**Carers’ Views on their Local Support Services**

**Telephone Survey**

**INSTRUCTIONS TO INTERVIEWER:**

* The questionnaire contains 16 questions. Please tick one answer for each question.
* If a question is not relevant to the respondent, then please leave that question blank.
* If you make a mistake or the respondent changes their mind, please cross out the incorrect answer and tick the correct answer.
* Only ask the respondent if they would like to add any comments after the question if they have not already provided supporting commentary.
* Please continue on another sheet if the respondent would like to say more about any of their answers.
* Q14 is only to be asked of respondents who are aged 18-24 years old.
* You need to request the respondent’s permission if you are tape recording the conversation.

**READ OUT:**

Good morning/afternoon/evening, my name is **<insert interviewer name>** from **<local authority/agency on behalf of local authority>**. I am calling following the appointment we made to complete the questionnaire that was sent to you in the post regarding the care and support from **<local authority>.** The reference for my call that you were given is **<telephone reference number provided>**

As mentioned in the letter, your answers will be treated in confidence and you will not be identifiable in any way. The only way we can identify you is if you would like us to contact you to speak to you about anything you have said in your answers.

If you would like confirmation of the survey’s authenticity, please call **<local authority>** who will be able to advise you. The interview will take about 20 minutes – is it still convenient to go through this with you?

⃝Yes, happy to take part now

⃝Yes, but arrange a convenient time and date to call back:

|  |
| --- |
|  |

⃝No, prefer not to take part

**READ OUT:**

**Thinking about your life at the moment:**

**1. Do you agree with the following statement: I live in a home that best supports my well-being.** *For example, it is the right home for your current needs*

⃝Yes ⃝Sometimes ⃝No ⃝Don’t know

*Would you like to add anything?*

…………………………………………………………………………………………………

…………………………………………………………………………………………………

**2. Do you agree with the following statement: I can do the things that are important to me**

⃝Yes ⃝Sometimes ⃝No ⃝Don’t know

*Would you like to add anything?*

…………………………………………………………………………………………………

…………………………………………………………………………………………………

**3. Do you agree with the following statement: I feel I am part of my community**

⃝Yes ⃝Sometimes ⃝No ⃝Don’t know

*Would you like to add anything?*

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…………………………………………………………………………………………………

**4. Do you agree with the following statement: I am happy with the support from my family, friends and neighbours**

⃝Yes ⃝Sometimes ⃝No ⃝Don’t know

*Would you like to add anything?*

…………………………………………………………………………………………………

…………………………………………………………………………………………………

**5. Do you agree with the following statement: I feel safe.** *For example, safe from any kind of abuse, physical harm or from falling both inside and outside your home*

⃝Yes ⃝Sometimes ⃝No ⃝Don’t know

*Would you like to add anything?*

…………………………………………………………………………………………………

…………………………………………………………………………………………………

**Thinking about the support you have had as a carer:**

**6. Do you agree with the following statement: I know who to contact about my support**

⃝Yes ⃝Sometimes ⃝No ⃝Don’t know

*Would you like to add anything?*

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…………………………………………………………………………………………………

**7. Do you agree with the following statement: I have had the right information or advice when I needed it**

⃝Yes ⃝Sometimes ⃝No ⃝Don’t know

*Would you like to add anything?*

…………………………………………………………………………………………………

…………………………………………………………………………………………………

**8. Do you agree with the following statement: I have been actively involved in decisions about how my support was provided**

⃝Yes ⃝Sometimes ⃝No ⃝Don’t know

*Would you like to add anything?*

…………………………………………………………………………………………………

…………………………………………………………………………………………………

**9. Do you agree with the following statement: I have been involved in all decisions about how the care and support was provided for the person I care for**

⃝Yes ⃝Sometimes ⃝No ⃝Don’t know

*Would you like to add anything?*

…………………………………………………………………………………………………

…………………………………………………………………………………………………

**10. Do you agree with the following statement: I was able to communicate in my preferred language.** *For example, using English, Welsh, Polish, Bengali or any other language*

⃝Yes ⃝Sometimes ⃝No ⃝Don’t know

*Would you like to add anything?*

…………………………………………………………………………………………………

…………………………………………………………………………………………………

**11. Do you agree with the following statement: I was treated with dignity and respect**

⃝Yes ⃝Sometimes ⃝No ⃝Don’t know

*Would you like to add anything?*

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…………………………………………………………………………………………………

**12. Do you agree with the following statement: I feel supported to continue in my caring role**

⃝Yes ⃝Sometimes ⃝No ⃝Don’t know

*Would you like to add anything?*

…………………………………………………………………………………………………

…………………………………………………………………………………………………

**13. Do you agree with the following statement: I am happy with the support I have had**

⃝Yes ⃝Sometimes ⃝No ⃝Don’t know

*Would you like to add anything?*

…………………………………………………………………………………………………

…………………………………………………………………………………………………

**14. *(Note to interviewer - only ask this question if respondent is aged 18-24 years old)***

**Do you agree with the following statement: I have had advice, help and support that will prepare me for adulthood**

⃝Yes ⃝Sometimes ⃝No ⃝Don’t know

*Would you like to add anything?*

…………………………………………………………………………………………………

…………………………………………………………………………………………………

**A little about you…..**

**15. Interviewer to code:** ⃝Male ⃝Female

**16. How old are you? ⃝**18-24 years old **⃝**65-84 years old

**⃝**25-44 years old **⃝**85+ years old

**⃝**45-64 years old ⃝ Prefer not to say

**Thank you for your help.**