

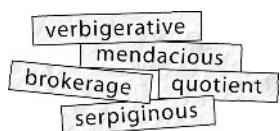
The Care Act 2014

We asked how it has helped you.
This is what you said.



**This is an easy read
version of The Care Act
2014: Survey results
June 2017**

What is in this report



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What this report is about

 think local
act personal



We are Think Local Act Personal. We work with organisations on **personalisation**. Personalisation is about making what you need, and want, the most important things about your support.



The Care Act became a law in 2014. The Care Act says how councils decide:



- What care and support you need.



- Who gets care and support.



Department of Health

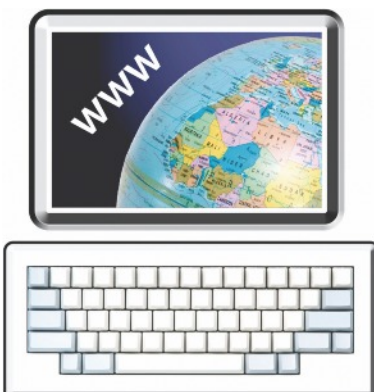


The Department of Health asked us to find out how the Care Act helps you. We asked questions about things like:

- Do you get to choose your care and support?



- How easy is it to get information and advice?



We only put the questions on the internet. We know this means not everybody could take part. We did not have long to do this work and it was the best way this time.



Over 1,000 people answered our questions. Just over half of these were **carers** - family and friends of people needing care.



The main thing we found out, is that you do not always get good personalised support; the Care Act does not seem to have made a big difference yet.

What we found out



Council



- It is not easy to get information about getting care and support.
- Most people told us they had not been offered an **advocate**, but it is not clear how many of those people may have needed one.
- Most people did not feel that the council listened to them properly, but some had a good council who always listened to them properly.
- Over half the people were involved in planning their care as much as they wanted.



- Just under half the people felt that the council respected what they wanted.



- Mostly, people did not think their care and support had got better since the Care Act started.



- A lot of the people who were in charge of their own care said this gave them better support. Although they had to put a lot of time into choosing and organising staff.



- Most people who paid for their own support said they were happy with where they lived.

What difference has care made to your health and happiness?



Most people said their care and support had helped their health.



About half of the people said that their care and support:

- Meant time with family and friends was better. Young people under 35 years old felt this the most.



- Made them feel safer.



- Made it easier to get out and enjoy themselves.



Not many people felt that their support helped them to find work, or go to work.



Half of the people felt that they had more choice and control of their support.



Some people did not like their support. They said that the staff:

- Did not show respect.



- Did not work in the same ways as each other.



One person said:

“the support and care I get from my carer is amazing...Nothing is rushed. We do things when I’m ready, she is kind and always has a smile.”



But another said:

“I never know who will turn up, new untrained people who only last a couple of days...I have been injured...just by people being careless.”



For one person, staff have helped to change their life:

“I talked to the staff about moving to supported living, they helped me arrange for assessment with a social worker and got me an advocate. I have now found a flat and will be moving soon. Staff are supporting me to use trains alone for when I move.”

What carers think



Over half of the people who answered our questions are carers. They said:

- Most were not listened to.



- One half of people were happy with the care and support their loved one had received.



- More than half did not feel their health had been helped by their loved one having care.



- Over half did not feel support had helped their loved ones to go out and do things they enjoy.



- Just under half of people felt care and support made their lives safer.

What one thing would you change to make support and care better?



- Make care and support better and easier to get.
- Listen to what support people need in a more sensitive way.
- Offer better support for carers.
- Make it easier to get good quality information, and care and support.

Hard words

Advocate or Advocacy - an advocate speaks up for you, they find out and say the things you want or need but might not be able to say yourself.

Assessment - when workers look at what support and care you need to live your life as you want.

Carers - family and friends of people needing care and support.

Personalisation - making what you need and want the most important things when planning your support.

Credits



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