Understanding the views and experiences of adult carers 2016/17

About the survey

A random selection of carers were contacted who had received help or support from adult social care in the last 12 months.

253 carers gave us their feedback

Ages varied between 38 and 97

3 in 4 were over the age of 58

1 in 3 spend 100+ hours a week caring (equiv to 14hrs+/day)

77% say they feel tired, 63% have disturbed sleep, 50% have a general feeling of stress, 39% say they feel depressed

Enhancing the quality of life for people with care and support needs

Carers scored their quality of life

7.8 out of 12

Just 3 in 10 carers said they have enough control over their daily life

Ensuring that people have a positive experience of care services and support

4 out of 10 carers said they were satisfied with the social care and support they received

60% said it was very or fairly easy to find information about services

74% said they have been included or consulted in discussions about the person they care for

Ensuring that people who are vulnerable feel safe and protected from harm

89% said they had no worries about personal safety

(see the information about personal safety here)

What did carers say they want?

Regular contact with us—to check if we’re still OK

Our own annual assessment

A single point of contact for all carers services

We don’t know what’s available or who to speak to ... we want a real person not an answerphone!

Information for self funders

Need more and affordable respite help and care services

Practical help and solutions not just a listening ear

Advertised support to be available in my area

For more information contact: Feedback & Insight Team, part of Commissioning Support