

# **Sunderland Carers' Centre**



**Satisfaction Survey Report 2014 – 2015**

**31<sup>st</sup> March 2015**

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## 1 Introduction

Sunderland Carers' Centre offers a confidential information, advice and support service to carers looking after ill, disabled or frail family members or friends in the City of Sunderland.

Sunderland Carers' Centre wants to give as good a service as possible to carers and in order to improve the work we do we conduct an annual Satisfaction Survey to obtain carers' views on the services we provide.

This year we devised a short online survey which was sent to all carers on our e-mail list.

**58** carers took part in the survey and this report provides some of the main findings.

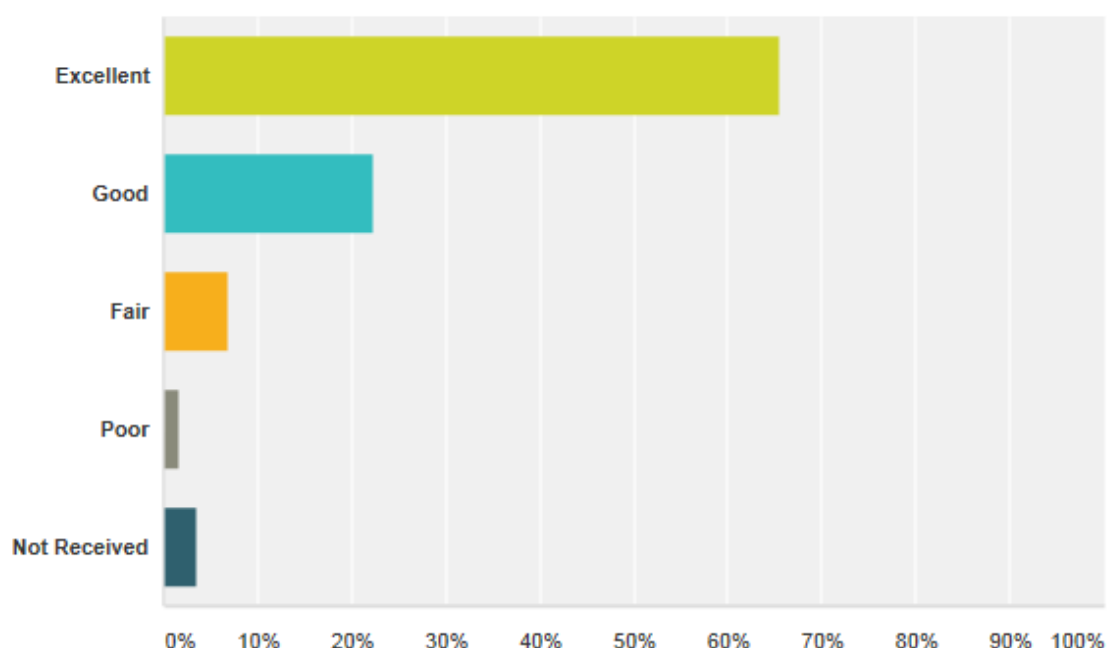
## 2 Advice, Information and Support

Sunderland Carers' Centre can provide information and advice to carers to help them in their caring role. As everyone's caring situation is different, we can give carers information relevant to their particular needs. This may be information about a specific illness or condition, or information about local services available for both carer and the person they care for.

As a carer you can sometimes feel alone and need someone to talk to about your caring situation. Sunderland Carers' Centre can offer one-to-one support and a listening ear to carers. Workers can speak to carers over the phone or meet them at the Carers' Centre, in the carer's own home or at another convenient meeting place. If carers work during the day, workers can arrange appointments outside normal office hours.

Sunderland Carers' Centre can accompany and provide support to carers at meetings with health, social care services and other agencies. Examples of such meetings include carers' assessments and reviews and assessments for the cared-for person.

### 2.1 Please tick the word that best describes the advice, information or support you received from Sunderland Carers' Centre.



Excellent	Good	Fair	Poor	Not received	Total
38	13	4	1	2	58
66%	22%	7%	2%	3%	100%
<b>68%</b>	<b>23%</b>	<b>7%</b>	<b>2%</b>		<b>100%</b>

**97%** of carers responding to the survey have received advice, information or support from Sunderland Carers' Centre. **91%** of these carers feel the advice, information or support they received was excellent or good.

Comments include:

*"It's almost as if some of the burden and responsibility of caring has been shared."*

*"Staff know what carers experience and are aware of their needs"*

*"Knowing that advice and support is available whenever it is needed is a great reassurance. The support is discreet and low profile but visible and strong when required."*

*"Very good support network who can steer you in the right direction if unable to help themselves."*

Carers also describe the advice they received as good, clear and prompt and staff as very supportive, friendly, helpful and having time to listen.

## 2.2 Actions

Sunderland Carers' Centre will continue to raise awareness of these services.

Sunderland Carers' Centre will continue to provide impartial, quality advice in a timely manner and will endeavour to further improve this area of work.

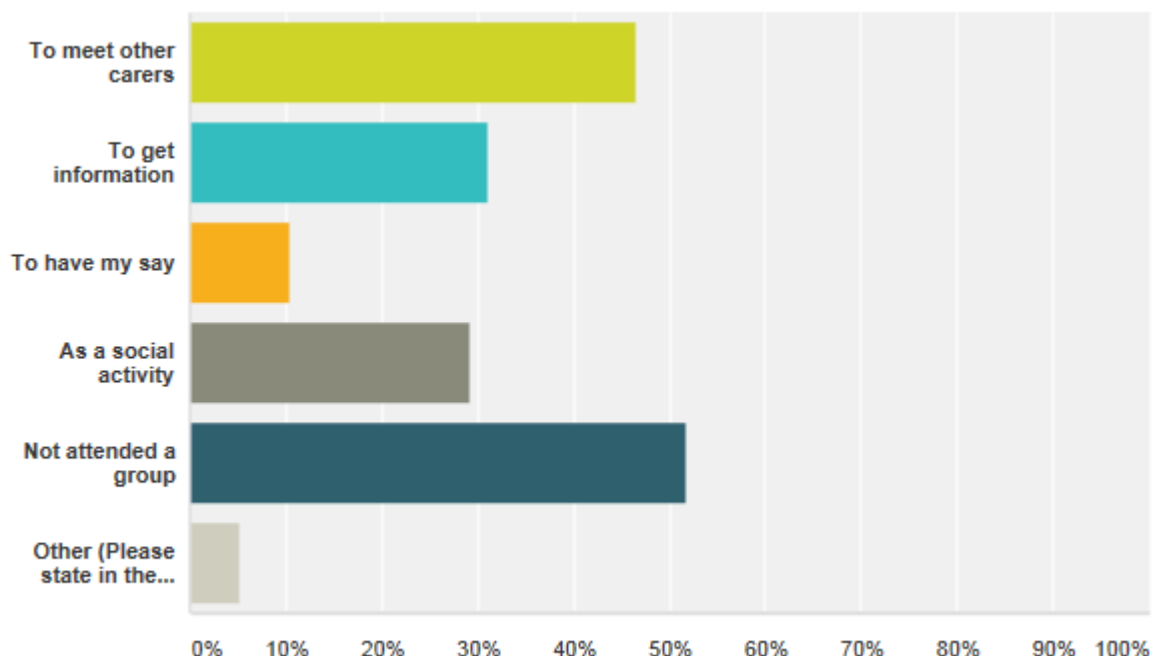
### 3 Carers' Groups

When you are a carer it is easy to become cut off from your friends and outside interests and often feel that you are the only person in this situation. To help reassure carers that they are not alone Sunderland Carers' Centre runs a number of carers' groups to give carers the opportunity to meet others in a similar situation.

Some groups are for carers living in a particular area of the city; others are for carers looking after people with similar illnesses or conditions, for example, parent carers of disabled children or carers of people with mental illnesses or addiction problems. Some groups take place during the evening for carers who find it difficult to attend during the day, for example, working carers.

Some groups have speakers, presentations or social activities; others have discussions on specific topics or have no set agenda other than giving carers an opportunity to chat over tea and coffee.

#### 3.1 If you have attended a carers' group run by Sunderland Carers' Centre please tell us why you attend the group (tick as many as you wish).



**48%** of carers responding to the survey have attended a group run by Sunderland Carers' Centre. Carers were asked why they attended a group.

This was a multiple choice question where carers were invited to give more than one answer if they felt appropriate. The above chart outlines the reasons carers attend groups with **47%** choosing the option "to meet other carers". In the "Other" category reasons provided for attending groups were in relation to getting the opportunity of a break from caring.

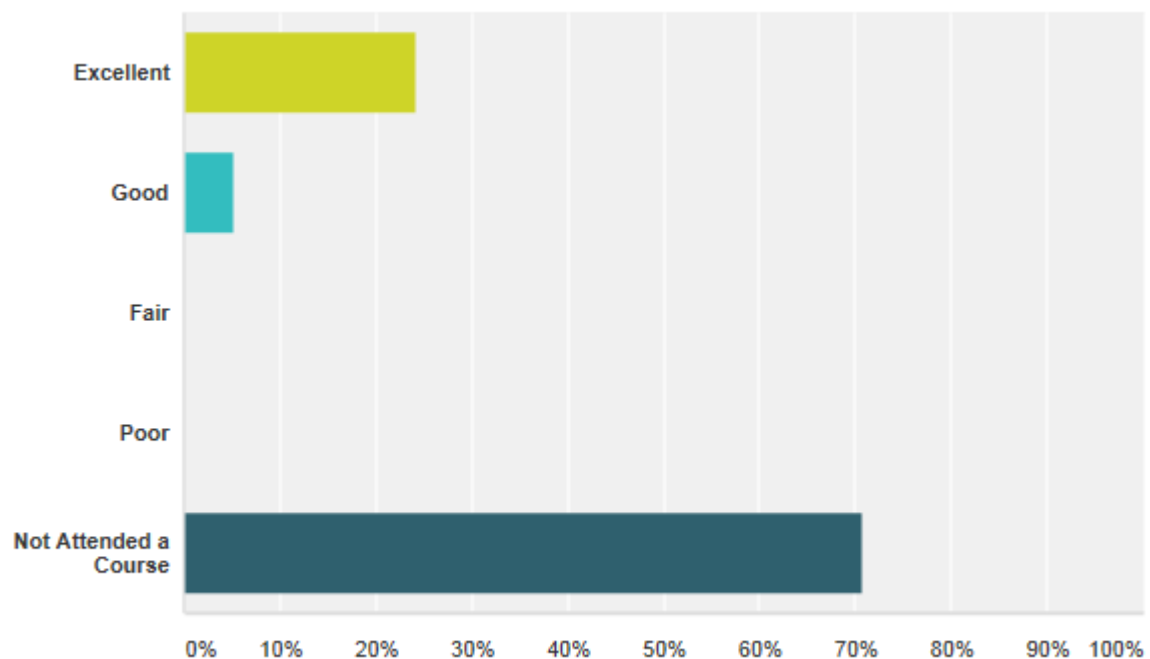
### **3.2 Actions**

**52%** of carers responding to the survey have not attended a group run by Sunderland Carers' Centre. The Carers' Centre will further promote the groups using the newsletter, quarterly group programme, website and social media sites.

## 4 Courses

Sunderland Carers' Centre runs a variety of free courses for carers to give them the opportunity to develop their skills and to learn about things that may help them in their caring situation, for example, Caring with Confidence. Caring with Confidence is a series of free local group sessions for carers aged over 18. The sessions help carers make a positive difference to their life and that of the person they care for. Themes range from handling emotions and looking after your own health to dealing with professionals and service providers.

### 4.1 If you have attended a course run by Sunderland Carers' Centre, for example, Caring with Confidence, please tick the word that best describes the course.



Excellent	Good	Fair	Poor	Not attended	Total
14	3	0	0	41	58
24%	5%	0%	0%	71%	100%
<b>82%</b>	<b>18%</b>	<b>0%</b>	<b>0%</b>		<b>100%</b>

**29%** of carers responding to the survey have attended a course run by Sunderland Carers' Centre. **100%** of these carers describe the course as excellent or good.



Comments include:

*"Well organised and well presented, meeting other carers, learning from their experiences and sharing your own problems."*

*"Great for getting to know other carers and realising you are not alone is the best confidence you can be given."*

*"I have benefited from all the courses that have been offered to me. I'm sure I've been a better carer because of them."*

*"Felt like I was being cared for, rather than me being the carer."*

Carers also comment that staff delivering the courses put them at ease and the courses gave them coping mechanisms and boosted their self-esteem.

Reasons given by carers for not attending a course include timing, family commitments and not being in the position to leave the person they care for.

## 4.2 Actions

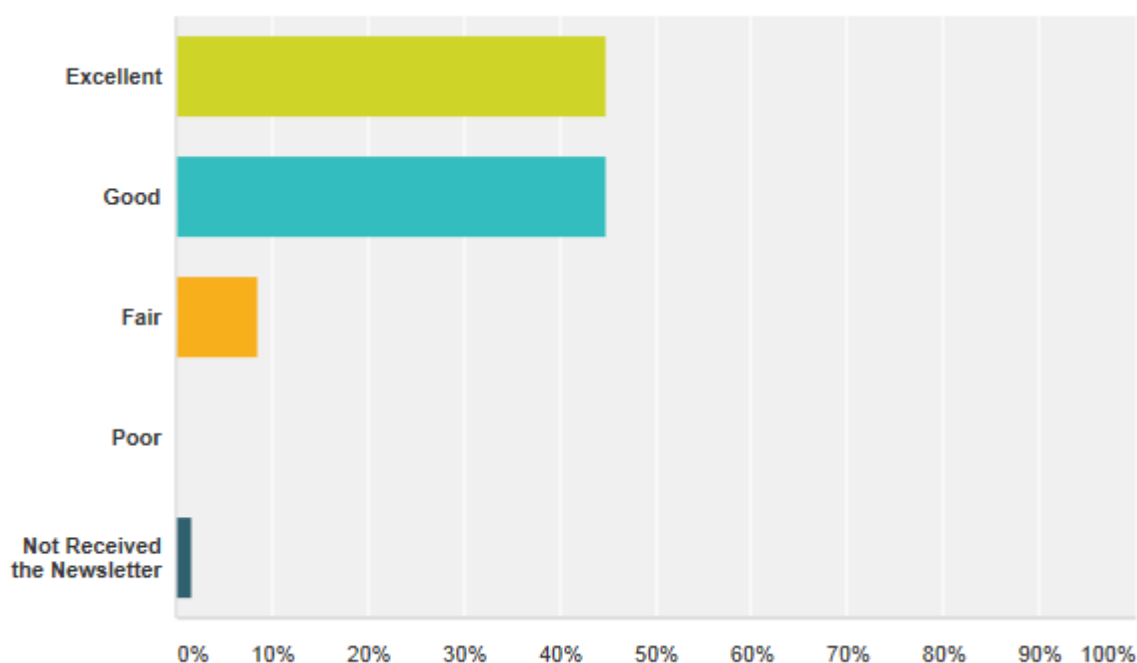
The survey results show that the courses are particularly valued by the carers who attended as they have provided the opportunity to meet other carers, share experiences, learn from each other and forge friendships. Sunderland Carers' Centre will continue to promote the courses such as Caring with Confidence and encourage carers to attend particularly emphasising these benefits gained.

Sunderland Carers' Centre will also consider further how to reach and support those carers who are unable to attend courses for the reasons given above.

## 5 Newsletter

Sunderland Carers' Centre produces a free newsletter every three months to keep people up-to-date with services for carers and to tell them about carers' groups, social activities and courses. For many carers the newsletter is the main, and sometimes, the only contact they have with the Centre. Some carers may not need regular advice and support or may be unable to attend carers' groups or social activities because of work or their caring responsibilities. The newsletter can keep them informed about what is happening locally and nationally.

### 5.1 Please tick the word that best describes how useful you find the Sunderland Carers' Centre newsletter.



Excellent	Good	Fair	Poor	Not received	Total
26	26	5	0	1	58
45%	45%	9%	0%	1%	100%
<b>45.5%</b>	<b>45.5%</b>	<b>9%</b>	<b>0%</b>		<b>100%</b>

**99%** of carers responding to the survey have received the newsletter. **91%** of these carers describe the newsletter as excellent or good.

Comments include:

*"Provides a valuable means of communication."*

*"It's very readable with bite size articles, well designed and full of up-to-date information."*

*"Encouraging to read about others in same situation and how centre is helping."*

*"It is informative. I feel I am not alone in my situation. It gives me hope."*

Carers also comment that the newsletter is well written, easily understood, encouraging, colourful, interesting to read and "keeps me in the loop".

## 5.2 Actions

Sunderland Carers' Centre is in the process of undertaking a review of the newsletter looking at the content, frequency etc. and will take into account the comments made by carers in this survey.

The website and social media sites are becoming increasingly more popular methods of communicating with carers. One carer said:

*"I think the newsletter is great but for up to the minute news I prefer facebook or the website."*

Sunderland Carers' Centre would like to encourage more carers to access these sites to keep up-to-date, however, also recognises the importance of continuing to provide a printed newsletter as not everyone has a computer or has access to the internet.

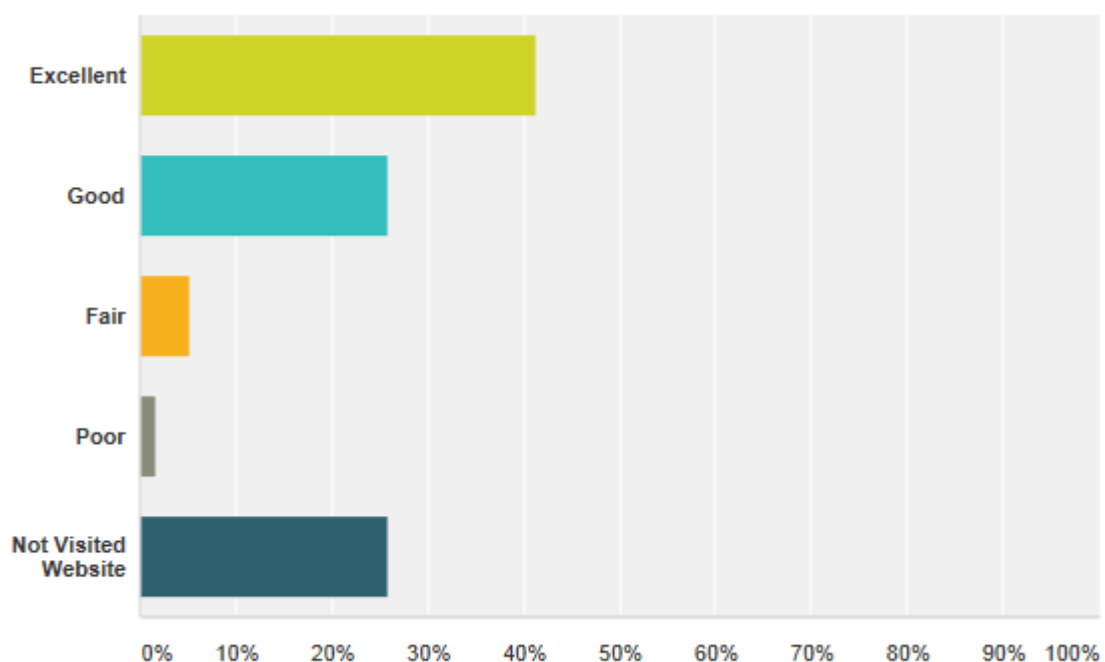
## 6 Website

Sunderland Carers' Centre has two websites: one for adults; the other for young carers. This survey asks carers about the website aimed at adults.

The website not only contains information for carers already in contact with the Centre, it also allows us to reach many new carers, particularly those who are isolated or working.

People visiting the website can find out how the Carers' Centre can help carers; how carers can meet other carers at the carers' groups; receive the latest information on new services, courses, social activities and other special events for carers; and take part in carers' surveys, petitions and consultations. There are also links to other useful websites, including Carers Trust, Carers UK, Sunderland City Council and the local NHS Trusts. The site is continuously updated.

### 6.1 Please tick the word that best describes how useful you find the Sunderland Carers' Centre website.



Excellent	Good	Fair	Poor	Never visited	Total
24	15	3	1	15	58
41%	26%	5%	2%	26%	100%
<b>55%</b>	<b>35%</b>	<b>7%</b>	<b>3%</b>		<b>100%</b>

**74%** of carers responding to the survey have visited the website. **90%** of these carers describe the website as excellent or good.

Comments include:

*"Always up-to-date with the latest news."*

*"I have found the website to be most informative and a problem that can exist on most websites of not being updated regularly is not apparent on the Centre's website."*

Carers also comment that the website is well arranged, very well maintained, clear, easy to understand and access, with plenty of information.

## **6.2 If you have not visited the Sunderland Carers' Centre website please tell us why.**

The reasons provided by carers responding to the survey include:

- Family / work commitments
- Get little time to spend on the internet
- Did not know about it
- Not sure how to
- Keep meaning to but keep forgetting
- Not very good with computers / not keen on using computers
- Never had need

## **6.3 Actions**

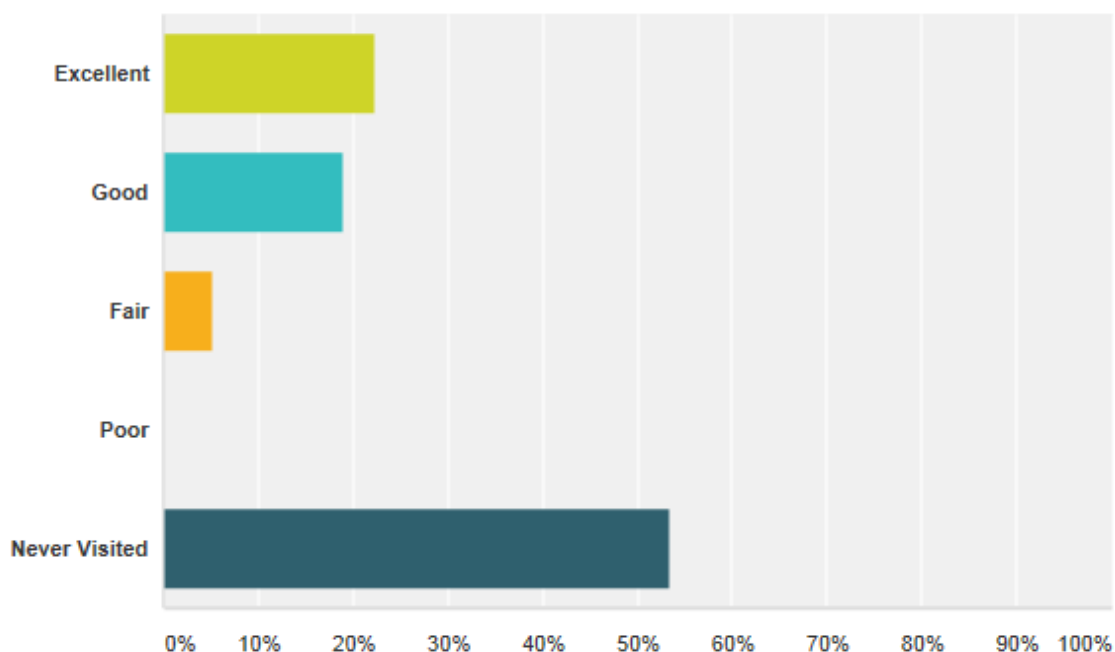
Sunderland Carers' Centre is aware that further development of the website is necessary and is in the process of undertaking a review of the website in order to best meet the needs of carers and the Carers' Centre. We will take into account the comments made by carers in this survey.

In the meantime more work needs to be carried out to raise awareness of the website and this will be done alongside the promotion of the social media sites.

## 7 Facebook

Sunderland Carers' Centre uses social media sites (facebook and twitter) to maintain regular contact with carers. The sites allow the Centre to keep carers up-to-date with our work; get immediate feedback from carers; consult with carers; receive and respond to carers' queries; and reach and engage with new carers and isolated carers. There are two facebook pages: one aimed at adult carers; the other at young carers. This survey asks carers about the facebook page aimed at adults.

### 7.1 Please tick the word that best describes how useful you find the Sunderland Carers' Centre Facebook page.



Excellent	Good	Fair	Poor	Never visited	Total
13	11	3	0	31	58
22%	19%	5%	0%	54%	100%
<b>48%</b>	<b>41%</b>	<b>11%</b>	<b>0%</b>		<b>100%</b>

**46%** of carers responding to the survey have visited the Facebook page.

**89%** of these carers describe the page as excellent or good.

Comments include:

*"Great platform to get information out to carers."*

*"Great for asking questions and finding out about the groups and activities."*

*"In between receiving the online version of the newsletter, the staff and volunteers create some wonderful activities and show these via facebook, such as the new video with the young carers, which I 'shared' on my facebook page."*

## 7.2 Actions

54% of carers responding to the survey say they have not visited the facebook page. Comments made include:

- Not too familiar with facebook
- Don't know how to sign in to facebook
- Not on facebook / don't use facebook
- Must join / it's on my to do list

Sunderland Carers' Centre will further raise awareness about the social media sites and encourage carers to access them to benefit from getting the very latest news and information, communicating with the Centre and interacting with other carers.

Sunderland Carers' Centre will also continue to develop the sites.

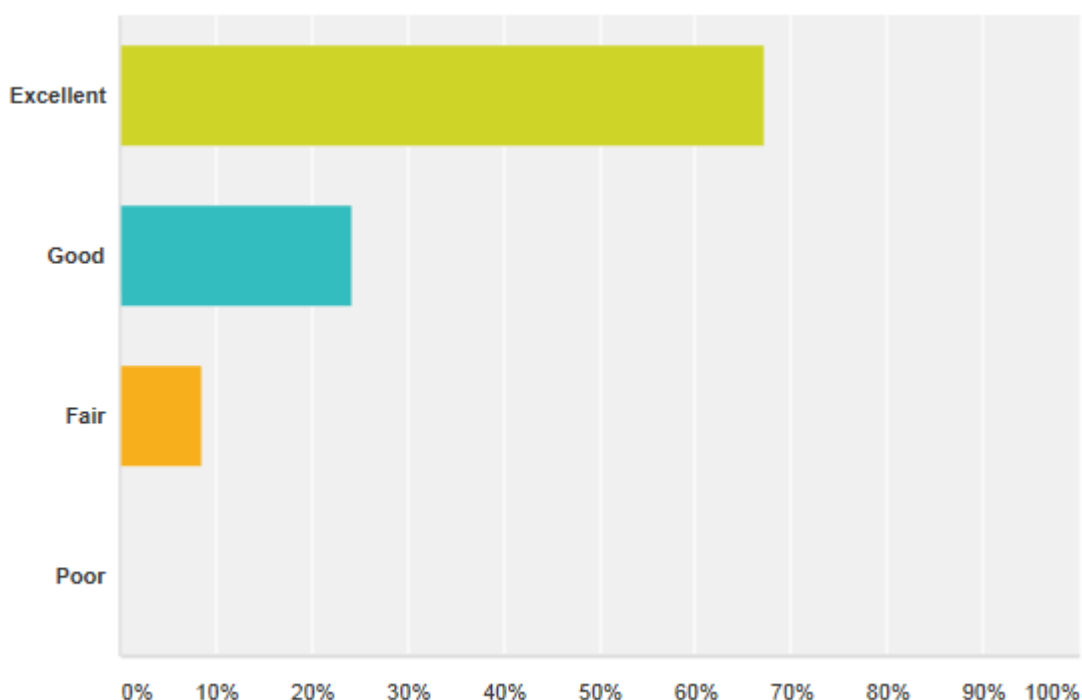
## 8 Sunderland Carers' Centre

In addition to the services already mentioned in this report Sunderland Carers' Centre arranges social activities and events throughout the year to give carers a break from their caring responsibilities and enjoy some leisure time with other carers.

Sunderland Carers' Centre enables carers to work together to give carers a voice to influence policy and service development for the people they care for and for themselves as carers. Carers are invited to give their views to the Centre as individuals, through groups or specially arranged meetings.

Sunderland Carers' Centre provides support and activities to young carers aged between 5 and 25 who look after a family member with an illness or disability.

### 8.1 Please tick the word that best describes overall the services of Sunderland Carers' Centre.



Excellent	Good	Fair	Poor	Total
39	14	5	0	58
<b>67%</b>	<b>24%</b>	<b>9%</b>	<b>0%</b>	<b>100%</b>



**91%** of carers responding to the survey describe the services provided by Sunderland Carers' Centre as excellent or good.

Comments include:

*"We have always thought the staff go the extra mile to see people get the help they need."*

*"I found that it's a place to go when you are at a crossroads of your life... no one judges anyone and everyone is listened to for as long as it takes."*

*"It's a comfort to know that there is an organisation that can give help, support, advice when needed."*

*"Without the services of Sunderland Carers' Centre I would of given up my role as a carer because I would not have been able to cope."*

## 8.2 Out of 10 how much do you value Sunderland Carers' Centre?

**80%** of carers responding to the survey gave Sunderland Carers' Centre a rating of 9 or 10 (out of 10).

1	2	3	4	5	6	7	8	9	10	
0	0	0	1	3	1	2	5	9	37	58
<b>0</b>	<b>0</b>	<b>0</b>	<b>2%</b>	<b>5%</b>	<b>2%</b>	<b>3%</b>	<b>8%</b>	<b>16%</b>	<b>64%</b>	<b>100</b>

## 8.3 Please tell us how Sunderland Carers' Centre has made a difference to your life.

The comments provided by carers responding to the survey show that they feel that Sunderland Carers' Centre has made a difference to their lives.

Comments include:

*"Supported me through tough times... without the Centre I wouldn't know who to turn to."*

*"Pointed me in the right direction to get help I needed and also supported me through it."*

*"Up to date I've not used the Centre but if I want it I know it's there. And that's the difference it makes – it's an insurance policy."*

*"Confidence has become my strongest trait since becoming a member and how this has changed my life."*

*"By being there for me in the darkest days, THANKS just doesn't cover it."*

*"It has given me a lifeline and hope for the future."*

## 9 Conclusion

The Satisfaction Survey has identified that not all the carers we are in contact with may be fully aware of the range of services we provide.

Sunderland Carers' Centre is committed to carrying out more awareness raising of the different services available to carers, for example, about the courses, website and social media sites.

We will report on any progress made as a result of changes following this survey via the newsletter, website and social media sites.

Sunderland Carers' Centre would like to thank all the carers who participated in this year's survey.