Experiences of people aged 50 or over in Wales who look after, or give any unpaid help or support to family members, friends, neighbours or others because of long-term physical or mental ill-health or disability, or problems related to older age, and don’t access support



1. Do you look after or give any unpaid help or support to family members, friends, neighbours or others because of longterm physical or mental ill-health or disability, or issues related to growing older?

* Yes  No

If you answered **No**, the survey is not for you at this time, thank you. If you would like further information or support please see the contacts at the end of the survey.

1. Have you used any of the support or services listed below, to help you in your role looking after the person in the last 12 months?

They may be provided by different organisations, such as a voluntary organisation, a private

agency or social services.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Yes |  | No |  | Don’t Know | Carer support groups |
|  | Yes |  | No |  | Don’t Know | Carers centre |
|  | Yes |  | No |  | Don’t Know | Advocacy for carers |
|  | Yes |  | No |  | Don’t Know | A carers needs assessment  (also known as a ‘What Matters’ conversation) |
|  | Yes |  | No |  | Don’t Know | Respite break for you (via social services) |

If you answered **No** or **Don’t Know** to the questions above, we’d appreciate it if you could continue with the Survey. This is because we want to capture the views of those **not** in receipt of any of above support for carers.

# The person you look after

**A1**. How many people do you look after?

### If you care for more than one person, please complete one survey per person you look after or if you prefer please choose one person only to answer about.

**A2.** What age is the person you look after?

**A3.** What is your relationship to the person you look after?

* + Spouse/Partner  Other relative
  + Child  Friend/ Neighbour
  + Parent  Other

**A4.** How much time do you estimate that you spend looking after the person per week? **Please tick one box below**

* + 1-19 hours  20-49 hours  50+ hours

**A5.** Approximately how long have you been looking after the person?

**A6.** What’s the reason the person you look after needs support? **Please tick any boxes that apply below**

* + Physical disability  Mental health condition
  + Dementia  Autistic spectrum condition
  + Sight loss or hearing loss  Learning disability
  + Long term illness  Alcohol or drug addiction
  + Terminal illness  Other (Please specify)
  + Older age

**A7.** Where does the person you look after usually live? **Please tick one box below**

* + With me  Somewhere else

**A8.** What kinds of things do you usually do for the person you look after?

### Please tick any boxes that apply below

* + Personal care (Things like dressing, bathing, washing, shaving, help with meals)
  + Physical help (Such as helping with walking, getting up and down stairs)
  + Helping with dealing with care services and benefits (Things like making and attending appointments and phone calls, filling in forms)
  + Helping with paperwork or financial matters (Such as writing letters, sending cards, filling

in forms, dealing with bills, banking)

* + Other practical help (Things like preparing meals, doing shopping, laundry, housework, gardening, decorating, household repairs)
  + Keeping company (Things like visiting, sitting with, reading together, talking together, playing cards or games)
  + Getting out (Such as going for a walk or drive, visiting friends or relatives)
  + Giving medicines (Things like making sure pills are taken, giving injections, changing dressings)
  + Giving emotional support
  + Other help (Please specify)

# Support for you

Unpaid carers are defined by the Social Services and Well-being (Wales) Act 2014 as a

person who provides or intends to provide care for an adult or disabled child.

**B1.** Are you comfortable using the term unpaid carer to describe what you do?

* + Yes  No

**B2.** If you answered **No**, is there a reason for this that you can share with us?

**B3.** In the last 12 months, have you found it easy or difficult to access information and advice about support available for you, in looking after the person? This could be information from different sources, such as voluntary organisations and private agencies as well as social services.

### Please tick one box below

* + I have not tried to find information or advice in the last 12 months
  + Very easy
  + Fairly easy
  + Fairly difficult
  + Very difficult

**B4.** Are there particular reasons why you’re not accessing support available from sources, such as voluntary organisations, social services and health services? (i.e. support groups, respite breaks, advocacy, education and training...)

### Please tick any boxes that apply below

* + The support I need isn’t available
  + I don’t know what support is available
  + There’s no support available
  + I can’t access support due to lack of transport
  + I live with a disability and it’s not accessible to me
  + It’s not accessible in my preferred language
  + It doesn’t meet my cultural needs.
  + The person I look after doesn’t want me to access support or consent to it
  + Other (Please specify )

Please tell us more about your answer

**B5.** Do you need support to help you to look after the person?

* + Yes  No

1. If **Yes**, Please tell us what support you think you need?
2. If **No**, is this because you’ve a support network so don’t need external support?

### Please tick one box below

* + Yes  No

Please tell us more

1. If **Yes**, please tell us more about your network of support (is this neighbours, faith groups, others, etc)

**B6.** Have you been offered a carers needs assessment (also known as a ‘What Matters’

conversation) by your local authority?

* + Yes  No

1. If you answered **Yes**, did you accept the offer?  Yes  No
2. If you answered **No**, please tell us why

**B7.** What activities or services, not related to looking after the person, do you currently access? **Please tick any boxes below that apply**

* + Faith group
  + Volunteering
  + Employment
  + Sports group
  + GP surgery
  + Education and lifelong learning
  + Support groups to help you with your own health condition or disability
  + Other (Please specify)

# Accessing information and advice for you

**C1.** Where would you prefer to receive information and advice to support you in your role looking after the person? **Please tick any boxes that apply below**

* + GP surgery, Community nurses
  + Local pharmacy
  + Groups/support attended by the person I look after
  + Local carers centre
  + Local public services such as libraries/community centres
  + Online resources
  + Through my local council
  + Other (please specify)

**C2.** How would you prefer to receive information and advice to support you in your role looking after the person? **Please tick any boxes that apply below**

* + Online resources (email...)
  + Face to face/Word of mouth
  + Post/letter
  + Telephone
  + GP or other health professionals
  + Other (Please specify)

**C3.** What information and advice would help you? **Please tick any boxes that apply below**

* + How to look after my health and wellbeing
  + How to get regular breaks from looking after the person/s
  + Contingency and emergency planning
  + How to plan for my future care needs
  + Communicating with and understanding health services
  + Help with accessing benefits and advice
  + Communicating with and understanding with social services
  + Support with housing adaptations to make it easier to care for someone
  + Opportunities to take up a new hobby or activity
  + Opportunities to socialise with other carers going through a similar experience
  + Opportunities to exercise and keep fit
  + Other (Please specify)

Please tell us more

# Your quality of life

**D1.** On a scale of 1-5, how satisfied with life have you felt in the past 7 days? **Please tick one box below**

(**1** being completely **not satisfied** to **5** as being **satisfied completely**)

* + 1  2  3  4  5

(i) Is this level of satisfaction:

* + Better than usual
  + Typical
  + Worse than usual

Please tell us more

**D2.** Looking after someone can cause household financial pressures. Has your role looking after the person had a negative effect on your financial situation? **Please tick one box below**

* + No, not at all
  + Yes, to some extent
  + Yes, a lot

If **yes**:

Which of these statements best describes your circumstances? **Please tick one box below**

* + I am in debt because of my role looking after someone
  + I am struggling financially to make ends meet
  + I am worried about my financial future
  + I have some concerns, but I’m able to cope at present

**D4.** In the last 12 months, has your health been affected by your role looking after someone

in any of the ways listed below? **Please tick any boxes below that apply**

* + Feeling tired
  + Feeling depressed
  + Loss of appetite
  + Disturbed sleep
  + General feeling of stress
  + Physical strain (e.g. back)
  + Feelings of loneliness
  + Had to see own GP
  + Developed my own health condition
  + Made an existing condition worse
  + Other
  + No, none of these

# Anything else?

Is there anything else you would like to let us know about your experience of looking after the person?

# Personal details

What is your age?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | 50-54 |  | 65-69 |  | 80-84 | * 95-99 |
|  | 55-59 |  | 70-74 |  | 85-89 | * 100 or over |
|  | 60-64 |  | 75-79 |  | 90-94 |  |

I am

* + Male  Female  Non-binary
  + Other, please specify:

I am:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Bisexual |  | Heterosexual |  | Gay Man |
|  | Prefer not to say |  | Lesbian / Gay Woman |  | Other, please specify: |

I live in:

* + Blaenau Gwent
  + Bridgend
  + Caerphilly
  + Cardiff
  + Carmarthenshire
  + Ceredigion
  + Conwy
  + Denbighshire
  + Flintshire
  + Gwynedd
  + Isle of Anglesey
  + Merthyr Tydfil
  + Monmouthshire
  + Neath Port Talbot
  + Pembrokeshire
  + Powys
  + Rhondda Cynon Taff
  + Swansea
  + Torfaen
  + Vale of Glamorgan
  + Wrexham

I have served in the Armed Forces (This could include as a regular, reservist, or national service) **Please tick one box below**

* + Yes  No

The person I look after served in the Armed Forces (This could include as a regular, reservist, or national service) **Please tick one box below**

* + Yes  No  Don’t know

What is your ethnicity? **Please tick one box below**

* + White British/Welsh/Scottish/Northern Irish  White Irish
  + Gypsy or Irish Traveller  White and Black Caribbean
  + White and Black African  White and Asian
  + Other Mixed Heritage  Asian – Indian  Asian – Pakistani
  + Asian- Bangladeshi  Asian- Chinese  Asian – Other
  + Black – African  Black – Caribbean  Arab
  + Any other ethnic group (Please specify)

Which of the following applies to you? **Please tick any boxes that apply**

* + Retired
  + Employed full-time
  + Employed part-time (working 30 hours or less)
  + Self-employed full-time
  + Self-employed part-time
  + Not in paid work
  + Doing voluntary work
  + Other (Please specify)

Do you consider yourself to have a disability according to the terms given in the Equality Act 2010?

* + Yes  No

The Equality Act 2010 defines a person as disabled if they have a physical or mental impairment, which has a substantial and long-term adverse effect on the person’s ability to carry out normal day-to-day activities.

### We’d like to contact you in the future about the project, keep you informed about our work and potentially contact you to gather more information.

Can we contact you in the future about this project?

* + Yes  No

If you’re happy for us to contact you, please fill in your contact details below

Name:

Address:

Postcode: Telephone number:

Email address:

Age Cymru would like to keep you informed about our vital work. Please tick or circle the areas you’re interested in:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|      | Arts Fundraising  Policy/Public Affairs |      | Campaigns Information and Advice  Physical Activity |    | Events  Volunteering |
|  | Other | | | | |

Would you like to hear from us, please tick:

* + by post  email  telephone

You can unsubscribe at any time.

Call 029 2043 1555, email [unsubscribe@agecymru.org.uk](mailto:unsubscribe@agecymru.org.uk) or tick this box 

Your details will be kept on a secure database and we’ll not share your details with any organisations unless required by law.

**Thank you for your time and contribution to this survey**

Please return any completed questionnaires to: Age Cymru, Freepost RLTL-KJTR-BYTT, Ground Floor, Mariners House, Trident Court, East Moors Road, Cardiff CF24 5TD or by email to [luke.conlon@agecymru.org.uk](mailto:luke.conlon@agecymru.org.uk)

Telephone: 029 2043 1555

Charity no: 1128436

## If you need any further support please contact:

**Age Cymru Advice:**

Tel: 0300 303 44 98 (Monday-Friday 9am to 4pm) <http://www.agecymru.org.uk/advice>

**Carers Trust Wales:**

Tel: 0300772 9702

[www.carerstrust.wales](http://www.carerstrust.wales/)

## Other support

**C.A.L.L:** 0800 132 737

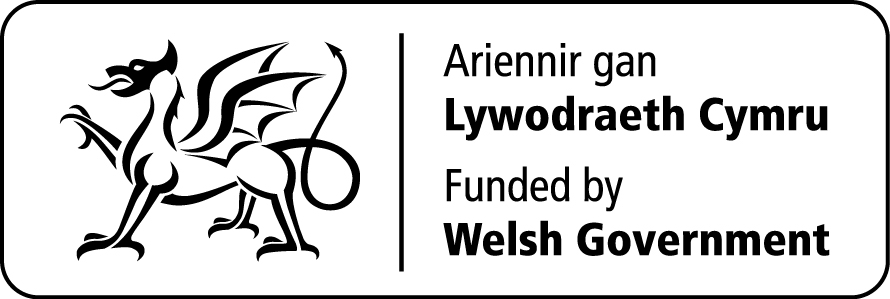
**Cruse:** 0808 808 1677

**Hourglass Cymru:** 0808 808 8141

**Samaritans:** 116 123

**Silverline:** 0800 4 70 80 90

Age Cymru and Carers Trust Wales are working in partnership to develop person-centred service models to identify, and better meet the needs of older carers and carers of people living with dementia, funded by the Welsh Government Sustainable Social Services Third Sector Grant.

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