



Cambridgeshire  
County Council

# Cambridgeshire County Council Adults and Safeguarding

Personal Social  
Services: Survey of  
Adult Carers in England  
2018/19



# Introduction

Carers provide valuable support to family members, friends or neighbours in a range of areas from keeping someone company to providing practical help or personal care.

We recognise that caring can be very rewarding and at the same time can be demanding, affecting a carer's physical and mental health and emotional wellbeing.

It is vital that carers are provided with the proper advice, information and support to carry out their role.

Cambridgeshire County Council Adults and Safeguarding continues to work with carers to develop useful and appropriate resources for carers.



# The Survey

Every two years NHS Digital produces a national survey for Adult Social Care departments to send to people who are caring for someone who uses social care support services.

The results of the survey are used to compare Cambridgeshire with other Adult Social Care departments in England.

Survey results are used by Cambridgeshire County Council to help improve services for carers.

This report summary is based on data published by NHS Digital on 25 June 2019.



An older man with a grey beard and glasses, wearing a light blue sweater, is sitting at a wooden desk. He is looking at a silver laptop. A woman with blonde hair, wearing a striped shirt, is sitting next to him, also looking at the laptop. On the desk, there is a white mug, a pen, and some papers. The background shows a window with blinds.

**We sent out  
1000 surveys  
and received  
561 back. This  
is a response  
rate of 56%**

# Carers in Cambridgeshire

More carers in Cambridgeshire live with the person they care for than in the rest of England.

The largest group of carers in Cambridgeshire is aged between 55 and 64. More carers than the national average in Cambridgeshire are retired.

95.5% of carers are White British.



The majority of people who completed the survey said that they care for someone for 100 hours or more a week.

# Overall satisfaction with carer support

Nationally, 38.7% of carers said they were extremely or very satisfied with the services they received.



In Cambridgeshire the result was very similar at **38.9%.**

“I receive the Carer's Cambridgeshire quarterly magazine and it is packed with helpful features and true stories, dates and times of drop-in sessions on very disability you can think of”.

*Carer comment on the survey*

# Does caring cause you financial difficulties?



"I definitely feel undervalued as a carer. I do the job of a full-time carer and more, yet because the person I care for is my son, I only get paid carer's allowance of £62 per week. I am unable to find an appropriate job that fits around my caring role, as I don't get enough support during college holidays so that I could continue to work in the holidays".

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Carer comment on the survey

Nationally 53.4% of carers reported that caring caused them no financial difficulties. The result in Cambridgeshire was better at **57.1%**.

Nationally 10.6% of people said that caring caused them a lot of financial difficulties. In Cambridgeshire the figure was only **8.7%**.





# Does caring cause you a general feeling of stress?

Nationally, 60.6% of carers reported that caring had caused them feelings of stress.



In Cambridgeshire the result was similar at **59.9%**.

This was an increase from the last survey where the result was 56.8%.



## What went well?

Considerably more carers than the national average were felt that they had been involved or consulted as much as they wanted to be (**75.9%** against 69.7%).



More carers than the national average said they had no worries about their personal safety (**84.3%** against 81.3%).

Less carers than the national average reported feeling depressed and having a loss of appetite.



## What went well?

More carers than the England average reported that they have as much social contact as they want with people they like (**35.1%** against 32.5%).



More carers than the national average said that they were able to spend their time doing things they valued and enjoyed (**18.5%** against 17.3%). This was an improvement on the last survey.

More carers than the national average said that they were able to look after themselves (**54%** against 51.9%).



# What didn't go so well?

A higher percentage of people compared to the national average reported that their caring role left them:

- feeling tired
- feeling short tempered or irritable
- causing them to experience disturbed sleep
- having to see their own GP

More carers than the national average reported having developed their own health condition as a result of their caring role (**24.3%** against 23.6%).

Less carers than the national average found it fairly or very easy to find information and advice about support services or benefits (**61.1%** against 62.5%).





# Information and Advice

Less carers than the national average found it fairly or very easy to find information and advice about support services or benefits (**61.1%** against 62.5%).



However, **88.2%** of carers said that the information and advice they received was very or quite helpful which was higher than the England average of 86.5%.

“As a carer for my lovely wife of 55 years, I have endured the decline of a once vibrant and physically healthy and robust lady towards her present distressing decline that dementia induces. Due to my ill health and enforced periods where I could not cope with my wife's mental and physical health, I have been forced to lodge her in care homes for 20 weeks of the previous 18 months. Her wellbeing in these homes has led to a far quicker decline than would have been the case if I had been able to care for her throughout this period. I sadly regret now all my efforts to make myself more able to manage her needs; for in that time, her needs have changed and her incarceration in care homes has worsened her condition although she never was in there for her ill health - only because of mine”.

*Carer comment on the survey*

# What have we done to support carers?

- We have held a series of staff workshops to ensure staff understand the importance of having conversations with carers
- We have reviewed the Carers Supported Self Assessment paperwork
- We have ensured that there is lots of information available for carers on the [County Council website](#)



## Information for carers

You can find lots of useful information on the county council website at

<https://www.cambridgeshire.gov.uk/residents/adults/looking-after-someone/>

