

Surrey Carers Strategy

What do you think?



Introduction



Surrey County Council and local NHS organisations in Surrey have written a plan for our work with carers between 2021 and 2024.

The plan is called the 'Surrey Carers Strategy'.



A carer is someone young or old who gives help and support to another person because of:



- a disability
- a health condition



- being old and weak
- a mental health problem



- being addicted to something like drugs or alcohol



- something else that means they can't do things for themselves.



We wrote the plan after listening to carers and the services that help carers.



We now want to know what you think about the plan by answering the questions in this survey.



Your answers will help us to make sure the final plan is right for you and other carers in Surrey.

About you



Question 1: Please tell us about yourself by ticking all the boxes that apply to you.

☐

I care for an adult who has a learning disability

☐

I care for a child or young person who has a learning disability

☐

I care for someone who is autistic

☐

I care for an adult who has a physical disability or a difficulty with eyesight or hearing

☐

I care for a child or a young person who has a physical disability or a difficulty with eyesight or hearing

☐

I care for an adult who has a mental health condition



☐ I care for a child or young person who has a mental health condition



☐ I care for an adult who drinks too much alcohol or uses drugs



☐ I care for a child or a young person who drinks too much alcohol or uses drugs



☐ I care for someone who has a long-term health condition which means they can't do everyday things



☐ I care for an adult who is old and weak



☐ I care for an adult who has **dementia**. **Dementia** is a disease in the brain that affects your memory and behaviour



☐ I am someone who works or volunteers to support carers



☐ I used to be a carer



Question 2: How many hours each week, on average, do you spend caring for someone?

- ☐ 1 to 9 hours per week
- ☐ 10 to 19 hours per week
- ☐ 20 to 34 hours per week
- ☐ 35 to 49 hours per week
- ☐ 50 to 69 hours per week
- ☐ 70 to 89 hours per week
- ☐ 90 or more hours per week
- ☐ This doesn't apply to me



Question 3: How long have you been a carer?

- ☐ Less than one year
- ☐ 1 to 4 years
- ☐ 5 to 9 years
- ☐ 10 to 14 years
- ☐ More than 15 years
- ☐ This doesn't apply to me



Question 4: How old are you?

- ☐ 18 to 24 years
- ☐ 25 to 34 years
- ☐ 35 to 44 years
- ☐ 45 to 54 years
- ☐ 55 to 64 years
- ☐ 65 or more years
- ☐ I prefer not to say



Question 5: Are you...

- ☐ Female
- ☐ Male
- ☐ I use another word
- ☐ I prefer not to say

Question 6: What is your ethnic group?



White

- ☐ English, Welsh, Scottish, Northern Irish or British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Any other white background



Mixed

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other mixed background



Asian

- ☐ Indian
- ☐ Pakistani
- ☐ Bangladeshi
- ☐ Chinese
- ☐ Any other Asian background



Black

☐

African

☐

Caribbean

☐

Any other black background



Other

☐

Arab

☐

Any other ethnic group

☐

I prefer not to say

Question 7: Are you...



- ☐ Working in a full-time job
- ☐ Working in a part-time job
- ☐ Working for myself
- ☐ On a Government training scheme
- ☐ Unemployed and looking for work
- ☐ Retired and not working at all
- ☐ At school, college or university full time
- ☐ Looking after my home or family
- ☐ Long-term sick or disabled
- ☐ Doing something else
- ☐ I can't work because I am a carer
- ☐ I prefer not to say



Question 8: Do you have a long-term health problem or disability that...

- ☐ doesn't stop me from doing anything
- ☐ stops me from doing everyday things, a little bit
- ☐ stops me from doing everyday things, a lot

Our vision



Our **vision** is the way that we want to work with carers in the future.

Our vision is to:

- work well with organisations that support carers
- support carers of all ages in Surrey
- listen to carers
- focus on the things that carers want.

Question 9: Do you agree or disagree with our vision?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree or disagree
- ☐ Disagree
- ☐ Strongly disagree

Making this vision happen



These are the things we plan to do to achieve our vision:

- Involve carers in all that we do.



- Support carers in a way that is right for each individual person.



- Think about how caring affects the whole family.



- Make sure health and social care services work together to support carers.



- Start to support people as soon as they become a carer, to keep them feeling healthy and well.



- Make sure the services that people want are available.



Question 10: Do you think these things will help us to achieve our vision?

- Involve carers in all that we do.

☐ Yes, a lot

☐ Yes, a little

☐ Only a small amount

☐ Not at all



- Support carers in a way that is right for each individual person.

☐ Yes, a lot

☐ Yes, a little

☐ Only a small amount

☐ Not at all



- Think about how caring affects the whole family.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



- Make sure health and social care services work together to support carers.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



- Start to support people as soon as they become a carer, to keep them feeling healthy and well.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



- Make sure the services that people want are available.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



Question 11: How important are these things to you?

- Involve carers in all that we do.

- ☐ Very important
- ☐ Important
- ☐ Quite important
- ☐ A little bit important
- ☐ Not important at all



- Support carers in a way that is right for each individual person.

- ☐ Very important
- ☐ Important
- ☐ Quite important
- ☐ A little bit important
- ☐ Not important at all



- Think about how caring affects the whole family.

- ☐ Very important
- ☐ Important
- ☐ Quite important
- ☐ A little bit important
- ☐ Not important at all



- Make sure health and social care services work together to support carers.

- ☐ Very important
- ☐ Important
- ☐ Quite important
- ☐ A little bit important
- ☐ Not important at all



- Start to support people as soon as they become a carer, to keep them feeling healthy and well.

- ☐ Very important
- ☐ Important
- ☐ Quite important
- ☐ A little bit important
- ☐ Not important at all



- Make sure the services that people want are available.

- ☐ Very important
- ☐ Important
- ☐ Quite important
- ☐ A little bit important
- ☐ Not important at all

Our priorities



Priorities are the most important things that should be done first.

Our priorities are to:

- Provide high quality services.
- Support carers who also have a job.
- Make more people aware of the work that carers do.
- Make sure carers get their **rights**. **Rights** are the things that everyone should get by law.
- Help carers to speak up more.
- Find better ways to talk and listen to carers.





Question 12: How important are these priorities to you?

- Provide high quality services.

- ☐ Very important
- ☐ Important
- ☐ Quite important
- ☐ A little bit important
- ☐ Not important at all



- Support carers who also have a job.

- ☐ Very important
- ☐ Important
- ☐ Quite important
- ☐ A little bit important
- ☐ Not important at all



- Make more people aware of the work that carers do.

- ☐ Very important
- ☐ Important
- ☐ Quite important
- ☐ A little bit important
- ☐ Not important at all



- Make sure carers get their rights.

- ☐ Very important
- ☐ Important
- ☐ Quite important
- ☐ A little bit important
- ☐ Not important at all



- Help carers to speak up more.

- ☐ Very important
- ☐ Important
- ☐ Quite important
- ☐ A little bit important
- ☐ Not important at all



- Find better ways to talk and listen to carers.

- ☐ Very important
- ☐ Important
- ☐ Quite important
- ☐ A little bit important
- ☐ Not important at all

High quality services



These are things we plan to do to provide high quality services for carers:



- Have services ready in case something goes wrong with your caring work.



- Provide short breaks for carers.

- Improve the health and wellbeing of carers.



- Make sure that the people who run and use services come from all the different groups and backgrounds in Surrey.



- Make it easier for carers to get the help they need.



- Have meetings with social workers to find out what help each carer needs.



Question 13: Do you think that these things will help us to provide high quality services?

- Have services ready in case something goes wrong with your caring work.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



- Provide short breaks for carers.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



- Improve the health and wellbeing of carers.

☐ Yes, a lot

☐ Yes, a little

☐ Only a small amount

☐ Not at all



- Make sure that the people who run and use services come from all the different groups and backgrounds in Surrey.

☐ Yes, a lot

☐ Yes, a little

☐ Only a small amount

☐ Not at all



- Make it easier for carers to get the help they need.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



- Have meetings with social workers to find out what help each carer needs.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all

Support carers who also have a job



We plan to do these things to support carers who also have a job:

- Look for new ways to train our staff about what carers need.



- Support our staff who are also carers.



- Tell more people about the new **Working Carers Passport**.

A **Working Carers Passport** is an easy way for carers to share important information about themselves.



Question 14: Do you think that these things will help us support carers who also have a job?

- Look for new ways to train our staff about what carers need.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



- Support our staff who are also carers.

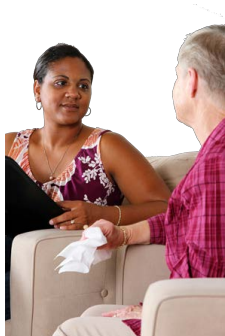
- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



- Tell more people about the new Working Carers Passport.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all

Tell more people about carers



We plan to do these things to make more people aware of the work that carers do:

- Help people as soon as they start to become a carer.



- Support carers from all groups and backgrounds and make sure services meet their needs.



- Involve staff who work with carers in helping to decide what support the carer needs.



- Think about how the whole family is affected when we plan services for the carer.



- Make sure that all services work to the same high standards.



Question 15: Do you think that these things will help us to make more people aware of the work carers do?

- Help people as soon as they start to become a carer.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



- Support carers from all groups and backgrounds and make sure services meet their needs.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



- Involve staff who work with carers in helping to decide what support the carer needs.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



- Think about how the whole family is affected when we plan services for the carer.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



- Make sure that all services work to the same high standards.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all

Make sure carers get their rights



These are the things we plan to do to make sure carers get their rights:

- Try to support more carers.
- Look for people who are caring for someone but not getting any help yet.
- Help carers to support each other.



Question 16: Do you think that these things will help make sure carers get their rights?

- Try to support more carers.

☐

Yes, a lot

☐

Yes, a little

☐

Only a small amount

☐

Not at all



- Look for people who are caring for someone but not getting any help yet.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



- Help carers to support each other.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all

Help carers to speak up more



We plan to do these things to help carers speak up more:

- Set up an independent service called; 'Giving Carers a Voice'.
- Help our **Carers Partnership Group** to get stronger.



The **Carers Partnership Group** is a meeting where Surrey County Council, the NHS and all partners discuss how they can best support carers and agree priorities.

Question 17: Do you think that these things will help carers speak up more?

- Set up an independent service called; 'Giving Carers a Voice'.



- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



- Help our Carers Partnership Group to get stronger.

☐

Yes, a lot

☐

Yes, a little

☐

Only a small amount

☐

Not at all

Find better ways to talk and listen to carers



We plan to do these things to find better ways to talk and listen to carers:

- Change the way we communicate so that it is better for carers from all the different groups and backgrounds in Surrey.



- Make sure that advice, information and support are easily available.



- Think about the needs of carers who are **vulnerable**. **Vulnerable** means you need some support to live independently.



Question 18: Do you think that these things will help us listen and talk to carers more?

- Change the way we communicate so that it is better for carers from all the different groups and backgrounds in Surrey.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



- Make sure that advice, information and support are easily available.
- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



- Think about the needs of carers who are vulnerable.

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all



Question 19: Do you think these priorities will help us to achieve our vision?

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ Only a small amount
- ☐ Not at all

Thank you



Thank you for your answers.



Your answers will help us to make sure our plan is right for you and other carers in Surrey.



We hope to make the final plan available by April 2021.

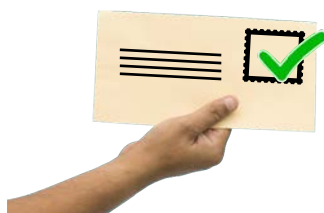


The final plan will include information about when we will do the things we need to do.

For more information



For a printed copy of this survey
please call: **0300 200 1005**



We will provide you with a stamp
addressed envelope to post the survey
back to us.



If you can print the survey yourself,
please post it back to us:

**Carers Strategy Survey/Room G34
Surrey County Council
Adult Social Care
County Hall
Penrhyn Rd
Kingston upon Thames
KT1 2DN**

If you need more information please
contact us by:



Email:
carersstrategy@surreycc.gov.uk



Phone: **0300 200 1005**

Text: **07527 182861**

Easy Read by **easy-read-online.co.uk**