



Care Quality Commission: Sandwich Generation Survey Summary Report

Prepared by Mumsnet for the Care Quality Commission
August 2014



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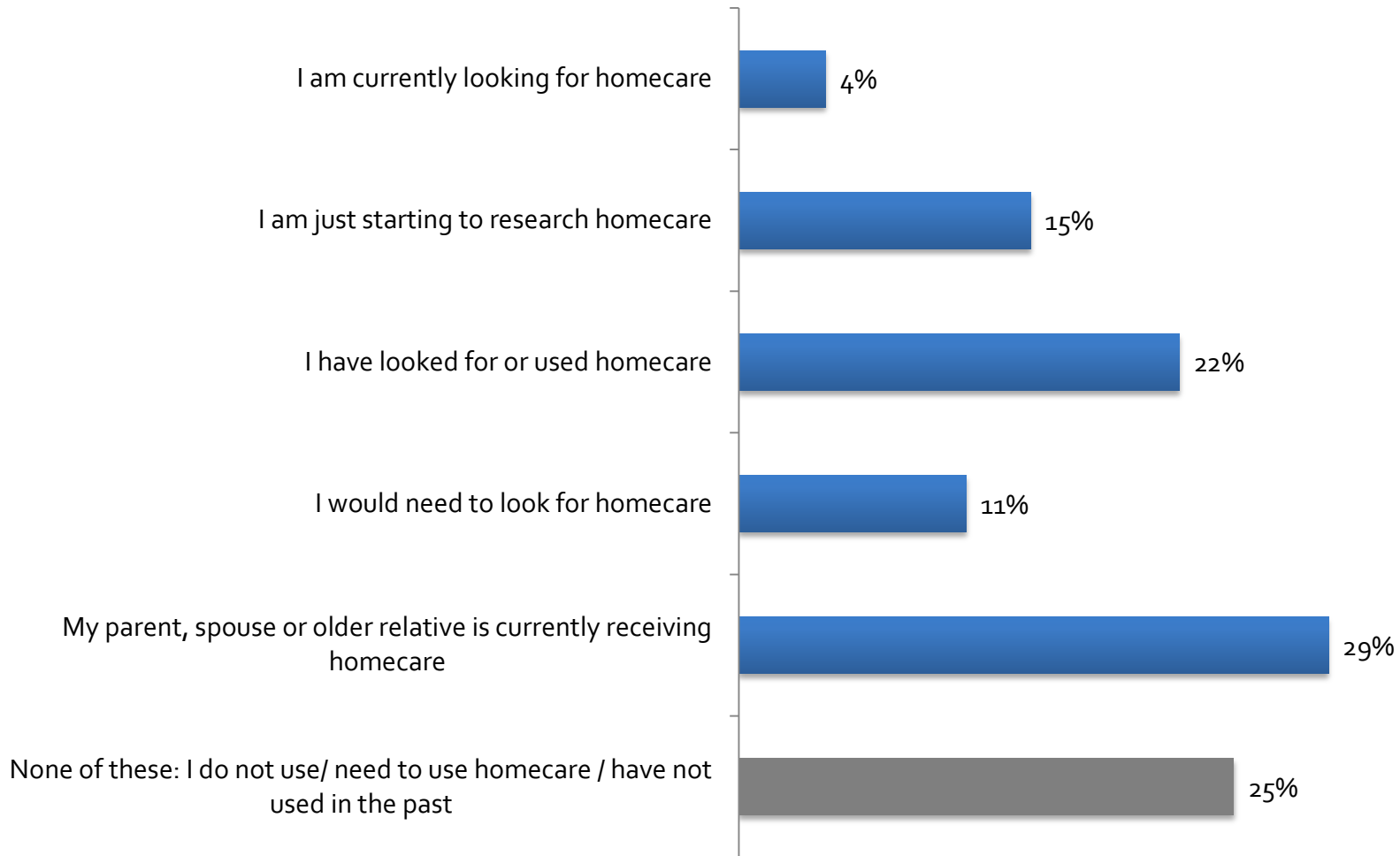
Methodology

- 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.

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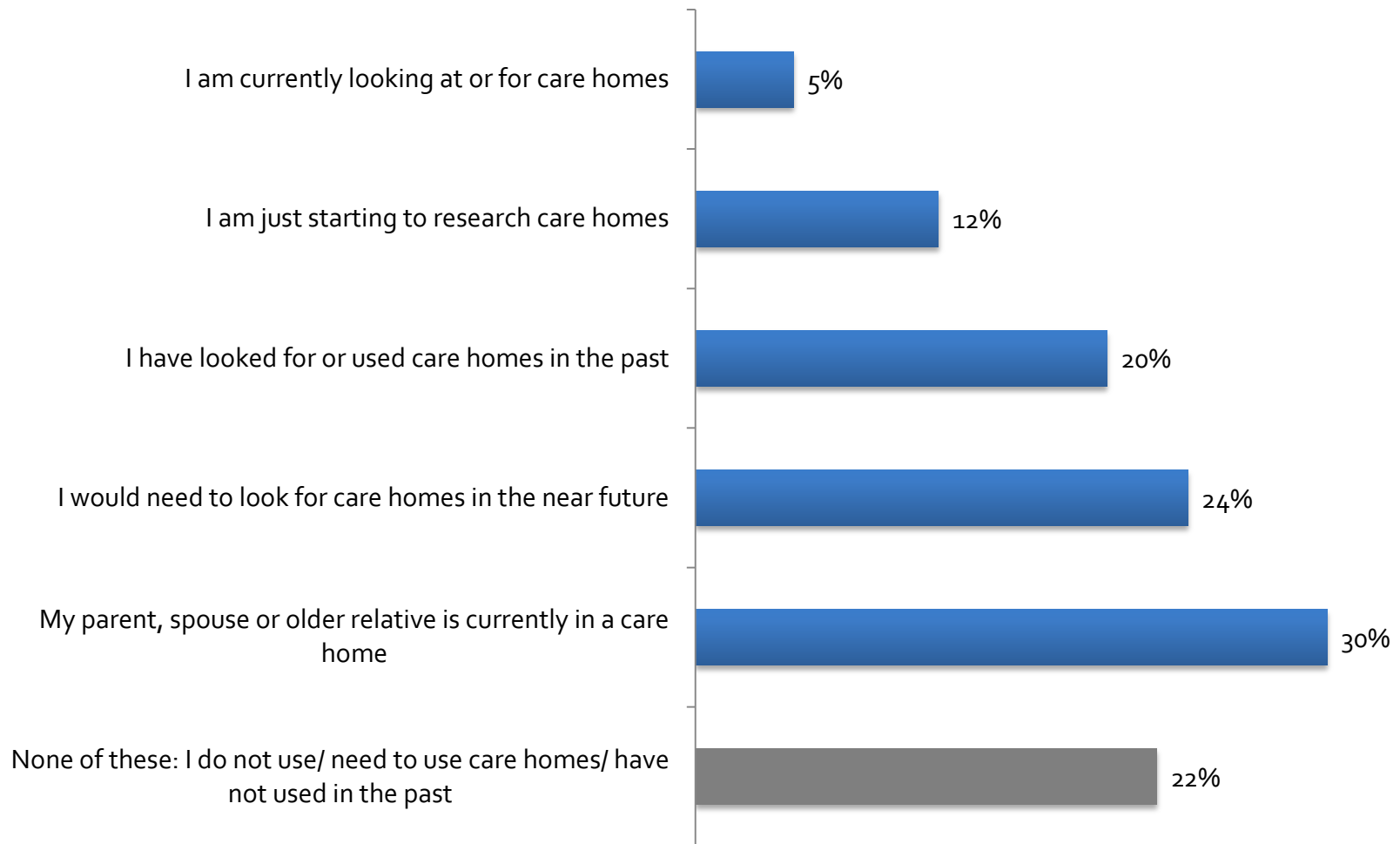
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Current Situations: Homecare



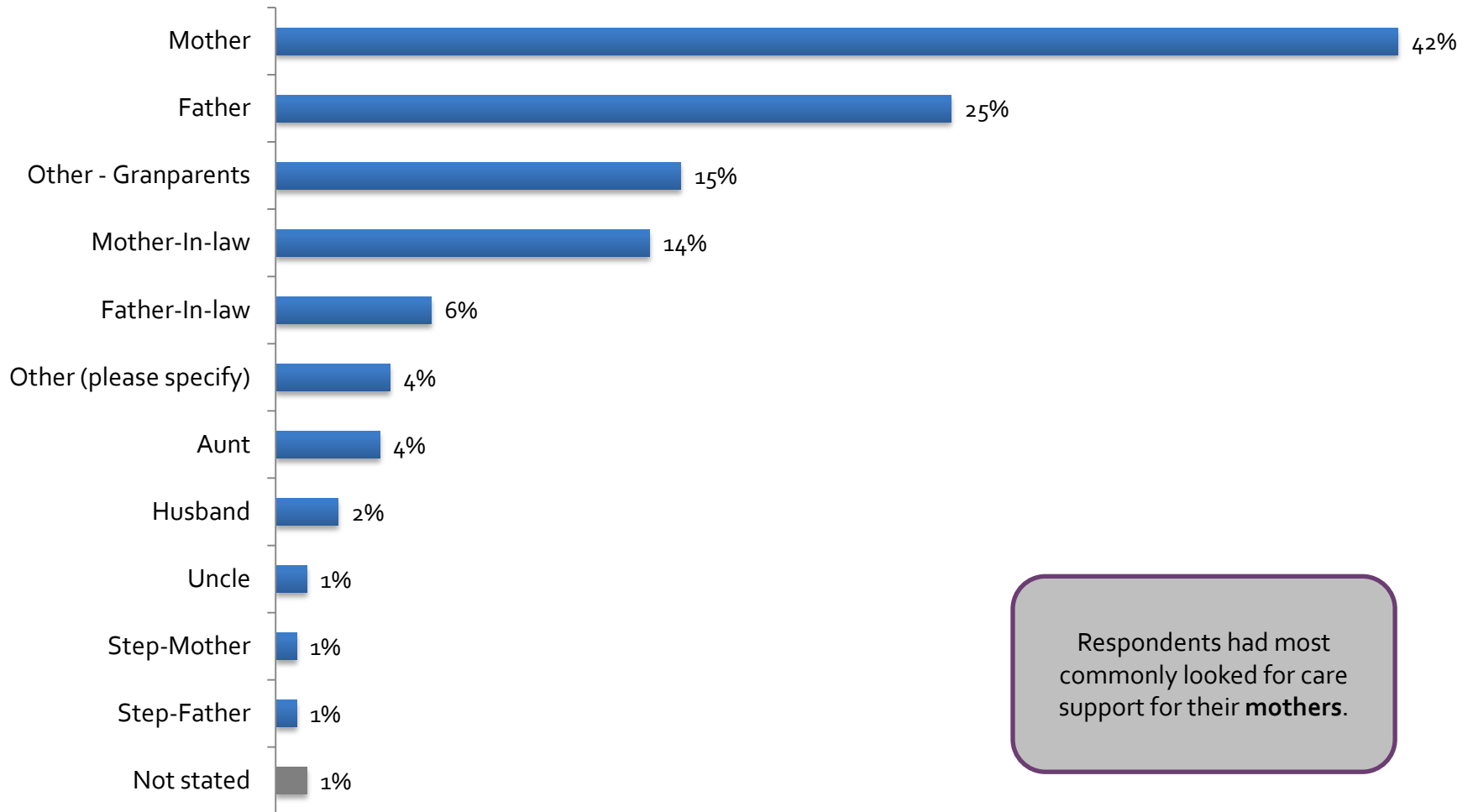
Q1. Thinking about care for a parent, spouse or older relative, which of the following applies to your situation, regarding care in the parent, spouse or older relative's own home (or in your home/ siblings home, as opposed to a care/ nursing home)? Please tick all that apply

Current Situations: Care Homes



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

Relationships

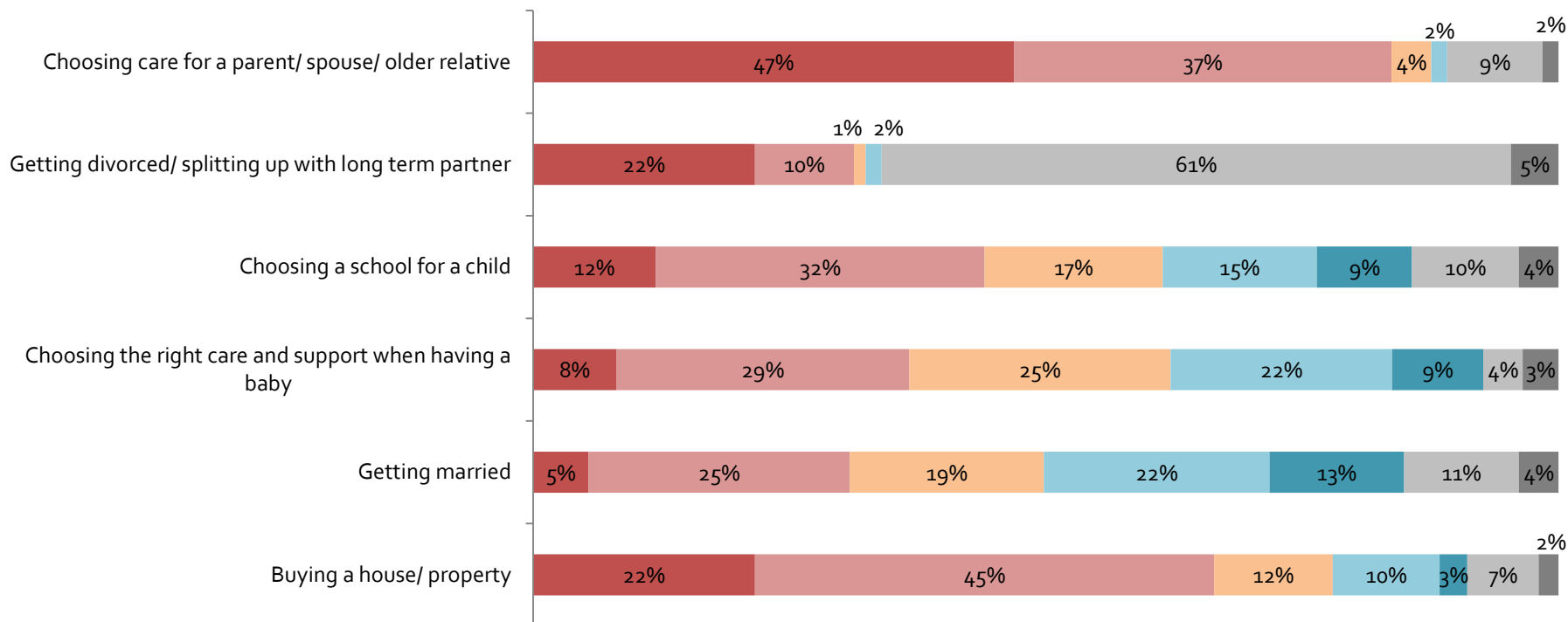


Respondents had most commonly looked for care support for their **mothers**.

Q3. What is your relationship with the person/ people you are answering this survey about? Are they your...

Stressful Life Events

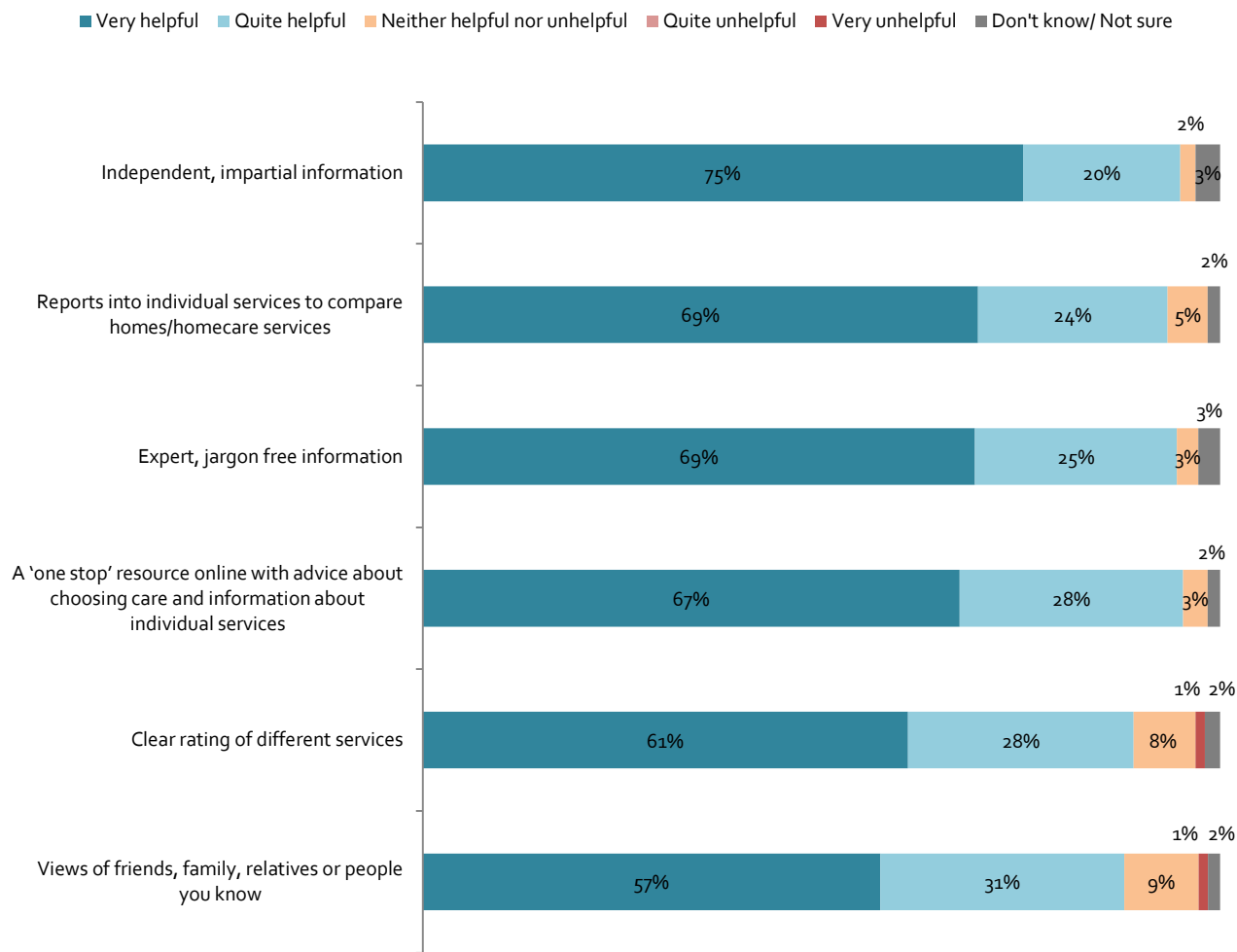
■ Very stressful
 ■ Quite stressful
 ■ Neither stressful nor unstressful
 ■ Not very stressful
■ Not at all stressful
 ■ N/A: I have not experienced this
 ■ Don't know/Not sure



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



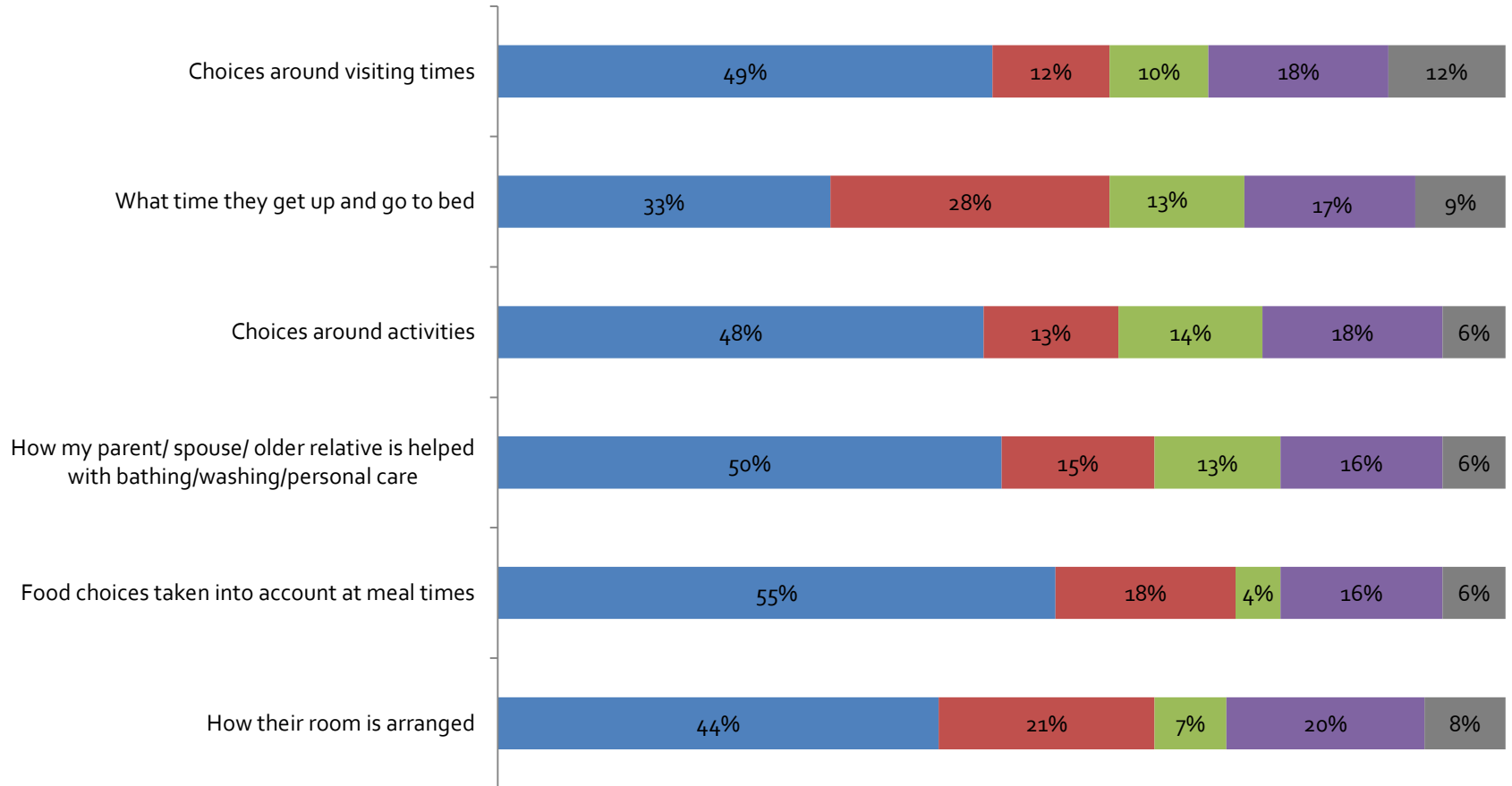
The **top three things** that would help when choosing care support are:

- 1) Independent, impartial information
- 2) Reports into individual services
- 3) Expert, jargon free information

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

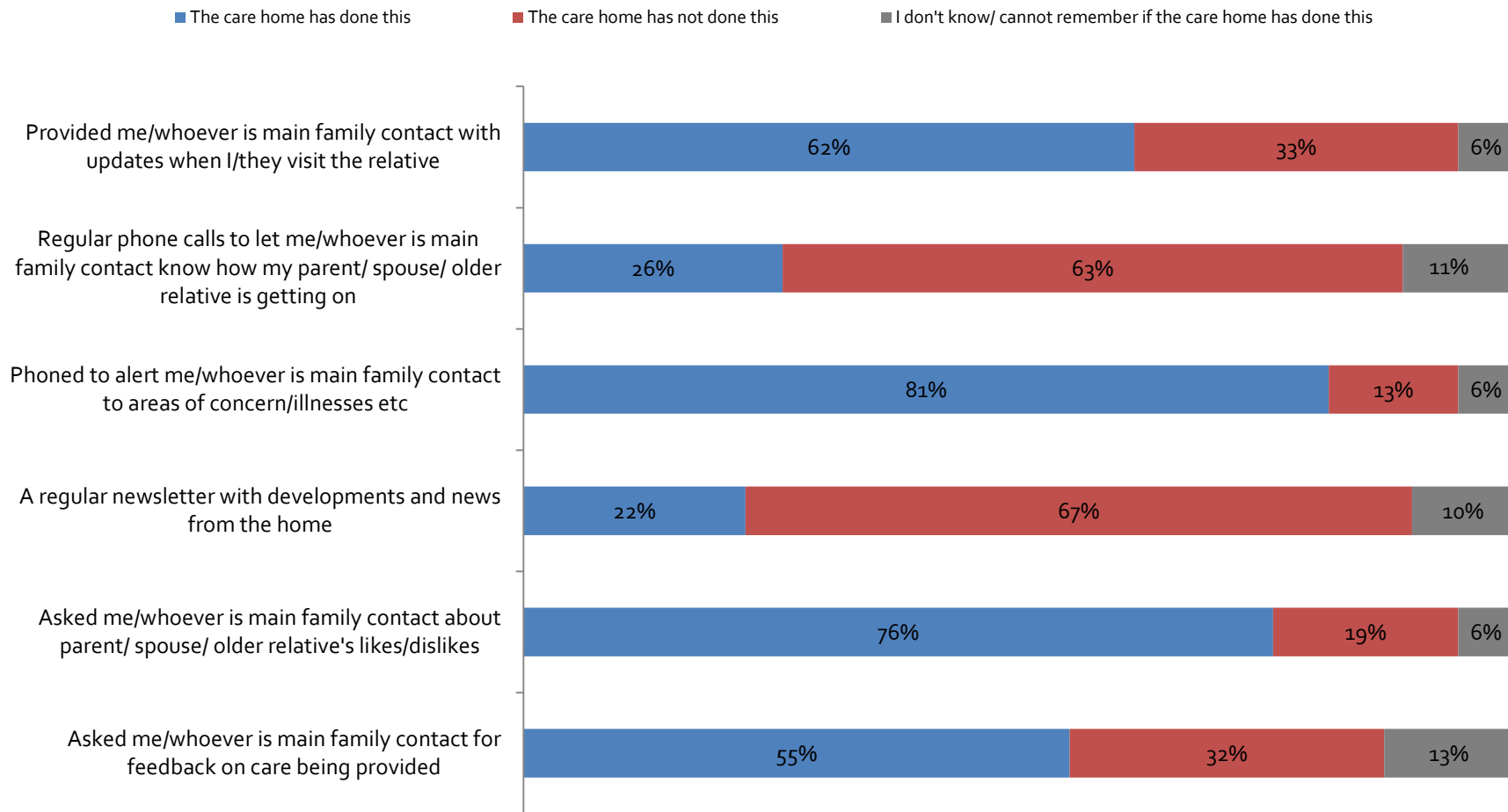
Residents' Preferences In Care Homes

- My parent/ spouse/ older relative's preferences are taken into account
- My parent/ spouse/ older relative's preferences are not taken into account
- I don't know if my parent/ spouse/ older relative's preferences are taken into account
- My parent/ spouse/ older relative is unable to state their preference
- N/A: This does not apply for the care home



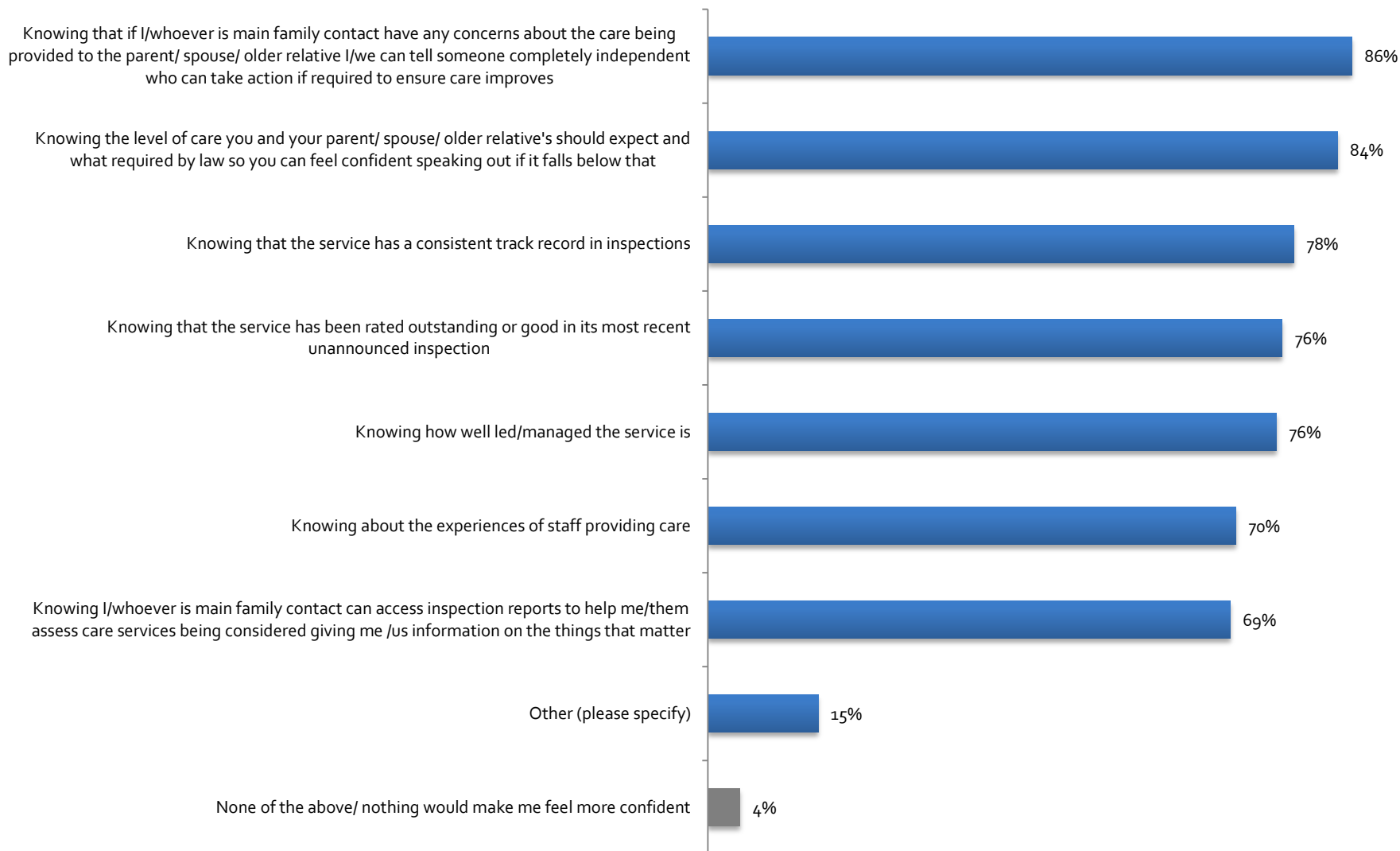
Q6. Care homes try to take their residents' likes and dislikes into account when providing care. If your parent, spouse or older relative is in a care home, has the home taken into account any of the following? If you do not have a parent, spouse or older relative in a care home, please leave this question blank. (Base: All who answered this question)

Communication with Care Homes



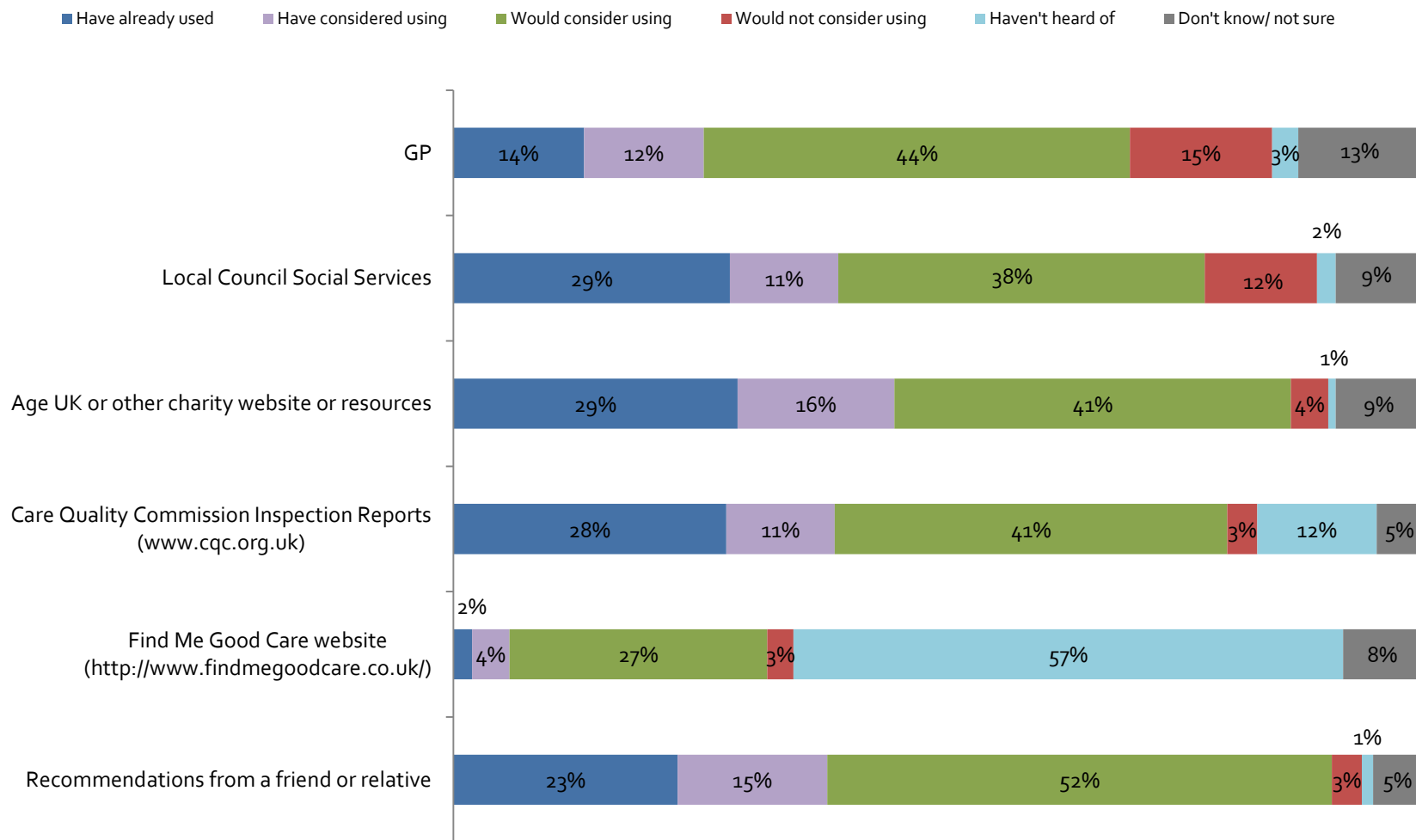
Q7. If your parent/ spouse/ older relative is in a care home, has the care home done any of the following to involve you/whoever is the main family contact in decisions, or provided you/whoever is main family contact with updates around your relative's care? If you do not have a parent, spouse or older relative in a care home, please leave this question blank. (Base: All who answered this question)

Confidence in Care Support



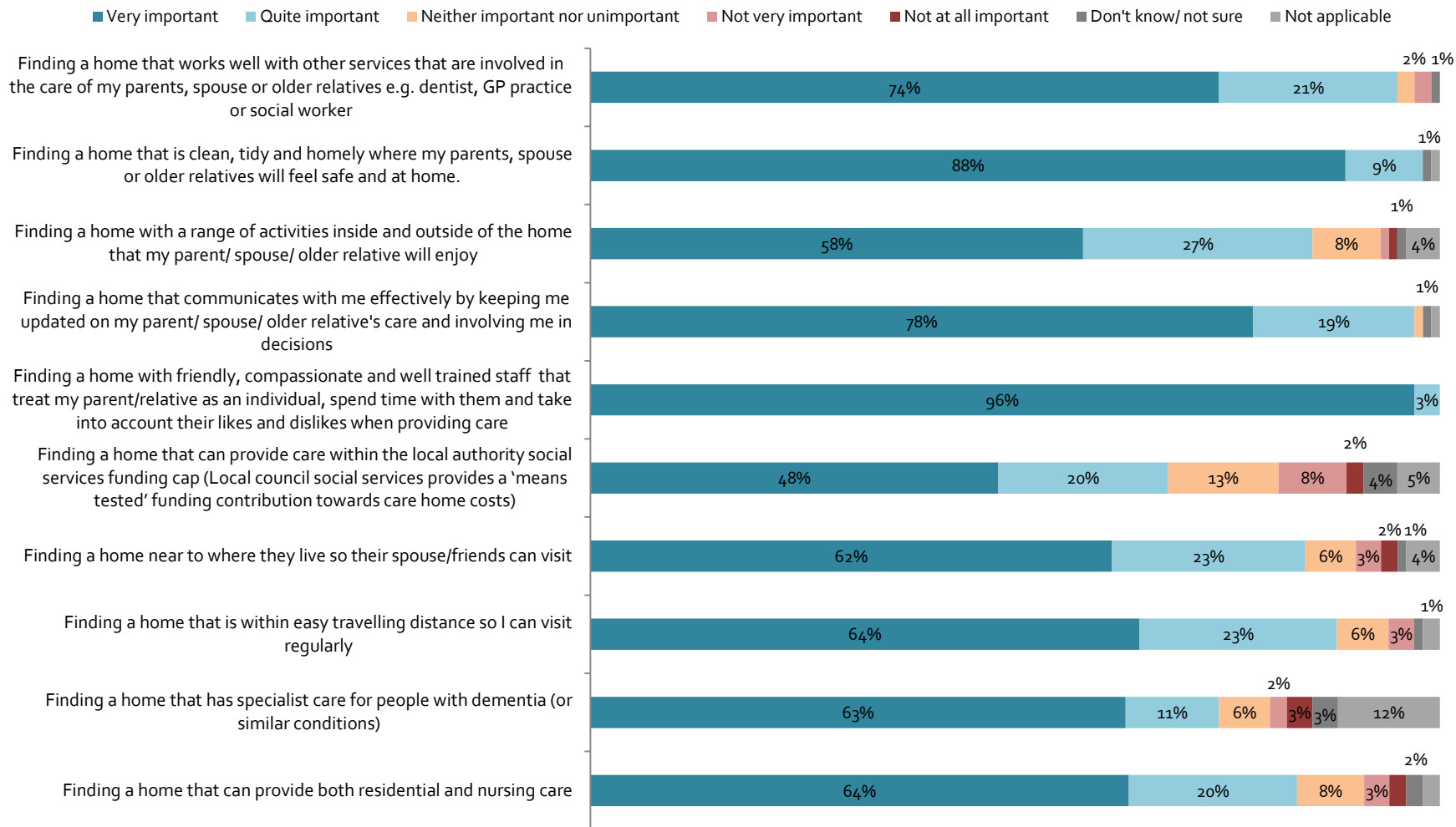
Q8. Which of the following, if any, would help to make you feel more confident in accessing external care support for your parent, spouse or older relative? Please tick all that apply

Communication with Care Homes



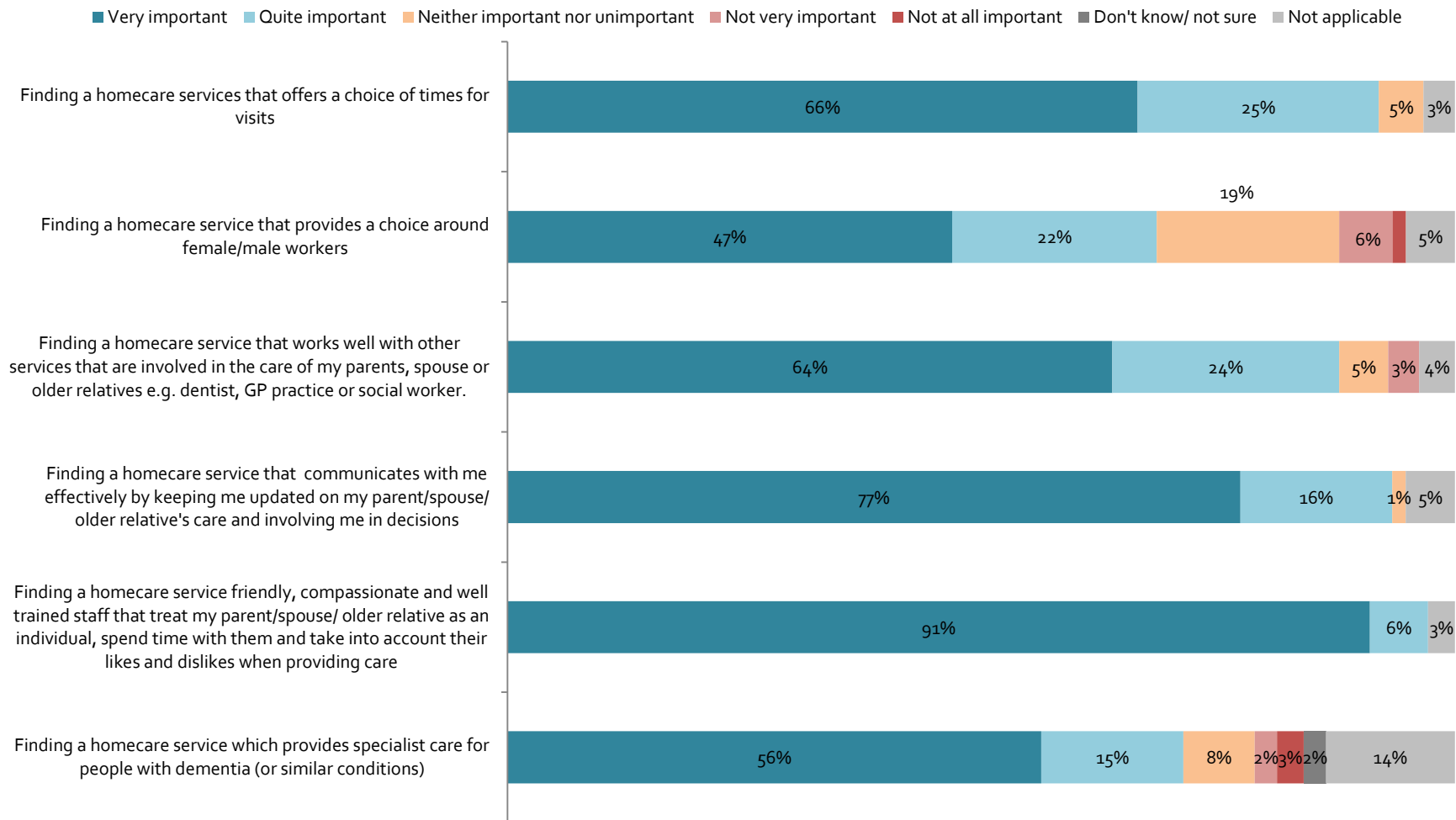
Q9. Did/would you, use any of the following outside sources to help you choose care? Please tick one per row.

Care Homes – Important Factors



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.

Good & Bad Care

When asked to give examples of good and bad care they (or their family) had experiences, Mumsnetters & Gransnetters said:

Good care

"Good communication with my Mum and me, welcoming to Mum's visitors, just being kind"

"The carers in the [residential] home were socially attentive and treated my mum with respect."

"Mum was able to grow tomato plants in the garden the first two summers she was at her care home."

"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."

Bad care

"Use of Agency carers to cover busy times who are inexperienced and not told properly how to look after all the different people."

"Relative fell at their care home and was left and sustained serious bruising and staff were disinterested and uncaring."

"Dangerous mistake with medication."

"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."

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

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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%**)

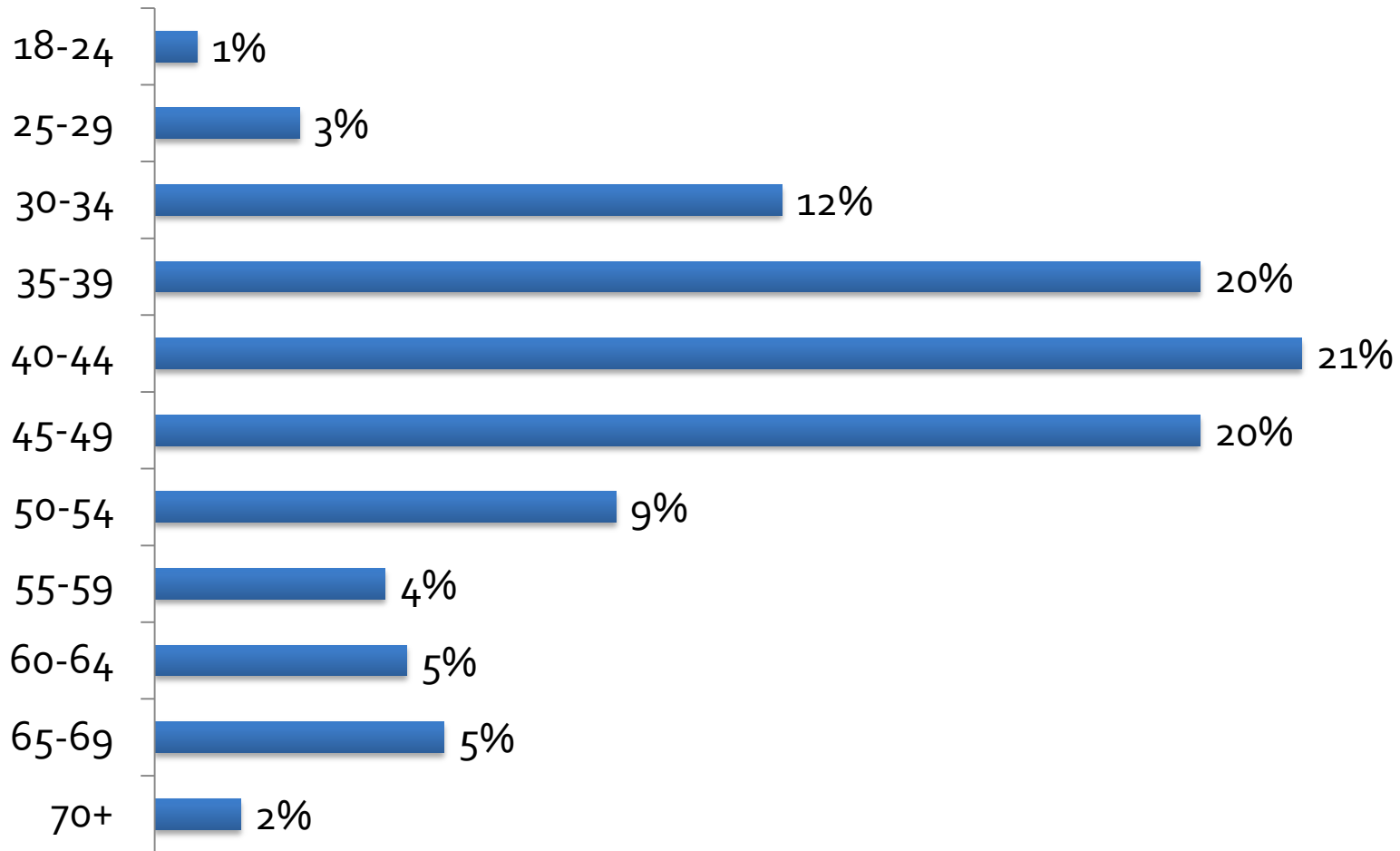
Key Findings

- 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%)**

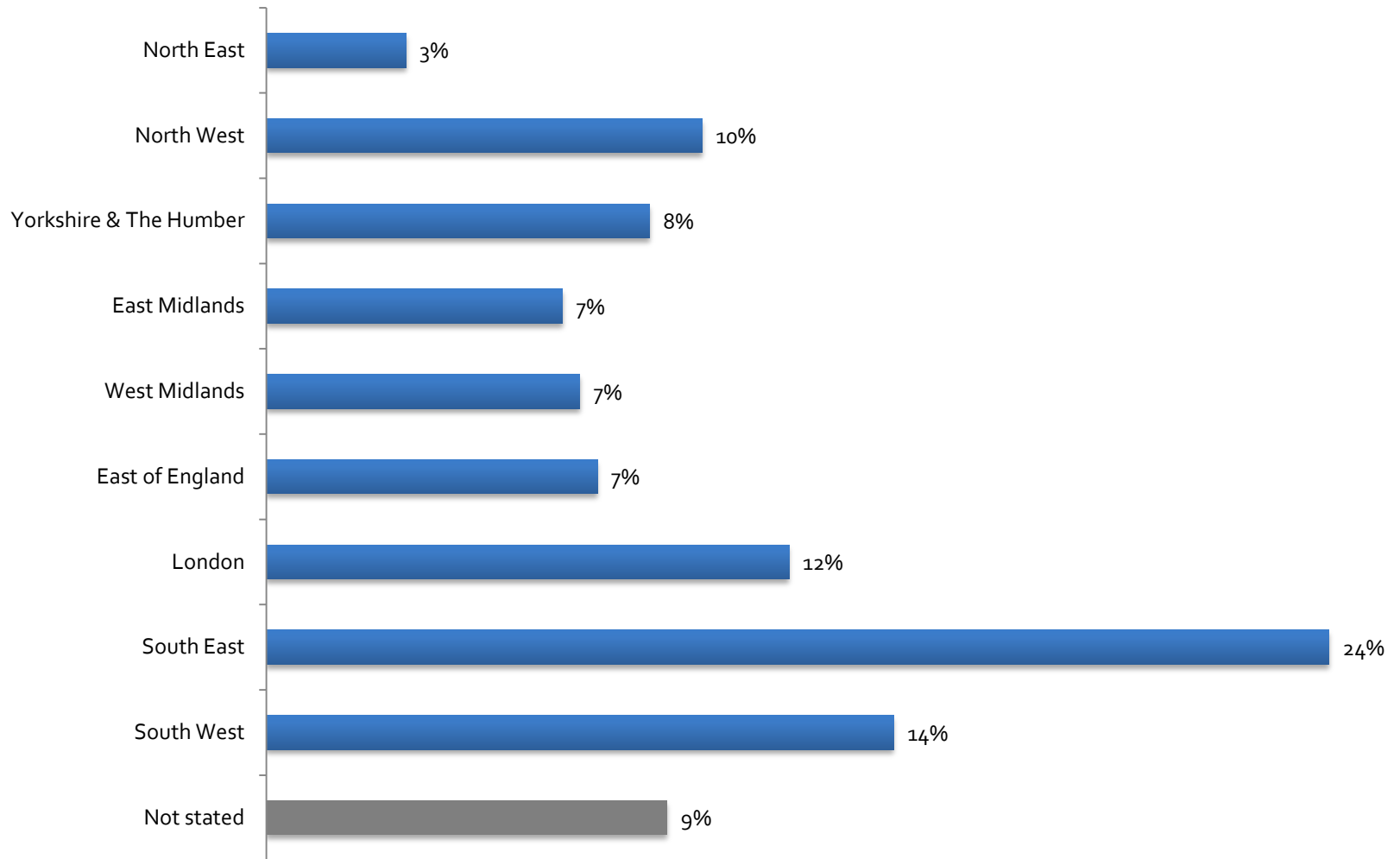
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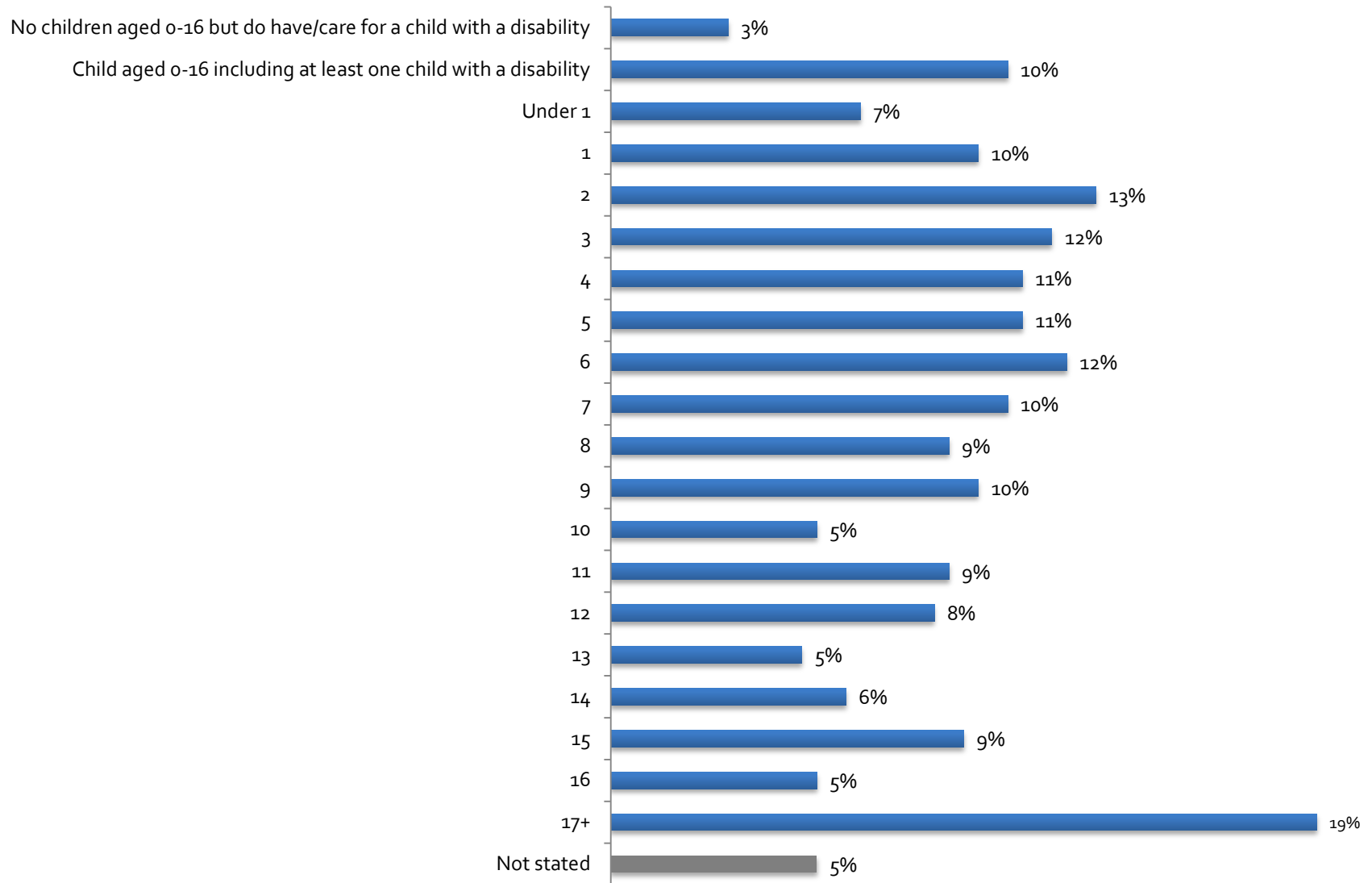
Age



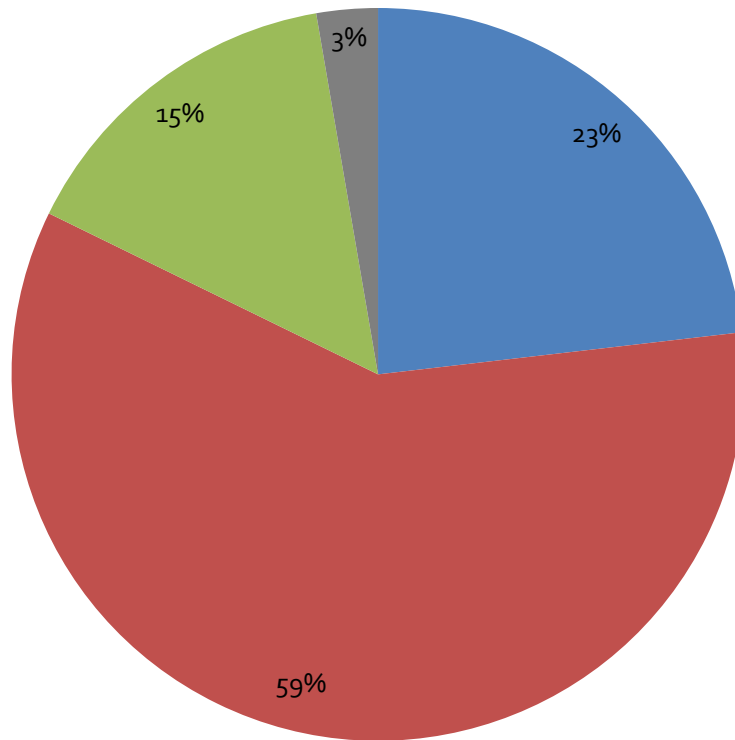
Location



Age of children



Caring Responsibilities



- The main carer for your parent/ spouse/ relative who needs the care (excluding your own partner)
- Sharing care responsibilities with other siblings/ relations / a partner who help organise care for your parent/ spouse/ relative
- More complicated than that (please specify)
- Not stated



Please contact me with any questions:

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