

LETTER

You are on [AUTHORITY] Social Services list as someone who has a caring role and who has had a **carers' assessment**. Your name has been selected at random.

What is a carers' assessment?

A **carers' assessment** is when someone from Social Services talks to you about your caring role (what you do to help someone else to live at home in the community), and tried to work out a plan to help you in that role. This might just mean information and advice, or listening to any problems you may want to talk about. It might mean services, either from social services or other sources of help.

We would be very grateful if you could answer the questions in the attached form and return it in the pre paid envelope provided.

This questionnaire is being sent to help us to assess how well your local social services department, and its partners, are working to support carers.

This is to help us improve the services available in the light of carers' actual experiences.

QUESTIONNAIRE

1. Were you aware that your social services / community care department is taking your needs into account in the way it supports the person you care for?

Yes No

Your comments: for example, please tell us how this did, or did not make a difference to your life or your family's life.

2. Were you aware that you have had a carer's assessment (see covering letter for a definition)

Yes No

Your comments

3. Do you feel your social services / community care department has understood the impact that caring has on you?

Yes fully Yes partly Not at all Don't know

Your comments: for example things you would have liked them to take account of

4. Have you agreed with your social services / community care department a plan that helps you to carry on caring?

Yes No (**go to question 6**) Don't know

Your comments:

5. If yes, did the plan help to make it easier for you to carry on caring?

Yes No Don't know

Your comments. What did the plan help you to do? Or what did it not help you to do?

6. If you are of working age, has your social services / community care department taken account of your wish either to go back to or stay in work in their plans to help you?

Yes No Don't know I am not of working age
 Work is not important to me

Your comments:

7. Has your social services / community care department made sure you know how to claim any benefits you may be entitled to?

Yes No Don't know I don't want to know about benefits

Your comments

8a. Has your social services / community care department helped you to make sure that you have some free time / a break from caring each week?

Yes No Don't know Free time is not important to me

8b If yes has this free time / break from caring helped you to continue in your caring role?

- It has made a big difference
- It has made a small difference
- It hasn't helped at all
- It has made things worse

Your comments

9. Has your social services / community care department helped you to maintain a life outside caring by enabling you to think about leisure, education or other interests or activities?

Yes No Don't know This is not important to me

Your comments

10a. Has your social services / community care department helped you to plan for an emergency in case you are ever temporarily unable to look after the person you care for?

Yes No Don't know This is not important to me

10b. If yes, has this given you the reassurance that you were expecting?

Yes To some extent Not at all

Your comments

11. Has your social services / community care department helped you to think about how you can stay fit and healthy? (for example how to reduce stress or how to move and handle people safely)

Yes No Don't know This is not important to me

Your comments

12. Do you feel that your social services / community care department has helped you to think through the options and choices available to you as a carer?

Yes No Don't know

Your comments

13. Has your social services / community care department understood and taken into account things that are important to you as a person, for example your lifestyle, religious beliefs, culture?

Yes No Don't know This is not important to me

Your comments

14. Overall, has the way in which your social services / community care department has worked with you helped to improve your quality of life as a carer?

Yes No Don't know

Your comments

15. Overall, have the social services / community care staff who have worked with you shown you respect and understanding?

Yes No Don't know

Your comments

Thank you for filling in this form. Please return etc.