

## Ryedale Carers Support

### Report of a Service Users Survey undertaken in February 2018

#### INTRODUCTION

This is the eighth survey carried out by Ryedale Carers Support (RCS). The purpose was to seek the experience and views of clients who use the service. RCS consults their clients every three years to help ensure a quality service and as part of the requirement of funding bodies to monitor and evaluate the service.

The total number of questionnaires returned by carers was 94/206, a response rate of 46%. (55% in 2012).

Not everyone completed the question on age, but the following data was collected:

#### **Age range of Carer:**

0-24	0
25-49	1
50-64	11
65+	37
80+	36

#### **Age range of cared for:**

0-24	0
25-49	1
50-64	3
65+	14
80+	28

#### **Have you used any of our services? (some have used more than one service)**

The responses were:

Volunteer Visitor	52
Support Groups	21
Songs and Scones	30
Farmers Breakfast	7

#### **Have our services made a difference?**

Yes	90
No	3
No comment	1

If Yes can you say why?

### **Volunteer Visitor**

- I look forward to the days my volunteer comes. She is very kind and caring and helps me a lot
- Very good service
- A great help to have a visitor to take my husband out for a couple of hours every fortnight, allowing me time to shop etc.
- Yes knowing there is help at the end of the phone when you don't know where to turn
- Gets me to the shops/change of scenery/out and about
- A break for the carer and another face for Mum to see. Our volunteer visitor is lovely with Mum, holding her hand and comforting her whilst I get on with other jobs
- Yes, I have a good friend to talk to and rely on
- As a carer for my partner it's given me the chance to go to different farming sales for a break knowing she is in safe hands and has someone to talk to. Thank you.
- A friendly face and company
- My volunteer visitor is excellent
- Enabled me to go to riding for the disabled on a Thursday afternoon
- My wife is taken out once a fortnight which helps me to have some free time
- Enjoy the company
- When I have a volunteer sitter I can have a short break
- I enjoy the company of my extremely pleasant volunteer visitor
- Allowing a little free time
- Returning home after major surgery, I was given the help and support I needed to make a good recovery
- After having panic attacks the weekly visits by one of your ladies has given me my confidence back
- Volunteer visitor has been a great support
- I can get out and socialise otherwise I have to rely on my family
- Having a couple of hours to go for a walk or visit someone while a volunteer sits with my wife is something I appreciate
- The person I care for doesn't get the opportunity to go out and see people very often. Having a new person to talk to makes a difference to his mood. I also get time for a coffee – guilt free
- The volunteer enables me to leave my husband who really enjoys someone different and interesting to talk to
- Yes, have a lovely friend with the volunteer visitor
- Our volunteer enabled my husband and I to have time on our own whilst the volunteer sat with my mother
- The two hour visit to my wife gives me a break from 24/7 routine. This also gives my wife a lift having a chat about everyday things with someone different

- My husband goes walking with his volunteer which is something he enjoys. He is always more light hearted when he returns. I have a couple of hours to myself which I usually use to pay bills, make phone calls and generally keep on top of things
- A friendly face and cheerful conversation with the opportunity to walk or go shopping. A great help at difficult times
- A volunteer visitor has given me 'me time'
- Having the chance to speak to someone
- Before I only had myself to talk to and only went in the garden. I didn't go out but now I go to the shops
- I was devastated when my last relative died and after clearing the house and sale I was defeated mentally, physically, emotionally and very, very isolated. Many areas of help were simply not there or 'too busy'. I was passed to an RCS member of staff who arranged for a volunteer visitor. Only very slowly am I picking up the pieces and trying to find a reason to gather strength and try to continue alone
- Yes, very helpful, very reassuring to have a kind and friendly face to come and check up on my father and to spend a little time chatting to him when I am not here
- My volunteer has become a very good friend
- Yes it gives us a break and is much appreciated

### **Support Groups**

- I didn't feel so isolated when struggling as a carer.
- The relief of not having to explain
- Provided contact with people
- Yes, it gets me out and I meet people
- Listening to others, hearing their experiences about being a carer has helped me feel less isolated. I look forward to the planned monthly activities. I enjoy the company and experiencing new activities. It gives me 'authorised' time out
- Support groups prevent social isolation
- Got useful information from some of the talks
- To get out and about for a while
- Keeps me in contact with people

### **Songs and Scones**

- My husband died 5 years ago since when I have been going to songs and scones and enjoying the outing
- I look forward to meeting old friends and new ones. I appreciate the sense of 'belonging to' it creates
- Songs and scones enjoyable but Dad finding it increasingly difficult to concentrate for any length of time and now enjoys going to 'Musical Memories' where he is more actively involved.

- A feeling of belonging
- Songs and scones is very enjoyable. We enjoy the interaction with other people
- It's nice to mix with other people and helpful staff
- I have made new friends and got out when life was difficult, and I always feel that I am cared for. I look forward to it
- When I first started taking care of Mum in 2015 there came a point when I very much needed to talk to someone. I rang RCS and they listened which is all I needed. We now go to songs and scones – wonderful music, musicians, organisation, friendliness. We love it.
- Made new friends
- I have met up with friends I've not seen for many years, which has been very good. Unfortunately, we're all a lot older and not many of us can still drive
- I enjoy meeting other people and the excellent entertainment and refreshments. Very grateful to the transport that is provided
- I really enjoy a trip out to songs and scones, it maybe the only time I get out
- The events have been very helpful and enjoyable. The transport is good as I am not very good on my feet
- Gets me out and I see other people

#### **Farmers Breakfast**

- I enjoy the company
- Its got me out more, talking to different people. I enjoy it a lot
- Because they give me the break we need from time to time
- More company
- My husband has been picked up to go to Farmers Breakfast so this has given him a bit of independence away from home also a few hours respite for me

#### **Did Ryedale Carers Support respond quickly to your enquiry?**

Yes	66
No	7
No comment	21

#### **Was the Support we provided useful?**

Very useful	60
Useful	18
Neither	1
Not useful	0

#### **Would you recommend RCS to others?**

Yes	89
No	0
No Comment	5

### **Any improvements to RCS services?**

- More home visits
- Help with my iPad
- My experiences with RCS has not given rise for any need to improve existing services
- Social gatherings or groups
- Being invited to days out or other social occasions
- Making sure the person who provides transport can help and manage somebody in a wheelchair with getting into a car etc
- Set up electronic mail and payment for outings etc
- Getting known. I only found RCS by accident
- Information about what services are available for carers. Sometimes I feel abandoned by social services and mental health and am going around in circles.
- Would RCS provide care when my usual volunteer is away?
- Having someone to introduce a new member to all the existing support group members
- More computer courses

### **Anything you would pay for?**

- Days out
- Very happy to pay towards any expenses
- I would happily pay for a course that the person I care for could really get his teeth into. He misses using his brain
- Normal monthly trips – happy to pay for the refreshments
- Overnight care
- Outings – social occasions
- Exercise sessions for older people
- Shopping
- More regular sitting service
- Transport

### **Additional Comments**

- The only downside is that we weren't aware of you and the support you could offer until we really searched for help. We went a long time with minimal support
- Keep up the good work. The advice and support you have given has been invaluable
- My mother died at the age of 97, she was in residential care, but her volunteer still went in to visit her
- Thank you for all your support over the years

- It is great to know we can have our volunteers support. We are very grateful
- We much appreciate our 2-hour fortnightly visit which is helping very much. However more visits would be nice
- Thank you, well done, keep up the good work
- Thank you for the prompt response to my request for someone to walk with my husband. It makes such a difference to both of us and we appreciate it very much
- We really appreciate this service and I would be lost without it
- I want to say how much my husband enjoys attending farmers breakfast
- Thank you all!
- Keep up the good work. The advice and support you have given has been invaluable
- Very pleased with the service - no complaints
- I look forward to my volunteer coming with her dog – I really enjoy her company
- Yes, just thank you for everything
- You are doing a good job
- There is a great lack of support for carers. Most of the 'support' offered by 'official' bodies is just talk or a website on the internet. RCS is different. It offers practical support which can include the 'cared for' if desired.
- Please carry on doing this excellent service