



Adult Services and Health

Carer Support Planning Satisfaction Survey 2013-14

July 2014

Executive Summary:

Planning support:

- After requesting a review or completing their assessment, 93.6% of carers were satisfied with the time taken to arrange a visit to develop their support.
- Most (61.2%) support plans were developed over two visits.
- 98.7% of respondents agreed that the support planning visits were arranged at a time and venue which suited them, 96.9% agreed that their worker arrived on time.
- 99.2% of respondents agreed that their Carers Development Worker (CDW) listened to them.
- 99.6% of respondents agreed that their opinions were valued and respected by their CDW
- 100% agreed that their CDW gave them good information and advice
- 100% agreed their CDW spent enough time with them to understand their needs.
- 98.4% of respondents agreed that their CDW helped them to identify appropriate services to meet their needs
- 94.8% agreed that their CDW appeared knowledgeable about services in their area.

Your Agreed Support:

- 91.3% of respondents are satisfied that the support plan they have developed will meet their needs.
- 97.0% stated that their CDW confirmed their agreed support with 77.6% agreeing that they received a copy of their support plan.
- 87.7% agreed that after their support was agreed they were told what would happen next and how long this would take.

Expected Outcomes of Support:

- 57.2% of respondents stated that their support would improve their quality of life as a whole
- 71.7% stated that the planned support will enable them to access appropriate emotional and practical support
- 56.2% stated their support would improve their health and well being
- 61.5% stated their support would enable them to have a life outside of caring, doing things that they value or enjoy.
- 60.4% stated their support would improve their ability to cope with the demands of caring
- 60.9% stated that their support would improve the relationship they have with the person they care for.

Carers Information:

- 91.6% of carers stated that they knew who to contact if their caring situation changes/ they would like a review of their support
- 78.2% stated they knew who to contact if they had a concern/ query about their support
- 71.7% knew what to do if they wanted to make a complaint
- 72.2% knew who to contact if they wanted to appeal their agreed support.

Overall Satisfaction:

- 82.9% agree that the service is flexible and responsive to changing needs
- 90.8% agree that the service gave me enough choice and control over my support
- 89.2% agree that they were happy with the outcome reached at the end of the process
- 90.9% stated that they would recommend this service to other carers
- 95.7% stated they felt valued and supported throughout the process
- 97.6% stated they felt involved in all decisions relating to their support
- 94.4% agreed that they were treated as a care partner by professionals
- 97.6% agree that the process enabled them to talk through any issues and consider own needs
- 94.0% agree that they were kept fully informed throughout the process
- 98.4% of carers agreed that their views were understood and listened to.
- 98.8% agree that they were able to express their views throughout the process.