Care Quality Commission: Sandwich Generation Survey Summary Report

Prepared by Mumsnet for the Care Quality Commission
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Contents

Methodology ........................................ p.3

Results overview .................................... p.5

Key Findings ........................................ p.18

Demographics ........................................ p.21
Methodology

• 259 Mumsnet and Gransnet users completed a survey sent to them via email and promoted through the Mumsnet and Gransnet sites.

• All respondents were Mumsnetters and Gransnetters, in England, who have or care for at least one child aged under 17.

• Fieldwork dates: 7th July – 19th August 2014.

• The data is not weighted.

• Base for all charts is “All respondents” unless otherwise stated.

• All data is presented in percentages unless otherwise stated.
Q1. Thinking about care for a parent, spouse or older relative, which of the following applies to your situation, regarding care in the parent, spouse or older relative's own home (or in your home/siblings home, as opposed to a care/nursing home)? Please tick all that apply.
Q2. Thinking about care for a parent, spouse or older relative, which of the following applies to your situation regarding care homes? Please tick all that apply:

- I am currently looking at or for care homes: 5%
- I am just starting to research care homes: 12%
- I have looked for or used care homes in the past: 20%
- I would need to look for care homes in the near future: 24%
- My parent, spouse or older relative is currently in a care home: 30%
- None of these: I do not use/ need to use care homes/ have not used in the past: 22%
Q3. What is your relationship with the person/people you are answering this survey about? Are they your...

- Mother: 42%
- Father: 25%
- Other - Granparents: 15%
- Mother-In-law: 14%
- Father-In-law: 6%
- Other (please specify): 4%
- Aunt: 4%
- Husband: 2%
- Uncle: 1%
- Step-Mother: 1%
- Step-Father: 1%
- Not stated: 1%

Respondents had most commonly looked for care support for their mothers.
### Stressful Life Events

<table>
<thead>
<tr>
<th>Event</th>
<th>Very stressful</th>
<th>Quite stressful</th>
<th>Neither stressful nor unstressful</th>
<th>Not very stressful</th>
<th>N/A: I have not experienced this</th>
<th>Don't know/Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Choosing care for a parent/spouse/older relative</td>
<td>47%</td>
<td>1%</td>
<td>37%</td>
<td>9%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Getting divorced/splitting up with long term partner</td>
<td>22%</td>
<td>10%</td>
<td>61%</td>
<td>5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Choosing a school for a child</td>
<td>12%</td>
<td>32%</td>
<td>17%</td>
<td>15%</td>
<td>9%</td>
<td>10%</td>
</tr>
<tr>
<td>Choosing the right care and support when having a baby</td>
<td>8%</td>
<td>29%</td>
<td>25%</td>
<td>22%</td>
<td>9%</td>
<td>4%</td>
</tr>
<tr>
<td>Getting married</td>
<td>5%</td>
<td>25%</td>
<td>19%</td>
<td>22%</td>
<td>13%</td>
<td>11%</td>
</tr>
<tr>
<td>Buying a house/property</td>
<td>22%</td>
<td>45%</td>
<td>12%</td>
<td>10%</td>
<td>3%</td>
<td>7%</td>
</tr>
</tbody>
</table>

Choosing care for a relative scored highest in terms of stress levels, with eight out of ten respondents (83%) claiming that it was stressful.

**Q4. How stressful, if at all, did you find each of the following life events?**
If not experienced please tick NA
Tick one response per row.
Helpful Resources

Q5. How helpful or unhelpful would you find the following in choosing care support for your parent, spouse or older relative?

The top three things that would help when choosing care support are:

1) Independent, impartial information
2) Reports into individual services
3) Expert, jargon free information
Q6. Care homes try to take their residents' likes and dislikes into account when providing care. If your parent, spouse or older relative is in a care home, has the home taken into account any of the following? If you do not have a parent, spouse or older relative in a care home, please leave this question blank. (Base: All who answered this question)
Q7. If your parent/spouse/older relative is in a care home, has the care home done any of the following to involve you/whoever is the main family contact in decisions, or provided you/whoever is main family contact with updates around your relative's care? If you do not have a parent, spouse or older relative in a care home, please leave this question blank. (Base: All who answered this question)
Q8. Which of the following, if any, would help to make you feel more confident in accessing external care support for your parent, spouse or older relative? Please tick all that apply

- Knowing that if I/whoever is main family contact have any concerns about the care being provided to the parent/spouse/older relative I/we can tell someone completely independent who can take action if required to ensure care improves (86%)
- Knowing the level of care you and your parent/spouse/older relative's should expect and what required by law so you can feel confident speaking out if it falls below that (84%)
- Knowing that the service has a consistent track record in inspections (78%)
- Knowing that the service has been rated outstanding or good in its most recent unannounced inspection (76%)
- Knowing how well led/managed the service is (76%)
- Knowing about the experiences of staff providing care (70%)
- Knowing I/whoever is main family contact can access inspection reports to help me/them assess care services being considered giving me/us information on the things that matter (69%)
- Other (please specify) (15%)
- None of the above/ nothing would make me feel more confident (4%)
Communication with Care Homes

Q9. Did/would you, use any of the following outside sources to help you choose care? Please tick one per row.
Q10. Thinking about choosing a care home for a parent, spouse or relative, how important or unimportant would you find the following factors? If you would not consider a care home, please skip this question. (Base: All who answered this question)
Homecare – Important Factors

Q11. Thinking about choosing homecare - eg where carers come to the relatives own home, how important or unimportant would you find the following factors? If you would not consider homecare, please skip this question.
When asked to give examples of good and bad care they (or their family) had experiences, Mumsnetters & Gransnetters said:

<table>
<thead>
<tr>
<th>Good care</th>
<th>Bad care</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Good communication with my Mum and me, welcoming to Mum’s visitors, just being kind”</td>
<td>“Use of Agency carers to cover busy times who are inexperienced and not told properly how to look after all the different people.”</td>
</tr>
<tr>
<td>“The carers in the [residential] home were socially attentive and treated my mum with respect.”</td>
<td>“Relative fell at their care home and was left and sustained serious bruising and staff were disinterested and uncaring.”</td>
</tr>
<tr>
<td>“Mum was able to grow tomato plants in the garden the first two summers she was at her care home.”</td>
<td>“Dangerous mistake with medication.”</td>
</tr>
<tr>
<td>“Key worker takes time to sit and look at old photo albums with my mum in law. She asked us to provide a copy of an autobiography [mother in law] wrote some years prior to memory loss.”</td>
<td>“Part of Mum’s illness was that she ran away. Despite it not being the first resident like this, mum ran away a few times and was very vulnerable at these times.”</td>
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</tbody>
</table>

Q12. Can you give us examples of good or bad care you or a parent/spouse/older relative has experienced?
Key Findings

• Choosing care for a parent/ spouse/ older relative was the most stressful of the listed life events, with 83% saying that they found it stressful, compared to 66% claiming that they found buying a house/property stressful.

• In terms of information and resources to help respondents to choose care support for the parent, spouse or older relative:
  - 95% would find ‘independent, impartial information’ helpful
  - 95% would find ‘a ‘one stop’ resource online with advice about choosing care and information about individual services’ helpful
  - 94% would find ‘independent, impartial information’ helpful
  - 93% would find ‘reports into individual services to compare homes/homecare services’ helpful

• When accessing external care support for a parent, spouse or older relative, the following would make respondents feel more confident:
  - ‘Knowing that if I/whoever is main family contact have any concerns about the care being provided to the parent/ spouse/ older relative I/we can tell someone completely independent who can take action if required to ensure care improves’ (86%)
  - ‘Knowing the level of care you and your parent/ spouse/ older relative’s should expect and what required by law so you can feel confident speaking out if it falls below that’ (84%)
  - ‘Knowing that if I/whoever is main family contact have any concerns about the care being provided to the parent/ spouse/ older relative I/we can tell someone completely independent who can take action if required to ensure care improves’ (78%)
Key Findings

- In terms of care homes, the following factors were perceived to be most important by respondents:
  - ‘Finding a home with friendly, compassionate and well trained staff that treat my parent/relative as an individual, spend time with them and take into account their likes and dislikes when providing care’ (100%)
  - ‘Finding a home that communicates with me effectively by keeping me updated on my parent/spouse/older relative's care and involving me in decisions’ (97%)
  - ‘Finding a home that is clean, tidy and homely where my parents, spouse or older relatives will feel safe and at home.’ (97%)
  - ‘Finding a home that works well with other services that are involved in the care of my parents, spouse or older relatives e.g. dentist, GP practice or social worker’ (94%)

- In terms of homecare, the following factors were perceived to be most important by respondents:
  - ‘Finding a home care service with friendly, compassionate and well trained staff that treat my parent/relative as an individual, spend time with them and take into account their likes and dislikes when providing care’ (97%)
  - ‘Finding a homecare service that communicates with me effectively by keeping me updated on my parent/spouse/older relative's care and involving me in decisions’ (93%)
  - ‘Finding a homecare services that offers a choice of times for visits’ (92%)
Contents

Methodology p.3
Results overview p.5
Key Findings p.18
Demographics p.21
**Location**

- North East: 3%
- North West: 10%
- Yorkshire & The Humber: 8%
- East Midlands: 7%
- West Midlands: 7%
- East of England: 7%
- London: 12%
- South East: 24%
- South West: 14%
- Not stated: 9%
Age of children

No children aged 0-16 but do have/care for a child with a disability

Child aged 0-16 including at least one child with a disability

- Under 1: 7%
- 1: 10%
- 2: 13%
- 3: 12%
- 4: 11%
- 5: 11%
- 6: 12%
- 7: 10%
- 8: 9%
- 9: 10%
- 10: 5%
- 11: 9%
- 12: 8%
- 13: 5%
- 14: 6%
- 15: 9%
- 16: 5%
- 17+: 19%

Not stated: 5%
Caring Responsibilities

- The main carer for your parent/spouse/relative who needs the care (excluding your own partner) [23%]
- Sharing care responsibilities with other siblings/relations/a partner who help organise care for your parent/spouse/relative [59%]
- More complicated than that (please specify) [3%]
- Not stated [15%]
Please contact me with any questions:

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