



PLEASE NOTE

This survey is presented as part of the methodology for our “Care Act for carers: One year on” report and is not a live survey.

Care Act for carers: One year on Commission

About this survey (Word version)

On April 1 2015 the Care Act, came into force in England. This law greatly improved the rights for carers over 18 - people who care, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. It means that all carers have the right to an assessment of their needs for support. The Act also created new duties for councils to identify carers in their community and protect their health. For more information on the Care Act, [click here](#). For more information about the Commission, see here: <https://carers.org/care-act-carers-one-year-commission>

One year on, it's important to ask whether the new law is making a difference. We want to find out from carers and those who support them what their experiences have been of providing or receiving support since the Act was introduced - what has changed, what has improved, what hasn't worked, or even got worse. We will then use that evidence to get a clearer view of what needs to be done to ensure the Care Act delivers for carers.

Any information that you provide to us will be vital in helping us to build that evidence.

Thank you for taking the time to complete this survey. Please email it to [removed as the survey is no longer live] by 18 March 2016.

If you would prefer to complete this survey online, please do so [removed as the survey is no longer live]

About you

1. What is your name?
2. What is your email address?
3. What is your postcode? We are asking this to see if there are regional differences in support provided under the Care Act.
4. If you would prefer to leave general comments about your experiences with the Care Act, rather than answer each section, please leave your general comments here

5. Are you...(tick all that apply)

- An unpaid carer
- A health or care professional
- An elected politician (Councillor or Member of Parliament)
- A representative of a third sector organisation, carers group, or charity
- Staff member working for a local authority or NHS organisation
- Other

6. Are you...

- Responding on behalf of yourself
- Responding as a representative of a group or organisation

7. If you are responding as a representative of a group or organisation, please state which:

8. In the final report we would like to be able to attribute comments to individuals or organisations. Would you be happy with us using your name and/or the name of your organisation if we were to quote any of your responses in the report?

- Yes
- No

9. We know that many people work with unpaid carers and are also carers themselves. If this is you, would you like to answer the questions for carers as well as the questions for organisations?

- Yes, I would like to answer the questions for carers.
- No, please take me straight to the questions for representatives of organisations.

Questions for carers

So that we know how support is being delivered to carers from different groups, it is useful for us to know a small amount about your background. If you do not wish to provide this information you don't have to but if you do it will help us in understanding more about people's experiences of accessing support under the Care Act. Any information you provide will be kept strictly confidential and will not be shared.

10. What is your age?

- 0-15
- 16-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85+

11. What is your gender?

- Male
- Female
- Prefer not to say
- Something else:

12. What is your ethnic group? Choose one option that best describes your ethnic group or background

- White: English/Welsh/Scottish/Northern Irish/British
- White: Irish
- White: Traveller
- White and Black Caribbean
- White and Black African
- White and Asian
- Indian
- Pakistani
- Bangladeshi
- Chinese
- African
- Caribbean
- Arab
- Prefer not to say
- Other

13. Since the Care Act was introduced in April 2015, do you think, overall, support for carers has:

- Got better
- Got worse
- Stayed the same
- Don't know

14. Please use this space to explain your answer given above.

15. Have you experienced any changes in the way you are supported as a carer since last April when the Care Act came into force?

- Yes
- No
- Don't know

16. If you answered "Yes" above, please explain.

17. Have you had a carer's assessment in the last year?

- Yes
- No
- Don't know

18. Have you been offered an assessment of your needs jointly with the needs of the person you care for?

- Yes
- No
- Don't know

Questions for carers who have had assessments

We now want to find out a little about your experience of having a carer's assessment. If you have not a carer's assessment, please skip to Question 25.

19. How long did you have to wait between being told you would have an assessment and the assessment taking place?
20. Were you offered the opportunity to have any of the following? (Tick all that apply)
- Self assessment
 - Telephone assessment
 - Face-to-face assessment
21. If you were offered a face-to-face assessment, were you offered a choice of location?
- Yes
 - No
 - Don't know
22. Do you think the person carrying out your assessment was knowledgeable about local support and understood what caring is like for you?
- Yes
 - No
 - Partly
23. After your assessment, did you receive a letter explaining the outcome of your assessment and/or a support plan outlining the support you can receive?
- Yes - received both letter and support plan
 - Received letter
 - Received support plan
 - Did not receive either
 - Don't know
24. Do you think your carer's assessment was helpful? Do you think your support plan accurately reflected your needs and what you discussed in your assessment?
- Yes
 - No
 - Partly
- Please comment below.

Recent changes and the future

25. Have there been positive changes in your support as a carer in the last year?
Please describe.

26. Have there been any negative changes? Please describe.

27. Thinking about the levels of support you are likely to receive in the future, do you feel:

- Positive that things will improve
- Worried that things will get worse
- Think things will stay the same
- Not sure

Questions for organisations

The next section of the survey asks questions aimed at representatives of organisations. If you are a carer who also works for an organisation that supports carers and you would like to answer these questions, please continue. If not, please click to skip to Question 34.

28. Please describe your or your organisation or group's role.

29. Since the implementation of the Care Act in April 2015, do you think, overall, support for carers has:

- Got better
- Got worse
- Stayed the same
- Don't know

30. Please explain your answer to the above.

31. Have you experienced, or been involved in implementing, different ways of supporting carers? If so, how?

32. Overall, what has worked well under the Care Act?

33. Overall, what hasn't worked well under the Care Act?

Key changes under the Care Act

The following section contains questions on a number of areas of the Care Act. If you do not wish to answer every question or every section, you do not have to. Please simply leave the answer blank or skip ahead to the next page.

A list of the areas covered in this section can be found in our [Terms of Reference](#).

Prevention duty

Under the Care Act, local councils are required to put in place services that can prevent, reduce, or delay carers from developing a need for support. What this means is that councils need to be delivering services that can intervene and help carers before their health suffers as a result of their caring role. The kind of services local authorities are expected to use in order to prevent carers developing a need for support include:

- Training that helps carers feel confident undertaking care tasks.
- Support developing coping mechanisms.
- IT equipment and assistive technology.
- Help finding paid employment.
- Information and advice on the welfare support available.

34. Please comment below on your experience of seeing the new prevention duty introduced either where you live or nationally.

Information and advice

Local authorities must maintain a service that provides carers with information and advice about support for their caring role. Information could be provided on the following:

- How to get a break from caring
- Carers' own health and wellbeing
- Carers' finances
- Carers' employment and/or education
- Advocacy for carers

Generally, information and advice should be provided on:

- The care and support system locally, and how to access this the choice of types of care and support, and the choice of care providers
- How to access independent financial advice on matters relating to care and support
- How to raise concerns about the safety or wellbeing of an adult with care and support needs (and also
- Consider how to do the same for a carer with support needs)

Information should be provided in a range of formats and be distributed using a range of methods. These could include face to face contact, posters in GPs' surgeries, in newspapers, over radio, on websites, through local charities, and at jobcentres.

35. How well is the information and advice duty being implemented? Please comment below.

Advocacy

If barriers prevent an individual from being able to represent themselves in a needs assessment, local authorities now have a duty to arrange for a person who is independent of the authority to be available to represent and support that person as they seek to get support. This support, known as advocacy, should be provided if the person would experience substantial difficulty:

- Understanding relevant information
- Retaining that information
- Weighing up that information
- Communicating their views or wishes

36. Please use the space below to tell us your experiences or thoughts on how the new advocacy duty for carers is being met. If you have not previously heard about this duty, please do also tell us that.

Assessment, support planning, and whole family approaches

This section is aimed at organisations including those providing carer assessments. If you are a carer you will have already been asked questions about your experience of assessments. If you are a carer and you don't want to answer this section, please skip to Question 39.

37. Please use this space to tell us your experiences of how carer assessments and support plans are being delivered under the Care Act.

38. In your experience, have carers assessments been carried out in a way that gives proper consideration to the carer's whole family?

Eligibility

Once a local authority has carried out a carer's assessment and is happy that a carer has needs for support, it must determine whether any of those needs meet the eligibility criteria. For a carer the criteria are that:

- a) Their needs arise from their care responsibility; and
- b) These needs have a significant impact on their wellbeing so that:

Their mental or physical health is, or is at risk of, deteriorating meaning that the carer is or will be unable to:

- Carry out caring responsibilities for a child;
- Provide care for whoever the carer provides for;
- Maintain a habitable home;
- Manage their nutrition;
- Develop and maintain family and personal relationships;
- Engage in work, training, or volunteering;
- Make use of local services;
- Engage in recreation.

If the person is thought to meet the above eligibility criteria then the next step will be for the carer and the local authority to begin work on their support plan.

39. Do you think that the criteria for deciding who should receive support is fair and is it being properly applied?

40. If your organisation is involved in making decisions about eligibility for carers, how have you found this?

41. If you are responding from an organisation or you are a health or care professional, in your experience has this new eligibility criteria changed who is able to receive support?

42. Are there any changes that you would recommend being made to the eligibility criteria?

Transition

Transition refers to the change in support requirements that takes place when a carer or the person they care for turns 18. It has two potential impacts:

- If a carer is caring for a child that will soon be turning 18 then the local authority must carry out an assessment of how that carer's needs might change when the child reaches 18.
- If the carer is due to turn 18 then the local authority must carry out an assessment of how their needs will change when they become 18.

Both assessments need to consider:

- Whether the carer in question is willing or able to continue in their caring role when transition takes place.
- What the carer wishes to achieve in their day-to-day life and what can be done to help them achieve those goals.

43. If you are a carer and have turned 18 in the last year or the person you care for has turned 18, have you been offered or received an assessment to determine how your needs for support might change?

- Yes
- No
- Don't know

44. If yes, what was your experience?

45. If no, were you told anything about your right to receive an assessment?

46. If you are responding on behalf of an organisation or you are a health or care professional or council worker, what has your opinion been of the provision of assessments for young carers who are turning 18 or for carers caring for someone who is turning 18?

Support for carers in starting, returning to, or staying in work or education

A carer's assessment must seek to understand a carer's desire and ability to work and/or to partake in education and training. The assessor should establish what actions can be taken to support the carer to do this.

47. In your experience, do carers' assessments seek to find out the impact of a carer's caring responsibilities on their desire and ability to work and/or partake in education and training?

- Yes
- No
- Don't know

48. If Yes, do you feel this is resulting in increasing support to help carers start, return to, or stay in work or education?

Charging

Under the Care Act, local councils are allowed to charge carers for the support that they put in place to help the carer in their caring role. However a carer cannot be charged for support directly provided to the person with care needs.

49. If you are a carer, are you currently being charged for the support you are provided by your local council to help you in your caring role?

- Yes
- No
- Don't know

50. If yes, has the introduction of charges had an effect on your personal finances?

- No effect
- Slight increased pressure
- Greatly increased pressure

51. What issues have come up for you, the people you support, or the provision of services from the law on charging carers?

Personalisation, personal budgets, and direct payments

One of the central purposes of the Care Act is to drive forwards a person-centred approach to care. That means that in designing support for carers, the help that is put in place is based on what carers need and want, rather than relying on a one-size-fits-all model.

52. Do you feel that since the introduction of the Care Act in April 2015, local authorities have developed a more personalised or person-centred approach to providing support for carers?

53. If you are a carer and you have been given a direct payment for your own support, please tell us about your experience here.

54. If your organisation supports carers, what is your experience of how personal budgets and direct payments for carers are being delivered?

Integration and cooperation among councils, the NHS, and the voluntary sector

Local authorities and the NHS have a duty to cooperate to ensure the Care Act is effectively delivered. This could include, for example, working to identify "hidden" carers (carers who are not currently receiving support) and direct them to the services that they can go to for help and advice.

55. In your experience, has this new duty resulted in councils and the NHS working more closely to identify and support carers?

- Yes
- No
- Don't know

56. Please explain your answer to the above.

Choice and diversity

The Care Act introduced a new requirement on local authorities to “shape the market” of care provision in their area.

This means that they must ensure any person looking to use local care services has a range of quality providers to choose from and sufficient information to help them choose between them.

57. In your experience, since the introduction of the Care Act in April 2015, has the choice of care services available:

- Increased
- Decreased
- Stayed the same
- Don't know

58. Please explain your answer given above.

59. If you know of any good practice being done by local authorities to develop a varied market of support for carers, please provide details here.

Support for parent carers at the time of transition

Under the 2014 Children and Families Act, introduced at the same time as the Care Act, local authorities are required to offer an assessment to parent carers of disabled children under 18.

As with adult carers under the Care Act, this needs assessment must consider:

- The wellbeing of the parent carer; and
- The need to promote the welfare of the disabled child.

60. If you are a parent carer of a disabled child under 18, have you been offered or received a needs assessment of your care needs?

- Yes
- No
- Don't know

61. If yes, what was your experience?

62. If you are responding on behalf of an organisation or you are a health or care professional, do you have any comments on how assessments of parent carers caring for disabled children under the age of 18 have been implemented? Are there any changes that you would recommend?

Involvement of carers and carer organisations

In planning how they will deliver support for carers, local authorities are required to consult with carers and organisations in their area.

63. As a carer or organisation working with carers, have you been a part of any discussions either locally or nationally on how services should be designed to support carers?

- Yes
- No
- Don't know

64. If yes, how were you involved? What was your experience?

65. If no, do you know why not?

Final questions

66. Are there any other changes that you would like to see made to support you in your caring role, or in support delivered to carers, that has not so far been mentioned in the survey?

67. Are there any examples of best practice in delivering support under the Care Act that you would like to tell us about?

Thank you

Thank you very much for taking the time to complete this survey. Your answers have been logged and they will be used to help us develop our report and recommendations for making sure that the Care Act delivers for carers. Our panel and Carers Trust team will now look at the evidence we receive to produce a final report.

Would you like to receive a copy of the report?

- Yes please
- No thank you

If you have any other queries at all, email us at: careact@carers.org