

2020 Annual Carer Survey

Carers that we support...

- The majority, 70%, of carers responding to our survey are over the age of 61, while 26% are in the 41-60 age bracket and almost 4% are under 40.
- Carers spend a huge amount of time caring, 9 out of 10 people care full-time, looking after loved ones round-the-clock, up to 7 days a week.
- Most carers have been caring for less than 10 years, however a quarter have been caring for longer, and nearly 2 out of 10 carers have been caring for more than 16 years.
- Young carers live among 1 in 10 caring families.
- 65% are caring for their spouse or partner, 18% caring for a child and 17% caring for a parent or friend.
- At least half of those being cared for are diagnosed with Alzheimer's and/or Dementia, whilst 4 out of 10 suffer from or experience the effects of Diabetes, Heart Disease, Strokes, Learning difficulties and Cancer. 25% of our cared-for clients are physically disabled.
- Two thirds of carers are working carers, balancing employment with unpaid caring every week. Up to half of all working carers would like to see more flexibility from their employer. Many carers surveyed stated they were self-employed and whilst that offered flexibility to keep caring, many reported a loss of income because of working less hours to care.



How caring makes people feel...

Caring impacts significantly on people's lives; we asked carers what feelings they experience because of caring.

- 9 out of 10 reported feeling tired, anxious (62%), and frustrated (61%) in their caring role and this contributed to increased feelings of loneliness (35%) and depression (39%). *"I feel caring drains me. I am constantly worried, and I do not feel as happy and generous as I was". "I'm suffering depression & anxiety. I'm exhausted!"*. "
- Half of those working say that they worry about their cared-for person and as a result find it hard to focus on work. *"It limits my ability to have a life of my own"*.

Covid-19 has impacted significantly on carers feelings and experiences.

- 9 out of 10 carers have expressed concern about the impact it has had on their lives, particularly as 2 in every 4 were shielding due to vulnerability and health issues.
- Two thirds were reliant on support from charity groups, including Crossroads Care Surrey.
- For many, the lack of contact with friends and family (60%) and increased caring responsibilities (56%) were the most challenging aspects of staying at home during Covid-19.

We asked carers about accessing technology and online services.

- Although 9 out of 10 of carers reported having access to technology through lockdown, only 4 out of 10 said they felt fully confident in using it. One third said they did not feel very confident at all.
- Over 60% also said that by being able to understand and use technology would lead to an improvement in their confidence, well-being and independence during a crisis such as Covid-19.

How we helped...

- 4 out of 5 carers are most familiar with our home-based break offer, funded by Surrey County Council and NHS Surrey, while 2 out of 5 have used or are aware of our self-funded services.
- Half of those people that top up respite support with self-funded care hours do so just to get an extra break from caring.
- From 1st June, we returned to providing home visits following the Covid19 lockdown; 7 out of 10 carers expressed relief at finally being able to have a break. However, 1 in 10 were still unsure about our Carer Support worker's visiting and said they would prefer to wait before visits resume.

Continued support through lockdown



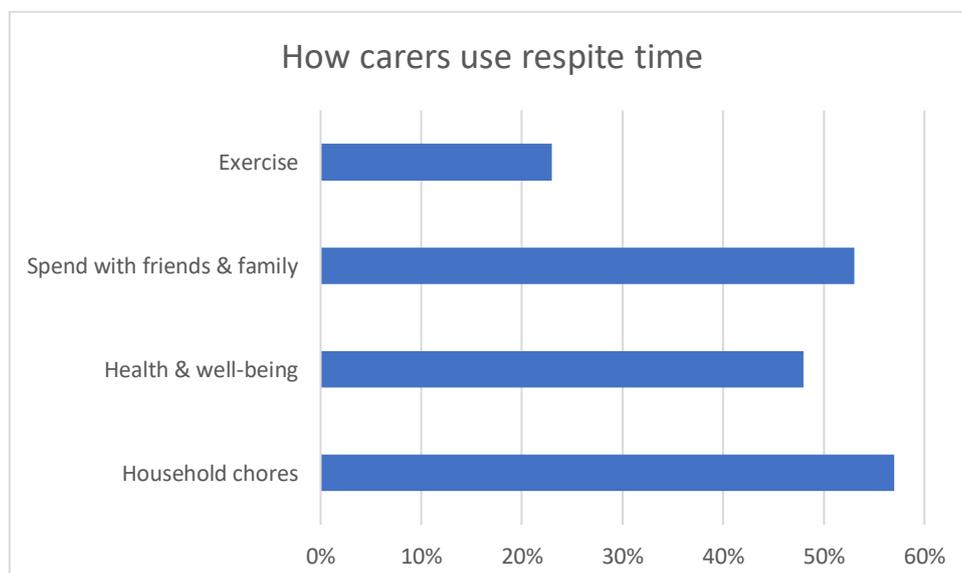
- Three quarters of carers felt that they received continued support from Crossroads through the Covid-19 lockdown.
- Half of those completing the survey received practical support with shopping for essential food while a third benefitted from support collecting medications from pharmacies. Almost 40% received regular wellbeing phone calls from Crossroads staff.

Of those who would like to understand and use technology better in their lives

- 5 out of 10 carers said they would benefit more from learning how to connect with friends and family, 1 in 5 from connecting with social support groups, while 2 in every 5 would use it to access banking and medical services.
- A new befriending service aims to reach these people to assist with connecting online to the support and services that they will need. So far, over 11% have expressed an interest in joining and benefitting from the service directly.

Outcomes – where are people now because of our support?

- 9 out of 10 carers agree that they can go out with peace of mind when Crossroads takes over.
- 8 out of 10 carers agree that Crossroads contributes to the quality of life for the person they care for.
- For 7 out of 10 carers, since being connected with Crossroads they have felt an improved sense of well-being.
- 8 out of 10 carers agree that Crossroads helps them to stay in better physical and mental health.
- By providing companionship and support in the home to those being cared for, carers can use their respite time to;



For most, it is about enabling them to be able to *“spend time on myself, without the pressure of caring duties”*.

“I feel relieved to know that Crossroads are there to support me”.

“I now have the peace of mind and know my parents enjoy exceptional care and I can catch up with friends. I come home refreshed and relaxed... I so enjoy the time away with peace of mind to shop, appointments and see friends or clients occasionally. Thank you so much, I am so grateful”.

“Grateful and overwhelmed by the wonderful care that we have both received during this challenging time”.

“Life without Crossroads would be very isolating. The help with shopping during lockdown has been invaluable”.

“Knowing you were available if I were to need any problem solved”.

“The shopping done during lockdown was great so is knowing I have some free time once a week to use as I want. THANK YOU, so appreciated”.

“Crossroads make me feel I am not alone in my caring role for which I am very grateful”.