

## York Carers Centre Customer Satisfaction Survey 2015

In January 2015 York Carers Centre sent out 2128 surveys to adult carers registered on its database. These were sent via post and email using an online survey creator.

In total 136 surveys were returned giving a 6% response rate. Some surveys had questions unanswered.

### **1. Please tell us how you first heard about York Carers Centre (tick one only)**

	<b>Number</b>	<b>%</b>
Family or friends	17	13%
GP surgery	14	10%
Carer support worker	20	15%
Social worker	26	19%
Carers organisation	17	13%
Voluntary group	3	2%
Can't remember	20	15%
Other	16	12%
<b>Total</b>	<b>133</b>	

The majority of our carers found out about our service from a social worker. The numbers signposted to us via social workers and carer support workers demonstrate effective joint working and awareness raising. 'Other' sources of signposting were the DSS office, Wilberforce Trust, general promotional information (leaflets, web presence), York Press, York hospital, Age UK, Stroke Support Team, District Nurse, Mencap, through employer and an autism specialist.

## 2. Why did you contact York Carers Centre in the first place? (tick all that apply)

	Number	%
Information about services	78	58%
Carers Emergency Card	61	45%
Employment, Education & Training	3	2%
Substance Misuse	2	1%
Community care advice	18	13%
Benefits advice	27	20%
Discount card	24	18%
Social events	23	17%
Newsletter	43	32%
Emotional support	24	18%
Can't remember	4	3%
Other	10	7%
<b>Number of respondents</b>	<b>135</b>	

The primary reason for people to contact York Carers Centre was for information about services. This is closely followed by an interest in the Carers Emergency Card, with almost half selecting this as a reason. A third of carers got in touch because they wanted a newsletter, with a fifth wanting specific benefits advice.

The 'other' reasons listed were:

- Advocacy
- Never contacted York Carers Centre
- Husband falling and Warden Call getting involved (*this carer seems to have confused our service with a paid for one*)
- To volunteer
- So my daughter got support
- Taking over care from my daughter
- Rang for advice
- Secretary of York Mencap
- To support my mother initially

### 3. How do you contact York Carers Centre? (tick all that apply)

	Number	%
Phone	87	65%
Office visit	12	9%
Events or classes	17	13%
Email	7	5%
Home visits	14	10%
Website	10	7%
I don't contact the Centre	37	27%
<b>Number of respondents</b>	<b>134</b>	

Telephone is the most popular way for carers to contact us, with email being the least common method according to respondents.

Reasons given for not contacting York Carers Centre were:

- Already receive the newsletter and don't need anything further
- Never needed to contact the Centre but know they are there if I need them
- Cannot leave home without assistance, husband is not mobile
- No longer caring for my mother as much
- Care package from social workers is sufficient
- No time
- Situation is altered
- I am managing to cope on my own

**4. Tell us how much you agree or disagree with the statements below. Please tick one box per statement and if you have not used this method please tick N/A**

### Telephone

	Calls answered quickly		My query was dealt with properly		The person who dealt with my query was polite and understanding		I was able to speak to someone at a time that was convenient for me		The phone opening hours are adequate etc	
	No.	%	No.	%	No.	%	No.	%	No.	%
Agree strongly	35	40%	41	47%	53	56%	40	43%	37	40%
Agree	49	56%	42	48%	39	41%	45	48%	47	51%
Disagree	1	1%	1	1%	0	0%	0	0%	1	1%
Disagree strongly	0	0%	1	1%	0	0%	0	0%	2	2%
Don't know	3	3%	3	3%	2	2%	2	2%	5	5%
Total respondents	88		88		94		87		92	

96% of respondents who had made contact using the telephone felt their calls were answered quickly, 95% agreed their query was dealt with properly, and 97% felt the person who dealt with the query was polite and understanding. This shows the value carers place on staff interaction, and how important they feel telephone contact is.

No one felt they were unable to speak to someone at a convenient time, and only 2% felt the opening hours were inadequate. One respondent commented that weekends can be tricky.

## Email

	My email was responded to quickly		The email reply I received was clear and easy to understand	
	No.	%	No.	%
Agree strongly	6	40%	5	38%
Agree	6	40%	5	38%
Disagree	0	0%	0	0%
Disagree strongly	0	0%	0	0%
Don't know	3	20%	3	23%
Total respondents	15		13	

The number of respondents who said they contacted York Carers Centre by email was low, but 80% of those who do use it felt their email was responded to quickly. 76% agreed their email response was clear and easy to understand.

## York Carers Centre website ([www.yorkcarerscentre.co.uk](http://www.yorkcarerscentre.co.uk))

	I have visited the website		The website is easy to use and I found what I was looking for		I would like to be able to find out more about carer services on the website	
	No.	%	No.	%	No.	%
Agree strongly	10	37%	7	29%	7	28%
Agree	14	52%	14	58%	11	44%
Disagree	1	4%	0	0%	4	16%
Disagree strongly	1	4%	0	0%	0	0%
Don't know	1	4%	3	13%	3	12%
Total respondents	27		24		25	

89% of respondents have visited the website and 87% agreed the website was easy to use and they were able to find what they were looking for. 72% feel it would be useful to find out more about carers services on the website.

## Office visit (to our Priory Street offices)

	I was greeted by someone and they were able to help		My query was dealt with properly		I felt comfortable and supported during my visit	
	No.	%	No.	%	No.	%
Agree strongly	12	44%	12	46%	13	52%
Agree	13	48%	12	46%	10	40%
Disagree	1	4%	1	4%	1	4%
Disagree strongly	0	0%	0	0%	0	0%
Don't know	1	4%	1	4%	1	4%
Total respondents	27		26		25	

92% of respondents felt they were greeted by someone who was able to help them, and agreed their query was dealt with properly. They felt comfortable and supported during their visit. 1 person felt they weren't greeted, didn't feel comfortable and didn't feel their query was dealt with properly. They have not made any further comments to clarify this response.

## Visit at home - the person who visited

	Arrived on time		Evidence of Identity		Dealt with my query properly		Acted professionally		Was helpful and understanding		Dealt with any follow-up promptly	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Agree strongly	29	62%	26	60%	26	60%	28	64%	29	64%	24	59%
Agree	16	34%	13	30%	14	33%	14	32%	14	31%	13	32%
Disagree	0	0%	1	2%	0	0%	0	0%	0	0%	0	0%
Disagree strongly	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%
Don't know	2	4%	3	7%	3	7%	2	5%	2	4%	4	10%
Total respondents	47		43		43		44		45		41	

Feedback for home visits was overall very positive with between 93% and 96% saying the person visiting arrived on time, dealt with their query properly, was professional, helpful and understanding. 91% understood the person to have dealt with any follow up promptly.

Further comments about the home visits were:

- "[The worker] was wonderful, caring and helpful"
- "I must mention [the worker] has been a great help for me with her support and understanding"
- "The person was very good, couldn't ask for better"
- "Very pleased with whole experience"
- "Many years ago but I remember how lovely she was"

## 5. Tell us what you think about our newsletter (York Carers Centre news)

The current newsletter is sent out by post and email four times a year.

	Information is useful and relevant		It is sent out often enough		It is clear and easy to read		It helps me feel less isolated as a carer	
	No.	%	No.	%	No.	%	No.	%
Agree strongly	41	34%	38	32%	50	41%	43	37%
Agree	69	58%	66	55%	67	55%	63	55%
Disagree	3	3%	5	4%	0	0%	2	2%
Disagree strongly	0	0%	1	1%	0	0%	0	0%
Don't know	7	6%	9	8%	5	4%	7	6%
Total respondents	120		119		122		115	

92% feel the information in the newsletter is useful and relevant, while 96% feel it is clear and easy to read. 87% feel it is sent out often enough, though one person would like it sent out more frequently. 92% agree that the newsletter helps them feel less isolated as a carer, which highlights the importance of the newsletter for carers.

When asked if they would prefer to receive the newsletter by post or email, 11% requested email and 89% chose post. This shows how many carers still value receiving paper copies.

Further comments about the newsletter were:

- "It keeps me up to date with what is out there"
- "It is good to know what is on offer but due to my caring role it is difficult to get out"
- "Quite informative and I would still like to receive it although at the moment my husband and I are able to find local entertainment as already established"
- "You could have a carer's stories/situations article if some carers were willing to write an article of a day in the life of something carers relate to"
- "Thank you very much, it is informative and helpful"



- "I always look forward to receiving my copy"
- "I enjoy reading it, but at the moment it isn't relevant to my particular needs - but I am lucky!"
- Several more comments called it helpful and informative

## 6. Tell us what you think about the Carers Information Pack

	Leaflets were useful and relevant to me		Leaflets clear and easy to read		I read all leaflets in the pack		I have kept the pack for future reference	
	No.	%	No.	%	No.	%	No.	%
Agree strongly	36	34%	46	44%	37	36%	40	37%
Agree	61	58%	55	52%	52	50%	50	47%
Disagree	2	2%	0	0%	7	7%	7	7%
Disagree strongly	0	0%	0	0%	0	0%	0	0%
Don't know	6	6%	4	4%	8	8%	10	9%
Total respondents	105		105		104		107	

There was an overall positive response to the Carers Information Pack, with 92% agreeing that the leaflets were useful and relevant, and 96% finding the leaflets clear and easy to read. 86% had read all the leaflets in the pack, while 84% have kept the pack for future reference. 7% haven't read all the leaflets or kept them for future reference.

When asked if there was anything else carers would like to see included in the pack in the future, the suggestions were:

- More subjects about how to help with benefits
- More info about stress management, isolation of loneliness - taking initial steps to overcome anxiety etc
- Would it be possible to have as much information about holidays as I am now having to walk with a stick so would need to be somewhere flat with extra bedroom to help me so I could take my daughter
- Some kind of card so a carer could register for disability etc of the one they care for so the card could be sent to appropriate agency, eg. Dementia so that carer could be sent all relevant information
- More information on how to be an appointee

- Governmental, social, local NHS ideas & funding to support/care or elderly people.  
Pressure groups - charities - what older people think?

These suggestions could reflect a need for more specialised packs.

Further comments about the Carers Information Pack were:

- "It's so long ago that I received the CIP that I can't remember what I thought of it. I volunteer at the carers and help assemble the CIPs and put them in envelopes. There is a feeling among us volunteers that anyone receiving the pack might be overwhelmed by the amount of paper they need to wade through. I apologise if this sounds critical, I don't mean it to be"
- "It's very good, thank you"
- "Covers a wide range of information"
- "Very good"

## 7. Tell us what you think about our specialist advice and support

Carers were asked to what extent they agreed or disagreed with statements relating to any advice or support they have received from one of our workers in the past 2 years.

	Advice received was useful and made a difference to my life		I received the support I needed when I needed it		The worker understood my situation and helped me sort out my problems		I would use this service again		I would recommend the advice and support service to others	
	No.	%	No.	%	No.	%	No.	%	No.	%
Agree strongly	26	36%	25	36%	27	39%	30	42%	32	43%
Agree	34	47%	32	46%	31	45%	30	42%	30	41%
Disagree	2	3%	1	1%	0	0%	0	0%	0	0%
Disagree strongly	0	0%	1	1%	0	0%	0	0%	0	0%
Don't know	11	15%	11	16%	11	16%	12	17%	12	16%
Total respondents	73		70		69		72		74	

Not all carers had received advice, resulting in a higher number of blank responses, and the highest number of 'don't know' answers.

83% agreed that the advice they received was useful and made a difference to their life.

82% felt they received the support they needed when they needed it, while 84% agreed the worker understood their situation, helped them sort out their problems, and would use this service again. 84% also agreed they would recommend the advice and support service to others.

Further comments about the specialist advice and support service were:

- "I have been very pleased with your service, you have been more than helpful in a time I have needed it"
- "very good information"
- "Have had benefits advice in the past. Very impressed with the help I got. Very approachable"
- "My experience was indirect, in that I asked in a social occasion. All the same, as always fantastic advice and support"

## 8. Carers Emergency Card

In the survey we took the opportunity to gather information from carers who had registered on the scheme to find out about their experience, and carers who had not registered on the scheme to see why they hadn't. Some carers answered both questions which may affect the results.

### 8.a If you have not registered on the Carers Emergency Card Scheme

	I do not know anything about the CEC scheme		I have made my own arrangements should an emergency happen so I don't need the card		I have had the application pack but not completed it	
	No.	%	No.	%	No.	%
Agree strongly	11	23%	4	8%	5	12%
Agree	12	25%	12	25%	8	19%
Disagree	12	25%	10	21%	8	19%
Disagree strongly	6	13%	11	23%	9	21%
Don't know	7	15%	11	23%	12	29%
Total respondents	48		48		42	

For those who answered that they were not registered on the scheme, 48% said they did not know anything about the scheme. 32% have already made their own arrangements in an emergency and feel they don't need the card, while 31% have the application pack but have not completed it. When asked why they haven't completed it, the answers were:

- "I found that they wanted relevant [sic] information about contacts"
- "I care for 2 people and have not got round to photocopying the form and at the moment they are well enough to care for each other"
- "I didn't know whether to complete it or not. My husband doesn't like strangers"
- "I am in a position where I don't need an emergency carers card"
- "Don't know where it has gone"
- "I have not completed the details of people who would be informed if I were not available"
- "I don't think the application was in my pack"
- "Made own arrangements"
- "Not sure if I have or not"
- "Had no time. Preoccupied"
- "I've only just found out about it & sent off for the pack. It's been filled in"

#### 8.b If you have registered on the Carers Emergency Card Scheme

	YCC explained how the scheme works, what it covers and when it can be used		YCC dealt with my registration quickly		The registration form was easy to complete		YCC was professional and treated me with respect	
	No.	%	No.	%	No.	%	No.	%
Agree strongly	39	43%	43	47%	45	49%	42	48%
Agree	40	44%	41	45%	38	41%	35	40%
Disagree	1	1%	0	0%	0	0%	0	0%
Disagree strongly	0	0%	0	0%	0	0%	0	0%
Don't know	10	11%	7	8%	9	10%	10	11%
Total respondents	90		91		92		87	

Overall the carers who are registered on the Carers Emergency Card scheme are very satisfied with it. 87% agree it was explained clearly to them, with only 1% disagreeing. 90% feel the registration was easy to complete, and 92% agree their registration was dealt with quickly. 88% agree the York Carers Centre worker was professional and treated them with respect.

Further comments about the scheme were:

- "It is a relief to have one, very good idea"
- "So far I have not had to use the cards, but I very much feel it is an assurance that I keep with me at all times. I am very grateful for that and my thank yous go to all that provide this service"
- "Excellent scheme, provides reassurance"
- "I think this is an excellent idea"
- "It's kept up to date, well done"
- "A life saver - Brilliant"
- "It certainly gives a degree of ease when I go out"
- "The CEC scheme is of great comfort to me to know that if I am unable to care for my wife she will receive care until arrangements can be made"
- "It gives me peace of mind as I have no family and no support from elsewhere. It is a lifesaver"
- "It is a very comforting thought that if I have an accident my mother will have help"
- "Excellent idea - needs more advertising"

## 9. Tell us what you think about all support you receive from York Carers Centre

	YCC helps me cope with the stresses of being a carer		I always get the support, help and information I need from YCC		I don't use YCC services very much but I am reassured that they are there when I need them		Whenever I contact YCC I feel they understand what I need		I find that YCC responds to my needs quickly and always do what they promise to do	
	No.	%	No.	%	No.	%	No.	%	No.	%
Agree strongly	33	35%	29	33%	56	46%	37	39%	33	35%
Agree	33	35%	30	34%	55	45%	32	34%	35	37%
Disagree	3	3%	2	2%	1	1%	0	0%	1	1%
Disagree strongly	0	0%	0	0%	2	2%	1	1%	1	1%
Don't know	24	26%	28	31%	9	7%	25	26%	25	26%
Total respondents	93		89		123		95		95	

The aim of this question was to find out from carers their overall views about the service and how it impacts on their caring role. There was quite a high response rate for this question, and three quarters of the respondents gave a positive outcome, while only a very small percentage (between 1% and 3%) responded negatively. A quarter 'didn't know'.

70% agree York Carers Centre help them cope with the stresses of being a carer, and 67% feel they always get the support, help and information they need from York Carers Centre. 73% agree that whenever they contact York Carers Centre we understand their needs, and 72% find that York Carers Centre responds to their needs quickly and do what they promise to do.

A very high percentage (91%) said they didn't use York Carers Centre services but are reassured that they are there if needed. Although this response doesn't quite tally with the responses to other questions (indicating more people not using services than have said do use them), it does show how people value the reassurance and 'safety net' of the Carers Centre.

# 10. Tell us what you think about the activities and events we hold for carers

	I enjoy attending events & trips with YCC and am able to take a break from my caring role		The trips and events occur regularly and at times/places enabling me to take part		I attend coffee mornings		I find the calendar of events useful		I have never attended any events or trips		I do not know when events and trips occur	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Agree strongly	18	24%	13	17%	10	14%	27	33%	22	22%	4	6%
Agree	9	12%	12	16%	8	11%	34	41%	39	38%	3	4%
Disagree	3	4%	9	12%	14	20%	1	1%	6	6%	18	27%
Disagree strongly	2	3%	2	3%	3	4%	0	0%	10	10%	21	31%
Don't know	43	57%	40	53%	35	50%	20	24%	25	25%	21	31%
Total respondents	75		76		70		82		102		67	

This question prompted a high percentage of 'don't know' or 'Not Applicable' (not recorded on this report in the answer grids) answers. However, 36% who did say they attended trips and events enjoyed them, with 5% disagreeing. If a carer is unsatisfied with a trip or event it is usually dealt with immediately by a support worker. 33% agree the trips take place regularly and at suitable times, though 15% do not find the times suitable. A quarter (25%) of carers responding attend the coffee mornings.

**What type of events or activities would you be interested in attending. Tick all that interest you.**

Type of activity	No.	%
Day trips	46	55%
Arts and crafts	23	27%
Computer classes	23	27%
Legal clinics	19	23%
Theatre trips	40	48%
Pampering	39	46%
Cookery classes	21	25%
Mindfulness	18	21%
Coffee mornings	35	42%
Meals out	35	42%
Photography/digital art	14	17%
Total respondents	84	

Every option would have an interest from carers according to the responses, so a varied activity programme would be the best way to meet carers needs. The most popular options were day trips, theatre trips and pampering, with coffee mornings and meals out closely following.

Other options suggested by carers were; flower arranging, workshops and drop in sessions, small discussion sessions, exercise class, yoga, sign language, dog walking, bike riding, afternoon tea, swimming, comedian/show, archery, fencing, trip to the coast, boat trip, interesting speakers, T'ai Chi and line dancing.

Reasons given by carers for not attending events or activities were:

- "I would go to coffee mornings sometimes if I could but unfortunately they are on a day I can't do"
- "We are both still mobile & only need to swim/exercise still but fully support your work. Thanks"
- "Cannot attend anything due to caring 24/7" (*This was said by three different carers*)
- "I am too old to bother with any events and have no transport"
- "Unfortunately mum would never be able to enjoy a trip etc. She would panic, but the options are brilliant"



- "At the moment I am not attending events but it is good to know they are available for future use"
- "Don't have time to partake in events. No day care in York"
- "I have enough activities at the moment"
- "I would love to do these things but have no one to look after my husband with dementia except In Safe Hands once a week"
- "At present I make no use of services as I do not need them"
- "At the moment I feel that I can cope well enough on my own and I value the reassurance that the carers card gives. I also value the knowledge that I can get advice or help should I require it"
- "Need an adult group not just for OAPs"
- "Do not mix well with others and would find it difficult to get out"

**If you have any further comments about York Carers Centre, or any suggestions about how we can improve what we do, please tell us. Your views are really important to us.**

Comments from carers were:

- "It's good to know if I want help I can get what is needed. And good to have support if wanted. Thank you"
- "I have a very strong family group to support me but what I see and read about YCC appears to support carers who feel more isolated. It looks to provide an excellent support/advice/social network"
- "When my mum was ill I found York Carers Centre very informative and they have helped on a few occasions when we need extra support. I am hoping to be back in touch in the future regarding some coffee mornings. Thankyou for good organisation"
- "Although I haven't availed myself of all that York Carers Centre offers I feel reassured that the organisation is there should I need it & I can rely on such professional & friendly support. Much appreciated. Thank you indeed!"
- "I work full time and find it difficult to find time to attend any events but it is good to know there is a lot out there if I need it or choose to use it. Keep up the good work"
- "I'm sorry that my responses seem so negative. My chief concern was Carers Emergency Card scheme to protect my wife if I had an accident. I have not used any other part of the scheme; I have a warden call button"
- "Put pressure on CYC to open day care centres in York"
- "I cannot make any comments as 1. I am new to the service 2. Have not been to the centre as yet 3, called in at the saviour cafe once or twice. Just ask questions 4. Most of the activities fall on times that I am attending other commitments"

- "I think York Carers is fantastic! The staff are wonderful and I am always grateful for all you do. I have no complaints and have put my ideas down for other suggestions. LAFFS dates would be more helpful earlier than what they get published currently"
- "Staff fantastic perfect support umbrella whenever needed"
- "Thank you very much. Just receiving information and seeing what is on offer makes me feel less isolated"
- "It's a good place to meet people"
- "I appreciate what you do but can rarely take advantage of events as I can never tell when my husband will be awake/well enough to join in. He can sleep for up to 42hrs but when awake needs me. It is very difficult to plan ahead"
- "I was concerned that should I have an accident or collapse my wife would be made aware (or my daughter) so she would not be isolated in my absence"
- "Just to say keep up the good work, well done." *(This was said by three different carers)*
- "I have a disabled child and most events/activities appear to be for those that look after adults or the elderly so I feel a bit out of place. But I have a good support network and other mums to talk to at present so I don't feel I need your services other than the emergency card"
- "Need an adult group for the "inbetweeners", not OAPs. More for men, my husband is a carer"
- "All my dealings with York Carers Centre have been positive"

## 11. Tell us what you would like to see in the future

Regular advice surgeries		
	No.	%
Yes	77	65%
No	15	13%
Don't Know	27	23%
Total respondents	119	

65% of carers would like to see regular advice surgeries in the local area (providing confidential advice on your rights and entitlements as a carer and help with filling in forms such as Carers Allowance), while almost a quarter (23%) don't know.

Telephone helpline		
	No.	%
Yes	92	78%
No	25	21%
Don't Know	1	1%
Total respondents	118	

	No.	%
Regular time	32	30%
Helpline anytime	73	70%
Total respondents	105	

Over three quarters of respondents (78%) would find it useful if there was a telephone helpline where they could chat to someone about how they were feeling and any problems/stress they are facing. Of those who would find a telephone helpline useful, and some of the 'don't know' respondents, 30% would prefer one available at a regular time with someone who knows their situation. 70% would prefer a helpline they can ring to talk to someone at the time they feel the need for help.

Other ways to support York Carers Centre		
	No.	%
Helping to fundraise for the Centre	11	18%
One off donation or small legacy	20	33%
Becoming a volunteer	11	18%
Having contact with other carers via a Facebook page	19	31%
Total respondents	61	

33% of carers would be interested in supporting York Carers Centre through a one off donation or small legacy, and a further 18% would help fundraise and promote York Carers Centre through attending events. 31% are interested in having contact with other carers through our Facebook page. 18% would also consider becoming a volunteer which would be great.

## **Summary**

The overall responses to the survey show a very positive view of York Carers Centre. Carers appreciate the contact they have with us through a variety of formats

The reflection is that the staff are helpful, professional and valued by the carers. The services provided for carers, such as the Carers Information Pack, events and the newsletter, are greatly appreciated and help carers feel less isolated.

The Carers Emergency Card provides a great sense of reassurance to carers, and those who are unsure of the scheme have been followed up by York Carers Centre staff.

The responses have provided ideas and direction for future planning in terms of activities and service planning.

There are areas which can be promoted more, such as the Carers Emergency Card and the new adult drop ins, and these can be fed into our work planning.

Signposting to us has come through a multitude of people and organisations which demonstrates successful partnership work and awareness raising. This is a strength which we can build on.