

Summary

We sent a survey to all 291 SLSW Carers asking their feedback on the organisation and how they feel about being a SLSW Carer. The survey was open for two weeks and in total 110 SLSW Carers completed the survey.

Out of those who filled in the survey, 82 per cent said they are satisfied as a Shared Lives Carer.

We are also pleased that carers felt well informed, with 84 per cent saying they know how to find the Carer Handbook online and 86 per cent stating they felt they had all the information needed to conduct their role.

During the pandemic we have also sent out weekly emails containing information including the latest Government guidance, Covid- 19 vaccination booking and easy read information. In total, 72 per cent said they found these emails informative and appropriate.

We felt it's also important for SLSW Carers to know how to raise a complaint if needed. Almost 80 per cent stated they know how to raise a complaint with the organisation.

In the survey we also asked questions about the pandemic.

Almost all, 98 per cent of Carers, said that they understand and are following the Government guidance, and 88 per cent feel positive about the Government's roadmap and 2021 generally.

More than three quarters of those who responded, 81 per cent, believe SLSW responded well during the pandemic.

In such challenging times it was no surprise that 48 per cent of carers said they haven't had a sufficient amount of respite. We hope that coming out of lockdown this will be able to slowly improve.

However, almost 85 per cent were satisfied with how unpaid respite monies was paid and how that was communicated.

Answers centred around whether carers felt connected to their carer network and how involved they feel in the organisation were varied and something for us to work in the future.

Next steps

Moving forward we would like to re issue the survey in six months' time to see if feedback has improved.

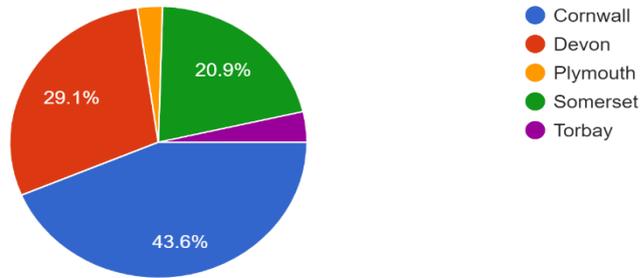
We will also be working on how we can improve carer engagement within the SLSW Carer network and how to better involve carers in future decision making.

We hope that with time and the pandemic calming, the issue of taking respite will resolve on its own accord.

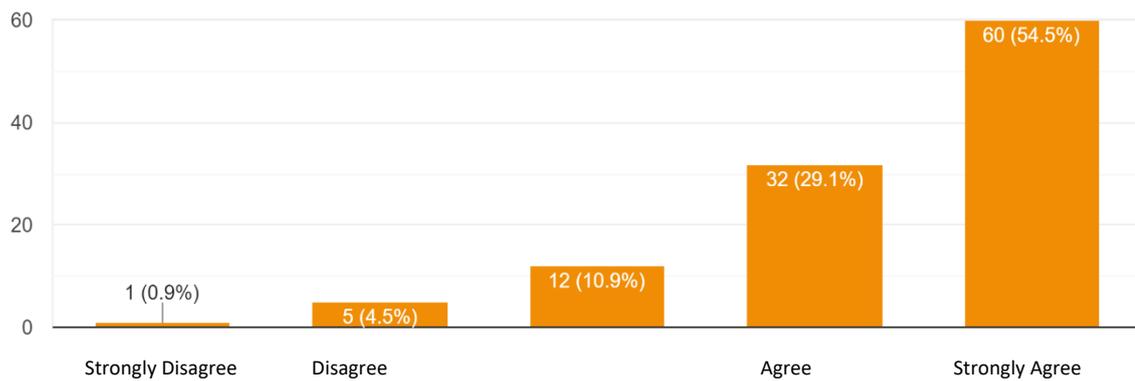
We would also ask for feedback from carers who didn't complete the survey, to find out why they didn't take the time to submit their answers.

Carer Survey Results 2021

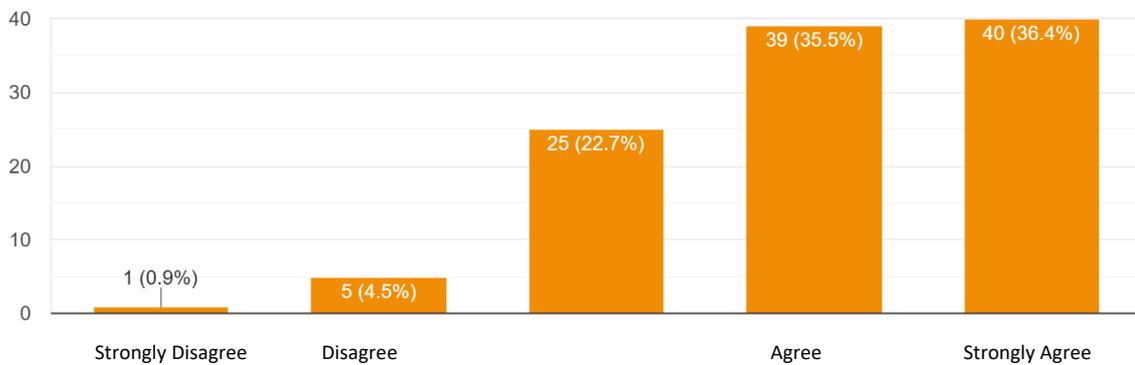
So that we can understand regional variations, please can you tell us which area you live in
110 responses



I know how to access the Carer Handbook and keep up-to-date with changes
110 responses

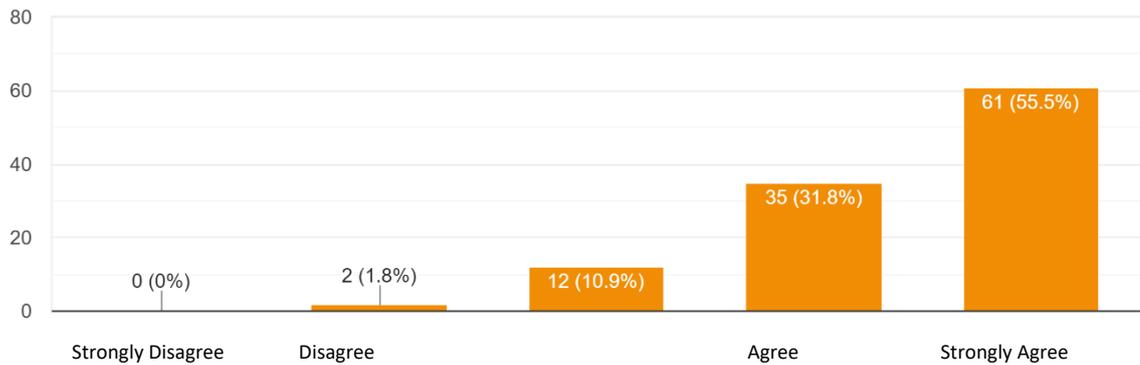


I find the weekly SLSW Carer emails informative and appropriate
110 responses



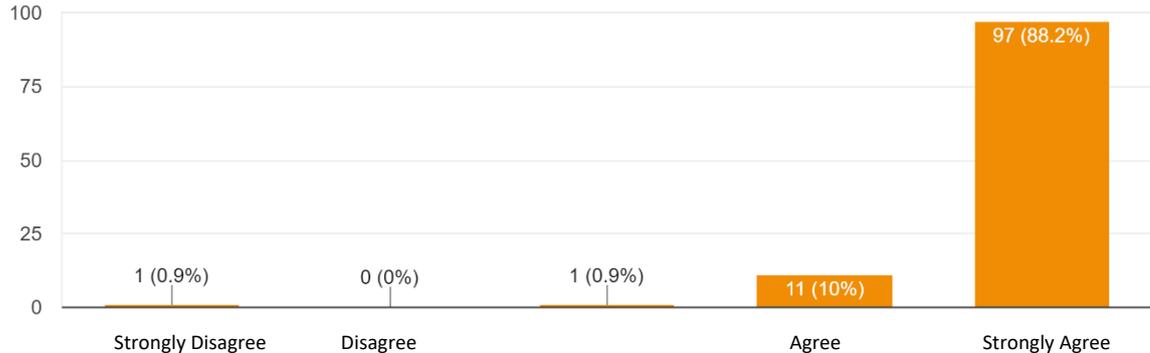
I receive the information I need to conduct my role

110 responses



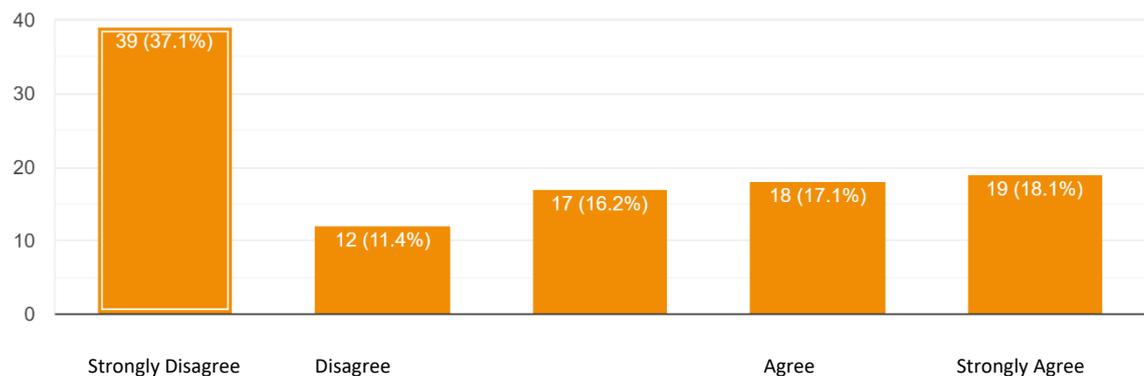
I understand and follow government guidance relating to the pandemic

110 responses



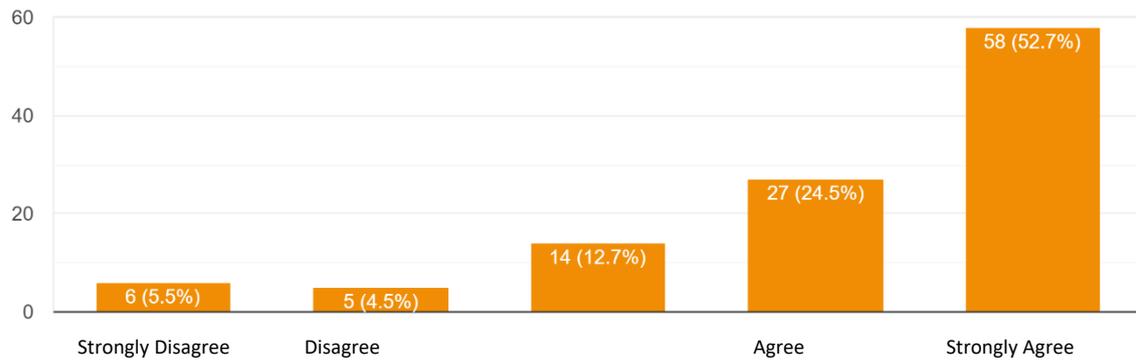
I have been able to take sufficient respite from my role during the pandemic

105 responses



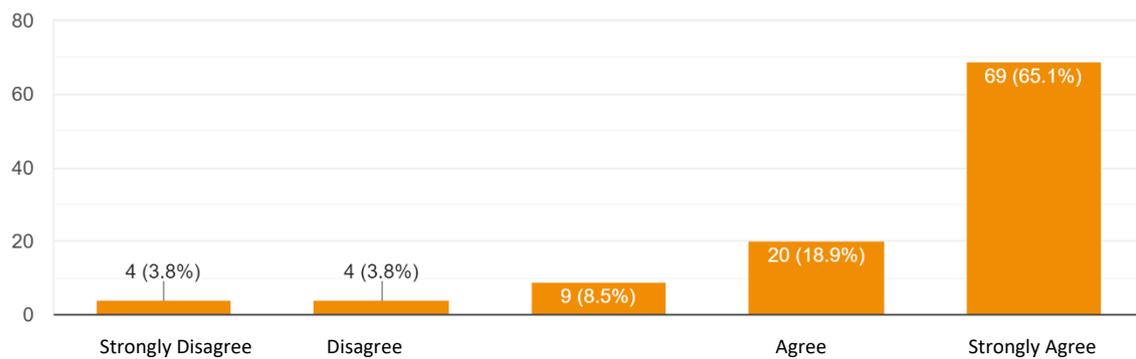
The online training provided is adequate for my role

110 responses



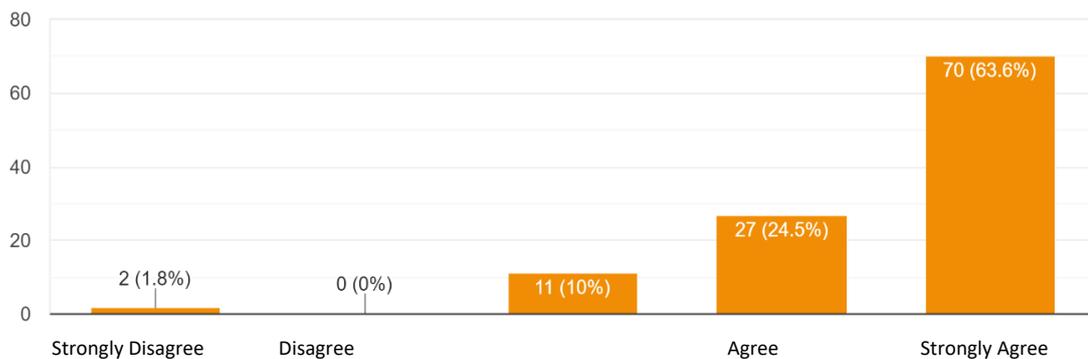
I am satisfied with the payment of unused respite and how it was communicated

106 responses



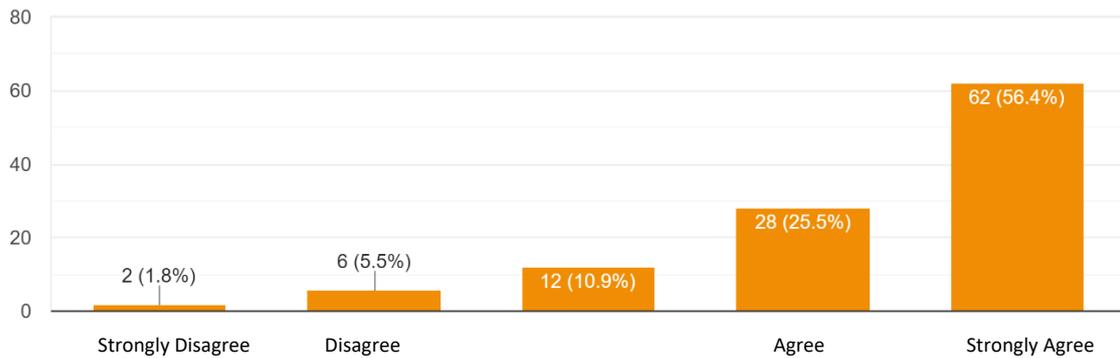
I understand the roadmap out of lockdown and I am positive about 2021

110 responses



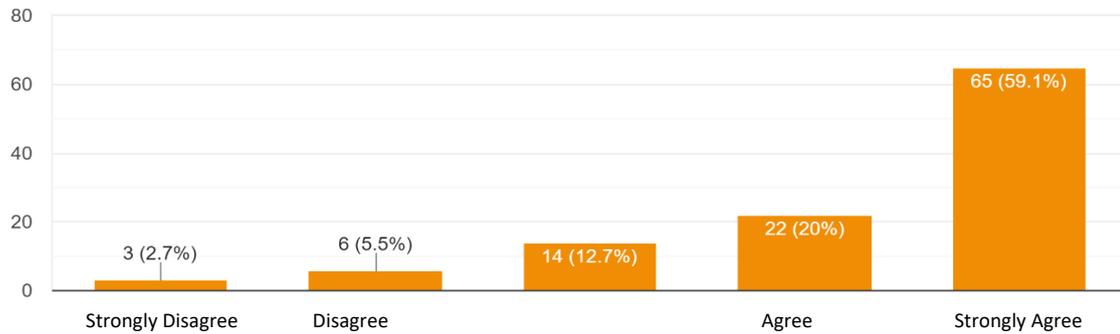
Overall, I think SLSW have responded well to the pandemic

110 responses



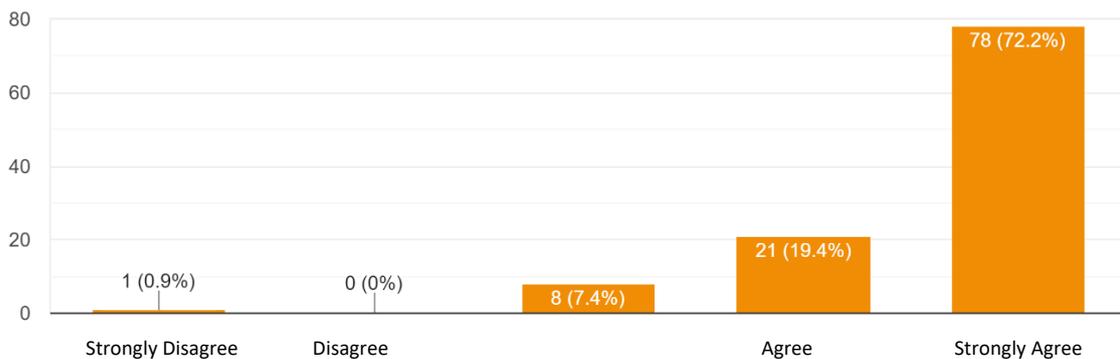
I would feel comfortable raising a concern or complaint and believe it would be acted on appropriately by Shared Lives South West

110 responses



I feel confident in supporting people in managing their financial affairs

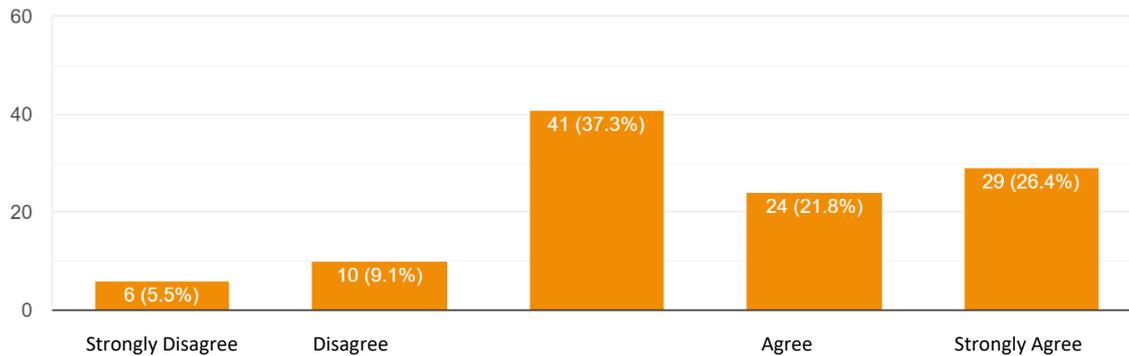
108 responses



I feel well connected with other Carers, either through local networks or the Carer Consultation

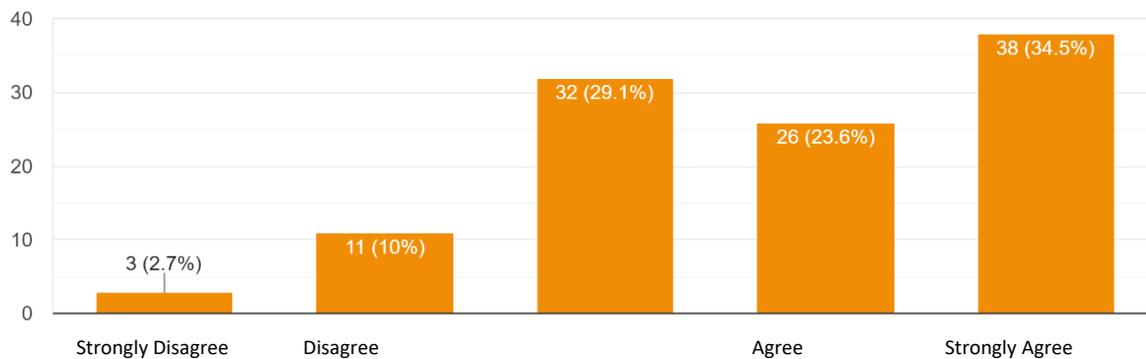
Groups

110 responses



I am satisfied with my level of involvement in organisational decision making

110 responses



Overall, I feel satisfied as a Shared Lives Carer

110 responses

