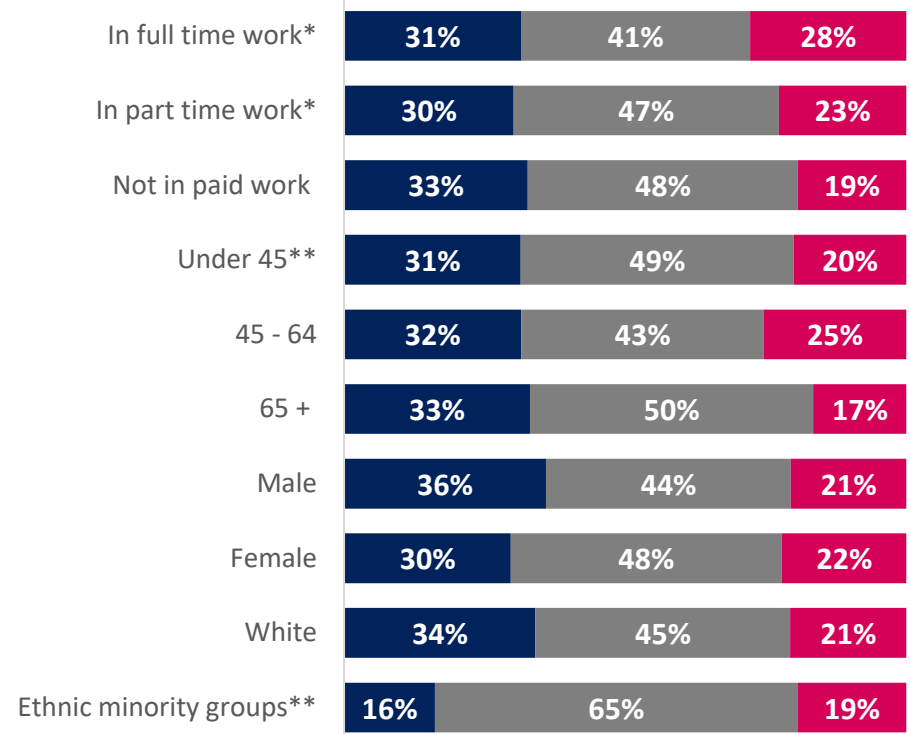
Overall:



Over time:



Broken down by demographics:



Key findings:

- Almost a third of respondents feel that they have the right amount of encouragement and support (32%), which is slightly higher than the last five years.
- Respondents from ethnic minority groups were less likely to select that they have the right amount of encouragement and support, compared to other demographics (16%).

- I feel I have encouragement and support
- I feel I have some encouragement and support but not enough
- I feel I have no encouragement and support

**Small sample size – fewer than 50 respondents

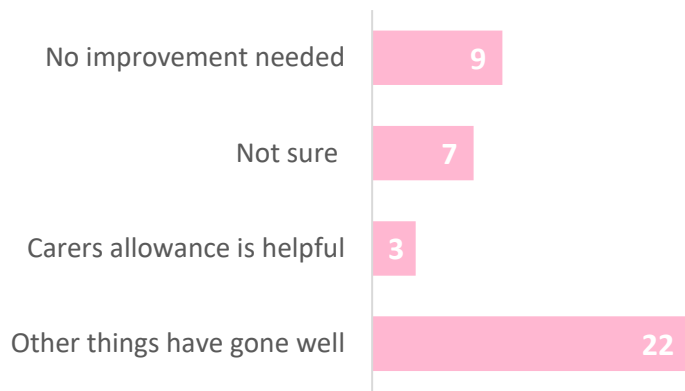
* Small sample size – fewer than 100 respondents



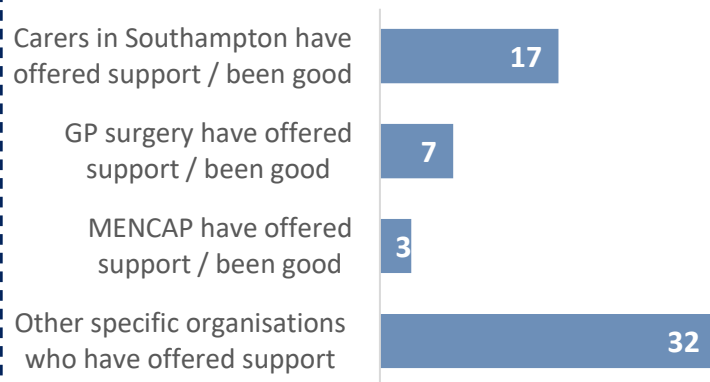
Improve and developing care and support services: what we do well and what we could do better

A total of **169** respondents provided a comment specifically on this priority. The following graphs show the total number of respondents by each theme of comment.

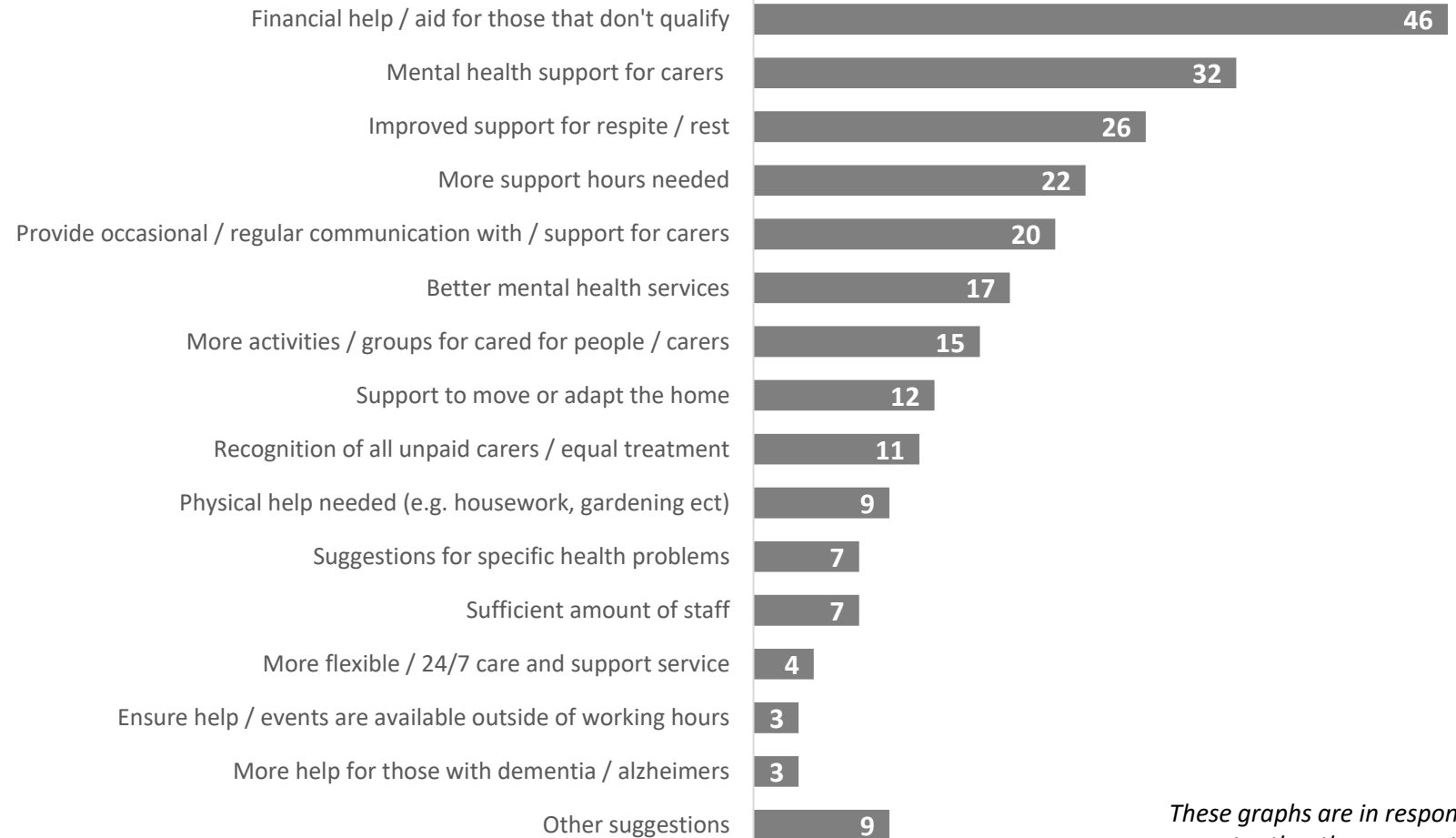
General / positive comments



Organisations who have offered support



Suggestions



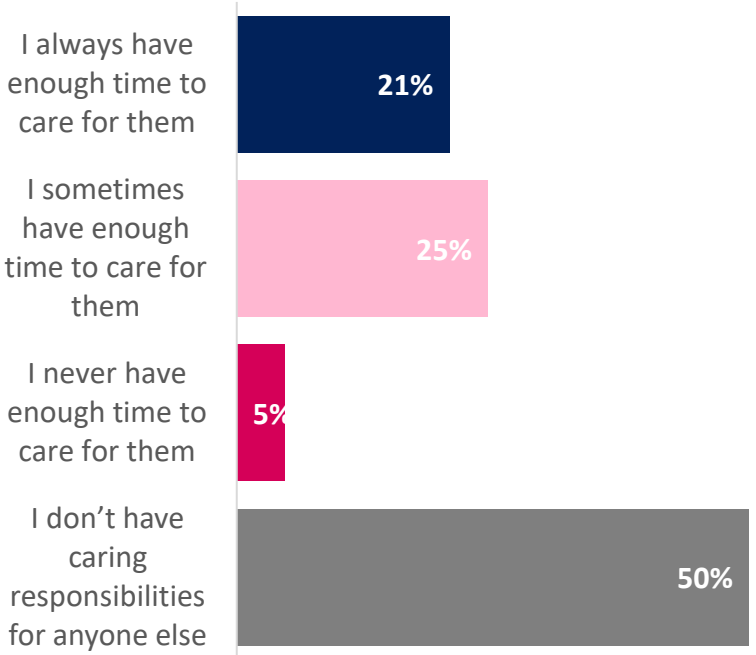
These graphs are in respondent count rather than percentage



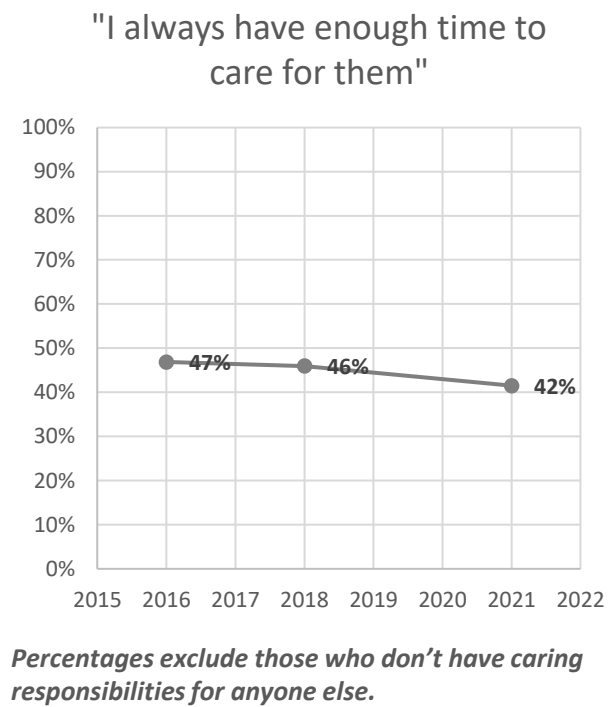
Other caring responsibilities

Question: Thinking about the other people you have caring responsibilities for, which of the following best describes your current situation? Please exclude the person you spend most time helping.

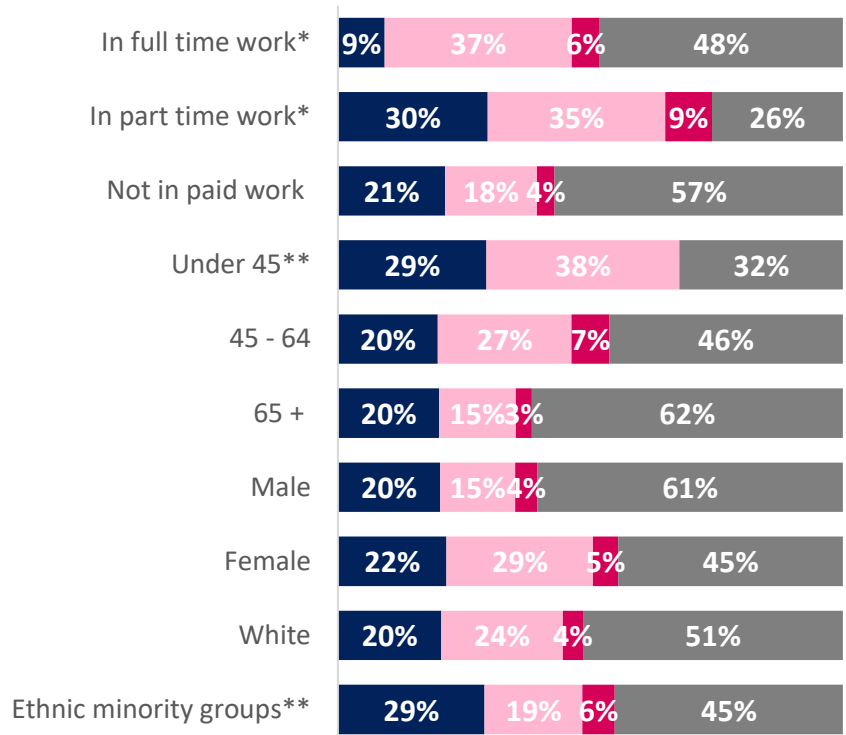
Overall:



Over time:



Broken down by demographics:



- I always have enough time to care for them
- I sometimes have enough time to care for them
- I never have enough time to care for them
- I don't have caring responsibilities for anyone else

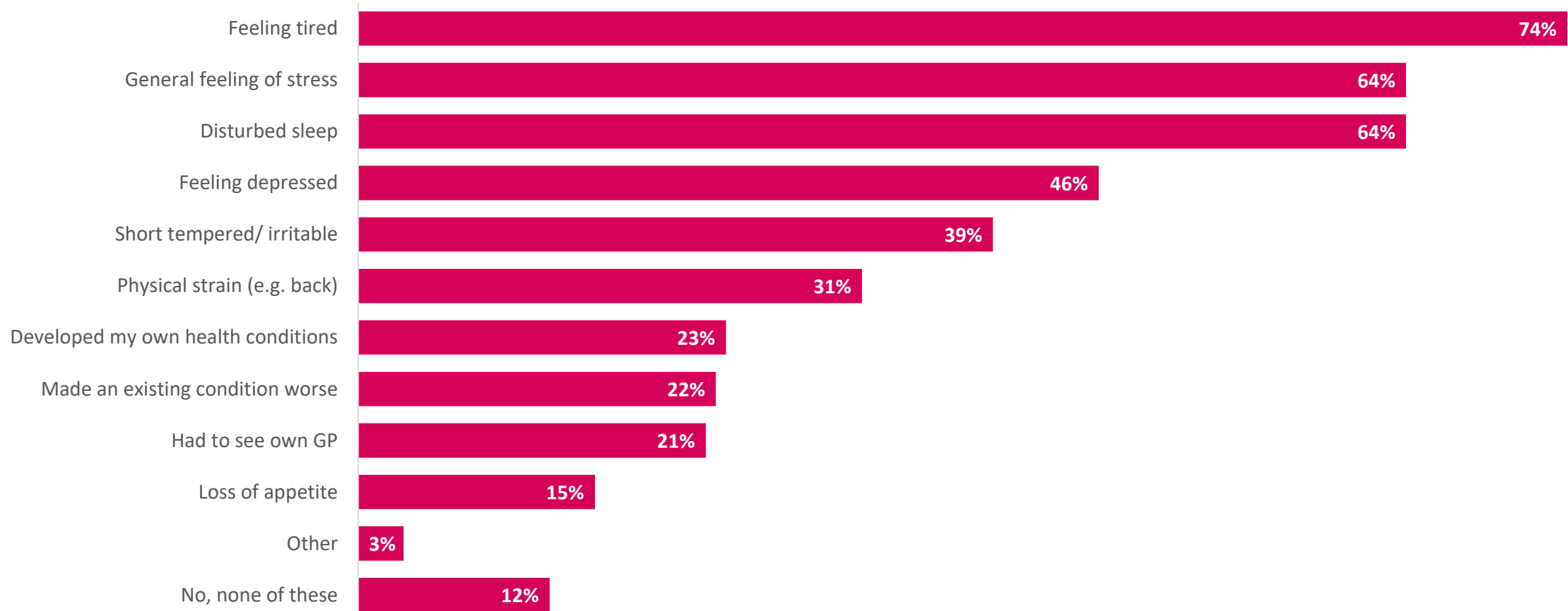
Key findings:

- Half of the respondents selected that they do not have caring responsibilities, and this was highest in males (61%) and over 65s (62%).
- Respondents that 'always' have enough time to care for their other people has decreased slightly since 2016.

**Small sample size – fewer than 50 respondents
 * Small sample size – fewer than 100 respondents



Question: In the last 12 months, has your health been affected by your caring role in any of the ways listed below?



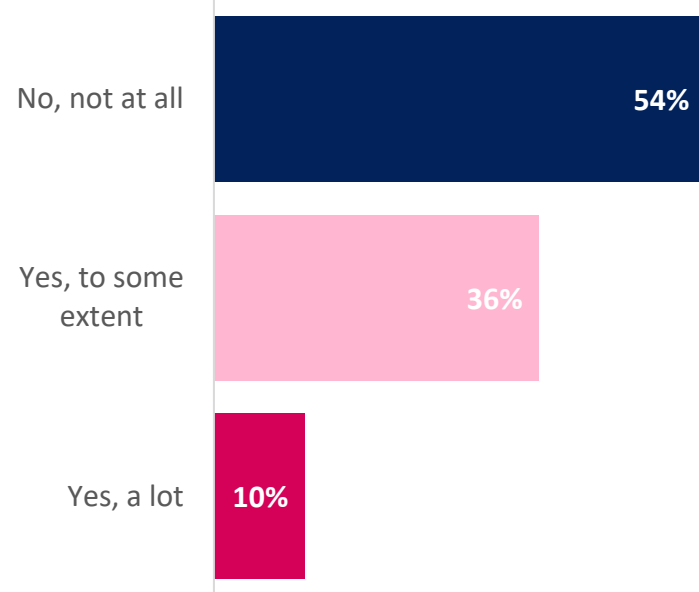
Key findings:

- 74% of respondents selected that caring has led to them feeling tired, followed by general feelings of stress and disturbed sleep (64%).
- Almost half of respondents selected that they have experienced feelings of depression as a result of their caring role (46%).

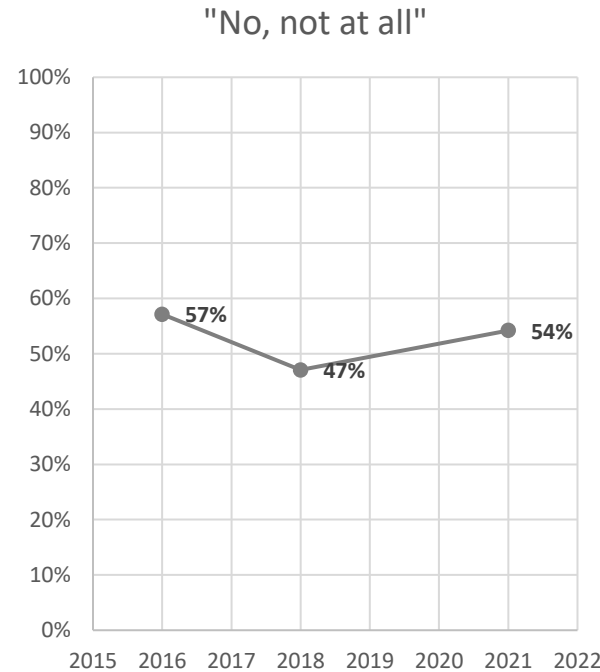


Question: In the last 12 months, has caring caused you any financial difficulties?

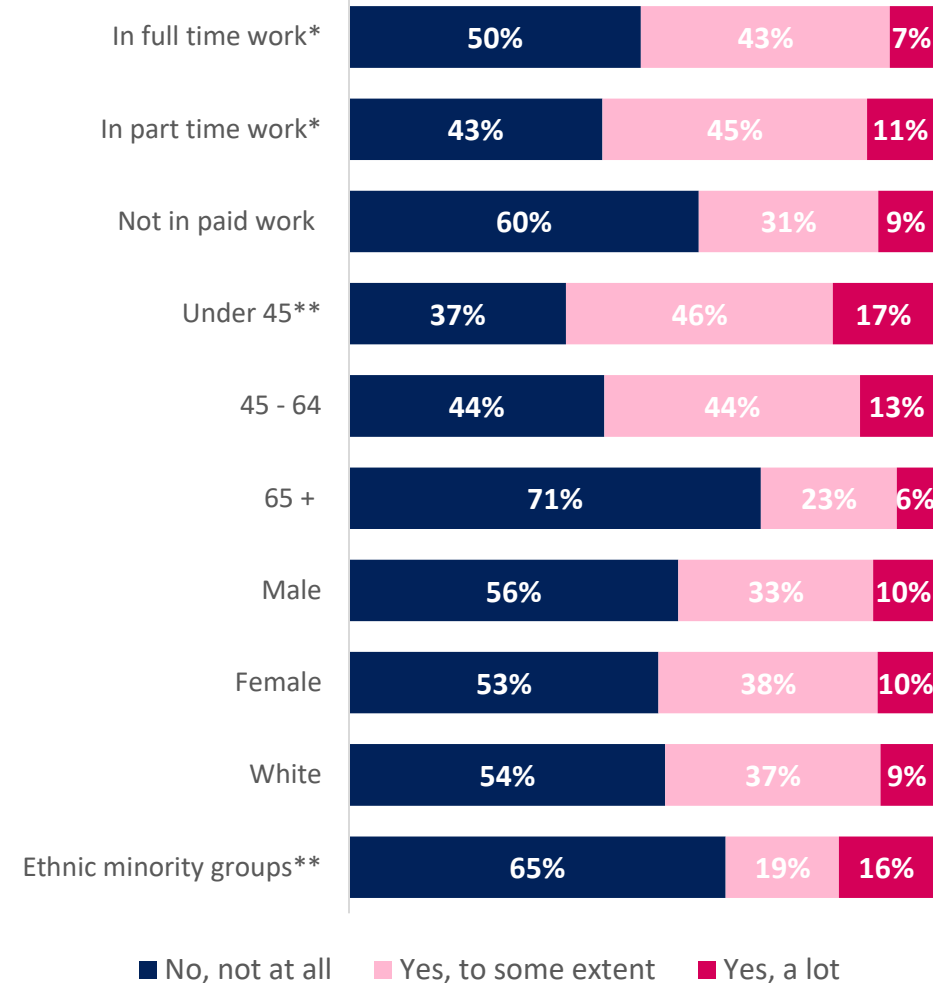
Overall:



Over time:



Broken down by demographics:



Key findings:

- Just over half of respondents selected that they have not experienced any financial difficulties as a result of their caring role (54%), which is a 7 percentage point increase compared to 2018.
- Respondents under 45 appear to have faced more financial difficulties, compared to other age groups (17%)

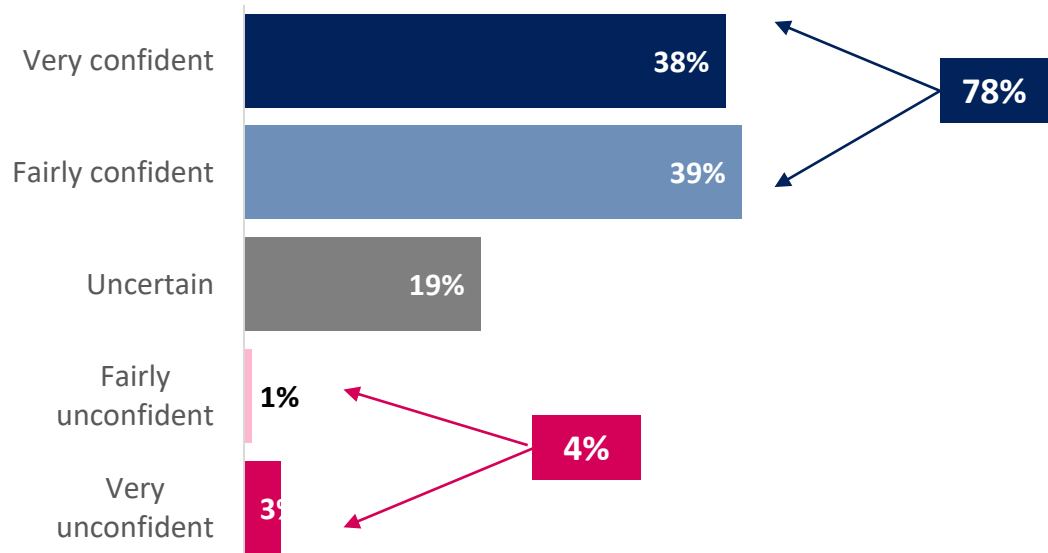
**Small sample size – fewer than 50 respondents

* Small sample size – fewer than 100 respondents

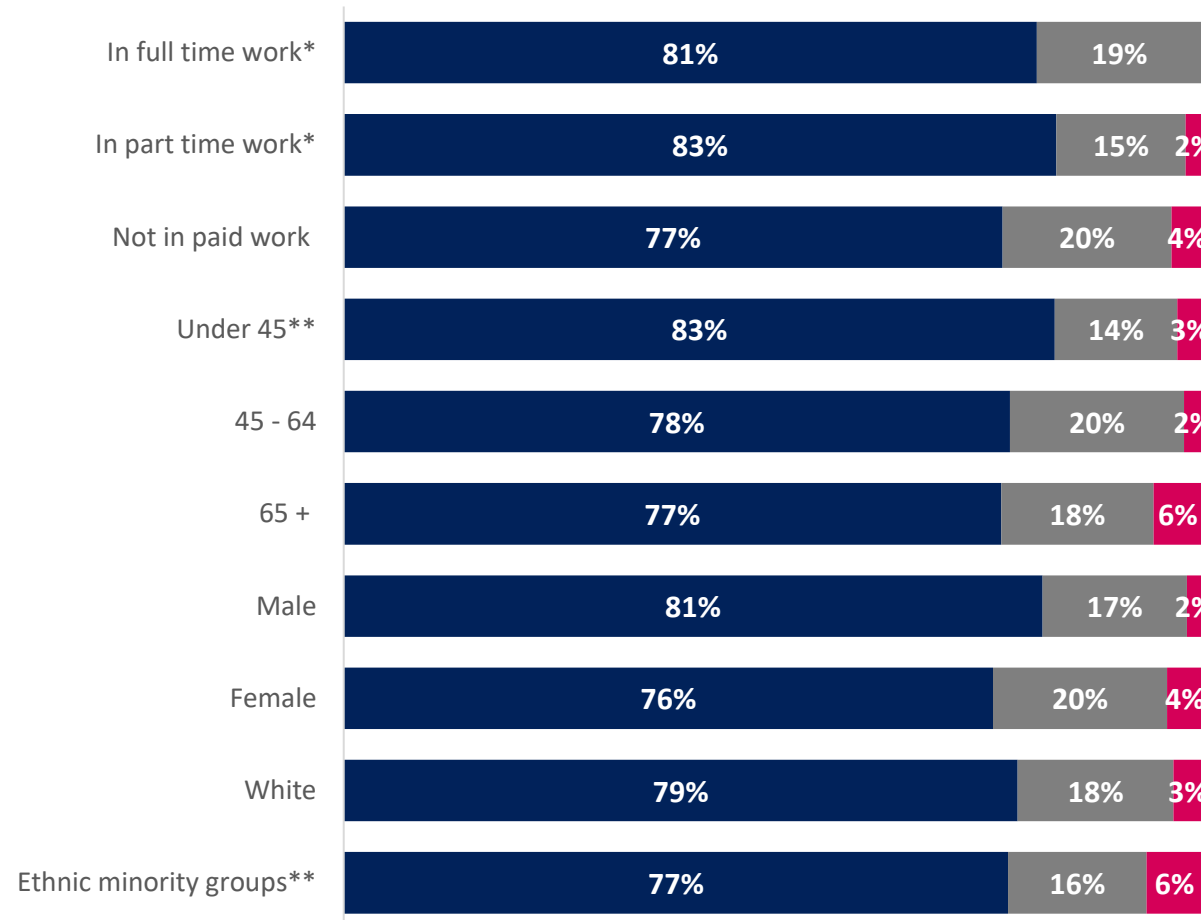


Question: Given your current circumstances, how confident do you feel about continuing your caring role over the next year?

Overall:



Broken down by demographics:



Key findings:

- The majority of respondents selected that they are confident about continuing their caring role over the next year (78%)
- There is no large difference in demographic characteristics and the likelihood to continue their caring role

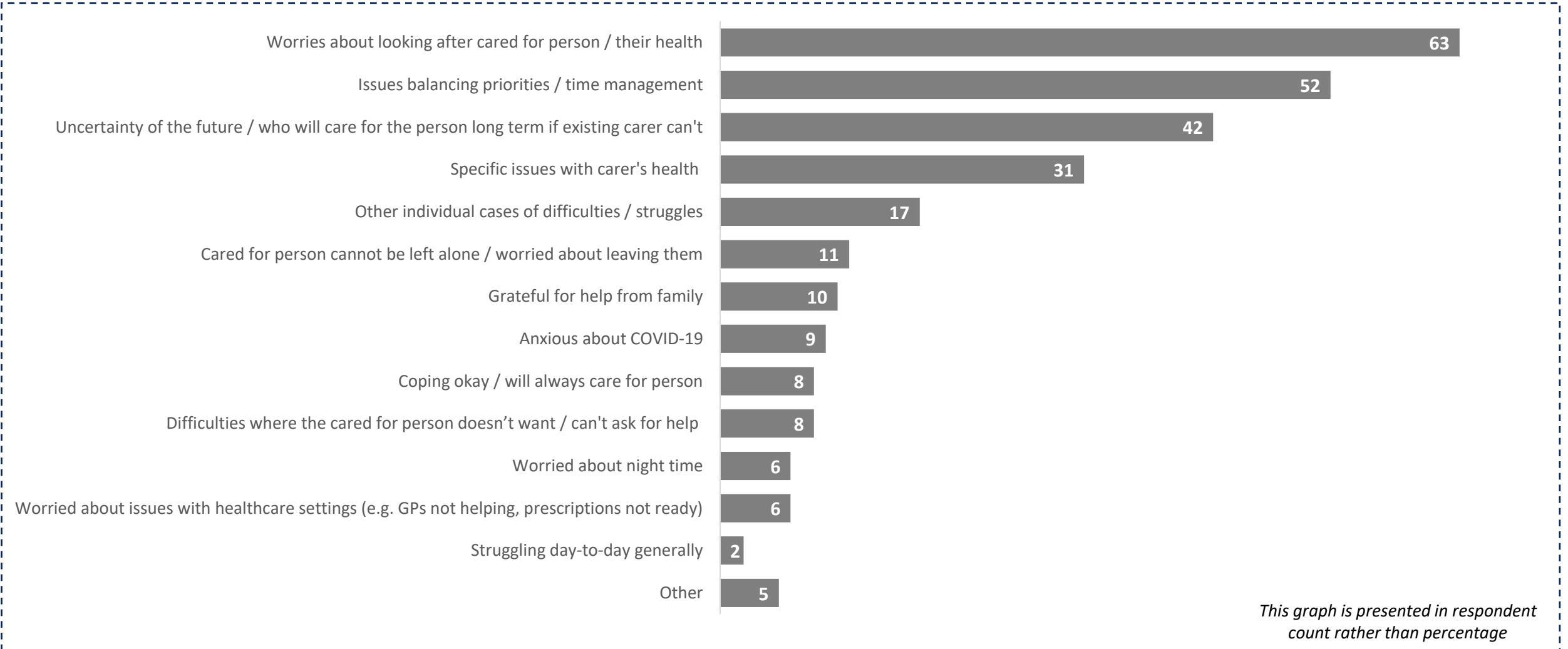
■ Confident total ■ Uncertain ■ Unconfident total

**Small sample size – fewer than 50 respondents
* Small sample size – fewer than 100 respondents



Biggest stresses that affect your caring role.

A total of **183** respondents provided a comment specifically on this priority. The following graph shows the total number of respondents by each theme of comment.



This graph is presented in respondent count rather than percentage