

**Carers' Health & Well-being Checks:
Local Research Study**

**Overview of Findings for
Interim Report**

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Carers' Health & Well-being Checks Local Evaluation Study Interim Report

KEY FINDINGS

84% of carers were satisfied with their Check

88% of carers would like the Check to be an annual event

91% of carers would recommend the Check to others

Carers' Health & Well-being Checks Interim Report Findings

- **What sort of carers are coming forward?**
- **What sort of people are they caring for?**
- **What are the stresses and strains?**
- **What was carers' experience of the check?**

Carer Responses and Participants

Up to 30th June 2010
25 Active Provider Sites

		Packs Distributed	Responses Received	Response Rate
Initial Research Pack:				
	Initial Questionnaire Including Carer Strain Index	577	207	36%
	General Health Questionnaire	577	198	34%
Follow-up Satisfaction Survey				
	Satisfaction Questionnaire	237	146	62%
	Telephone Interviews		51	22%
	Totals		197	88%

What sort of carers are coming forward?

Characteristics (Initial Background Questionnaires)		Total %	Female %	Male %
Gender	Female	72	72	-
	Male	28	-	28
Age	44 - 59	17	21	7
	60 – 64	15	14	15
	65 – 74	36	39	30
	75 – 84	20	19	26
	85 - 89	7	1	19
Relationship	Partner/Spouse	64	54	89
	Parent/ in law	21	28	7
	Child/Grandchild	11	14	4
Hours spent caring	0 – 20	13	10	18
	21 – 30	9	11	-
	31 – 50	20	21	22
	51+	58	58	59
Length of time in role	Less than 2 years	18	17	26
	2 – 5 years	24	21	37
	6 – 9 years	19	19	19
	10 – 19 years	25	32	7
	20+ years	13	13	11
Employment Status	Retired	62	57	75
	Unable to work due to caring	15	18	7
	Paid Work	11	13	7

How is carers' health?

		Total %	Female	Male
Disabilities	Self Identified	29	24	38
Surgery visits (12 months)	Average GP consultations	3		
	Average Nurse consultations	1		
Clinics	Regular clinic attendance	70	70	70
	Flu vaccinations	51	76	63
	Blood pressure/heart stroke	28	31	58
	Respiratory problems	13	16	26
	Joint problems	10	14	16
Health perceptions	Good	41	38	50
	Fairly good	45	49	35
	Not good	13	13	15
Admissions (12 months)	Hospital - carer	5	4	7
	Hospital - cared for	24	27	19
	Respite – Formal day or night	13	13	11

What sort of people are being cared for?

Characteristic		Total %	Carer	
			Female %	Male %
Gender	Female	46		
	Male	53		
Age	Under 20	4	6	0
	Under 60	12	11	15
	60 - 64	10	6	19
	65 – 74	15	14	19
	75 – 84	34	33	41
	85 – 89	10	10	4
	90+	15	20	4
Health conditions	Physical difficulties	92		
	Dementia/Alzheimer's/Parkinson's	30		
	Sensory impairments	25		
	Learning disabilities	7		
	Mental health	8		

What are the stresses and strains? General Health Questionnaire (GHQ)

GHQ Domain	Participant Responses %				
	Low risk	Medium Risk	High Risk		
	Total	Total	Total	Female	Male
A: Physical strain	68	23	10	15	4
B: Anxiety & insomnia	77	7	15	20	8
C: Social dysfunction	80	14	5	5	8
D: Mental health	94	3	2	4	0

In domain A: 1 in 10 feeling run down, more ill than usual

In domain B: 1 in 6 feeling bad tempered and under strain

In domain C: 1 in 20 taking longer over things and enjoying less

In domain D: 1 in 50 feeling worthless and finding life entirely hopeless

What are the stresses and strains?

Carer Strain Index

A higher proportion of men than women consistently selected 'never' across all stressors.

Areas of most difference include:

	Female	Male
Physical strain	21%	50%
Other demands	12%	38%
Completely overwhelmed	33%	64%

A higher proportion of women consistently selected 'always' across all stressors with one exception. Areas of most difference include:

Family adjustments	31%	13%
Emotional adjustments	44%	22%
Changes in person cared for	38%	42%

The Carers' Register

		%
Registrations	Registered	78%
	Not registered	4%
	Don't know	16%
Date of registration	2010	26%
	2009 or earlier	34%
	Don't know	27%
	No response	13%

Who is doing the check?

Check Delivered by:	Total Checks Delivered %	% Plans Agreed	% New Condition Identified
Nurse	64	47	27
Health Care Assistant	29	63	18
Pharmacist	5	80	20
Advice & Support Worker	1	0	0

Finding out and getting to the appointment

- **80% felt it was easy to find out about a check**
 - 71% had information from surgery
 - 9% informed by Carers' Link
- **96% agreed or strongly agreed that it was easy to book an appointment**
 - 66% were contacted by their GP surgery
 - 94% of checks took place in GP surgery
 - 86% of carers were not offered a choice of provider/location
 - 84% did not need specific additional assistance to attend

Preparations and dealing with the booklet

- **97% received the booklet prior to the check**
 - **62%** felt the booklet was very or extremely useful for preparation
 - **44%** answered all of the questions
 - **25%** completed the personal plan
- **Sections regarded as most helpful:**
 - Own health(**52%**)
 - Check ups(**45%**)
 - Home safety(**41%**)
 - Caring tasks (**41%**)
- **Sections regarded as unhelpful:**
 - Alcohol (**25%**)
 - Work/Leisure/Education (**16%**)
 - Personal plans (**13%**)

Outcomes, goals and personal plans

New conditions

- **23% of carers reported that a new condition had been identified**
 - 50% referred to GP
 - 39% referred to Practice Nurse

Goal setting

- **53% identified specific action plans or goals:**
 - Medical goals (x35) e.g. GP/Nurse referral, exercise, weight loss
 - Support goals (x28) e.g. breaks, 'me' time and support groups
 - Practical goals (x21) e.g. finance/benefits advice, Care & Repair, Alert cards
 - Training goals (x 3) e.g. Expert Carers' and St. John training programmes
- **43% felt achievement of agreed goals would not be easy**

Aspects of satisfaction

- **80% agreed or strongly agreed** with all 8 satisfaction statements
 - **78%** felt the check met expectations
 - **84%** satisfied with their check
 - **85%** felt staff were well trained and competent
 - **88%** would like the check to be an annual event
 - **91%** would recommend to others
- **For those who expressed dissatisfaction, key criteria were:**
 - It was not easy to find out about the check (**1 in 13**)
 - The check had not met expectations (**1 in 13**)
 - The check is not needed annually (**1 in 14**)

The BME Focus Group – July 2010

- Evaluation of checks with BME carers is via focus groups
- One has taken place with 8 attendees – 6 female; 2 male, all with Chinese as their first language
- **Key themes emerging:**
 - ‘Clinic style appointments’ preferred
 - Key support from established social networks and familiar mentors and translators to overcome reticence and engage with process
 - Translated paperwork essential
 - Use of community settings – not GP surgeries
 - Less difficult to make the appointment
 - A new condition frequently identified and readily followed up with GP
 - Preference amongst female participants for female staff to deliver checks
 - Wider promotion needed to make more people aware of the opportunity