Summary
This information sheet provides an insight from carers about whether services received by them are helping them in their caring role and their life outside of caring, and about their perception of services provided to the person they care for.

Background
The Adult Carers Survey is the second of the current format, and is run by all councils on a biennial basis. It forms part of a programme of national surveys and has been developed and tested by the Personal Social Services Research Unit to identify the extent to which outcomes identified by carers receiving any type of services, are met.

The survey covers all carers aged 18 and over, who are looking after an adult aged 18 or over, who have been assessed or reviewed during the past 12 months. The survey is conducted via a postal questionnaire.

The survey includes 23 questions which inform five outcome measures within the Adult Social Care Outcomes Framework (ASCOF). These are:
- 1D Carer reported quality of life
- 1I The proportion of people who report they have as much social contact as they would like
- 3B Overall satisfaction of carers with social services
- 3C The proportion of carers who report they have been included or consulted in discussions about the person they care for.
- 3D2 The proportion of carers who find it easy to find information and services.

The following results were collected in the latest survey which took place during October and November 2014.

1D Carer reported quality of life.
A combination of answers for each respondent, which cover six different areas relating to quality of life, are used to calculate this measure. Those areas cover the carers time spent doing they enjoy, control over their daily life, ability to undertake their own personal care, time spent socialising and how encouraged and supported they feel in their caring role. Shropshire’s result for this indicator is 8.1 out of a maximum possible score of 12.0. (The overall England result was 7.9)

I feel as if I have half a life
I am almost a prisoner in my own home. I find shopping extremely difficult with only 3 hours support every fortnight.
Social Services have also created time for carers with trips, art classes, etc. which give me some ‘me time’ which I have enjoyed

1I2 Proportion of carers who reported that they had as much social contact as they would like
This measure draws on self-reported levels of social contact as an indicator of social isolation. There is a clear link between loneliness and poor mental and physical health. Shropshire’s result was 46.1%. The overall England result was 38.5%.

Being a full time carer for such a long time and being committed to so many hours caring leads to being introverted and a recluse. I now find it difficult to make myself go out for social contact finding it easier to make excuses and just spending my life caring for my wife.
3B Overall satisfaction of carers with social services
This measures is directly linked to a positive experience of care and support. Reported satisfaction with services is considered a good predictor of the overall experience of services and quality. Shropshire’s result was 37.9% (the overall England result was 41.1%).

3C The proportion of carers who report that they have been included in discussion about the person they care for.
Carers should be respected as equal partners in service design for those for whom they care – this improves outcomes for both the cared for person and the carer, reducing the chance of breakdown in care. Shropshire’s result for this measure was 72.7% (the overall England result was 72.3%).

3D2 The proportion of carers who find it easy to access information about services.
Information and advice is a core universal service, and a key factor in early intervention and reducing dependency. Improved access to good quality information benefits carers and the people they care for by helping them to have greater choice and control over their lives. Shropshire’s result was 58.5% (the overall England result was 65.6%).

Key Findings
- Reported quality of life scores 8.1 out of 12.
- 46.1% of carers say they have as much social contact as they would like
- 37.9% of carers say they are satisfied with the services and support they receive
- 72.7% of carers say they have been included in discussion about the person they care for.
- 58.5% of carers say they have found it easy to access information about services.
- Carers told us they wanted information to be easier to find; their own needs to be assessed; on-going support; time out from caring; financial help and more certainty over their future.

How do I find out more?
To find out more about the social care surveys check out the national website at [www.hscic.gov.uk/socialcare/usersurveys](http://www.hscic.gov.uk/socialcare/usersurveys). For more information about Shropshire’s results please use the contact details below.

Contact Us
For more information please contact Shropshire Council’s Commissioning Support Unit.

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