

# **Caring in Oxfordshire**

## **Results of the 2016-17 Carers Survey**

**JSNA insight briefing**  
**October 2017**

# Introduction

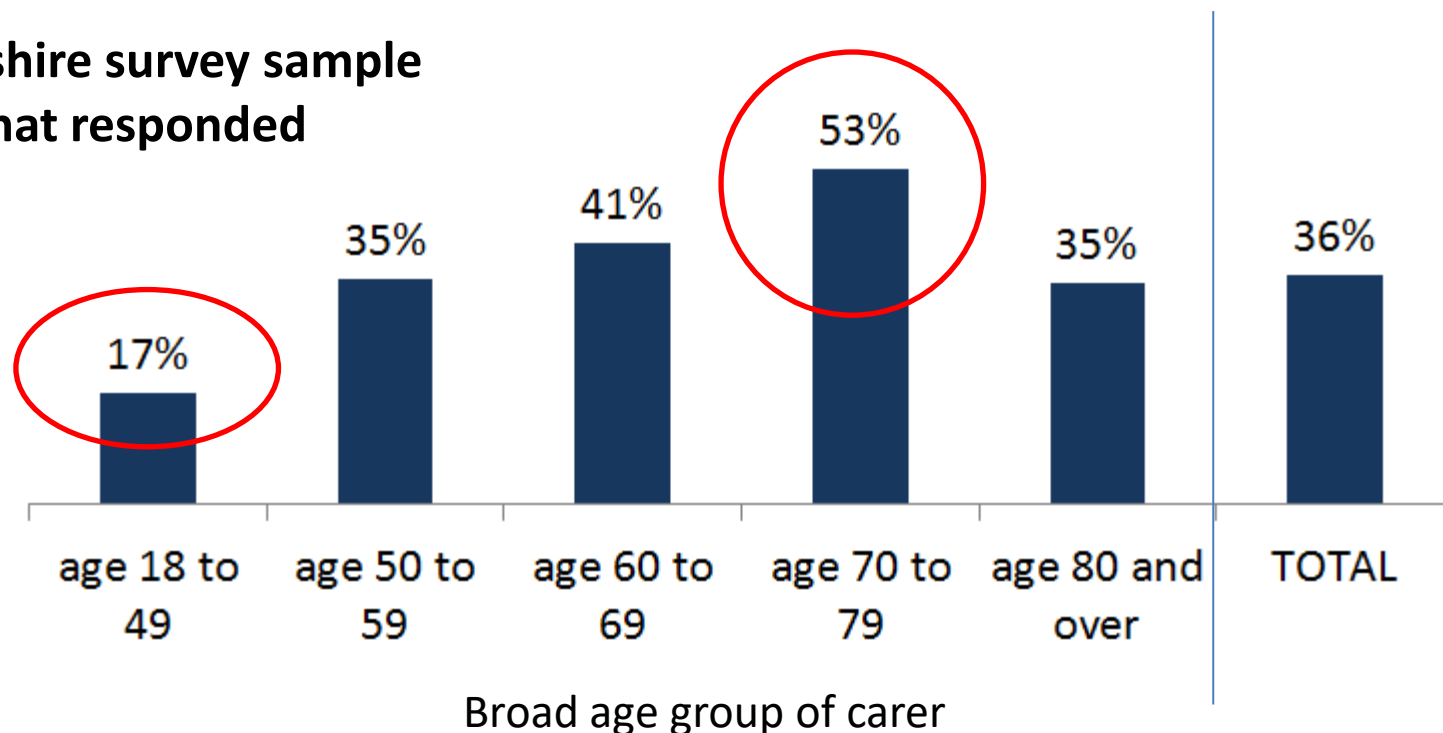
- This briefing summarises the findings from the Survey of Adult Carers in Oxfordshire 2016-17 including:
  - Key findings and responses by broad age
  - Questions where the Oxfordshire sample gave significantly different responses to the England average
  - Verbatim comments from carers
- The Carers survey is a national survey run every other year, this latest survey was sent November 2016
- *Note that there has been a change to the methodology since the last survey in 2014-15. The previous “eligible population” was limited to carers who had had a carer’s assessment or review within the previous 12 months. The latest survey included all carers whether or not they have had a recent review.*

# Who did we hear from?

## Response varied by age

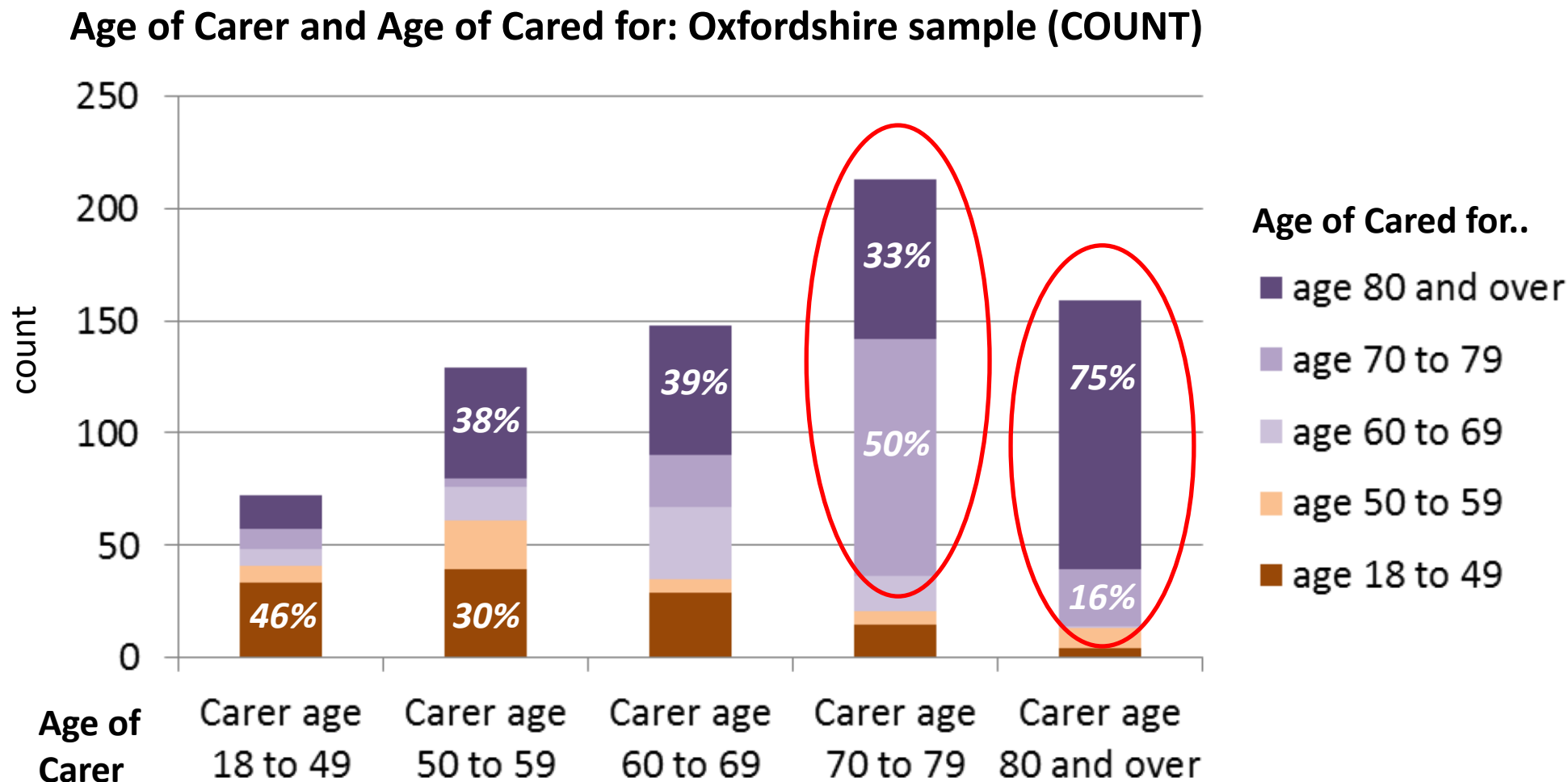
- 2,000 Carers known to Oxfordshire County Council\* were sent a survey with around 400 in each of the 5 broad age bands
- 721 responses in total (36%) • Response rate varied by age

### Carers in Oxfordshire survey sample % of age group that responded



\*Carers with assessment or review AND with record of cared for person and minimum data on carer including age

## Older carers likely to be caring for someone of a similar age



## Compared with the England average, Carers in the 2016-17 sample in Oxfordshire were ...

... MORE likely (than the England average) to be:

- Looking after someone aged 75-84
- Looking after someone with dementia
- Living with the person they care for
- Retired

... LESS likely to:

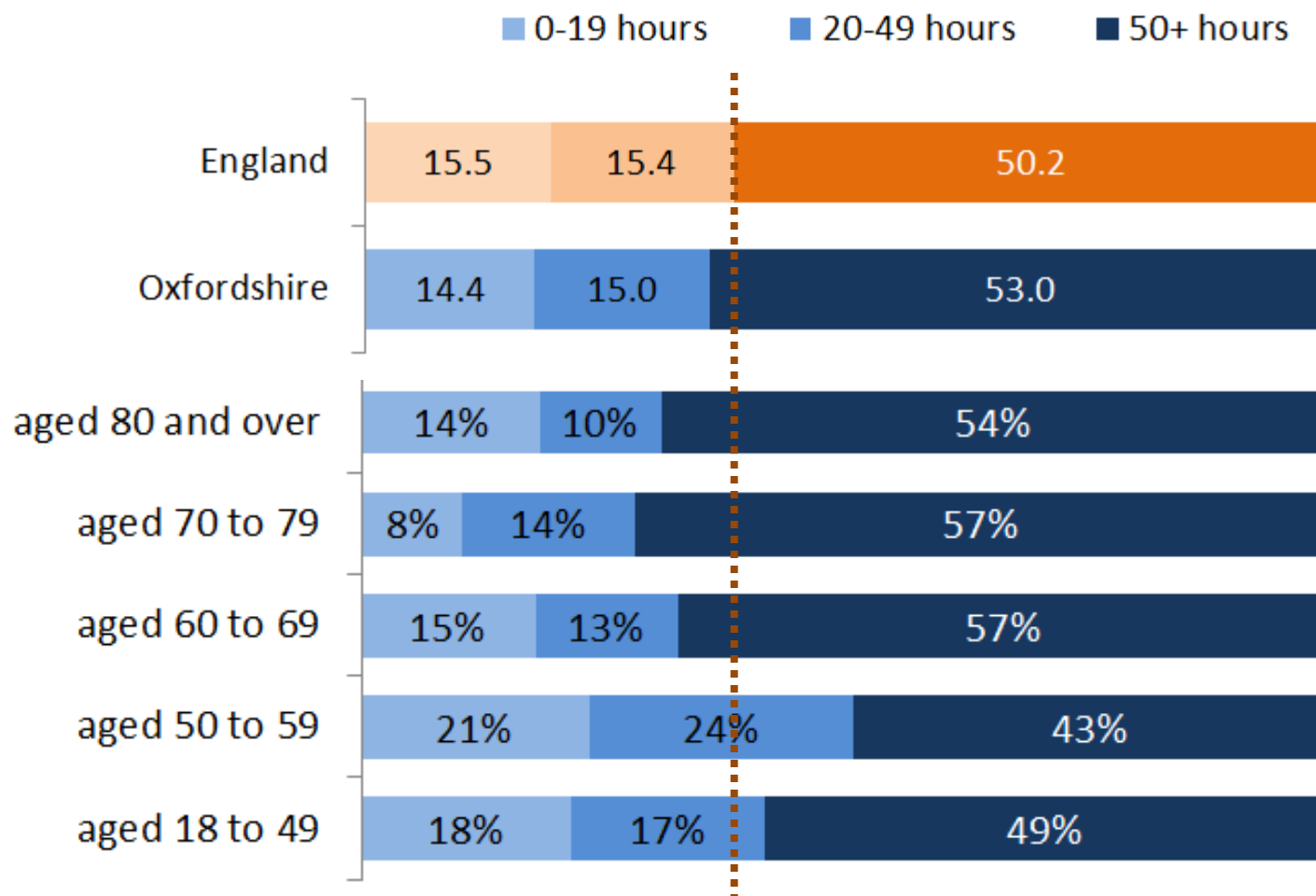
- Be caring for someone with a learning disability or difficulty
- Have parental responsibility for child(ren) aged under 18

*Questions: 1, 2, 3,25*

## Slightly higher than average spend 50 or more hours caring

### Question 22 -

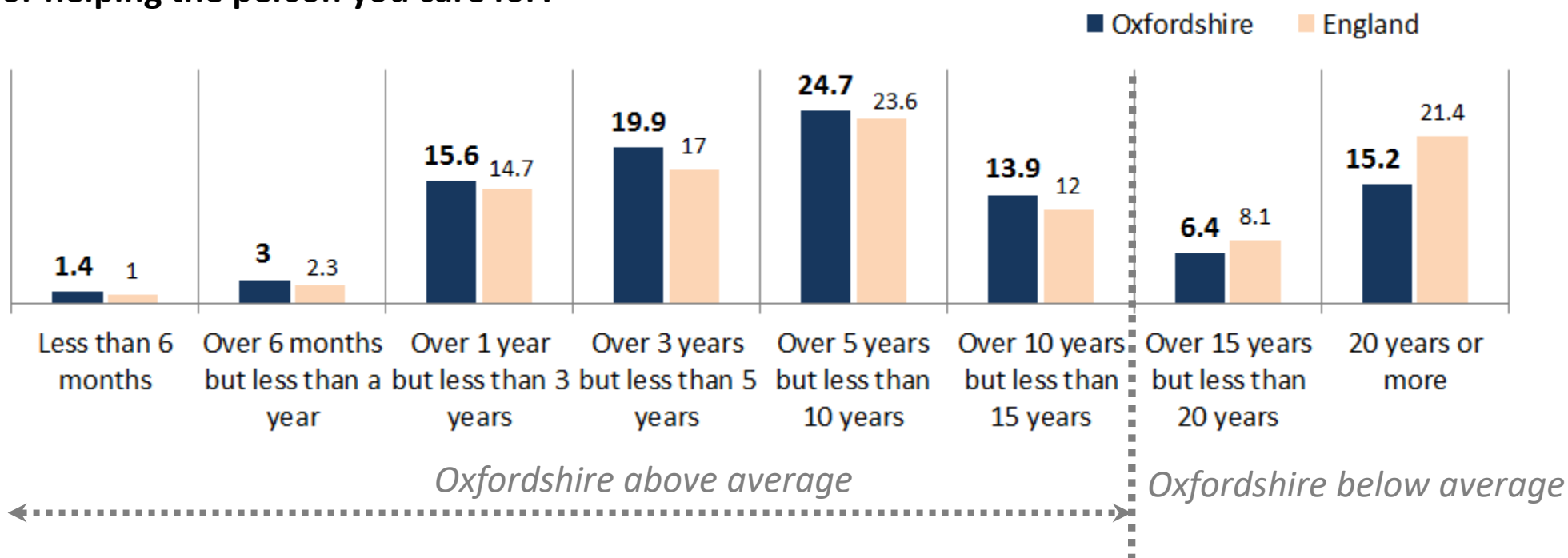
About how long do you spend each week looking after or helping the person you care for?



## Less likely than average to be very long term carers (15+ years)

- may be related to the slightly higher age of carers in Oxfordshire compared with England

**Question 21 - About how long have you been looking after or helping the person you care for?**



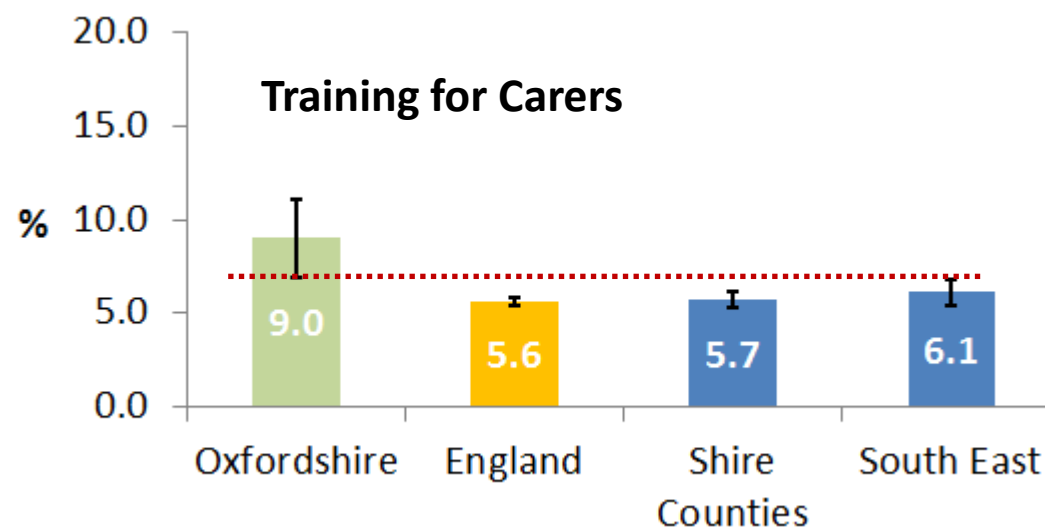
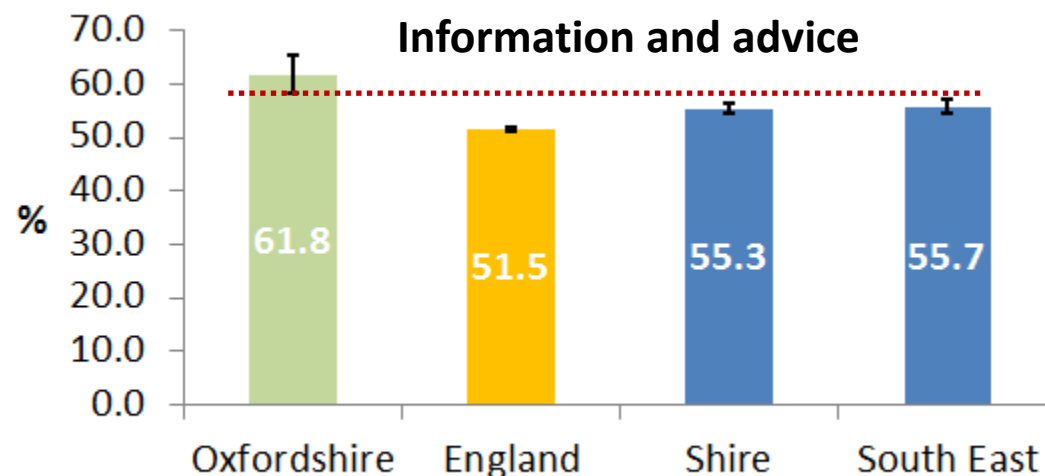


## Compared with the England average, Carers in the 2016-17 sample in Oxfordshire were ...

... **MORE** likely than average to have accessed help for them as a Carer via:

- Information and advice (62% vs 52%)
- Training for carers (9% vs 6%)

Question 6a - Have you used any... to help you as a carer over the last 12 months?

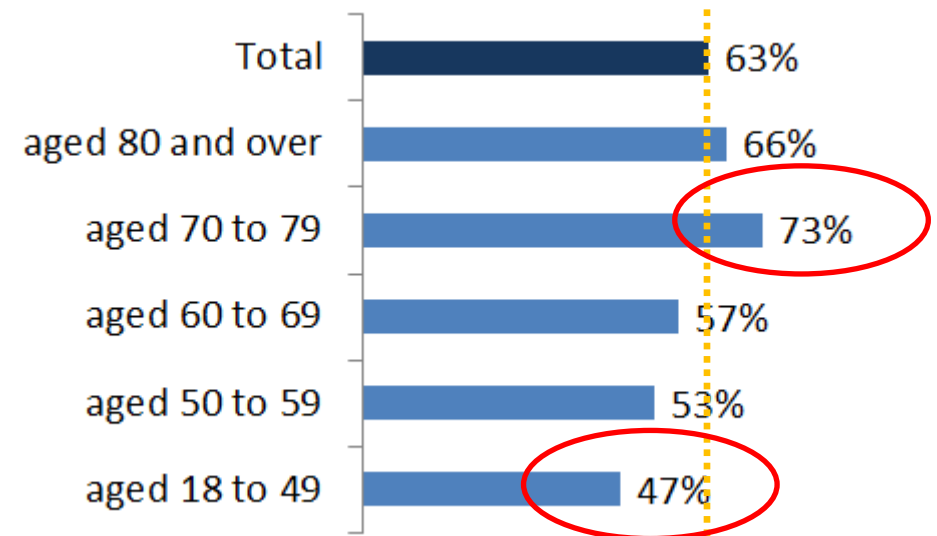


Questions: 6a,6c

## Older carers more likely to have accessed information and advice

- Almost three quarters of carers aged 70-79 have accessed information and advice compared with less than half of carers aged 18 to 49

**% of Oxfordshire carer respondents who have accessed information and advice, by broad age of carer**

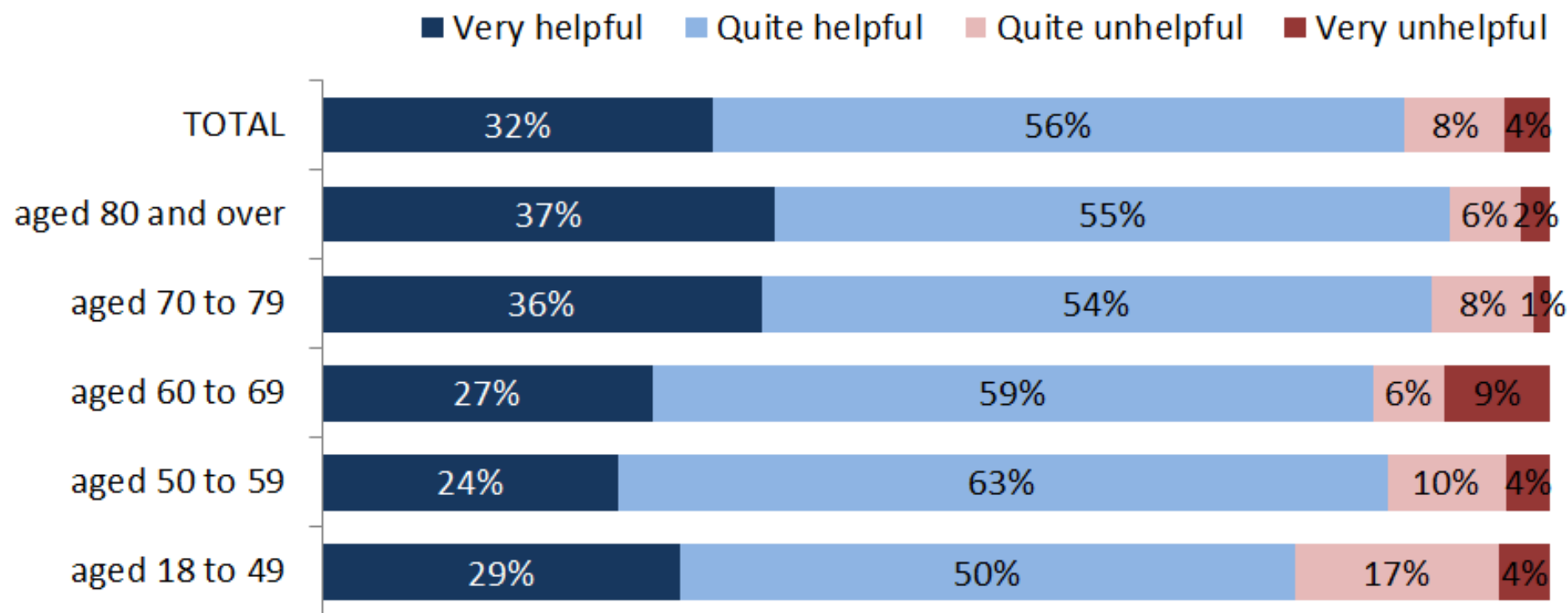


Base = 648 responding to this question

Note slight difference in percentages to data comparing with England due to weighting

## Older carers more likely to rate information as helpful

**Question 17 - In the last 12 months, how helpful has the information and advice you have received been?**



Note: excludes 172 respondents who had not received information and advice in the last 12 months

# Support for caring

## Life as a carer

- Many carers are also receiving social care services
- Carers can be caring for several people
- Although they are stressed, many also love to do it

*I have a multiple, complex caring role. One [child] with anorexia ... a disabled [child] and a [child] in law with bipolar disorder ... and my grandchildren*

*My wife is my life I love her very much she is not a problem for me if she is alright I'm alright*

## Carers describe caring as..

- *Lonely*
- *Responsible*
- *Living for someone else*
- *Difficult*
- *Tiring*
- *A duty*
- *Something you might “resent”*

*I feel totally  
on my own*

*I am beginning  
to resent my  
caring role*

*Caring is very lonely. You always put  
yourself last and feel guilty if you do  
something solely for yourself. I love my  
husband dearly ... but I do feel very  
lonely and responsible for everything,  
sorry but it's the truth.*

## Comments about.. finding care and quality

1. Lack of available care..
  - respite care
  - sitting service
  - handyman service
2. Support for day care
3. Quality of home care..
  - continuity of carers
  - timing of visits
  - rushed workers and workers not turning up

*The biggest problem is finding suitable respite services for our son*

*She loves going to the day centre and this gives her reason to carry on*

*Every day we had a different person plus they were always in a hurry!*

## Issues with finding information

- Coordination between agencies
- Too much focus on the internet
- Praise for Age UK

*You phone one agency and then they tell you to phone another who pass you on again and then you get back to the original agency! Stop passing people from one agency to another*

*I have found great difficulty in finding the correct info, as when I go onto the website for help, I am referred instantly to another website. I end up feeling I am being passed from pillar to post*

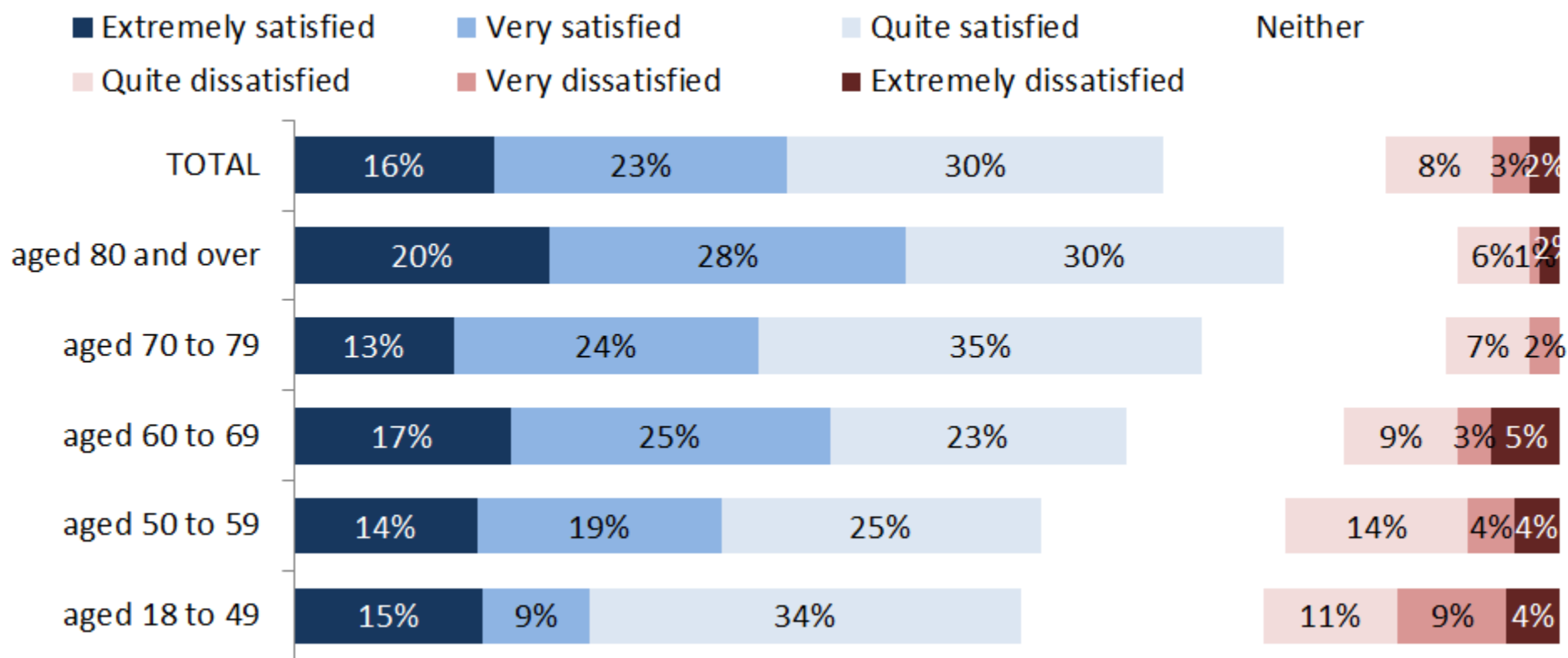
*I admit to computer phobia so I am at the bottom of the queue to start*

*Age UK very good*



# Satisfaction with Social Services support varied by age

Question 4 - 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?



Note: percentages exclude 165 respondents who had not received services in the last 12 months

## Dealing with bureaucracy

*They (people answering phone) seem to not have a clue who deals with what and where those people are. Some are rude and I have had course to complain*

*The situation with s. services has got worse over the years. More money is needed to provide an adequate service ... We feel more alone, uncared for, frustrated and upset by the way we are treated and not treated*

*Sometimes it seems that agencies (health and social services) are organized more in their own benefit than that of the patient/client*

*I had very bad support. When I needed it most, they were 'in a meeting' - useless.*

*I do not want the stress of fighting for things..*

*I look after both of my parents,  
I also suffer with depression so  
do not work..*

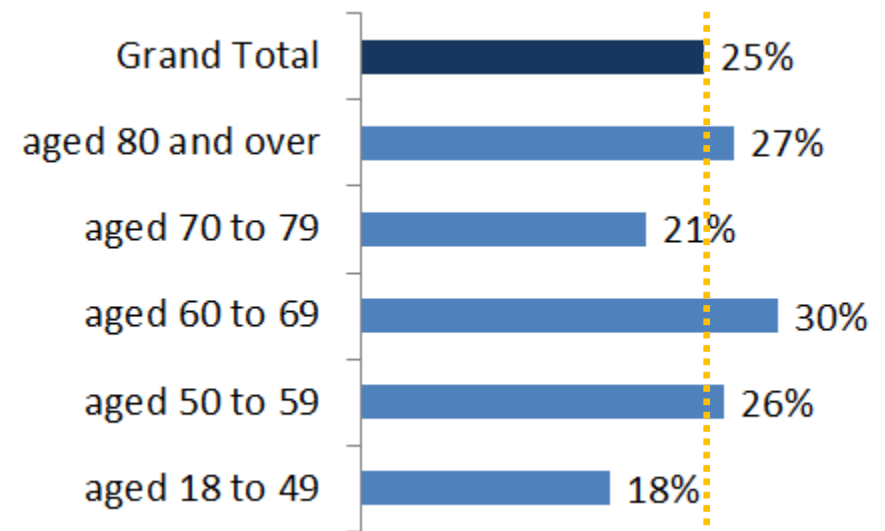
## Caring and health

*Due to my physical condition -  
broken bones in my back - I  
find it quite difficult to look  
after my wife as I would really  
like to.*

## A quarter of carer respondents in Oxfordshire have a long standing illness themselves

- 1 in 4 carer respondents had a long standing illness
- Varied by age
  - % with long standing illness varied from 18% of carers aged 18-49 to 30% of carers aged 60-69
- *Census 2011 data shows 34% of carers in Oxfordshire (providing 20 or more hours of unpaid care per week) also had activities limited “a little” or “a lot” by a long term health problem or disability (15% = “a lot”)*

### % of Oxfordshire carer respondents with a long standing illness, by broad age of carer

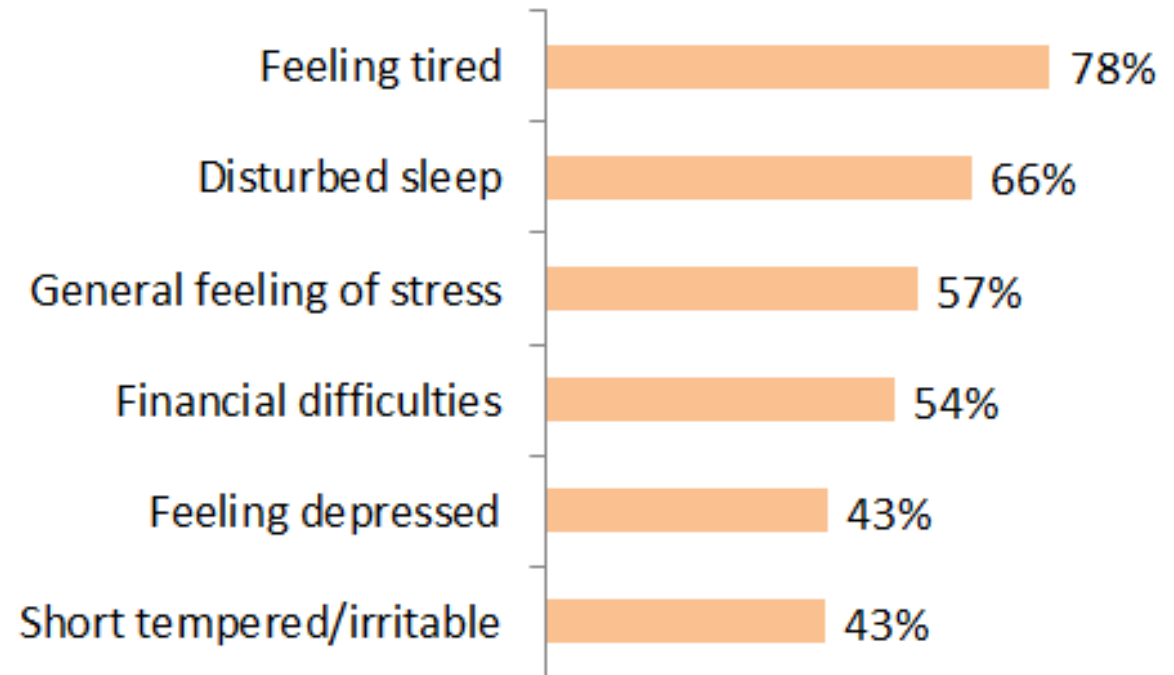


Base = 656 responding to this question

## Top health and other issues for carers

- Top issue was feeling tired - consistently high across all age groups
- Financial difficulties more likely to be experienced by older carers
- Feeling depressed or stressed more likely in younger carers

**% of Oxfordshire carers responding 'yes' to..**

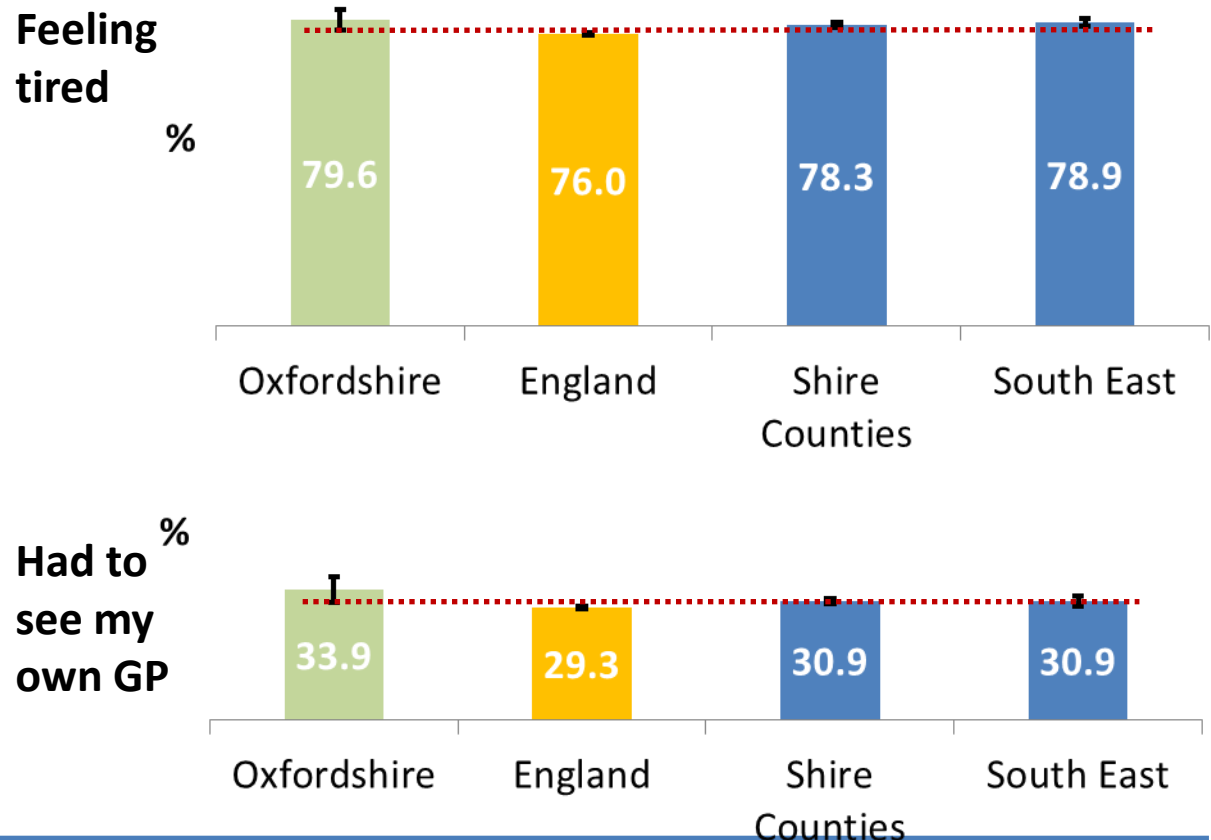


## Compared with the England average, Carers in the 2016-17 sample in Oxfordshire were ...

... slightly **MORE** likely to report:

- Feeling tired
- Had to see my own GP

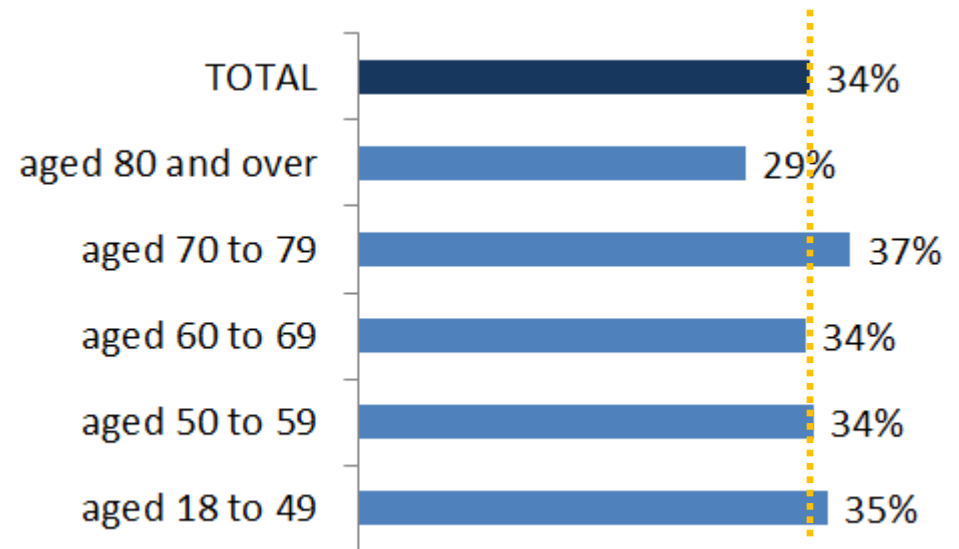
Question 14 - In the last 12 months, has your **health been affected by your caring** role in any of the ways listed below?



## Had to see GP - by age of carer

- Around a third (34%) of Oxfordshire carer respondents have had to see their own GP in the past 12 months because of their caring role
  - similar in all broad age categories
- 1 in 5 (21%) reported having developed “my own health condition” as a result of caring
- 1 in 5 (21%) reported caring had made an existing condition worse

### % of Oxfordshire carer respondents who had to see their own GP because of their caring role, by broad age of carer



Base = 702 responding to this question

*If the Oxfordshire Carers sample is representative then...*

- Of the group providing care 20 or more hours per week, an estimated total of **6,200** carers in Oxfordshire have had to see their GP as a result of their caring role in the past 12 months
  - Likely to be a conservative estimate as the base data on total number of carers is from 2011 (6 years ago)

If this action - to see their GP as a result of their caring role - is an early indication that their caring role is at risk.. then

- Potentially affecting at least 6,200 people currently being supported by an informal carer

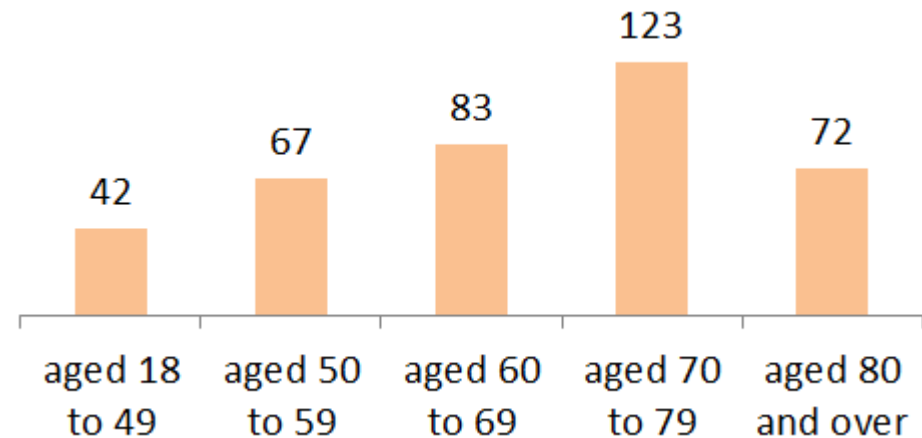
*Assumptions:  
17,200 people  
providing 20+  
hours unpaid  
care per week in  
Oxfordshire  
(ONS Census  
2011 survey)  
35% of 2016-17  
Carer  
respondents  
providing 20+  
hours unpaid  
care went to see  
their GP as  
result of their  
caring role*



## Opportunities for further research

- 387 carers (over 50% of respondents) said they were happy to take part in future research
- This “happy to take part in future research” group gave similar responses to the total

### Oxfordshire carer respondents: Would be happy to take part in future research by age (count)



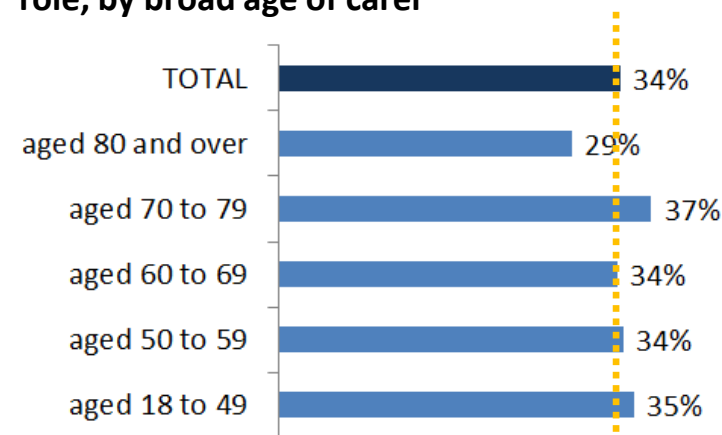
# Caring in Oxfordshire - Summary of the 2016-17 Carers Survey

- 721 responses out of 2,000 carers sent a survey (36%)
- Response rate varied significantly by age with the Oxfordshire sample having a highest response rate for carers aged 70-79
- Older carers more likely to have accessed information and advice and more likely to rate advice as helpful
- Carers commented about..
  - The challenges of caring
  - Lack of available care, support for day care, poor quality home care, praise for Age UK, dealing with bureaucracy
- Satisfaction with Social Services support varies by age
- Around a third (34%) of Oxfordshire carer respondents have had to see their own GP in the past 12 months because of their caring role
- Over half of respondents would be prepared to take part in further research

*My health is  
always on the back  
burner*

*I'm a bit worried if I  
get an illness, there  
won't be anyone to  
do things I do.*

**% of Oxfordshire carer respondents who had to see their own GP because of their caring role, by broad age of carer**



## Finding out more

- The national report and datasets from the 2016-17 Carers survey is available at <https://www.gov.uk/government/statistics/personal-social-services-survey-of-adult-carers-in-england-201617>
- Further information on health and wellbeing in Oxfordshire is available from the [Oxfordshire Joint Strategic Needs Assessment](#)
- Analysis and reporting by:
  - Steve Thomas, Performance & Information Manager
  - Margaret Melling, Senior Research and Intelligence Analyst (JSNA)