

# Peterborough City 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.

Peterborough City 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 Peterborough with other Adult Social Care departments in England.

Survey results are used by Peterborough City Council to help improve services for carers.

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



A top-down view of a desk with various items: a potted plant in the top left, a black notebook with a gold cross on the cover, a pair of black-rimmed glasses, a hand holding a pencil over a light blue notepad, and a black laptop in the bottom left. A white text box is centered on the desk.

**We sent out  
993 surveys  
and received  
460 back. This  
is a response  
rate of 46% -  
our best yet!**

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# Carers in Peterborough

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

The largest group of carers in Peterborough is aged between 75 and 84.

Peterborough has more Asian and Asian British carers than nationally.



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 Peterborough the result was better at **39.8%**.

“We feel very lucky to live in the Peterborough area - compared to others' stories the help we receive is excellent. Advice is at the end of a phone and we feel you are on our side”.

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*Carer comment on the survey*



# Does caring cause you financial difficulties?



“Was on carers allowance but couldn’t afford to pay my bills so maxed out credit cards just to survive, had to go back to work 2 weeks ago. Now I worry about dad when I am not there. I work 4 hours per day”.

*Comment from carer*

Nationally 53.4% of carers reported that caring caused them no financial difficulties. The result in Peterborough was better at **59.8%**.

Nationally 10.6% of people said that caring caused them a lot of financial difficulties. In Peterborough the figure was only **7.8%**.





# Does caring cause you a general feeling of stress?

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



In Peterborough the result was better at **52.4%**.

This is also lower than the last survey where the result was 56.4%.





# What went well?

More carers than the national average were extremely or very satisfied with the support services they received.

Less carers than the national average reported having to visit their own GP due to their caring role.

Less carers than the national average reported feeling depressed, being short tempered or irritable and having disturbed sleep.



More carers than the national average said that they were able to look after themselves (**55.2%** against 51.9%).

Less carers than the England average said that caring caused them a lot of financial difficulties.



# What didn't go so well?

Less carers than the national average stated that they have control over their daily life (**21.5%** against 23.3%).

A lower percentage of people compared to the national average are able to spend their time doing things they want and more carers report feeling tired.

A lower rate of carers than the national average said that they have as much encouragement and support as they want (**33.4%** compared to 34.6%).

Less carers than the national average felt they had been consulted or involved in discussions about the person they care for.

Slightly less carers than the national average said that they had as much social contact with people they like (**32.2%** against 32.5%).



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“The number of hours per week help gives only half the story. The other half is lack of freedom. I can never be spontaneous. I can never decide to do something, or continue doing something, without considering when I need to be back, or when I need to do the next caring job”.

*Carer comment on the survey*

# Information and Advice

More carers than the national average found it fairly or very easy to find information and advice about support services or benefits (**63.6%** against 62.5%).



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**83.8%** of carers said that the information and advice they received was very or quite helpful. However, this was lower than the England average of 86.5%.





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“It's very easy for carers to feel isolated and alone. Sadly the answer always seem to be "Support groups" and talking to other carers. I find that this is actually perpetuating negativity. If I want some 'me' time I don't want to spend it talking to other carers about how they feel where it becomes a moaning session. I actually want to enjoy stuff in my free time and not sit there moaning!!”.

*Carer comment on the survey*

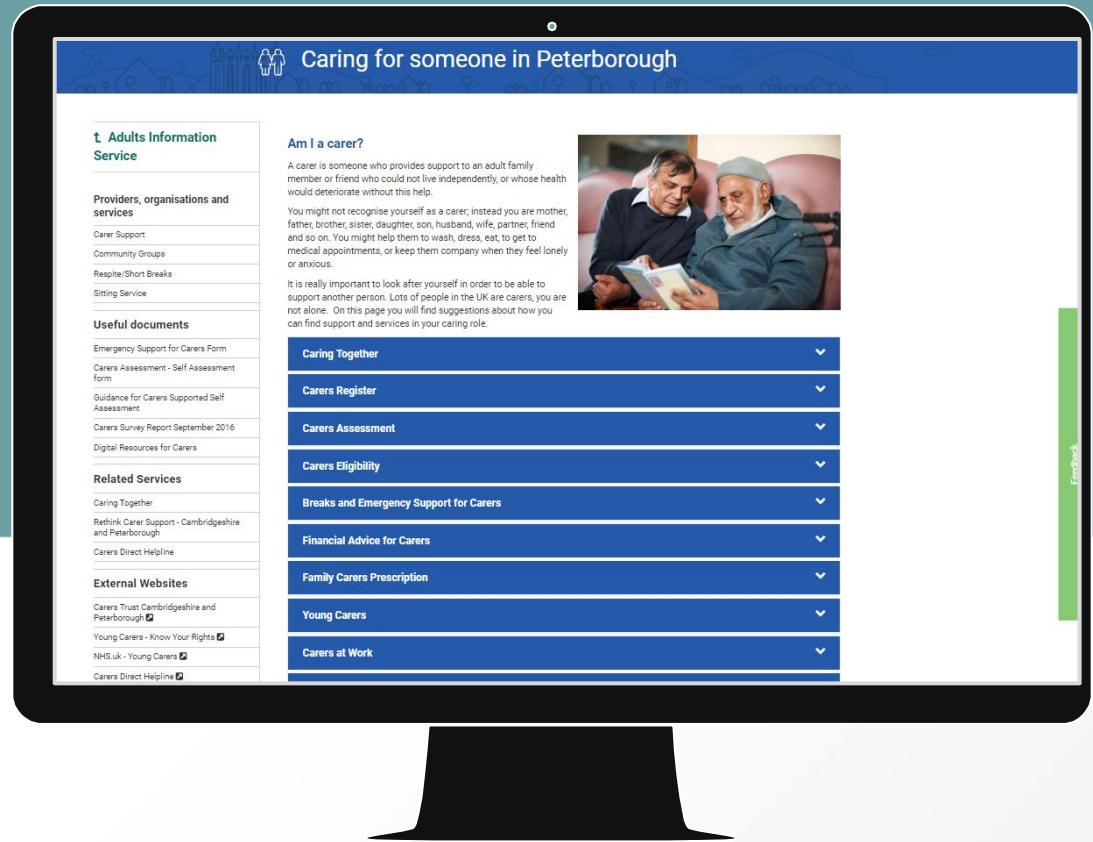
# What have we done to support carers?

- 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 [Peterborough Information Network](#)

## Information for carers

You can find lots of useful information on the Peterborough Information Network at

[www.peterborough.gov.uk/PIN](http://www.peterborough.gov.uk/PIN)



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