



Nottinghamshire Carers Services: User Survey

Why we are asking these questions

We are looking at the services we provide for carers to check how helpful they are. We are also thinking about services we might provide in the future. We want to find out if the services we provide are those that carers need and if they are a good use of public money.

Please return this survey to:

Carers Services, ASCH Strategic Commissioning, Nottinghamshire County Council,
County Hall, Nottingham, NG2 7QP

Email: margaret.pape@nottscc.gov.uk

1. Have you used any of the following services?

For each service, please tick the box that best describes your experience.

Carers Hub information and advice service			
If have not used this service <input type="checkbox"/>	I have used this service it was very useful <input type="checkbox"/>	I have used this service it was quite useful <input type="checkbox"/>	I have used this service it was not useful <input type="checkbox"/>
NCC Customer Service Centre			
If have not used this service <input type="checkbox"/>	I have used this service it was very useful <input type="checkbox"/>	I have used this service it was quite useful <input type="checkbox"/>	I have used this service it was not useful <input type="checkbox"/>
Information on Notts Help Yourself website			
If have not used this service <input type="checkbox"/>	I have used this service it was very useful <input type="checkbox"/>	I have used this service it was quite useful <input type="checkbox"/>	I have used this service it was not useful <input type="checkbox"/>
Information in Carers Information Pack			
If have not used this service <input type="checkbox"/>	I have used this service it was very useful <input type="checkbox"/>	I have used this service it was quite useful <input type="checkbox"/>	I have used this service it was not useful <input type="checkbox"/>
Talking to staff in my GPs practice			
If have not used this service <input type="checkbox"/>	I have used this service it was very useful <input type="checkbox"/>	I have used this service it was quite useful <input type="checkbox"/>	I have used this service it was not useful <input type="checkbox"/>
Library services – including books at home/mobile library			
If have not used this service <input type="checkbox"/>	I have used this service it was very useful <input type="checkbox"/>	I have used this service it was quite useful <input type="checkbox"/>	I have used this service it was not useful <input type="checkbox"/>

Books on prescription or dementia resources available in public libraries

If have not used this service

I have used this service
it was **very useful**

I have used this service
it was **quite useful**

I have used this service
it was **not useful**

Attending a carers support group

If have not used this service

I have used this service
it was **very useful**

I have used this service
it was **quite useful**

I have used this service
it was **not useful**

Training groups for carers

If have not used this service

I have used this service
it was **very useful**

I have used this service
it was **quite useful**

I have used this service
it was **not useful**

Carers Emergency Card

If have not used this service

I have used this service
it was **very useful**

I have used this service
it was **quite useful**

I have used this service
it was **not useful**

Carers Crisis prevention service (respite care in a crisis)

If have not used this service

I have used this service
it was **very useful**

I have used this service
it was **quite useful**

I have used this service
it was **not useful**

If you did not find a service useful, please tell us why not

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2. Within the last year, have you had a Carer's Assessment or Review with Nottinghamshire County Council?

Yes

No

If you answered YES:

3. How was the assessment completed?

Online self-assessment followed by a telephone conversation

By telephone

Face-to-face with a social care worker

4. On a scale of 1-10, how important was this in helping you to carry out your caring role?

1 <input type="checkbox"/> Not at all important	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/> Very important
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5. On a scale of 1-10, how easy did you find the assessment process?

1 <input type="checkbox"/> Not at all easy	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/> Very easy
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6. Is there any way we could improve the Carer's Assessment/Review process?

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7. Within the last year, have you had a Carer's Personal Budget?

- Yes
- No

If you answered YES:

8. What did you use the personal budget for? (please tick one option)

- Funding holidays, weekends away, days out
- Transport for a break away or for visiting family
- Funding a hobby such as fishing, art lessons, cooking classes or exercise equipment
- College courses
- Driving lessons
- Home improvements, gardening, domestic help
- Equipment to help caring for someone such as washing machine, dishwasher
- Helping carers back to work
- Other - please tell us what

9. On a scale of 1-10, how important was this in helping you to carry out your caring role?

1 <input type="checkbox"/> Not at all important	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/> Very important
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Is there any way we could improve the Carer's Personal Budget?

10. Within the last year, have you used a NHS Short Break/Carer's Personal Health Budget?

Yes

No

If you answered YES:

11. How did you access your short break? (please tick one)

Used the scheme administered by Rushcliffe CCG

Received a direct payment

12. On a scale of 1-10, how important was this in helping you to carry out your caring role?

1 <input type="checkbox"/> Not at all important	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/> Very important
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Is there any way we could improve the NHS Short Break/Carer's Personal Health Budget?

13. Think about all the services you have received and select the top 3 that are most important to you as a carer. Please put one tick in each column to indicate these.

	Most important	2nd most important	3rd most important
Carers Hub information and advice service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NCC Customer Service Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information on Notts Help Yourself	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information in Carers Information Pack	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking to staff in my GPs practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library services – including books at home/mobile library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Books on prescription or dementia resources available in public libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attending a carers support group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training for carers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers Emergency Card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carers Crisis prevention service (respite care in a crisis)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carer's Assessment or Review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carer's Personal Budget	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carer's Personal Health Budget/ NHS Short Break	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. Are there any other services you have received that are not listed here?

15. Is there anything else that you would help you in your caring role?

Please think about things that you have not been offered but that you think might be helpful.

About Yourself

These questions will help us to understand who uses our services. If you do not want to answer any question, please leave it blank.

16. Your gender:

- Female
 Male
 Transgender
 Other (please specify)

17. Your age:

- 18-24 25-40 41-50 51-60 61-70 71-80 81-90 91 or older

18. Where you live:

- Ashfield
 Bassetlaw
 Broxtowe
 Gedling
 Mansfield
 Newark and Sherwood
 Rushcliffe
 Other – please tell us where

19. What is the main disability or condition of the person you care for?

20. How long have you been a carer?

- One year or less One to five years Five to ten years Ten years or more

21. How many hours a week do you spend caring?

Thank you for completing this survey. Please return this to:

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