



for brighton & hove

## **Carers Hub Survey 2020/2021**

### **Introduction**

This report covers the past year of operation of the Carers Hub. The Hub is a focal point to help unpaid carers in Brighton and Hove get the information and support that they need. It is a partnership of the Carers Centre for Brighton and Hove, Crossroads Care East Sussex, Brighton and Hove Alzheimer's Society and Brighton and Hove City Council and is operated by the Carers Centre.

The aims of this report are:

- to inform the Carers Hub Operational Group of how the Hub is working
- to identify emerging patterns of the service
- to suggest any possible changes for improving the service.

A survey was carried out with carers in June/July 2021 using an online questionnaire on Mail Chimp and a postal questionnaire to a sample of carers without online access. In addition to completing the questionnaire written comments were sought.

Results of the survey are compared with the results of the initial survey of the operation of the Hub carried out in 2018/19. However, a slider scale requesting precise percentage ratings was used for Questions 1, 2, 4 and 5 of the initial survey and these were then allocated to scale ranges i.e. Upto 40%, 41-60%, 61-80%, 81-100%. The current survey simply requested ratings from 1 to 10 for these questions. Because of this difference comparisons of the data for these questions may be slightly inaccurate but the overall effect is considered to be negligible.

### **Coronavirus**

While reading this report the effects of the Covid-19 pandemic on the Hub's services in 2020/21 should be borne in mind. In this regard Hub staff mainly worked from home and there were no face-to-face meetings with carers and no actual group meetings or activities. Communications were generally only by telephone, email or post with group meetings and activities held online. The survey asked for specific comments on the effects of the pandemic – see Page 6.

### **Results of the Survey**

**Q1. How useful do you find it to have a single point of contact for your enquiries?**

**Not Useful.....Very Useful**

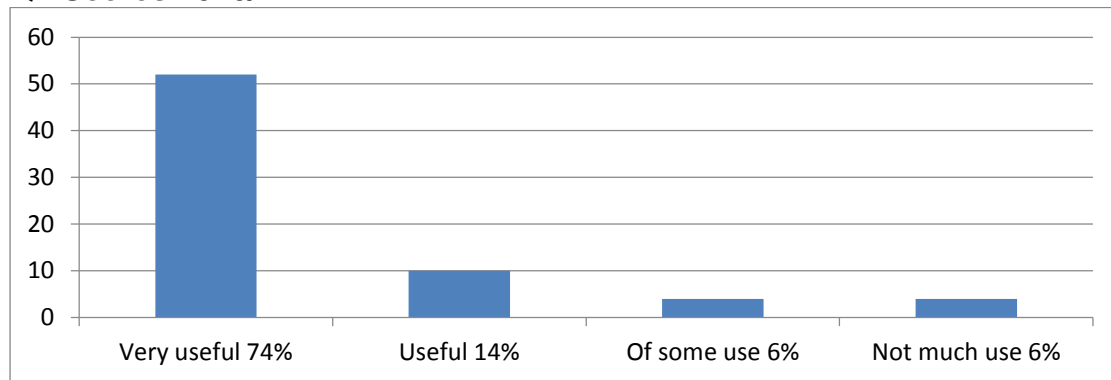
There were 70 responses. The average score of the responses indicating the usefulness of a single point of contact was 8.9 out of 10 (83% in 2018/19 or 8.3 out of 10).

A breakdown of the scores showed:

| Scale used               | 2020/21  | Scale used              | 2018/19  |
|--------------------------|----------|-------------------------|----------|
| Not much use (upto 4/10) | 4 ( 6%)  | Not much use (upto 40%) | 6 ( 8%)  |
| Of some use (5-6/10)     | 4 ( 6%)  | Of some use (41-60%)    | 6 ( 8%)  |
| Useful (7-8/10)          | 10 (14%) | Useful (61-80%)         | 14 (17%) |
| Very useful (9-10/10)    | 52 (74%) | Very useful (81-100%)   | 53 (67%) |

Note: The comparisons of the scores with those of the 2018/19 survey may be slightly inaccurate because of the different scoring scales used – see the Introduction for further details.

### Q1 Scores 2020/21



### Q2. How would you rate the initial contact you had with the Hub?

Poor....Ok....Great

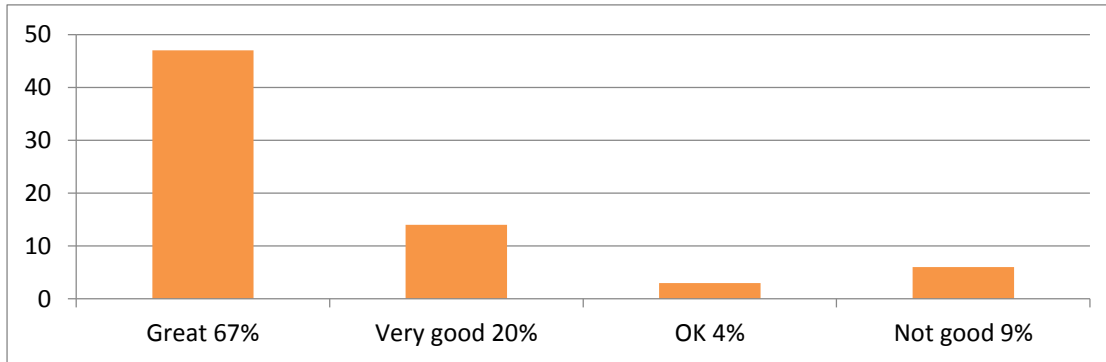
There were 70 responses. The average score of the responses rating the initial contact with the Hub was 8.4 out of 10 (83% in 2018/19 or 8.3 out of ten).

A breakdown of the scores showed:

| Scale used           | 2020/21  | Scale used          | 2018/19  |
|----------------------|----------|---------------------|----------|
| Not good (upto 4/10) | 6 ( 9%)  | Not good (upto 40%) | 7 ( 9%)  |
| Ok (5-6/10)          | 3 ( 4%)  | Ok (41-60%)         | 7 ( 9%)  |
| Very good (7-8/10)   | 14 (20%) | Very good (61-80%)  | 11 (14%) |
| Great (9-10/10)      | 47 (67%) | Great (81-100%)     | 54 (68%) |

Note: The comparisons of the scores with those of the 2018/19 survey may be slightly inaccurate because of the different scoring scales used – see the Introduction for further details.

### Q2 Scores 2020/21



### Q3. Were you given enough information to meet your needs? Yes or No.

There were 79 responses.

63 (90%) answered Yes, compared with 66 (84%) in 2018/19.

7 (10%) answered No, compared with 13 (16%) in 2018/19.

### Q4. How supported did you feel when making enquiries or completing forms? Not at all.....Very supported.

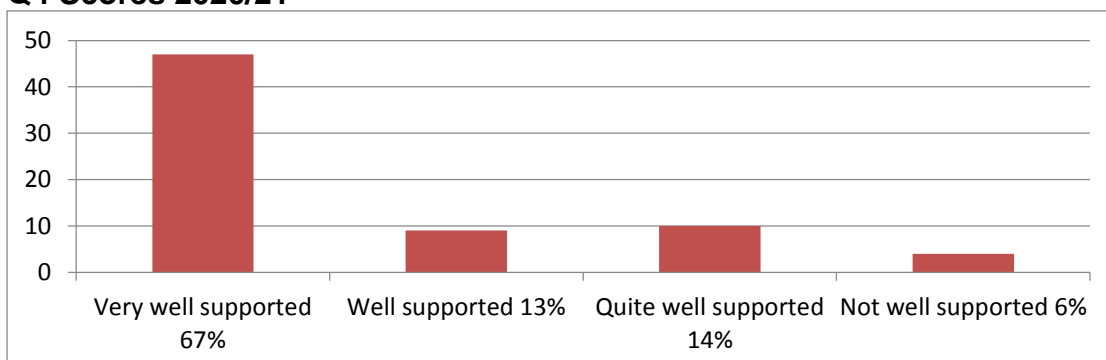
There were 70 responses. The average score of the responses rating support given by the Hub when making enquiries or completing forms was 8.4 out of ten (80% in 2018/19 or 8.0 out of 10).

A breakdown of the scores showed:

| Scale used                     | 2020/21  | Scale used                    | 2018/19  |
|--------------------------------|----------|-------------------------------|----------|
| Not well supported (upto 4/10) | 4 ( 6%)  | Not well supported (upto 40%) | 6 ( 8%)  |
| Quite well supported (5-6/10)  | 10 (14%) | Quite well supported (41-60%) | 10 (13%) |
| Well supported (7-8/10)        | 9 (13%)  | Well supported (61-80%)       | 17 (21%) |
| Very well supported (9-10/10)  | 47 (67%) | Very well supported (81-100%) | 46 (58%) |

Note: The comparisons of the scores with those of the 2018/19 survey may be slightly inaccurate because of the different scoring scales used – see the Introduction for further details.

### Q4 Scores 2020/21



**Q5. How helpful has any information provided to you (the information pack or looking at the website) been?**

**Not helpful at all....Somewhat helpful....Very helpful.**

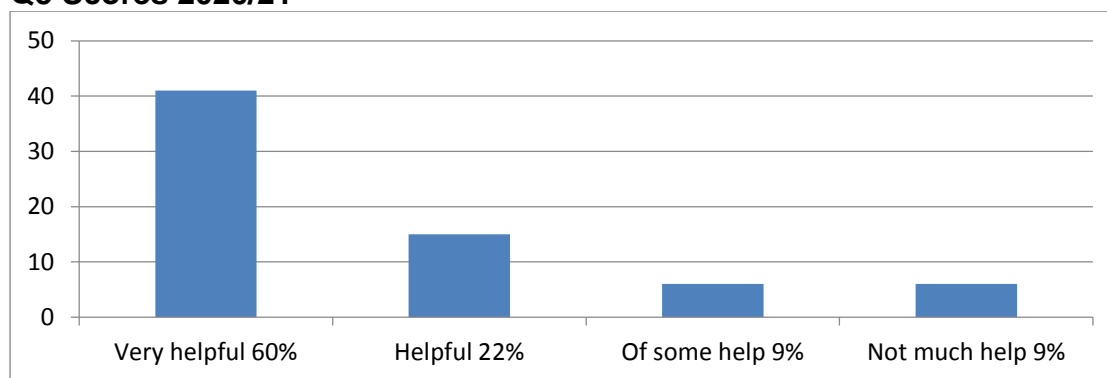
There were 70 responses. The average score of the responses indicating the helpfulness of the information provided was 8.1 out of 10 (79% in 2018/19 or 7.9 out of 10).

A breakdown of the scores showed:

| Scale used                | 2020/21  | Scale used               | 2018/19  |
|---------------------------|----------|--------------------------|----------|
| Not much help (upto 4/10) | 6 ( 9%)  | Not much help (upto 40%) | 5 ( 6%)  |
| Of some help (5-6/10)     | 6 ( 9%)  | Of some help (41-60%)    | 15 (19%) |
| Helpful (7- 8/10)         | 15 (22%) | Helpful (61- 80%)        | 13 (17%) |
| Very helpful (9-10/10)    | 41 (60%) | Very helpful (81-100%)   | 46 (58%) |

Note: The comparisons of the scores with those of the 2018/19 survey may be slightly inaccurate because of the different scoring scales used – see the Introduction for further details.

**Q5 Scores 2020/21**



**Q6. After contacting the Hub, which service or services did you access?  
Please tick all that apply.**

There were 70 respondents. The figures below indicate the number and percentage of respondents ticking each area.

|  |          |
|--|----------|
| Alzheimer’s Society  | 10 (14%) |
| Crossroads Care  | 17 (24%) |
| Telephone Contact Assessment                               | 21 (30%) |
| Coffee Mornings  | 23 (33%) |
| Reablement – matched with a volunteer                      | 5 ( 7%)  |
| Carers Engagement - completed a survey other than this one | 8 (11%)  |
| Carer Assessment Workers – face to face assessment         | 11 (16%) |
| Young Carers Project – for your children                   | 3 ( 4%)  |
| Carers Card  | 42 (60%) |
| Carelink Plus  | 13 (19%) |
| Mental Health Services                                     | 10 (14%) |
| Counselling  | 6 ( 9%)  |

Other services mentioned were Hot Meals, Legal Advice, Occupational Therapy and Tea in the Park.

**Q7. To what degree has accessing the Hub helped you to maintain your well-being or feel that your needs have been listened to? Please indicate how, in the comments box.**

**Not helpful       Somewhat helpful       Very helpful**

There were 70 responses (78 in 2018/19). A breakdown of the responses indicated is as follows:

|                  | <u>2020/21</u> | <u>2018/19</u> |
|------------------|----------------|----------------|
| Not helpful      | 6( 9%)         | 7( 9%)         |
| Somewhat helpful | 24(34%)        | 32(41%)        |
| Very helpful     | 40(57%)        | 39(50%)        |

**Q8. To what degree has accessing the Hub empowered you to lead a life outside of care duties? Please indicate how in the comments box.**

**Not at all       Somewhat       A lot**

There were 70 responses (76 in 2018/19). A breakdown of the responses indicated is as follows:

|            | <u>2020/21</u> | <u>2018/19</u> |
|------------|----------------|----------------|
| Not at all | 13 (19%)       | 18 (23%)       |
| Somewhat   | 40 (57%)       | 37 (49%)       |
| A lot      | 17 (24%)       | 21 (28%)       |

**Q9. To what extent do you feel that the Hub provides you with the support you need at the time you need it? Please indicate how in the comments box.**

**Not at all       Somewhat       A lot**

There were 70 responses (73 in 2018/19). A breakdown of the indicated responses is as follows:

|            | <u>2020/21</u> | <u>2018/19</u> |
|------------|----------------|----------------|
| Not at all | 8 (12%)        | 13 (18%)       |
| Somewhat   | 31 (44%)       | 29 (40%)       |
| A lot      | 31 (44%)       | 31 (42%)       |

**Q10. Do you feel the Hub provides you with enough guidance and information so that you can retain some independence and make your own decisions about how much care you wish to provide? Yes or No.**

There were 67 responses (78 in 2018/19).  
52 (78%) answered Yes, compared with 64 (82%) in 2018/19.  
15 (22%) answered No, compared with 14 (18%) in 2018/19.

### **Further Comments - Positives**

- It's a comfort to know my role is noted and appreciated and I have help at hand if I should need it.
- I think the Hub is great - it needs continued funding.
- I would like to thank the staff at the Carers Hub for all they have done for me over the past years. They are so understanding and supportive. It's been so helpful to have a support worker.
- The Carers Hub is really amazing and supportive. Thank you so much.
- I can call the Hub when and where I need them and when I have needed to call my questions are always answered. If not then, they find out for me.
- The Hub is always there for me, friendly, kind, caring and helpful and nothing is ever too much for them.
- You do and still do an amazing job. Stars you all are.
- The Carers Hub does its best in a world where mental health is massively underfunded.
- I have dealt with (the support worker) many times and always find her helpful and obliging, and the coffee mornings sessions and talks are so informative.
- The Hub has helped me make contact with other carers in similar difficulties.....
- I've found the online Tai chi/qi gong helpful, fun and another opportunity to meet up with strangers in the same boat!
- The only downside to the Hub is that I cannot be a part of the many activities taking place, but if the opportunity arises that I can be more involved, I will take it.

### **Further Comments - Negatives**

- A lifeline I could not survive without but really wish I could ring them for support/guidance when I really need it rather than only by appointment which is always weeks later as they are so busy.
- I haven't really engaged with the Zoom meetings as I found certain individuals were talking most of the time. Face to face meetings suit me better....!
- I found one staff member very unhelpful and who gave me wrong information. I have not always had email queries answered.
- It took a while for me to access a telephone assessment, but once the assessor reached me, all was smooth.
- This last year has been horrendous for everyone but I have had no direct contact with anyone at the Carers Hub. For those of us that don't use Zoom there has been nothing in place to make us feel less isolated.

### **Comments – Coronavirus**

- Feeling supported through our darkest time is everything and we don't know how we would have got this far without your services. Thank you.
- The Carers coffee morning on Zoom has given me something to look forward to, new friends and the Carers staff are so supportive.
- The workshops and activities online have been manna, and I am deeply grateful.
- During the Covid-19 pandemic it feels like it has taken longer to get things in place. No reflection on the Carers Hub – it's all the usual support from other organisations, which has been slow.

- I find everyone at the Hub extremely helpful. Caring for my husband during the pandemic, just knowing the Hub was there helped a lot. I did not feel so isolated.
- The feeling that there was someone I could ask for help has got me through these awful lockdowns. Knowing I was not alone and that others were experiencing the same problems lifted a curtain and showed me better times ahead.
- All my scores are relatively low as I have not actually used the Hub's services due to Covid because online doesn't work for me. But it is reassuring to know you're there if/when I need you.

## **Summary**

1. The survey confirms that the Hub has continued to be very effective in providing a single point of contact for carers, in making the initial contact with carers and in giving basic support and helpful information. All the relevant percentage rates were higher than in 2018/19.
2. It is also evident that the Hub has continually helped carers with maintaining their wellbeing, with leading a life other than caring and by providing them with appropriate support when they needed it.
3. The survey clearly indicates that, despite operating restrictions imposed due to the Covid-19 pandemic, the Hub's overall services have been maintained and improved during the period.
4. The main services accessed by carers after contacting the Hub were the Carers Card (60% of respondents), Coffee Mornings (33%), Telephone Contact Assessment (30%), Crossroads Care, Carelink Plus, the Alzheimer's Society and Mental Health Services.
5. There were a number of further comments submitted (summarised above). The general comments and those about Covid-19 were mostly positive with only a few negatives. Again this points to the helpfulness and support provided by the Hub and its staff.