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# Introduction

A consultation seeking the views of unpaid carers about respite support available to them as they carry out their vital role was launched in Cardiff in November 2022. The ‘Caring for Carers’ consultation aimed to capture information about the current respite provision for unpaid carers and identify barriers preventing them from taking a break. It was directed at unpaid carers, organisations who signpost to respite and organisations who provide respite to map the respite services available in Cardiff. The consultation supports the priority outlined in Welsh Government’s Strategy for Unpaid Carers that all unpaid carers must have the opportunity to take breaks from their caring role to enable them to maintain their own health and well-being and have a life alongside caring.

Respite allows carers to have a break from their caring responsibilities and routines and can take many forms including sport, leisure, cultural activities, pursuing education, going away on holiday, replacement care and overnight sitting services. It can take place either with or without the person being cared for.

# Methodology

The consultation was launched at an event at Grand Avenue Day Centre by Cllr Norma Mackie, and attended by service users and their families, representatives from the Council and Cardiff and Vale Regional Partnership Board and members of the city’s Carers Impact Group. Posters and hard copies of the consultation were distributed to the following:

* Hubs and libraries
* GP surgeries
* Council teams, such as Telecare
* Day Centres
* Community locations, e.g. Llandaff 50+ the pound
* Unpaid carer networks

Paper copies of the survey were also sent to all unpaid carers in receipt of Carer’s Assessments.

The digital link was promoted via the following:

* Age Friendly distribution networks
* Staff Information
* Unpaid Carers Impact Group
* Unpaid Carers Board (Health Board, local authorities, third sector and voluntary organisations)
* Cardiff South west Primary Care Cluster website
* Glamorgan Voluntary Service website
* Dementia Friendly website
* Council social media sites

Paper copies of the survey were given out at the following in-person events:

* Survey Launch Event - Grand Avenue Day Centre *(22nd November)*
* Carers Rights Staff Drop-in Event - County Hall (*24th November)*
* 50+ Active Body Healthy Mind Festival - Llanishen Leisure Centre *(30th November)*
* Carers Survey Event- engaging with members of the public visiting the Hub and attendees to the Meet Up Monday Event - Llanrumney Hub *(5th December)*
* Winter Wellbeing Event - STAR Hub *(19th December)*

The consultation ended on 31st January 2023.

The information provided in the consultation will enable the Council to map and understand more about respite options available in the city and any barriers that prevent carers from taking a break from their caring responsibilities.

# Results

After data cleansing and validation, there were 656 responses to the survey.

## Are you completing this survey as someone who cares for a friend or relative or on behalf of an organisation that provides support?

Almost all (98.3%) respondents to the survey were responding as a carer for a friend of relative.

|  |  |  |
| --- | --- | --- |
|  | **No.** | **%** |
| As a carer for a friend or relative | 645 | 98.3 |
| Behalf of an organisation | 11 | 1.7 |
| **Total Respondents** | **656** | **100.0** |

***Due to the low number of people responding on behalf of an organisation no analysis was undertaken on these respondents and the data has been sent to the project team.***

***Everything else in this report is just from those individuals who stated that they’re responding as a carer for a friend or relative.***

## Do you support a relative or friend to live in the community?

Almost all (97.5%) respondents support a relative or friend to live in the community.

Base:634

## What relation are you to the person that you look after?

Three in ten (30.8%) of those providing care were a partner / spouse to the person who is receiving care.

|  |  |  |
| --- | --- | --- |
|  | **No.** | **%** |
| Partner / Spouse | 188 | 30.8 |
| Son / daughter / child (and I'm over 18) | 163 | 26.7 |
| Parent / guardian | 155 | 25.4 |
| Other relative (sibling etc) | 76 | 12.4 |
| Friend | 13 | 2.1 |
| Son / daughter / child (and I'm under 18) | 3 | 0.5 |
| Neighbour | 2 | 0.3 |
| Other | 11 | 1.8 |
| **Total Respondents** | **611** | **100.0** |

Respondents who selected ‘Other’ were asked to specify what their relation was with the person they look after. Ten respondents stated that care for more than one person.

|  |  |
| --- | --- |
| **Relation** | **No.** |
| Care for more than one person | 10 |
| Other | 1 |
| **Total**  | **11** |

## How often do you provide your support?

Almost nine tenths (88.6%) of the care provided was undertaken on at least a daily basis, with 59.8% providing care 24 hours a day.

|  |  |  |
| --- | --- | --- |
|  | **No.** | **%** |
| 24 hours a day | 379 | 59.8 |
| All day | 27 | 4.3 |
| All night | 5 | 0.8 |
| Several times per day | 46 | 7.3 |
| Daily | 105 | 16.6 |
| Several times per week | 55 | 8.7 |
| Weekly | 13 | 2.1 |
| Less often | 4 | 0.6 |
| **Total Respondents** | **634** | **100.0** |

Care provided by a partner / spouse was significantly more likely to be round the clock, with 86.6% providing 24-hour care – 26.8 percentage points higher than in the overall findings.

## What support do you help with?

Respondents were presented with a list of pre coded options and asked to select what support they provided.

The most common support provided was **‘Provide company and emotional support’** (90.7%). This was followed by **‘Shopping’** (89.3%) and **‘Housework’** (85.8%).

Three-quarters of respondents (75.0%) provided ‘**Personal care**’ for their loved one.

Although viewed as the least common type of support respondents help with, ‘**Take to events or social trips**’ was still selected by almost two in three (65.7%).

|  |  |  |
| --- | --- | --- |
|  | **No.** | **%** |
| Provide company and emotional support | 577 | 90.7 |
| Shopping | 568 | 89.3 |
| Housework | 546 | 85.8 |
| Taking someone to hospital and GP appointments | 531 | 83.5 |
| Picking up and / or administering medication | 518 | 81.4 |
| Personal care | 477 | 75.0 |
| Take to events or social trips | 418 | 65.7 |
| Other | 108 | 17.0 |
| **Total Respondents** | **636** | **-** |

*NB. Percentages total more than 100% as respondents could select more than one form of support*

Respondents who selected ‘Other’ were given the opportunity to specify what support they help with.

There were 103 respondents who left a comment. These comments were then grouped into themes; these themes along with example comments can be viewed below / overleaf:

|  |  |  |  |
| --- | --- | --- | --- |
| **Theme** | **No.** | **%** | **Example Comments** |
| Constant Monitoring / Anything / Everything | 26 | 25.2 |  * My wife is bedbound so every aspect of care and supported by daily visits from professional carers due to my own ill health.
* Every aspect of my daughter's life.
* Constantly monitoring due to daughter having PMLD.
 |
| **Domestic Admin** - Organising Medical Appointments / Dealing with Local Authority | 17 | 16.5 |  * Organise appointments now as aunt's mobility unable to take her out to them.
* Liaising with Doctors, administering appointments, requesting further investigation and preparing all documents. Checking the cleaning done, checking fridge and freezer and food intake.
 |
| **Meals** - Preparation / Feeding | 16 | 15.5 |  * Help feed.
* Meal prep / cooking.
 |
| Forms / Finances | 14 | 13.6 |  * Help with financial affairs.
* Lasting power of attorney, finance, bills, etc.
 |
| General Repairs & Maintenance of Home | 6 | 5.8 |  * All household maintenance.
 |
| Toilet Visits / Showering | 5 | 4.9 |  * Toileting.
 |
| Education | 5 | 4.9 |  * Teaching things and learning to do things.
 |
| Hairdressers / Opticians / Dentist | 5 | 4.9 |  * Visits to dentist.
 |
| Pet Care | 2 | 1.9 |  * Look after animals.
 |
| Other | 24 | 23.3 |  * Holistic care.
* Translation.
* Future care planning.
* What a husband does for his wife.
 |
| **Total Respondents** | **103** | **-** |  |

*NB. Percentages total more than 100% as respondents’
comments could fall into more than one theme*

## Why does the person that you look after require your support?

Respondents were presented with a list of pre coded options and asked to select any reasons why the person they look after requires their support.

Over half (56.2%) cited **‘Physical disability’**. This was followed by **‘Help to get out and about’** (40.5%) and **‘Dementia’** (35.8%).

Ten, or 1.6% of respondents identified **‘Substance misuse’** as the reason why they’re providing support.

|  |  |  |
| --- | --- | --- |
|  | **No.** | **%** |
| Physical disability | 359 | 56.2 |
| Help to get out and about | 259 | 40.5 |
| Dementia | 229 | 35.8 |
| Mental health condition | 181 | 28.3 |
| Digitally excluded (requires support to access digital services e.g. Banking) | 138 | 21.6 |
| Learning disability | 113 | 17.7 |
| Sensory loss | 57 | 8.9 |
| Temporary support following a period of illness, or a hospital stay e.g. after surgery | 33 | 5.2 |
| Substance misuse | 10 | 1.6 |
| Other | 174 | 27.2 |
| **Total Respondents** | **639** | **-** |

*NB. Percentages total more than 100% as respondents could select more than one form of support*

Respondents who selected ‘Other’ were given the opportunity to specify why the person they care for needs their support

There were 173 respondents who provided a reason, these can be viewed below / overleaf:

|  |  |
| --- | --- |
| **Reason** | **No.** |
| Mobility Issues / Immobile / Housebound | 31 |
| Old Age | 25 |
| Cancer | 19 |
| Autism | 17 |
| Alzheimer’s / Huntington’s / Brain Condition | 14 |
| Neurological disorder / Parkinson's | 11 |
| Stroke | 11 |
| All Round Care | 11 |
| Diabetic / Kidney Disease | 8 |
| Memory Loss | 7 |
| Visual Impairment | 6 |
| Epilepsy | 6 |
| Hearing Issues | 5 |
| Heart Problems | 5 |
| Speech Problems | 5 |
| End of Life Care | 5 |
| Numerous Conditions - Not Specified | 5 |
| MS | 3 |
| Communication Difficulties | 3 |
| ADHD | 3 |
| Incontinence / Toilet Support | 3 |
| Dyspraxia | 2 |
| Other | 28 |
| **Total Respondents** | **173** |

*Reasons listed total more than Total Respondents as
individuals could require more than one type of support*

## Have you ever accessed any help that allowed you to take a break from your usual routine of looking after your relative or friend?

Three in ten (30.8%) respondents have accessed help that allowed them to take a break from their usual routine of looking after a friend or relative.

## What assistance do you use that allows you to take a breather?

Respondents who indicated they’d accessed help in the previous question were then asked to identify what assistance they’d used that allowed them to take a breather from the following options:

* Sitting service
* Day centre
* Short term residential care
* Help from family / friend / neighbour
* Attending an event together
* A holiday / trip together
* Other

A **‘Sitting service’** (50.5%) was viewed as the most common assistance used by respondents that allows them to take breather. This was followed by **‘Help from family / friend / neighbour’** (48.5%) and **‘Short term residential care’** (18.6%).

*NB. Percentages total more than 100% as respondents could select more than one form of assistance*

***Additional questions were asked to identify who / what organisation provides the assistance and how frequently the assistance is used.***

### Sitting Service

There were 98 respondents who indicated having used the sitting service.

#### Who / what organisation provides this service

Respondents were most likely to call on friends / family / neighbours if they wanted somebody to keep the person they care for company for a while.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Who / Organisation** | **No.** | **Who / Organisation** | **No.** | **Who / Organisation** | **No.** |
| Friends / Family / Neighbours | 12 | Lenpat Day Centre | 2 | Safe Haven Carers | 1 |
| Care Agency - Not Specified | 8 | Pro Care | 2 | CRC | 1 |
| Personal Assistant | 8 | New Directions Care | 2 | Cardiff Homecare | 1 |
| Helping Hands | 5 | Vale Care Services | 2 | Heritage Care | 1 |
| Every Care | 5 | Delight Care & Support | 2 | Cariad Care | 1 |
| ISS Healthcare | 5 | We Care | 1 | Demensions | 1 |
| Blue Bird Care | 5 | VCS | 1 | Innovate Trust | 1 |
| Q Care | 4 | Private Cleaner | 1 | Ty Canna | 1 |
| Social Worker / Services | 3 | Hippo Care | 1 | Care Cymru | 1 |
| Right at Home | 3 | First Grade Carer Service | 1 | Cardiff Council | 1 |
| Unite Care Group | 3 | Gozian Healthcare | 1 | **Total Respondents** | **88** |

*NB. Total Respondents is less than the amount of care providers
 listed as respondents could identify more than one provider*

There were 2 additional comments left, these can be viewed below:

* Give lifts/ take out.
* Several care companies approached for this - ALL said they could not take on new clients.

#### How often do you use this service

Seven in ten (69.5%) respondents stated that they use a sitting service at least once a week, with 33.7% using the service several times per week.

### Day Centre

There were 33 respondents who indicated that they’ve used the Day Centre service.

#### Who / what organisation provides this service

Below is a list of the day centres used by respondents that allowed them to take a breather:

|  |  |  |  |
| --- | --- | --- | --- |
| **Who / Organisation** | **No.** | **Who / Organisation** | **No.** |
| Cardiff Council - Not Specified | 6 | LYNTD | 1 |
| Fairwater Day Centre | 5 | Ategi | 1 |
| Tremorfa Day Centre | 3 | Home Instead | 1 |
| Vision 21 | 3 | Vale Plus | 1 |
| Cathays Day Provision | 2 | Solace | 1 |
| Adult Learning Services | 1 | Headway | 1 |
| Grand Avenue Day Centre | 1 | Minehead Road | 1 |
| IOS Care Agency | 1 | Teen Scheme - Cathays | 1 |
| Alzheimer’s Day Centre | 1 | 1st Grade Care | 1 |
| Cardiff North Dementia Services | 1 | **Total Respondents** | **31** |

There was 1 additional comment left, these can be viewed below:

* Was using this until recently but not well enough to go back at present, needs wheelchair.

#### How often do you use this service

There were 24 respondents who stated that they use a Day centre at least once a week, this included 15 that use the service several times per week

### Short term residential care

There were 36 respondents that indicated that they’ve used the short term residential care service.

#### Who / what organisation provides this service

Below is a list of the short term residential care organisations used by respondents that allows them to take a breather:

|  |  |  |  |
| --- | --- | --- | --- |
| **Who / Organisation** | **No.** | **Who / Organisation** | **No.** |
| Social Services | 7 | Danesbrook Residential | 1 |
| Cardiff Council - Not Specified | 5 | Hillcroft | 1 |
| Private Care Home - Not Specified | 3 | Respite Mirus | 1 |
| Outside Cardiff - Not Specified | 2 | Lakeside Cottage | 1 |
| Bupa Care Home Heol Don Whitchurch | 2 | Dol-y-Hafren | 1 |
| Bella Vista Nursing Home | 2 | Ty-Draw Lodge | 1 |
| Ty Hafan | 1 | Home Instead | 1 |
| Hafod | 1 | Mental Health | 1 |
| Fox Hunters Abergavenny | 1 | Respite | 1 |
| Unite Care Group | 1 | **Total Respondents** | **34** |

### Help from family / friend / neighbour

There were 94 respondents who indicated that they’ve received help from family / friends / neighbours.

Over two in five (43.5%) have help at least once a week. A further one in eight (12.0%) stated it was a one off.

### Attending an event together

There were 20 respondents who indicated that they’ve received help attending an event together.

#### Who / what organisation provides this service

Below is a list of where help is received when attending an event together:

|  |  |
| --- | --- |
| **Who / Organisation** | **No.** |
| Organisation Not Specified | 4 |
| Family / Friends | 3 |
| Solace | 2 |
| Alzheimer's Society | 2 |
| Forget Me Nots | 2 |
| Cardiff Council | 1 |
| Person Responding | 1 |
| Lynton - Rumney | 1 |
| **Total Respondents** | **16** |

#### How often do you use this service

Of the 20 respondents who stated they have help attending an event, 19 of these provided an answer for how often they receive help.

Eleven respondents stated that they receive help at least once a week.

### A holiday / trip together

There were 15 respondents who indicated that they’ve received help organising a holiday / trip together.

#### Who / what organisation provides this service

Below is a list of where help is received when arranging a holiday / trip together:

|  |  |
| --- | --- |
| **Who / Organisation** | **No.** |
| Personally / Relatives / Friends | 9 |
| Not Specified | 2 |
| Cardiff Council | 1 |
| Dementia Adventure | 1 |
| **Total Respondents** | **13** |

#### How often do you use this service

All 15 respondents who stated they have help organising a holiday / trip together provided an answer for how often they receive help.

Seven respondents stated that they receive help annually, with a further 5 indicating the help they received was a one off.

### Other

There were 30 respondents who indicated that they’ve received some other form of assistance.

#### Who / what organisation provides this service

Below is a list of other organisations that respondents have accessed that allows them to take a break from their usual routines of looking after their friend / relative:

|  |  |  |  |
| --- | --- | --- | --- |
| **Who / Organisation** | **No.** | **Who / Organisation** | **No.** |
| Agency / Company - Not Specified | 4 | Online Groups | 1 |
| Direct Payments | 3 | Alzhemiers Society | 1 |
| Helping Hands | 3 | Forget Me Not Chorus | 1 |
| ISS Healthcare | 2 | PA | 1 |
| Innovate Trust Respite Services | 2 | Mirus | 1 |
| 1st Grade Care | 2 | Cariad Care Group | 1 |
| ILS Social Services | 1 | Primary Care | 1 |
| Our Care  | 1 | Council | 1 |
| Counselling | 1 | Dolphin Care Agency | 1 |
| New Directions | 1 | Llandough Day Hospital Centre | 1 |
| The Care Collective | 1 | Q Care | 1 |
| Driving Miss Daisy | 1 | RFCT Trustees Project | 1 |
| Cardiff Day Services | 1 | **Total Respondents** | **30** |

*NB. Total Respondents is less than the amount of organisations
 listed as respondents could identify more than one*

#### How often do you use this service

All 30 respondents who stated they have received ‘Other’ assistance provided an answer for how often they receive help.

Twenty respondents receive help at least once a week, with 12 receiving help several times per week.

## What services would really help you to carry on with the amazing support you give to your friend / relative?

Respondents were asked to specify what services would help them to carry on with the amazing support they give to their friend / relative.

There were 437 respondents who left feedback for this question. These comments were then grouped into themes; these themes along with example comments can be viewed below / overleaf:

|  |  |  |  |
| --- | --- | --- | --- |
| **Theme** | **No.** | **%** | **Example Comments** |
| **Respite -** Day Centre Care / Sitting Service / Befriending Service | 142 | 32.5 | * A break every now and again, but if I put my mum into temporary care, she then becomes more reliant and is unable to do what she could before she went in.
* Someone to sit with my mother so that I can leave the house for a short period of time.
* Befriending service.
* Carers who can sit with her while I go to work.
 |
| **Support & Advice** - Financial / Emotional / Mental Wellbeing | 68 | 15.6 | * Financial support for carers are entitled to a range of benefits and financial support & carers Insurance. Follow by emotional & spiritual support by the congregation.
* More mental health support.
* Emotional support for self and some help with personal care for my husband.
 |
| **Respite** - Overnight Care/short term/holiday care | 47 | 10.8 | * Overnight respite for a young person with severe physical disabilities- cerebral palsy.
* Short break or weekend city break.
* Would be nice to have cover to enable me to go away for a long day or overnight, or for up to a week. I am unaware of any options that can help.
 |
| More Information / Advice/ Training Needed | 39 | 8.9 | * I do sometimes feel alone with needing help and advice with my friends’ conditions - especially the Alzheimer’s.
* Knowledge of what services are available would be helpful.
 |
| Social Activities / Events / Groups | 36 | 8.2 | * More social activities for them to attend in community.
* Perhaps attendance at a social group / day centre.
 |
| Nothing / Currently Coping OK | 27 | 6.2 | * None at the moment. Social Care are fabulous.
* At the moment I'm coping.
 |
| **Help around the House** – Shopping / Housework / Repairs / Gardening | 26 | 5.9 | * The main thing would be help with keeping up with the housework, cleaning, etc. I know there isn't any help of this kind available though.
* Difficult to say but help with getting to sort or repair work and odd jobs. The options given are not good as i can get any response from the teams.
 |
| **Transport –** shopping / doctors / hospital etc | 25 | 5.7 | * Transport for appointments and respite.
* Due to poor mobility help to get her to hospital appointments.
 |
| Advocacy Support / Continuation of Care | 24 | 5.5 | * Consistent and reliable advocacy for my child to call upon when required, currently it can be piecemeal and reliant on funding.
* Direct support from Adult Social Care rather than referrals to websites or third sector organisations. Consistency of social worker who can get to know us as a family.
 |
| Not Sure / Don't Know | 20 | 4.6 | * At this point in time, I’m not sure.
 |
| **Personal Care Help -** Hygiene/medication/feeding | 20 | 4.6 | * To have someone to come in to help my mother with her personal hygiene as she is nearly 92 years old and I am male.
 |
| Support from social services | 19 | 4.3 | * Assessment by social services deemed high priority but no-one has been in contact despite chasing up. Care companies declined to help + therefore reliant on other relatives.
 |
| Access to Medical Care | 9 | 2.1 | * Easier face to face appointments with a GP to deal with pain.
 |
| Childcare | 5 | 1.1 | * After school care.
 |
| Other | 39 | 8.9 |  * Linguistic and culturally relevant services are missing from all provisions available.
* Adaptions available for sight loss & mobility.
* A carers assessment that can actually provide something rather than being told "that's not available post pandemic" or contact the NHS for my mental health.
 |
| **Total Respondents** | **437** | **-** |  |

*NB. Percentages total more than 100% as respondents’
comments could fall into more than one theme*

## If you have not accessed any services that allow you to take a break from your usual routine of looking after your relative or friend, please tell us why

Respondents were presented with a list of pre coded options and asked to select any options that have stopped them from accessing services that allows them to take a break from their usual routine.

Over half (51.2%) selected **‘I am unaware of any options that can help’**. This was followed by **‘The person I look after doesn’t want to be looked after by anyone else’** (44.8%) and **‘I don’t know how to access the services available to me’** (37.0%).

Twelve, or 2.8% of respondents cited **‘I am unable to find support in the language of my choice’**.

*NB. Percentages total more than 100% as respondents could select more than one reason*

## Have you got a plan to support the person you look after in an emergency?

Respondents were asked to specify what their plans were to support the person they’re looking after in an emergency.

In total, 257 respondents left feedback for this question. These comments were then grouped into themes; these themes along with example comments can be viewed below / overleaf:

|  |  |  |  |
| --- | --- | --- | --- |
| **Theme** | **No.** | **%** | **Example Comments** |
| Relatives | 169 | 65.8 |  * My sisters would do the caring.
* Other relatives will step in.
* Member of the family.
* My brother will come from the Midlands.
* My daughter or son could help for a short while.
 |
| Call Social Worker / Services / Nurse / Hospice / 999 | 34 | 13.2 |  * Consult care agency and CPN (community Psychiatric nurse).
* The Medical Surgery Healthcare Team include the Nurse, social services call 999 services as & when The 1 call Agency manager to consultant.
* Phone 999 and hope for the best!!
* Contact district nurse / Marie Curie / city hospice.
 |
| An Alarm / Telecare Service | 32 | 12.5 |  * Pendant alarm.
* Telecare Cardiff (personal alarm system).
 |
| Neighbour / Friend | 20 | 7.8 |  * I have a close friend who would either step in or organise care.
* Family, Church clergy, Church friends.
 |
| Take Unpaid Leave / Quit Job to Provide Care | 3 | 1.2 |  * I will have to leave my job and look after full time as there is no support.
 |
| Other | 32 | 12.5 |  * Got other person to look after if needed.
* His other carers paid will just have to do the best they can.
 |
| **Total Respondents** | **257** | **-** |  |

*NB. Percentages total more than 100% as respondents’
comments could fall into more than one theme*

## If you have any other comments or suggestions regarding caring for somebody, please let us know below:

Respondents were given the opportunity to leave any additional comments or suggestions they had in relation to caring for someone.

In total 252 respondents left feedback for this question. These comments were then grouped into themes; these themes along with example comments can be viewed below / overleaf:

|  |  |  |  |
| --- | --- | --- | --- |
| **Theme** | **No.** | **%** | **Example Comments** |
| Need help and advice to care for family member | 69 | 27.3 |  * People say there is help out there, but we haven't heard from anybody and can't find anything online. There isn't help for people like me with caring for a young partner and babies. Help for the elderly though.
* The system appears to be inadequate - both my wife and I have had carers assessments but have not been offered any support.
* It has been a few months that I have been looking for a carer for my son but unfortunately cannot find one.
 |
| Carers health and well-being | 39 | 15.4 |  * Carers need emotional support too. Never realised how much of toll looking after my mum would have on my mental health and the emotional impact.
* I am the only child/daughter. i and my husband live in west Wales and speak to mum everyday by telephone and organise her life. she is cared for by perfect pal carers daily and wants to live in her bungalow. She is content. i am usually stressed out. So be it.
 |
| Help people get advice & information on help available | 37 | 14.6 |  * Simpler help information. Difficult to access support required.
* Check list could be available on council pages under carers. Simple steps/suggestions so people can get basics right from start/signposted relevant services. I feel I was fortunate as worked in health and social care, aware therefore what's needed.
 |
| Carers need physical and emotional support | 36 | 14.2 |  * There is not enough support for me. I have 2 teenagers with ASD and now they're no longer in school it is so much harder.
* I don't feel valued or supported and if things go wrong, no-one but me cares.
 |
| Lack of support from Cardiff Council / Social services / GP etc | 36 | 14.2 |  * My mum is 90, due to the lack of support from social services I had to employ Helping Hands to visit mum every other day as Social Services care was so delayed. I was lucky we had the funds to pay.
* It would be good if social services etc would reply to you.
 |
| Unpaid Carers need financial support | 31 | 12.3 |  * I have been forced to reduce my working hours. I still have income but insufficient to meet existing responsibility, but I am not entitled to any £ support.
* I can't get carer's allowance because my pension is classed as a benefit.
 |
| **Respite** - Day Centre Care / Overnight care / Sitting Service / Befriending Service | 26 | 10.3 |  * Inclusive playschemes are desperately needed. The only respite some parents get is school hours and when it's the holidays there is no break.
* Someone coming here to take him out and about, occasionally, would be very cheering and helpful for him.
 |
| **Difficulty organising help** – Digitally / Phone call / Paperwork | 21 | 8.3 |  * To ensure that the helpline is always answered promptly.
 |
| Family / friends support | 20 | 7.9 |  * The situation is shared making it somewhat easier (with my brother). Circumstances haven't deteriorated to the point where it's intolerable i.e. dementia.
 |
| Emergency support / plan for illness | 19 | 7.5 |  * I do not have anyone who could help me in case of an emergency. My brother has a carer who comes twice a week, but they need 2 days’ notice in case I have an important appointment. As an Asylum seeker I do not have right to work or access to public funds.
 |
| Regular reliable support / carers  | 16 | 6.3 |  * Whilst the carers are very good. The people organising the rotas are all over the place. The late-night call is sometimes either two hours after he has been showered, or at 11 o’clock at night when you feel vulnerable about people coming into the house.
 |
| Waiting times | 10 | 4.0 |  * Take any help on offer - but getting Social Care help is not a quick process. The system def needs addressing.
 |
| Care services do not provide what they promote / client needs | 6 | 2.4 |  * The agencies we have approached only offer a bigger package than mum needs - we wanted a small package that could grow if needed to get her used to the idea of non-family help which she agrees with in principle .........but needs some practice with.
 |
| Care workers deserve more pay and recognition | 6 | 2.4 |  * Pay carers more money and improve their conditions of work.
 |
| Regular reviews and assessments needed | 4 | 1.6 |  * It would be helpful if the council checked in with carers to see how things are going and carry out regular reviews like they used to before.
 |
| Other | 32 | 12.7 |  * Telecare alarm was super.
* I just take it day by day the best I can.
 |
| **Total Respondents** | **252** | **-** |  |

*NB. Percentages total more than 100% as respondents’
comments could fall into more than one theme*

# About You

## Please provide your full postcode below (e.g. CF10 4UW).  This allows us to more accurately pinpoint respondents’ views and needs by area, and to make sure we've heard from people in all parts of the city:-



There were 27 respondents identified that reside outside of the Cardiff Local Authority, these can be viewed below:

|  |  |
| --- | --- |
| **Local Authority** | **No.** |
| Vale of Glamorgan | 11 |
| Rhondda Cynon Taf | 4 |
| Caerphilly | 3 |
| Newport | 3 |
| Bridgend | 2 |
| Merthyr Tydfil | 2 |
| Pembrokeshire | 1 |
| Torfaen | 1 |
| **Total**  | **27** |

## What was your age on your last birthday?

|  |  |  |
| --- | --- | --- |
|  | **No.** | **%** |
| 16-24 | 3 | 0.5 |
| 25-34 | 24 | 3.8 |
| 35-44 | 50 | 8.0 |
| 45-54 | 115 | 18.4 |
| 55-64 | 166 | 26.6 |
| 65-74 | 136 | 21.8 |
| 75+ | 119 | 19.1 |
| Prefer not to say | 11 | 1.8 |
| **Total Respondents** | **624** | **100.0** |

## Are you…?

|  |  |  |
| --- | --- | --- |
|  | **No.** | **%** |
| Female | 427 | 68.8 |
| Male | 187 | 30.1 |
| Other | 2 | 0.3 |
| Prefer not to say | 5 | 0.8 |
| **Total Respondents** | **621** | **100.0** |

##

## Do you identify as Trans?

|  |  |  |
| --- | --- | --- |
|  | **No.** | **%** |
| Yes | 3 | 0.5 |
| No | 590 | 98.0 |
| Prefer to self-describe | 3 | 0.5 |
| Prefer not to say | 6 | 1.0 |
| **Total Respondents** | **602** | **100.0** |

## Do any children live in your household?

|  |  |  |
| --- | --- | --- |
|  | **No.** | **%** |
| No children | 464 | 81.1 |
| Yes, under 5 years old (pre-school) | 17 | 3.0 |
| Yes, aged 5 - 11 (primary school) | 48 | 8.4 |
| Yes, aged 11 - 16 (secondary school) | 52 | 9.1 |
| Yes, aged 16 - 18 in full-time education, or working | 21 | 3.7 |
| Yes, aged 16 - 18 but not in full time education or working | 12 | 2.1 |
| **Total Respondents** | **572** | **-** |

*NB. Percentages total more than 100% as respondents could select multiple options*

## Which of the following best describes what you are doing at present?

|  |  |  |
| --- | --- | --- |
|  | **No.** | **%** |
| Wholly retired from work | 185 | 30.4 |
| Caring for a child or adult | 139 | 22.8 |
| Working full time (30+ hours per week) | 132 | 21.7 |
| Working part time (less than 30 hours per week) | 83 | 13.6 |
| Permanently sick or disabled person | 21 | 3.4 |
| Looking after home | 17 | 2.8 |
| On a zero hour contract | 4 | 0.7 |
| Unemployed - Registered Job Seeker | 4 | 0.7 |
| Unemployed - Unregistered but seeking work | 4 | 0.7 |
| Other | 20 | 3.3 |
| **Total Respondents** | **609** | **100.0** |

## Which of the following best describes your housing tenure?

|  |  |  |
| --- | --- | --- |
|  | **No.** | **%** |
| Owned outright | 314 | 51.3 |
| Owned with a mortgage | 119 | 19.4 |
| Rented from the Local Authority | 54 | 8.8 |
| Rented from a Housing Association | 49 | 8.0 |
| Private rented | 46 | 7.5 |
| Other | 30 | 4.9 |
| **Total Respondents** | **612** | **100.0** |

## Do you identify as a disabled person?

|  |  |  |
| --- | --- | --- |
|  | **No.** | **%** |
| Yes | 124 | 20.4 |
| No | 469 | 77.0 |
| Prefer not to say | 16 | 2.6 |
| **Total Respondents** | **609** | **100.0** |

## Please tick any of the following that apply to you:

|  |  |  |
| --- | --- | --- |
|  | **No.** | **%** |
| Long-standing illness or health condition (e.g. cancer, diabetes, or asthma) | 169 | 47.9 |
| Mental health difficulties | 85 | 24.1 |
| Deaf/ Deafened/ Hard of hearing | 74 | 21.0 |
| Mobility impairment | 74 | 21.0 |
| Visual impairment | 30 | 8.5 |
| Learning impairment/ difficulties | 10 | 2.8 |
| Wheelchair user | 6 | 1.7 |
| Other | 92 | 26.1 |
| Prefer not to say | 24 | 6.8 |
| **Total Respondents** | **353** | **-** |

*NB. Percentages total more than 100% as respondents could select multiple options*

## Do you consider yourself to be Welsh?

|  |  |  |
| --- | --- | --- |
|  | **No.** | **%** |
| Yes | 457 | 76.8 |
| No | 138 | 23.2 |
| **Total Respondents** | **595** | **100.0** |

## What is your ethnic group?  *(Where the term ‘British’ is used, this refers to any of the four home nations of Wales, England, Northern Ireland and Scotland, or any combination of these).*

|  |  |  |
| --- | --- | --- |
|  | **No.** | **%** |
| White - Welsh/English/Scottish/Northern Irish/British | 527 | 85.7 |
| White - Any other white background | 20 | 3.3 |
| Asian/Asian Welsh/British – Pakistani | 13 | 2.1 |
| Asian/Asian Welsh/British - Indian | 10 | 1.6 |
| Black/African/Caribbean/Black Welsh/British – Caribbean | 7 | 1.1 |
| Mixed/Multiple Ethnic Groups - White & Asian | 5 | 0.8 |
| Arab | 3 | 0.5 |
| Asian/Asian Welsh/British - Any other | 3 | 0.5 |
| Mixed/Multiple Ethnic Groups - White and Black African | 3 | 0.5 |
| Asian/Asian Welsh/British - Bangladeshi | 2 | 0.3 |
| Black/African/Caribbean/Black Welsh/British - African | 2 | 0.3 |
| Black/African/Caribbean/Black Welsh/British - Any other | 2 | 0.3 |
| Mixed/Multiple Ethnic Groups - White and Black Caribbean | 2 | 0.3 |
| Asian/Asian Welsh/British - Chinese | 1 | 0.2 |
| Mixed/Multiple Ethnic Groups - Any other | 1 | 0.2 |
| White - Gypsy or Irish Traveller | 1 | 0.2 |
| White - Irish | 1 | 0.2 |
| Any other ethnic group | 4 | 0.7 |
| Prefer not to say | 8 | 1.3 |
| **Total Respondents** | **615** | **100.0** |