

# Helping people choose adult social care in England: Consumer survey findings



*27 February 2018 – 27 March 2018*

## An overview of our work



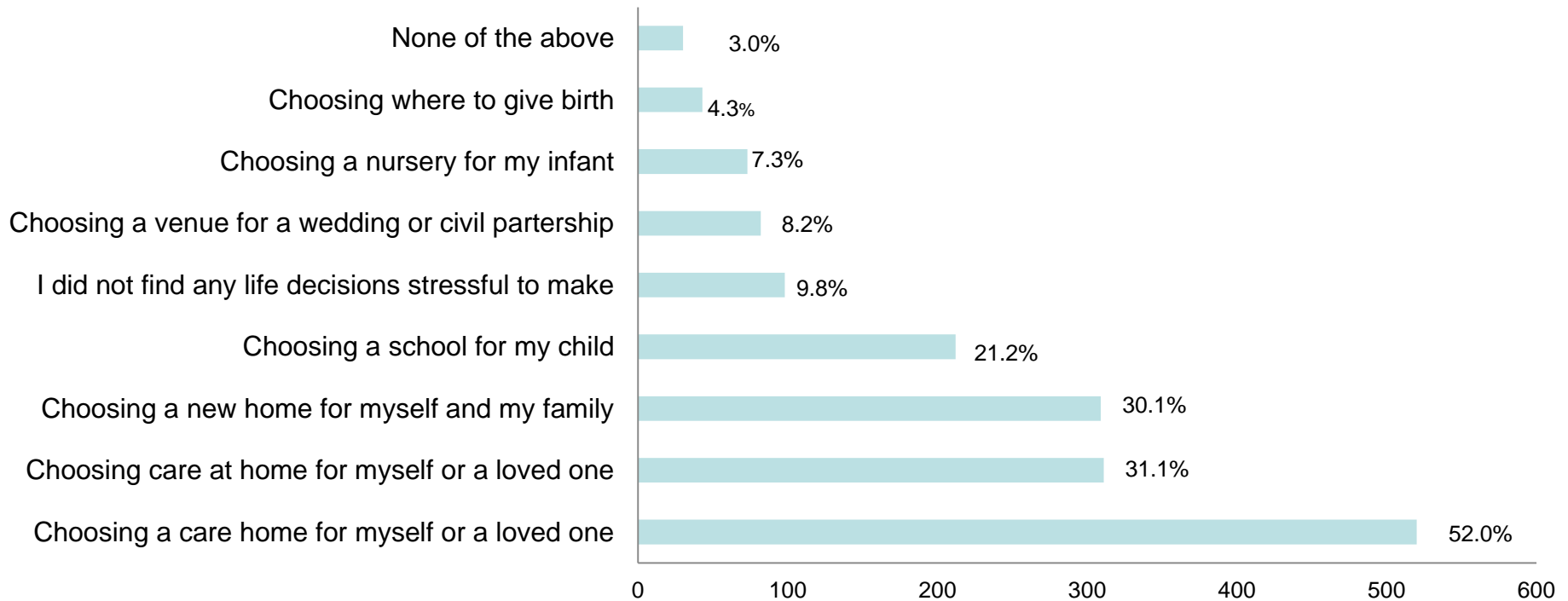
The Care Quality Commission (CQC) commissioned research from *Opinion Matters* to explore people's experiences when choosing a care home for either themselves or for someone they love.

Together, we looked at how this compares to other important decisions that they have to make in their lives.

This survey sought views from 1,000 adults across the UK between 7 and 14 February 2018, who had been responsible for making a decision about a care home in England in the last three years.

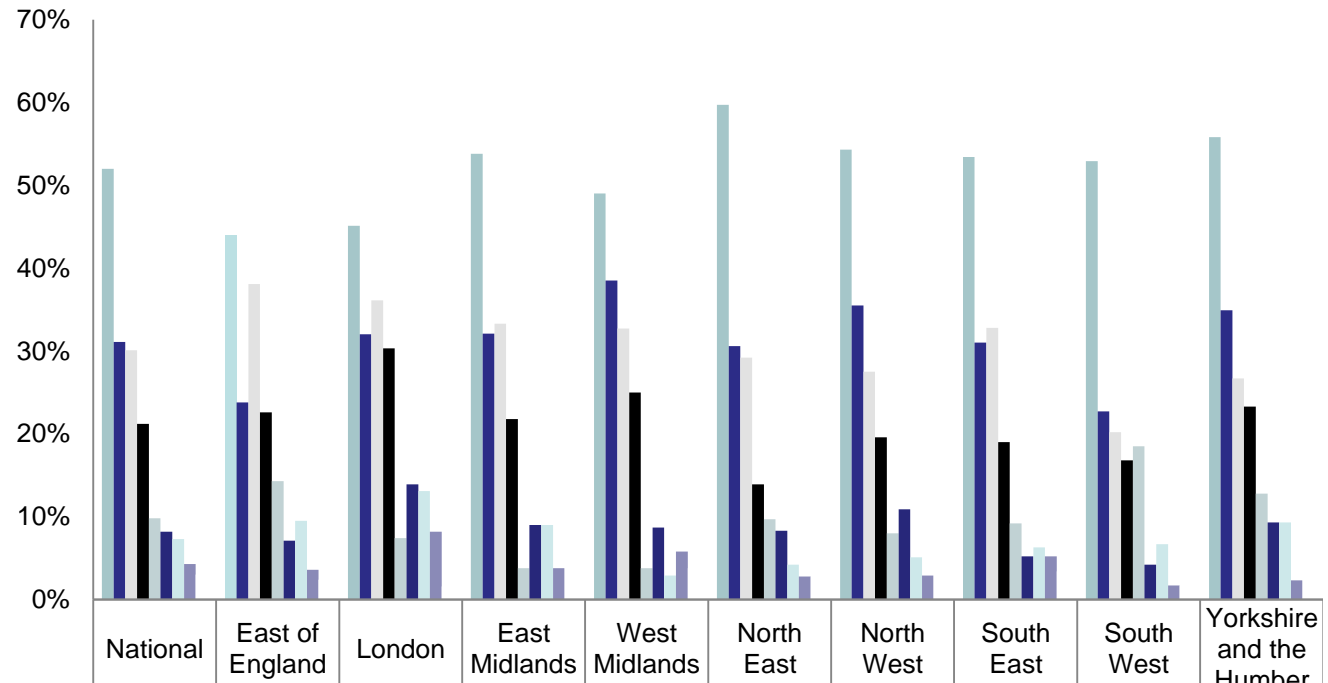


# Which of the following life decisions did you find the most stressful to make?



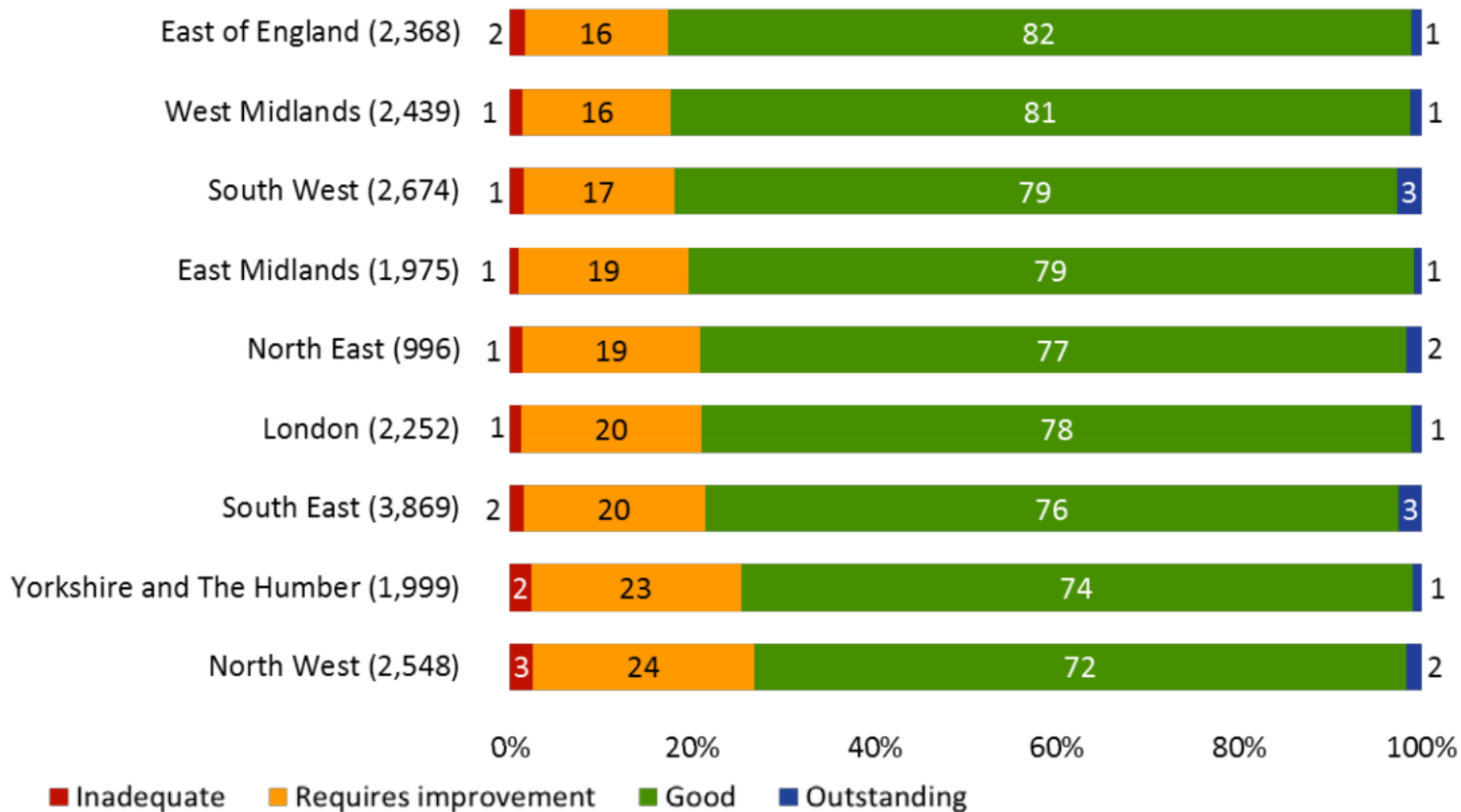
	Choosing a care home for myself or a loved one	Choosing care at home for myself or a loved one	Choosing a new home for myself and my family	Choosing a school for my child	I did not find any life decisions stressful to make	Choosing a venue for a wedding or civil partnership	Choosing a nursery for my infant	Choosing where to give birth	None of the above
Series1	520	311	309	212	98	82	73	43	30

# Which of the following life decisions did you find the most stressful to make?

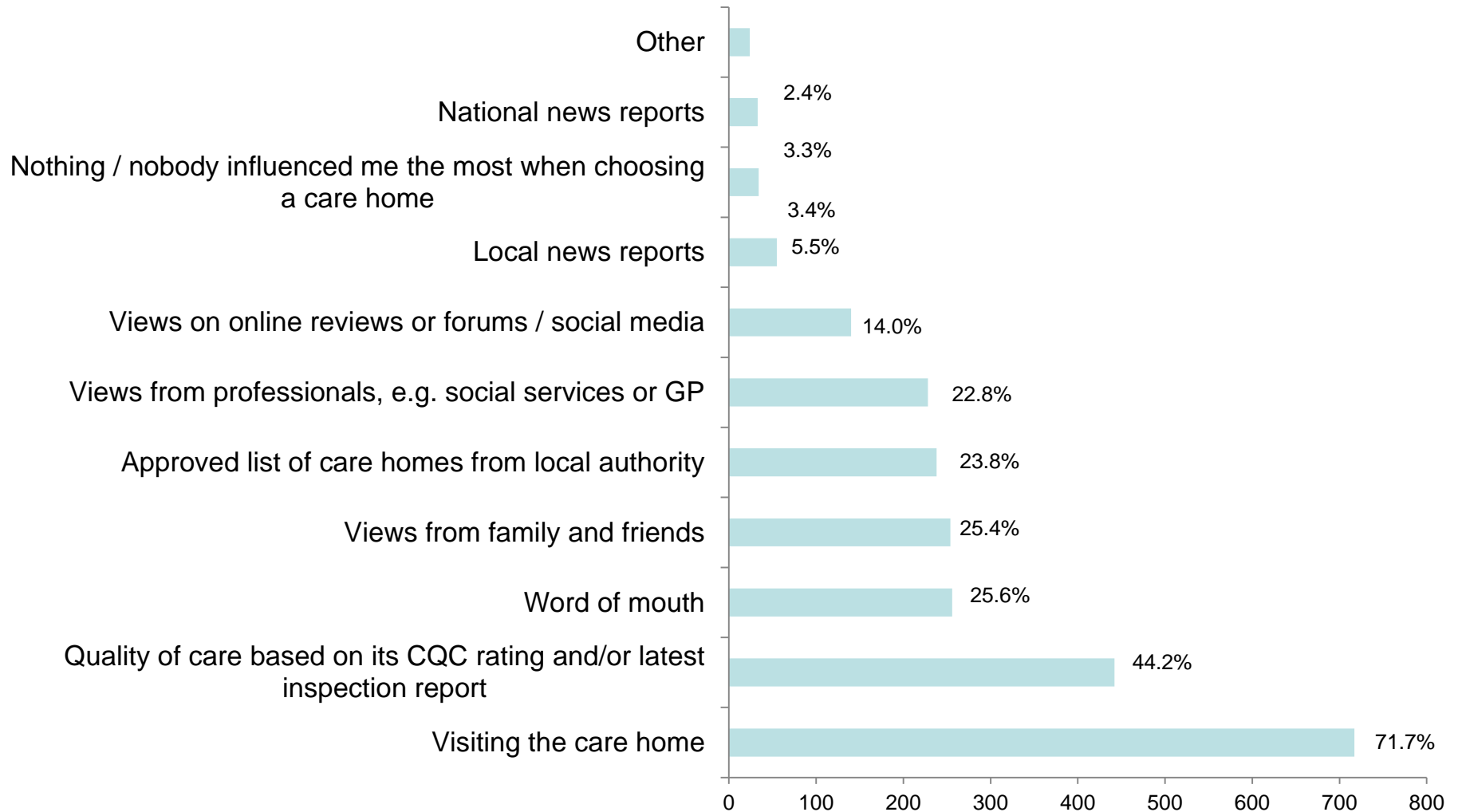


	National	East of England	London	East Midlands	West Midlands	North East	North West	South East	South West	Yorkshire and the Humber
Choosing a care home for myself or a loved one	52%	44.0%	45.1%	53.8%	49.0%	59.7%	54.3%	53.4%	52.9%	55.8%
Choosing care at home for myself or a loved one	31.10%	23.8%	32.0%	32.1%	38.5%	30.6%	35.5%	31.0%	22.7%	34.9%
Choosing a new home for myself and my family	30.09%	38.1%	36.1%	33.3%	32.7%	29.2%	27.5%	32.8%	20.2%	26.7%
Choosing a school for my child	21.20%	22.6%	30.3%	21.8%	25.0%	13.9%	19.6%	19.0%	16.8%	23.3%
I did not find any life decisions stressful to make	9.80%	14.3%	7.4%	3.8%	3.8%	9.7%	8.0%	9.2%	18.5%	12.8%
Choosing a venue for a wedding or civil partnership	8.20%	7.1%	13.9%	9.0%	8.7%	8.3%	10.9%	5.2%	4.2%	9.3%
Choosing a nursery for my infant	7.30%	9.5%	13.1%	9.0%	2.9%	4.2%	5.1%	6.3%	6.7%	9.3%
Choosing where to give birth	4.30%	3.6%	8.2%	3.8%	5.8%	2.8%	2.9%	5.2%	1.7%	2.3%
None of the above	3.00%	2.4%	1.6%	5.1%	3.8%	2.8%	3.6%	3.4%	1.7%	3.5%

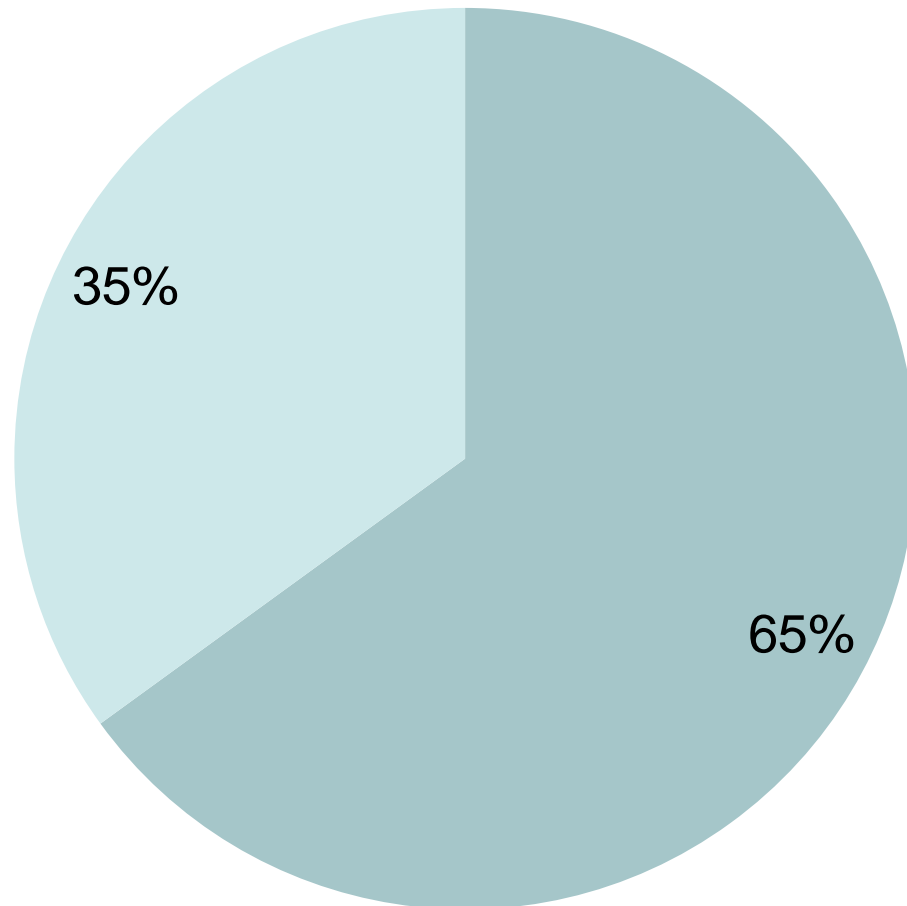
# Overall adult social care ratings by region



# What influenced you most when choosing a care home?



Did you know the care home's CQC rating and/or...



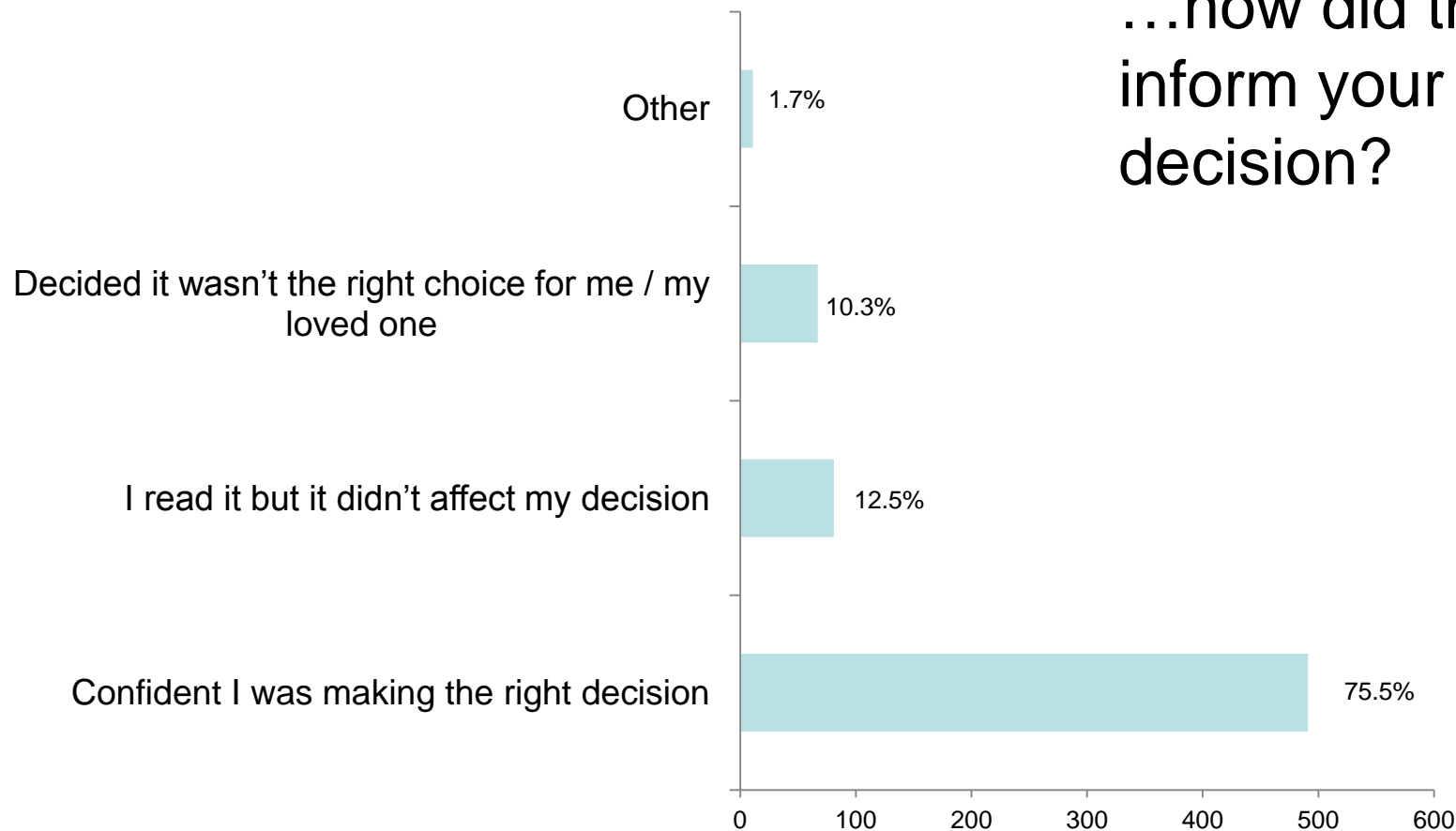
...read the inspection report *before* you made your decision?

- Yes
- No

# If you did refer to the care home's rating and/or inspection reports...

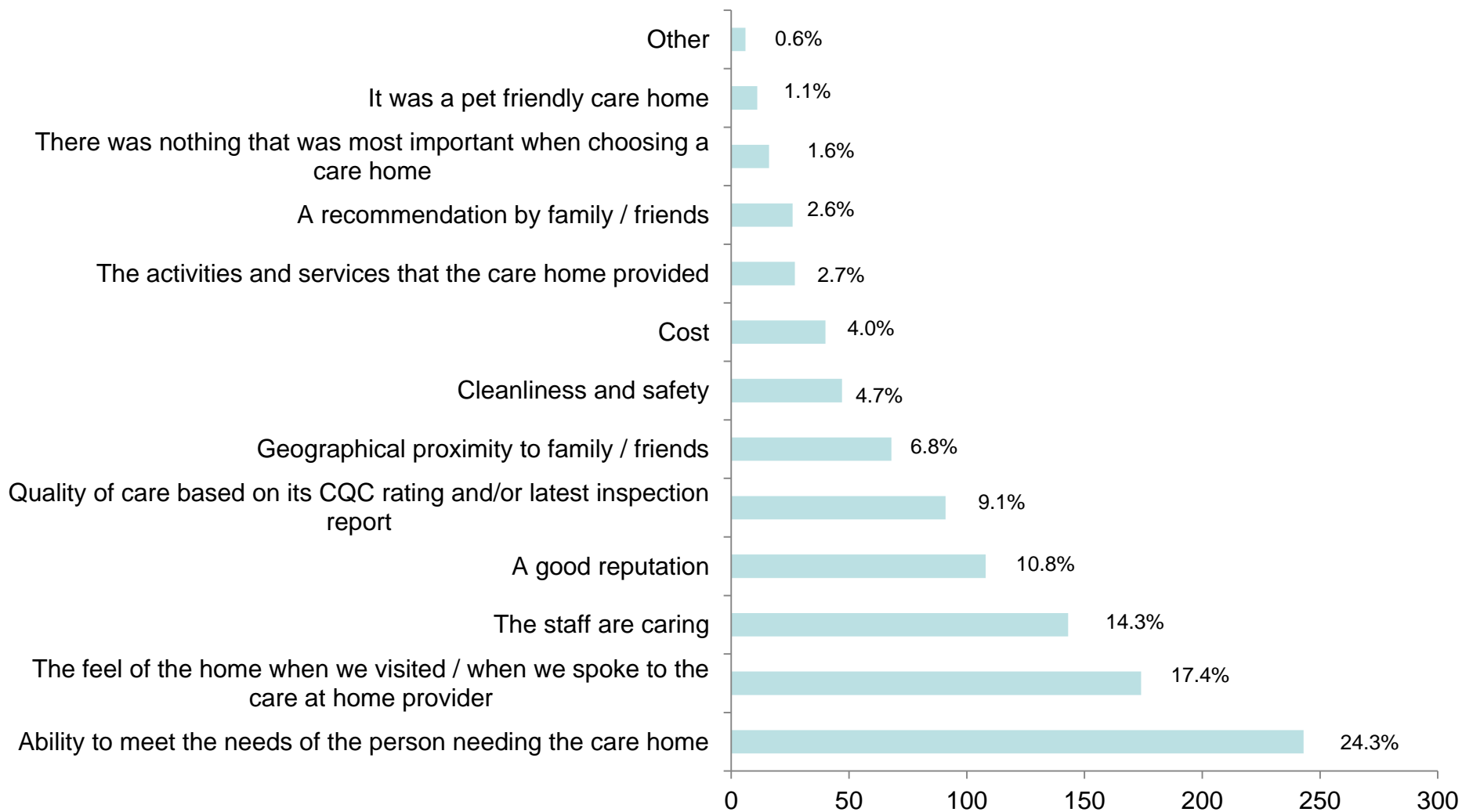


## ...how did that inform your decision?





# What was the most important factor when choosing a care home?





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