

Manchester Primary Care Standards for Carers

Adult Carers Survey 2019



Background and Introduction

As part of the Manchester Primary Care Standards for 2018/2019, standard 5 related to unpaid carers. Standard 5 asked that each GP practice increased the number of unpaid carers on their GP practice list and each GP practice completed 25 carers' surveys and return these to Manchester Health and Care Commissioning (MHCC).

The carers survey was aimed at adults aged over 18 years of age and over.

The definition of an unpaid carer is:

An unpaid carer is someone of any age who supports, unwaged, a relative, partner or friend who due to physical or mental illness, disability, frailty or addiction could not manage without that support.

In total, 2378 unpaid carers were added to the GP practices registration lists during 2018/2019.

Each GP practice was asked to complete 25 carers' surveys – the survey was offered in a paper format and available on-line via a survey link.

Out of the 88 GP practices in Manchester only 4 GP practices managed to achieve the minimum number of completed surveys returned.

Only 34 GP practices out of 88 handed out the carers surveys to their patients.

Overall we received **350** responses in total to the survey, both via paper and online.

This provided us with a **6.28** per cent response rate.

The questions asked were broken down into the following 4 areas:

- About you as a carer
- Support for carers
- Health and wellbeing of carers
- About the person you care for

Throughout the survey, information was provided to signpost carers to advice and support.

We would like to thank the GP practices who participated in this engagement activity with unpaid carers.

For 2019/2020 carers survey we will be focusing on the GP practices and neighbourhoods where uptake of the survey was low and working together as a system to increase the number of unpaid carers added to those GP registers and increase the response rate to the survey.

Co-production with unpaid carers will be taking place to improve the survey before it is sent out to GP practices for 2020/2021. We will be working in partnership with Manchester Carers Network and other carers organisations to help promote the survey wider in the community.

About you as a carer

Question 1: Which GP are you registered with?

	Practice Name	Number of responses
1	Ailsa Craig Medical Practice	9
2	Alexandra Medical Centre	9
3	Ashville Surgery	4
4	Barlow Medical Centre	25
5	Benchill Medical Centre	2
6	Borchardt Medical Centre	25
7	Bowland Road Medical Centre	10
8	Brooklands Medical Centre	36
9	Chorlton Family Practice	10
10	Clayton Health Centre	5
11	Dickenson Road Medical Centre	6
12	Fallowfield Medical Centre	1
13	Florence House Medical Practice	12
14	Gorton Medical Centre	1
15	Hawthorn Medical Centre	4
16	Kingsway Medical Practice	1
17	Ladybarn Group Practice	1
18	Levenshulme Medical Practice	13
19	Longsight Health Centre	5
20	Manchester Medical Centre	24
21	Maples Medical Centre	6
22	Mount Road Surgery	10
23	Neville Family Medical Centre	9
24	New Bank Health Centre	1
25	Northenden Group Practice	32
26	Park Medical Centre	9
27	Park View Medical Centre	12
28	Princess Road Surgery	4
29	Range Medical Practice	3
30	Robert Derbyshire Medical Practice	1
31	Surrey Lodge Group Practice	5
32	The Arch Medical Practice	21
33	Tregenna Group Practice	10
34	West Gorton Medical Centre	9

Question 2: Which neighbourhood do you live in?

This question received 292 responses.

Neighbourhood	Number of responses
Wythenshawe and Northenden	25.68% (75)
Gorton and Levenshulme	15.41% (45)
Withington and Fallowfield	12.33% (36)
Hulme, Moss Side and Rusholme	10.62% (31)
Chorlton, Whalley Range and Fallowfield	10.27% (30)
Wythenshawe	8.22% (24)
Didsbury, Burnage and Chorlton	5.48% (16)
Ardwick and Longsight	5.14% (15)
Crumpsall and Cheetham Hill	4.11% (12)
Higher Blackley, Harpurhey and Charlestown	2.05% (6)
Ancoats, Clayton and Bradford	0.34% (1)
Miles Platting, Newton Heath, City Centre and Moston	0.34% (1)

Question 3: Is your GP aware of your caring responsibilities?

This question received 337 responses.

Answer	Number of responses
Yes	76.85% (259)
No	3.86% (13)
Unsure	19.29% (65)

Question 4: Who do you care for?

This question received 343 responses and the top 5 responses were:

- Partner/Husband/Wife
- Parent
- Child
- Adult Child
- Sibling

Question 5: How many hours a week do you care for that person?

This question received 338 responses.

Option	Number of responses
1 to 5 hours	6.51% (22)
6 to 11 hours	7.69% (26)
12 to 20 hours	10.36% (35)
21 hours or more	75.44% (255)

Question 6: What kind of support do you provide?

This question received 345 responses and respondents were able to select any that were relevant to them.

Option	Number of responses
Preparation of meals	87.68% (299)
Running errands	81.82% (279)
Providing or supporting with transportation to appointment	81.82% (279)

Emotional support	80.65% (275)
Domestic support such as homework	80.35% (274)
Helping with making health and well-being appointments	80.35% (274)
Personal care	76.25% (260)
Listening support	72.43% (247)
Helping with the taking of medication	72.43% (247)
Promoting and reassurance	71.55% (244)
Mental health and wellbeing support	65.10% (222)
Advocacy, support with welfare benefits and form filling	61.29% (209)
Understanding and translating patient needs	57.48% (196)
Social activity support	55.13% (188)
Befriending	39.30% (134)

Question 7: Have you received a carer's assessment?

This question received 327 responses and shows that over 44% of respondents haven't received a carer's assessment.

Option	Number of responses
Yes	40.67% (133)
No	44.34% (145)
Unsure	14.98% (49)

Question 8: What is your employment status?

This question received 343 responses.

Options	Reponses
Retired	35.28% (121)
Part-time employment	13.99% (48)
Full-time employment	14.58% (50)
Self-employed	3.79% (13)
Not in employment	29.15% (100)
Other	3.21% (11)

The "Other" responses included stating that their job was as an unpaid carer or a home keeper.

Question 9: How many hours a week do you spend doing something for you?

This question received 304 responses and of those 228 stated that they spent 0-2 hours a week doing something for themselves, with 120 of them stating they have no time for themselves. A number of respondents stated that the time they did have for themselves was when they were at work or when their partner/spouse was covering the caring responsibilities.



Support for carers

Question 10: If you use any community resources please tell us which ones you use and the type of activities you do there (for example lunch groups, community centre, knit and natter, exercise, classes, massage, befriending services or local walking groups etc).

This question received 149 responses and the top five groups were:

- Gym and exercise classes
- Local walking group
- Lunch clubs
- Church groups
- Community centres

Other examples included bingo, thai-chi and swimming.

Question 11: Please tell us about other activities or groups you would like to use that would support your health and well-being?

This question received 145 responses and the top five suggestions were:

- Massages
- Walking groups
- Exercise classes
- Yoga
- The gym

Other examples include mindfulness, swimming and sewing groups.

Question 12: Please tell us what prevents you from going or using the above activities in Question 11.

This question received 239 responses and the vast majority of carers stated that they didn't have the time to go and use these activities due to the fact that they were a full time carer and there was no additional support available to help them.

A number of respondents as commented that they would be worried if they were to leave the person they care and would not find it relaxing.

'If I manage to put my son in after school clubs I still have 2 other children to sort out'

'I have to be on hand for my wife'

'Partner's epilepsy is unpredictable and I help grandma with shopping, I have no time'

Question 13: Please tell us if you live with a long term health condition?

This question received 322 responses.

Option	Numbers of responses
Yes	49.07% (158)
No	39.44% (127)
Other	11.49% (37)

Of the other responses received over half of them stated that they suffered from high blood pressure or another stress related condition.

Question 14: Please tell us what health and social care could do to support you in your caring role?

This question received 187 responses and of those responses over half of the respondents stated that they would like additional support, with tasks such as getting ready in the morning, finances and transport, with over 40 respondents stating they would like access to more respite care for short periods of time. A number of respondents also stated they would like additional information about where they can go for help.

“Help me find some way that I can leave my husband in a safe and caring environment so that I can attend my own medical appointments with more peace of mind”

“Perhaps just someone to talk to about caring role that is more closely related to the difficulties that carer’s experience”

“Perhaps contacting carers periodically to check on health and wellbeing of carers. Currently the onus is on carer to make the contact”

“Give me information on how to cope and what resources are available”

“Assistance in accessing aids and community services, we both struggle with phones and conversations due to hearing loss”

“They could be more accessible, user friendly and make me more aware of my entitlement to respite care, which i would really like to access”

“Offer a package of care that would involve supporting my disabled son when he is at home though possibly a befriending service or PA”

“Perhaps just someone to talk to about caring role that is more closely related to the difficulties that carer’s experience”

“Provide me with a wheelchair to take him out”

“Regular health checks for carers”

“Information, making information accessible, where to go, what support is available” and need to information about the kind of support that is available”

“Help to take mum out to social events, help to look after my property, access to help when circumstances deteriorate, better GP and pharmacy communication so repeat prescription errors don't occur”

“Meeting with other people who are carers”

“I don't feel I have any time for myself as I look after my mum 24/7”

“A befriending service in the early evening, so that I could go for a swim” and “a funded gym pass”

“More sense of being part of a team of carers for me, more social support for my husband, a befriender. More integration of the activities available for him - on-going occupational therapy to help with a timetable of activities for him”

“Help with domestic chores, cleaning and gardening, transportation provision, accompanying husband to groups or activities, support and advice, advice on financial help and benefits”

“How to assist my Mum caring for her diabetes and high blood pressure”

“Someone to take over caring duties so I can have a short break”

Question 15: Are you aware of the existing support groups in the city that can support you in your role as a carer?

This question received 330 responses.

Options	Number of responses
Yes	37.58% (124)
No	41.82% (137)
Unsure	20.61% (68)

Question 16: Are you aware that as a carer you are entitled to a short break?

This question received 328 responses.

Options	Number of responses
Yes	37.50% (123)
No	50.00% (164)
Unsure	12.50% (41)

Question 17: Please tell us what training or development opportunities you would like to support you in your role as a carer?

This question received 195 responses.

Option	Number of responses
Welfare Rights	82 (42%)
Basic First Aid	73 (37%)
Coping strategies and resilience training	73 (37%)
Mental Health Awareness	45 (23%)
Healthy Eating and Nutrition	45 (23%)
Dementia Awareness	43 (22%)
Manual Handling	39 (20%)
Basic Computer Skills	33 (17%)
Managing Budgets	28 (14%)
Food Hygiene	15 (8%)

Respondents were also offered the opportunity to suggest their own and their responses included legal skills and Person Shaped Support training.



Carers Health and Wellbeing

Question 18: Are you aware that as an unpaid carer you are entitled to a free flu vaccination?

This question received 340 responses.

Options	Number of responses
Yes	82.35% (280)
No	13.24% (45)
Unsure	4.41% (15)

Question 19: Do you feel as though you have enough information about the medication that the cared for person is currently taking?

This question received 340 responses.

Options	Number of responses
Yes	89.12% (303)
No	6.18% (21)
Unsure	44.71% (16)

Question 20: Do you know who to contact should you require any aids, adaptations or equipment to support you in your role as a carer?

This question received 342 responses.

Options	Number of responses
Yes	60.23% (206)
No	24.56% (84)
Unsure	15.20% (52)

Question 21: As a carer do you feel that the cared for persons confidentiality is used as a barrier by health and social care services and impacts on the support you provide for the cared for person?

This question received 325 responses.

Options	Number of responses
Yes	22.15% (72)
No	49.54% (161)
Unsure	28.31% (92)

Question 22: As a carer please tell us how often do you feel vulnerable?

This question received 326 responses.

Options	Number of responses
Daily	11.04% (36)
1-3 days a week	3.68% (12)
4-7 days a week	2.76% (9)
Occasionally during the week	20.25% (66)
Not often	23.62% (77)
Never	38.65% (126)

Question 23: What makes you feel vulnerable?

This question received 153 responses.

The top five concerns that carers raised that made them feel vulnerable were

- The unpredictability of the condition that person they cared for had
- That they felt isolated and invisible
- The pressure they felt in supporting the person they cared for
- Having no time for themselves
- Not knowing where to turn to for help

'Knowing that whatever I do will not ease the burden for the cared person'

'Frightened of getting ill and being unable to give care'

'Not having sufficient energy at my age and going forward in coping and giving the right support to my husband and feeling very tired as I get very little sleep'

Question 24: Do you feel you are treated with dignity and respect by health and social care professionals?

This question received 334 responses.

Options	Number of responses
Yes	80.42% (267)
No	6.02% (20)
Unsure	13.55% (45)

Question 25: If the person you care for has had hospital treatment in the last year please tell us what worked well

This question received 128 responses. The top five things that worked well were:

- Friendly staff
- That carers were allowed to stay with the person they cared for
- They felt listened to
- After care referrals helped
- Family support whilst an inpatient

Other examples included excellent crisis response team, friendly transport team and excellent support from the nursing team.

Question 26: If the person you care for has had hospital treatment within the last year please tell us what could have been improved

This question received 111 responses. The top five responses for this were:

- Waiting and appointment times
- Transportation to other hospitals when patient is transferred
- Additional hoisting equipment and training for staff on how to use it
- Communication with patient and carer, especially around discharge
- Better dementia awareness

Other examples included not having enough time to speak with the doctors, food provided and car parking.

About the person you care for

Question 27: Does the person you care for live with you?

This question received 307 responses.

Options	Number of responses
Yes	75.90% (233)
No	24.10% (74)

Question 28: Please tell us what health condition(s) the person you care for lives with

This question received 317 responses and the results were as follows, respondents were able to choose multiple responses.

Options	Number of responses
Physical disability	46.37% (147)
Respiratory	27.44% (87)
Mental health (eg stress, anxiety or depression)	26.18% (83)
Diabetes	20.82% (66)
Rheumatology	20.50% (65)
Dementia	19.87% (63)
Cardio vascular disease	11.99% (38)
Mental Health (eg bipolar)	10.73% (34)
Cancer	9.46% (30)

Question 29: Has the person you care for had an assessment of their needs within the last year?

This question received 313 responses.

Options	Number of responses
Yes	59.11% (185)
No	33.23% (104)
Unsure	7.67% (24)

Question 30: Please tell me us what support you feel health and social care can provide to help the person you care for manage their health and well-being.

This question received 150 responses. Of those responses the top five responses were:

- Access to more equipment for the home, such as walk in showers.
- Access to additional respite care
- Support with transport to activities and appointments
- Resources and expert advice
- Befriending services

Other examples included mental health check-ups, household support and longer GP appointments.

Question 31: Please tell us what support the cared for person would benefit from in their local community to support their health and well-being.

This question received 122 responses. Of those responses the top five responses were:

- Access to social events and groups
- Additional support at home
- Access to exercise classes

- Access to a support group
- Befriending services

Other examples included cleaning services; young adults support group and access to day centres.



Recommendations

- To continue to promote the Manchester Health and Care Commissioning commissioned programme of Carers Learning and Development courses with the Manchester Carers Network. There is respite support available for carers to attend workshops and training.
<https://www.manchestercarersnetwork.org.uk>
- To work across the city and through neighbourhood working to promote services and support available to unpaid carers.
- For service providers to understand what is stopping unpaid carers from accessing the support they need and work together to identify solutions.
- To work with our Communications Business Partner, Adult Social Care and other communications leads in the city to promote carers assessments.
- To work with neighbourhood structures in each of the 14 Primary Care Networks to understand the need of unpaid carers to inform the development of social prescribing activities, such as mindfulness and physical exercise.
- To pilot additional wellbeing checks for unpaid carers on a six monthly basis with support from social prescribing teams based in Primary Care Networks.
- To promote the activities and services of organisations within the Manchester Carers Network and others to unpaid carers through a range of mechanisms. Support from these organisations includes a telephone helpline for carers, befriending, peer support and support groups.
- To engage with unpaid carers during October and November to inform the update of the carers survey for GP practices for 2020/2021.

Appendix 1: Demographic Data

1. How old are you

Age	Number of respondents
18 – 24	1.5% (4)
25 – 34	3% (8)
35 – 44	9% (24)
45 – 54	27% (72)
55 - 64	28% (76)
65+	31% (83)

2. How would you describe your gender?

Response	Number of respondents
Female	172
Male	90
No response	88

3. How would you describe your ethnicity

Response	Number of respondents
Afro- Caribbean	6
Asian	9
Black British	6
British	26
British Asian	9
English	10
Indian	2
Irish	8
Mixed	4
Pakistani	5
White British	145

4. How would you describe your sexual orientation?

Response	Number of respondents
Bi-sexual	1
Gay	4
Hetrosexual	158

5. Are you a military veteran?

Response	Number of respondents
Yes	7.17% (19)
No	93% (246)