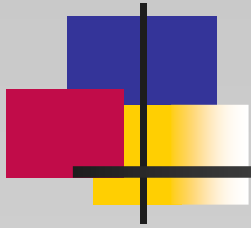









Future challenges facing older people's care Findings from the postal and online survey May 2008

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Report author:
Sophie Gibson
Research Team
Marketing and
Communications
sophie.gibson@york.gov.uk





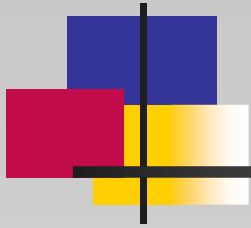
1.0 Background & methodology

- In April 2008, the council's Housing and Adult Social Services Team commissioned a consultation project into the future challenges facing older people's care services in York. With an anticipated growth in the number of older people in York over the next 15 to 20 years, with an expected 30 percent increase in the number of over 65s and a 60 percent increase in the number of over 85s, it is expected to cost the council an additional £10m a year to provide social care services in York, if it continues to provide services in the way it does now.
- Underlying the consultation was a number of suggested options to meet the challenges that a changing population brings and ensure residents can access services, which meet both their needs and aspirations. With guidance from the council's market research team, the team carried out a quantitative piece of research with York residents aged 50 years or more via a postal and online survey. This report reflects the findings from this piece of research.
- This survey was extremely important for gathering the views of older people and their carers - their views will help the council develop plans to make best use of the resources available to support older people in York.
- In April 2008 several organisations working with older people distributed the postal survey to 3,000 York residents through their mailing lists. A parallel survey was also available on the council's website and promoted through the media.
- In addition to the quantitative research, the council also ran four focus groups with staff, stakeholders, customers and carers and talkabout panellists. The discussion guides were written by the market research team in conjunction with HASS – these results are reported separately.
- A total of 725 residents completed a survey (638 by post; 87 online) which represents a good response rate of 24%. The results are accurate to within +/- 3.6% with 95% confidence.
- Where percentages do not sum to 100%, this is either due to multiple responses or decimal rounding. The figures for each question have been calculated after the respondents who did not answer the questions have been removed from the bases.



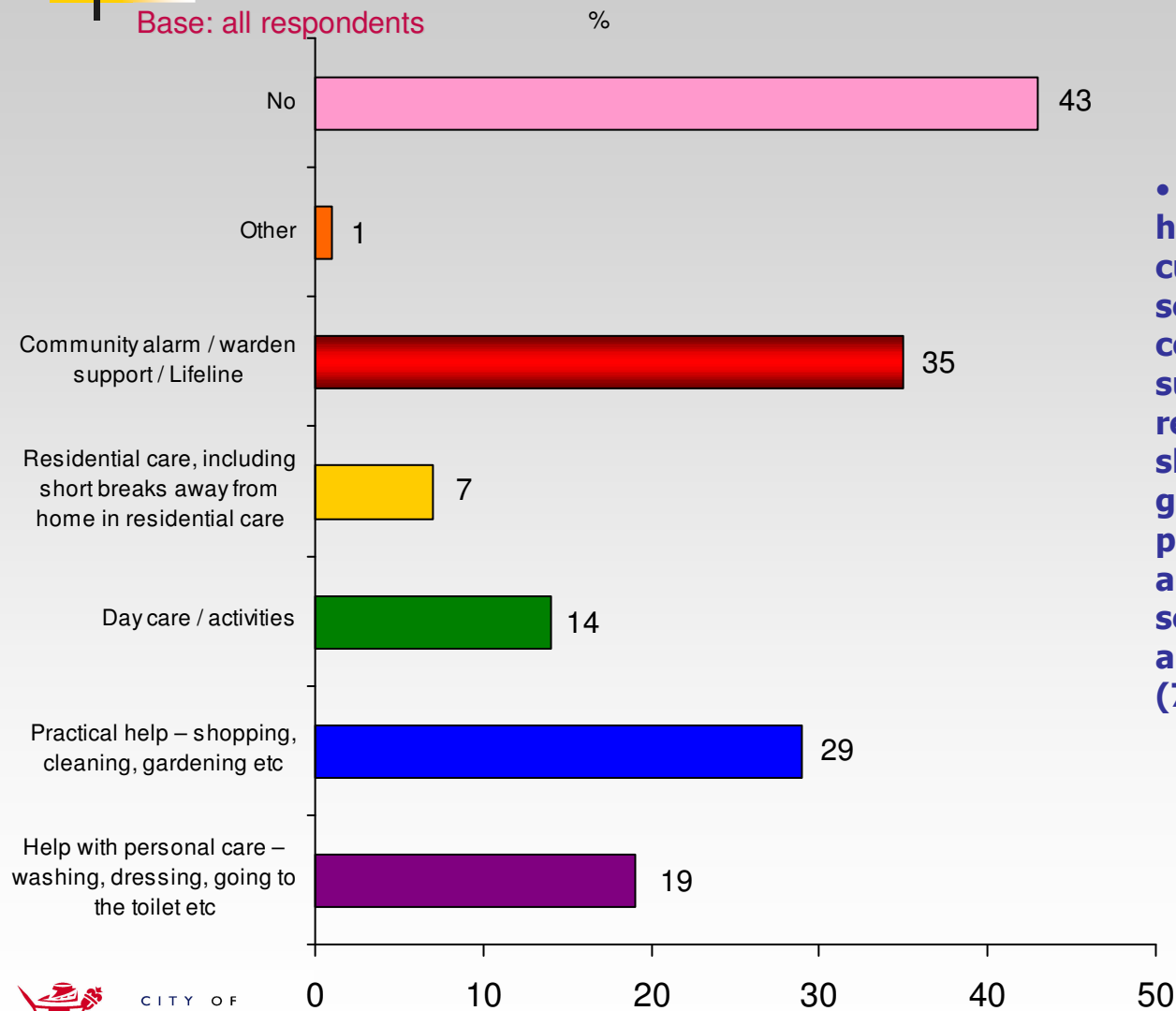
2.0 Overview

- 27% of survey respondents currently care for an older person and 57% of survey respondents currently use care services for older people in York. Popular services are the Community Alarm / Warden Call / Lifeline facility and help with shopping and cleaning.
- 65% of customers have some or all of their services arranged or provided for them by the council. In addition, three quarters or carers also receive support from Age Concern, the Alzheimer's Society or another voluntary organisation.
- Home adaptations, receiving help with the practicalities of running a home and help with personal care are considered the three most important aspects for helping people live in their own homes for longer.
- To help older people live more independently respondents would like to see handyman services, one point of contact for advice and information and the footcare and toenail cutting service more widely available. There is also a need for better support for those diagnosed with dementia, assistance with gardening and help with shopping.
- Around half of respondents feel they would move into residential care if they experienced severe confusion or had significant physical care needs.
- 58% of respondents would consider moving into housing with care as opposed to a residential care home. A quarter of these respondents would look to buy the property.
- 81% of respondents support the suggestion for residential care homes to focus on providing care for those with high dependency or dementia. 61% of these respondents think this should be applied to both council run and independently provided homes.
- With the need to use resources more effectively given the needs of an increasing older population, respondents think it is important for the council to work with Housing Associations and other housing providers to enable people to stay in their own homes for longer, to provide more people with the Telecare sensors and to work with the independent sector to provide alternative residential care if this could be provided to the same standard but at a lower price.



3.0 Using care services / providing care for older people

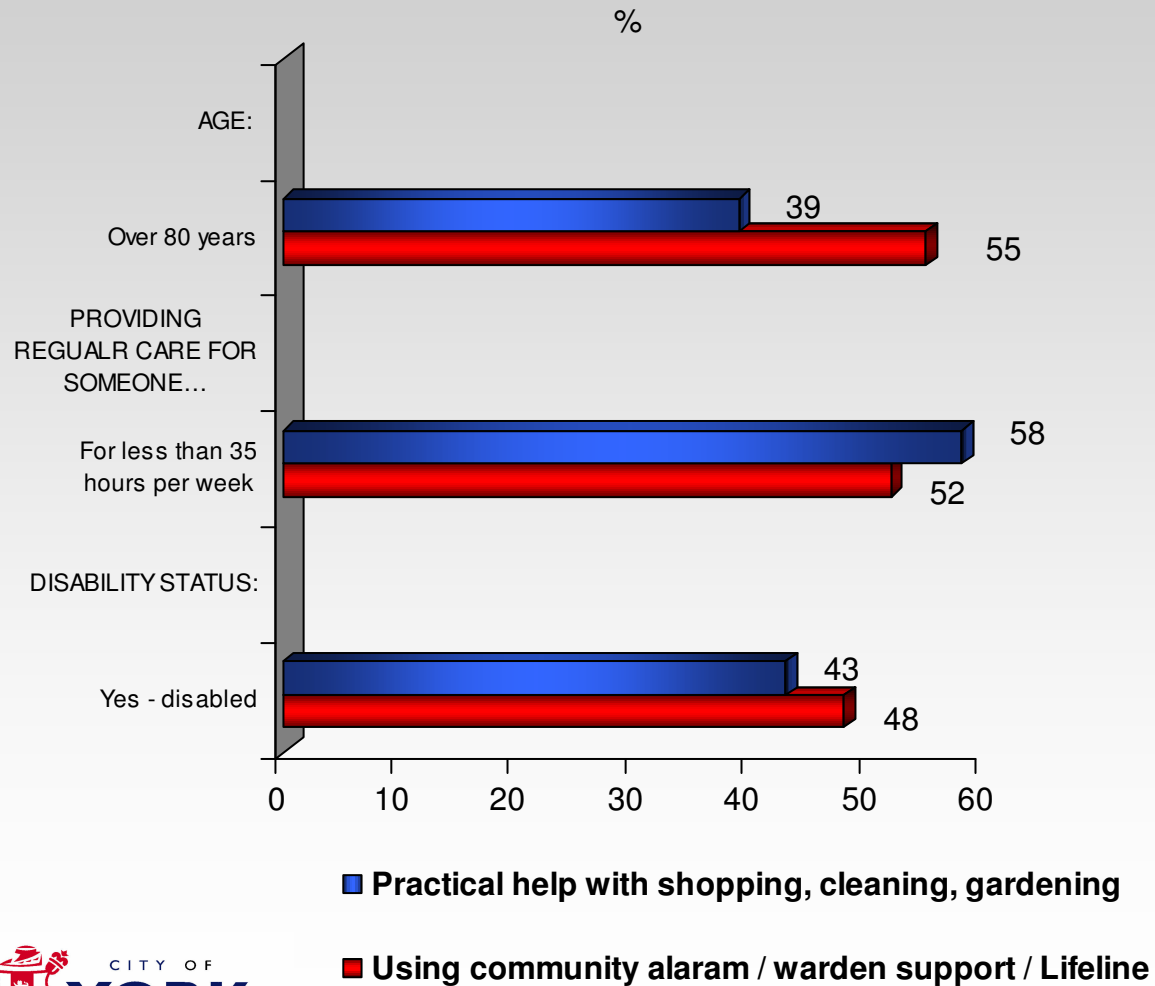
Current use of care services



• As shown in the chart, over half of respondents are customers of older people's care services. Respondents use the community alarm / warden support / Lifeline facility (35%), receive practical help, such as shopping, cleaning and gardening (29%) and help with personal care, such as washing and dressing (19%). Other services include day care (14%) and residential care services (7%).

Using the two main services by sub-group

Base: sub-groups

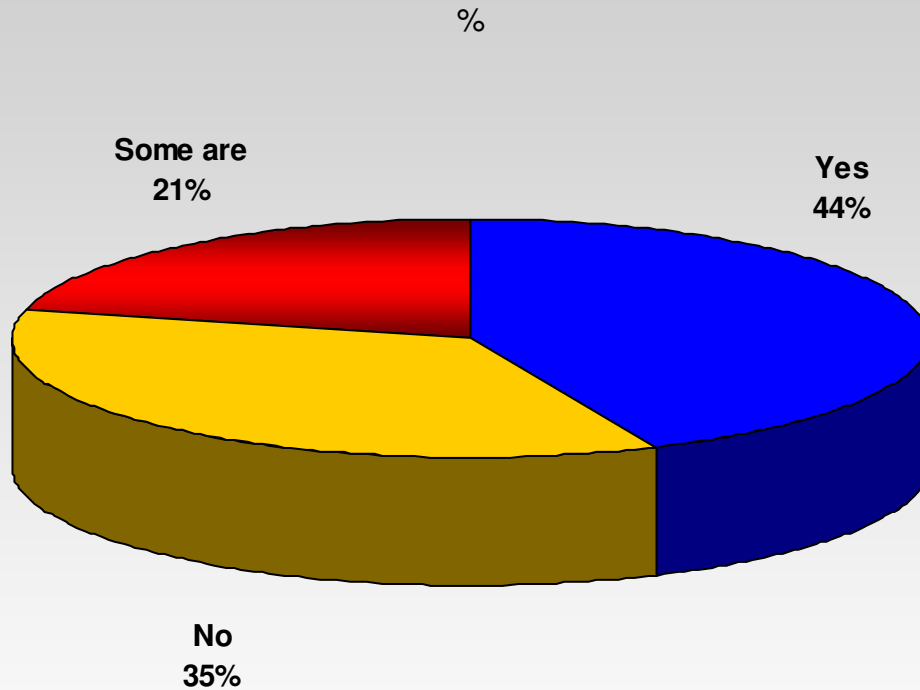


• Respondents over the age of 80 years (55%), respondents providing regular care for someone for less than 35 hours a week (52%) and disabled respondents (48%) are significantly more likely to use the community alarm service than respondents overall.

• These groups are also significantly more likely to receive practical help (39%, 58%, 43%) than respondents overall.

Provision / arrangement of care services

Base: all respondents

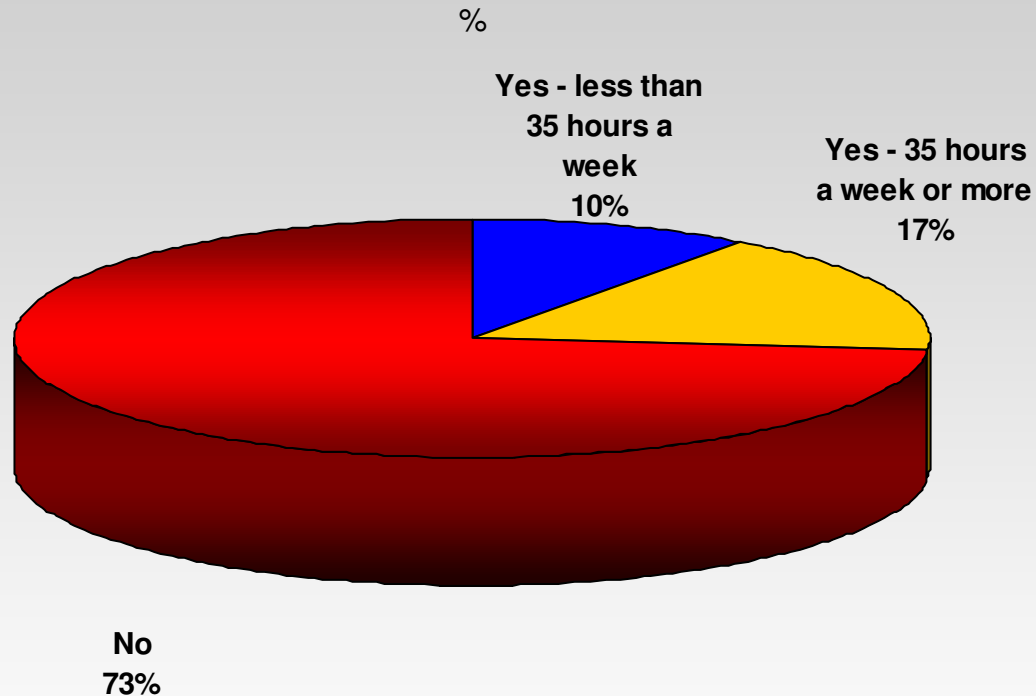


• Still thinking about the services respondents use for themselves or someone they care for, two-thirds have all or some of the care provided / arranged by the council (44% all; 21% some). One in three respondents receive care arranged / provided by themselves or an independent provider.

• Analysis by sub-group does not reveal any significant differences over the provision / arrangement of care services.

Providing regular care for someone over the age of 50 years

Base: all respondents



- Over a quarter (27%) of survey respondents provide regular care for someone over the age of 50 years, whereas 73% do not.

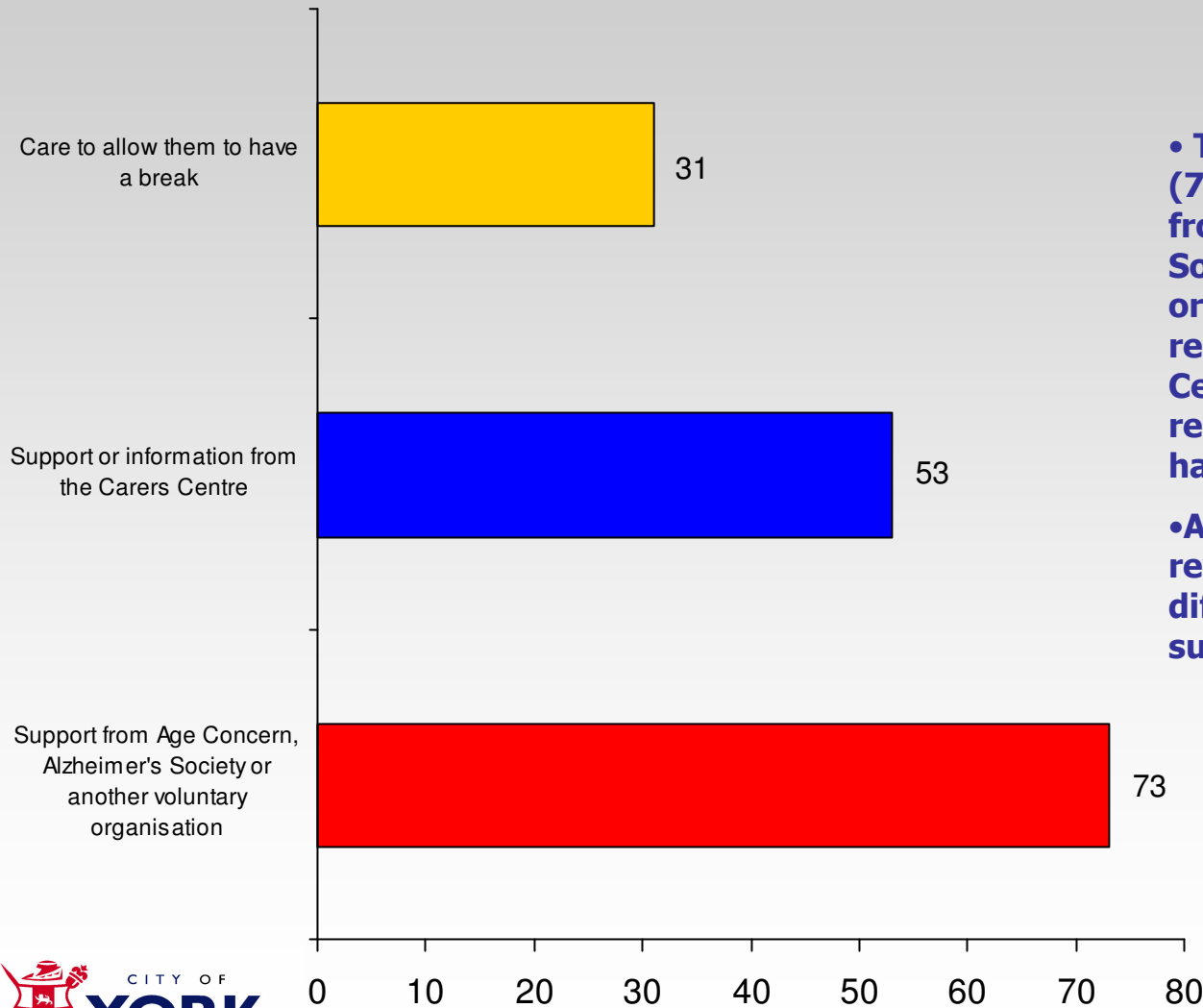
- Analysis by sub-group does not reveal any significant differences.

Receiving support as a carer



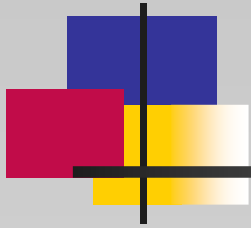
Base: regular carers only

%



• Three quarters of carers (73%) receive regular support from Age Concern, Alzheimer's Society or another voluntary organisation. Over half (53%) receive support from the Carers Centre, and one in three (31%) receive care to allow them to have a break.

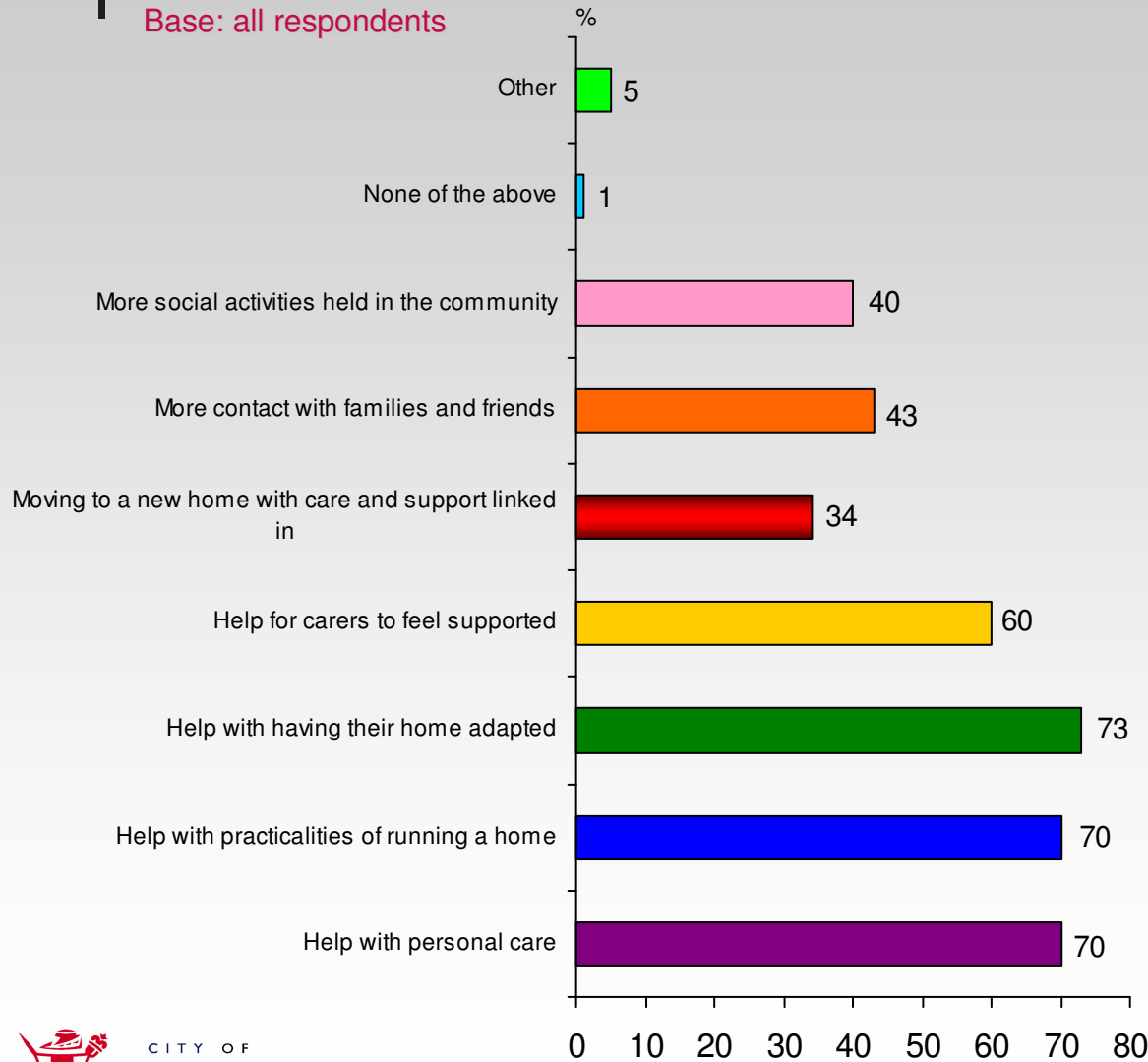
• Analysis by sub-group does not reveal any significant differences over receiving support as a carer.



4.0 Helping older people to live independently

Services which would help people live in their own homes for longer

Base: all respondents



• Respondents were asked what services are important to increase peoples' independence, helping them to live in their own homes for longer.

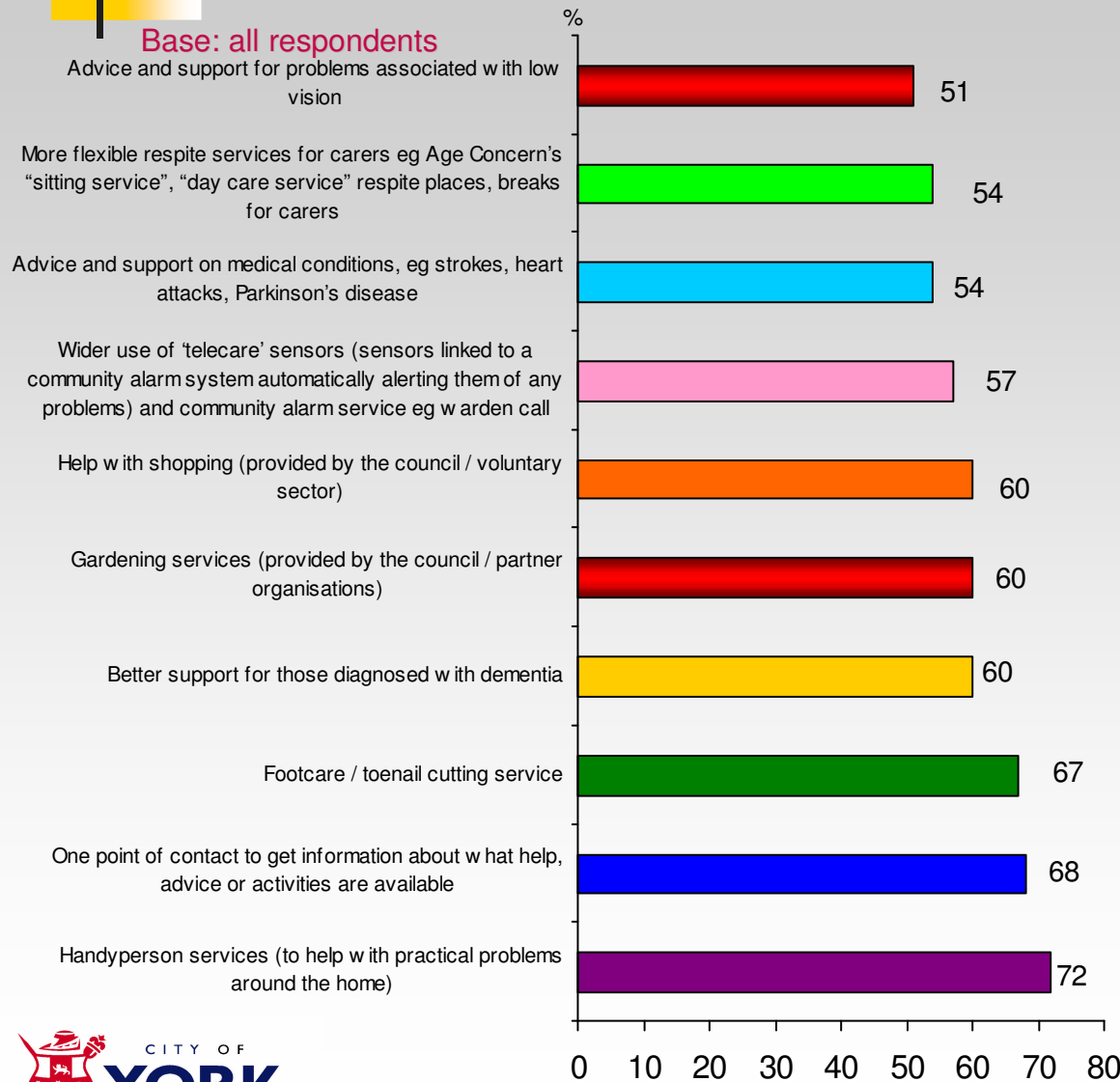
• Overall, over seven out of ten think that having adaptations fitted in their own homes (73%), help with the practicalities of running a home (70%) and help with personal care (70%) are the three most important things to help achieve independence. Help for carers to support them in their role is also considered important (60%).

• Respondents who currently care for someone for less than 35 hours a week are significantly more likely to agree that older people should have help with personal care (87%) and help with the practicalities of running a home (83%) than respondents overall. Those caring for someone (for less and more than 35 hours) are more likely to support help for carers (79% and 78% respectively) than respondents who don't currently care for someone.

Services which should be more widely available for older people to live independently (1)



Base: all respondents



- Respondents were asked what services should be more widely available to help people live independently.

- Over three quarters of respondents think that handyperson services (72%), one point of contact to get information about what help / advice / activities are available (68%), a footcare / toenail cutting service (67%) are the most important to make more widely available.

- Six out of ten respondents also think better support for those diagnosed with dementia is needed (60%), as well as gardening services (60%) and help with shopping (60%).

- The wider user of telecare sensors (57%), advice and support on medical conditions (54%), more flexible respite services for carers (54%) and advice and support for problems associated with low vision (51%) are also considered important by over half of respondents.

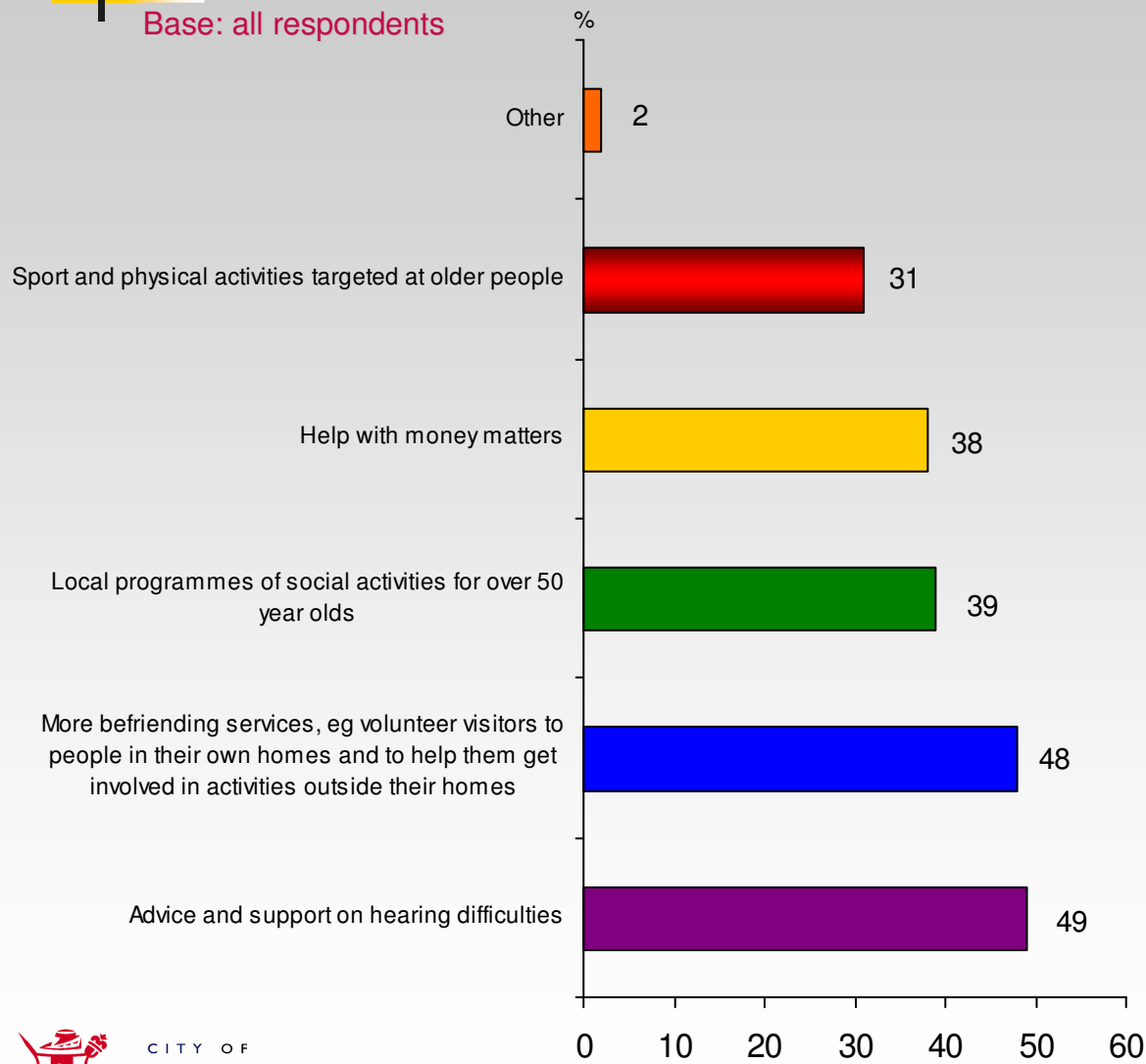
- Handyperson services are particularly welcomed by 50-59 year olds (81%), 60-69 year olds and respondents living in Area E of the city. This area covers Bishopthorpe, Wheldrake, Fishergate, Fulford and Heslington wards.

- Having one point of contact for advice would be particularly welcomed by respondents providing care for someone for less than 35 hours a week (81%) and 50-59 year olds (79%).

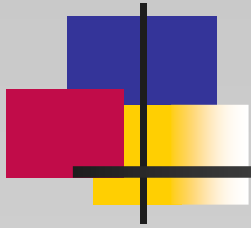
Services which should be more widely available for older people to live independently (2)



Base: all respondents



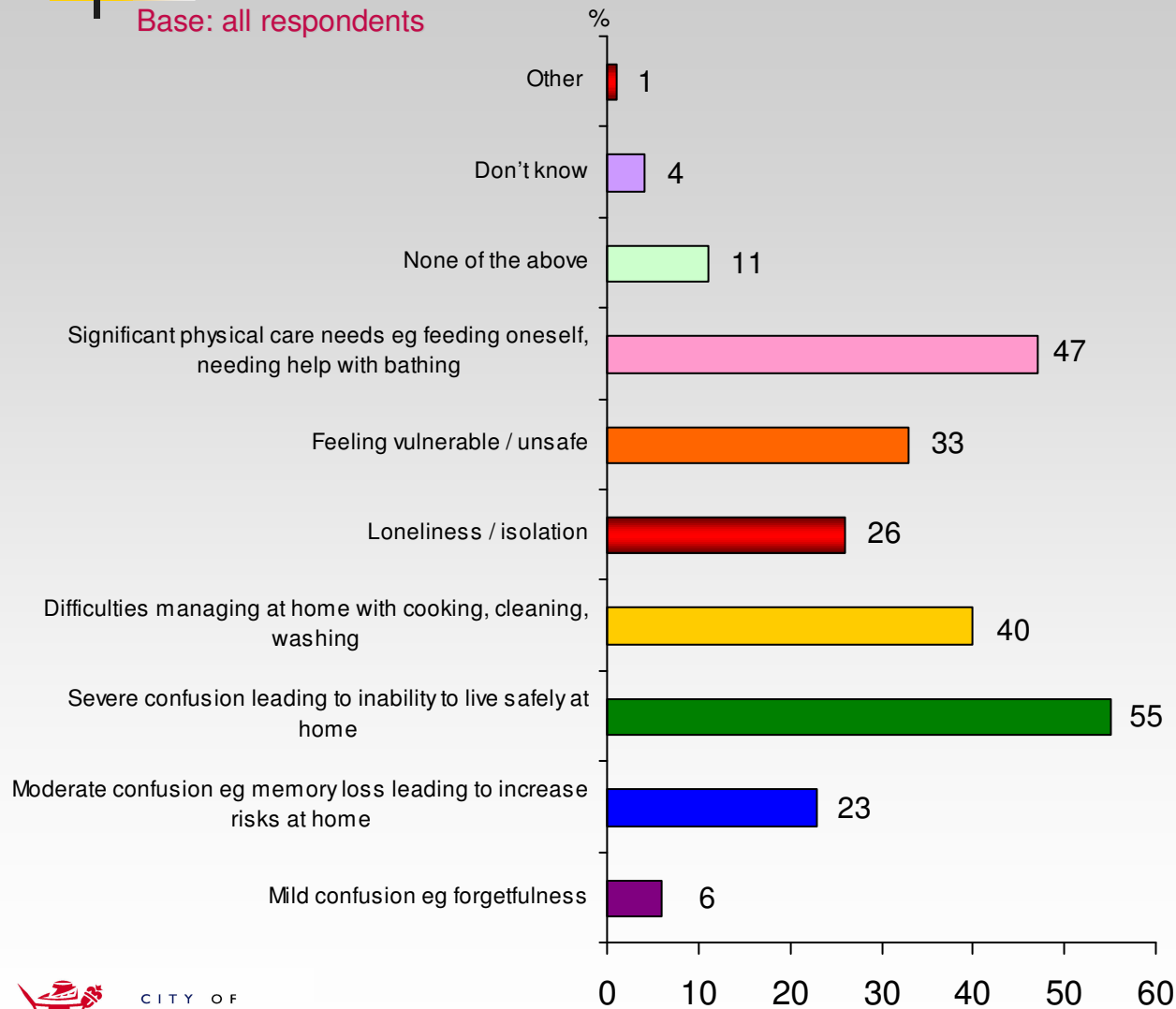
• Other services respondents would like to see more widely available include advice and support on hearing difficulties (49%) and more befriending services (48%).



5.0 Residential care

Circumstances that would trigger respondents to move into residential care

Base: all respondents

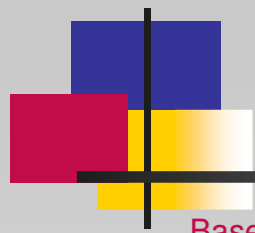


• When asked what did or would prompt respondents to move into residential care, around half cited severe confusion leading to an inability to live safely at home (55%) and having significant physical care needs, such as feeding oneself (47%).

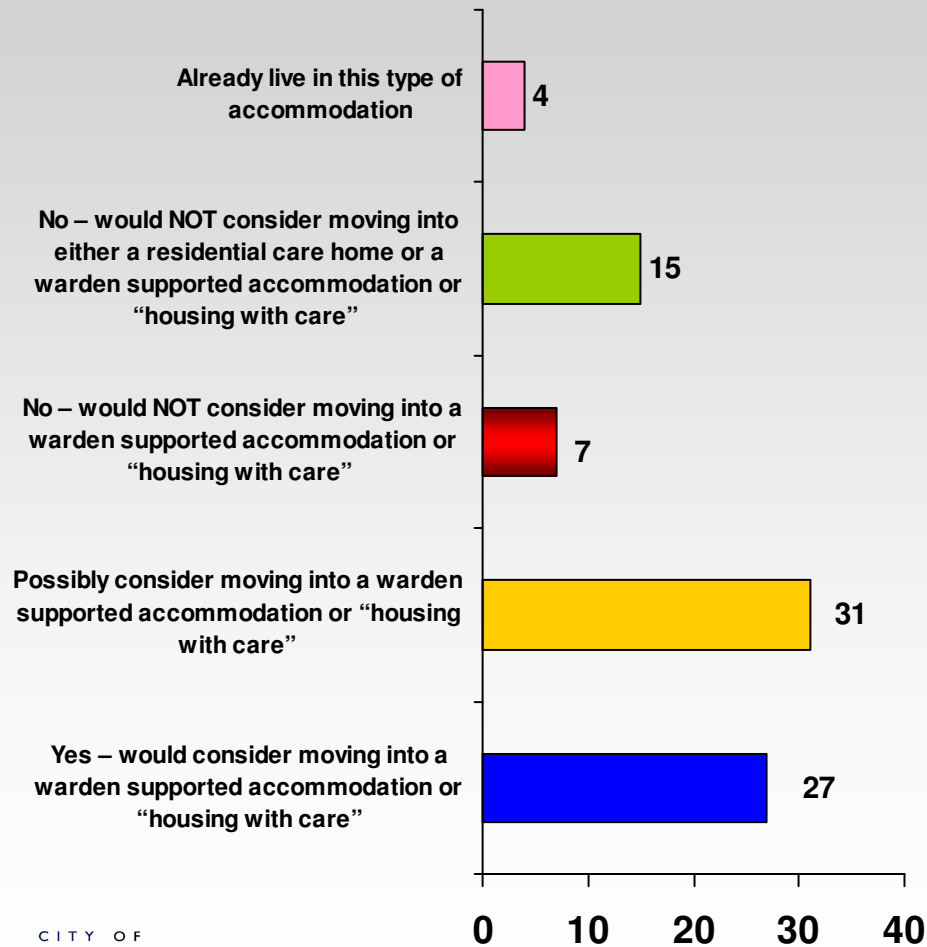
• However, all different stages of need were chosen to varying degrees, suggesting a move into residential care is specific to the "individual".

• Respondents significantly more likely to cite severe confusion as the trigger to moving into residential care include those aged 50-59 years (70%), 60-69 year olds (67%), and respondents who do not currently use any care services for older people (68%).

Housing with care v. residential care home



Base: all respondents %



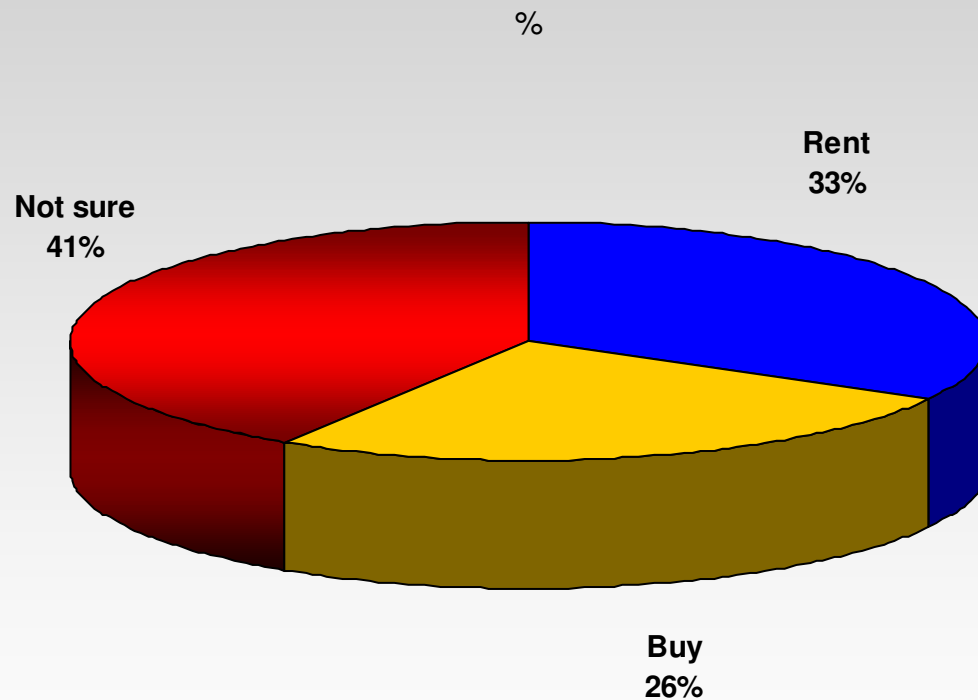
• Housing with care is purpose built housing which provides easier access to care services. Respondents were asked whether or not in the next ten years they would consider moving into housing with care as opposed to a residential care home.

• Overall, three fifths would consider moving into housing with care: 27% would consider it and 31% would possibly consider it.

• Only 7% would not consider moving into housing with care and a further 15% would not consider either option.

Preference for renting or buying housing with care

Base: respondents interested in moving into housing with care

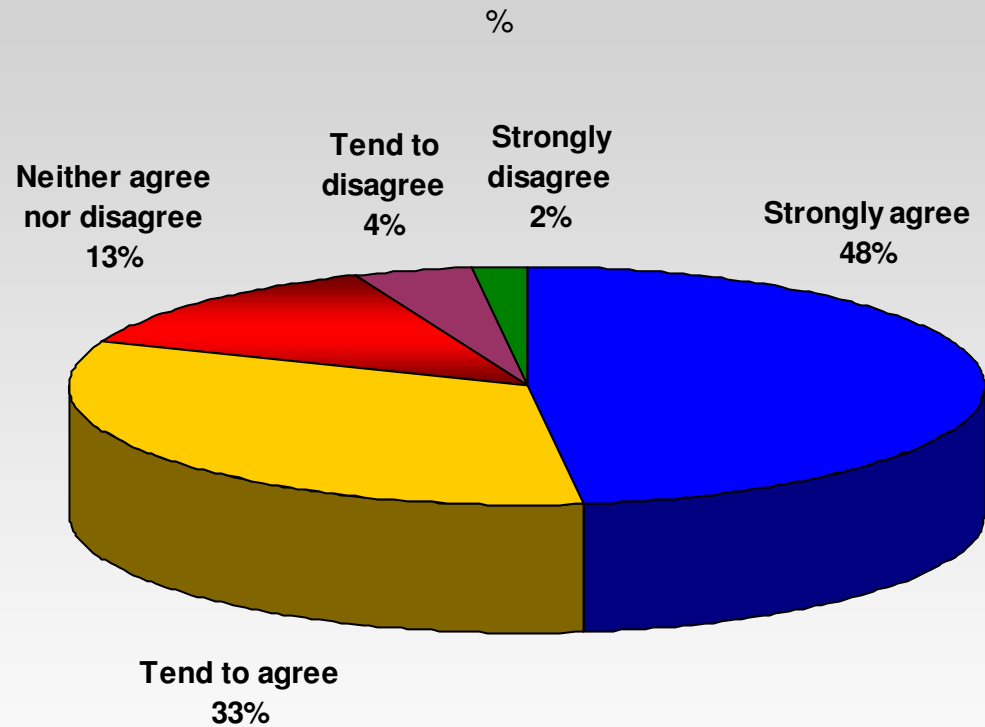


- A third of respondents who would consider moving into housing with care would prefer to rent the accommodation, whereas a quarter would prefer to buy. Around two fifths (41%) were unsure whether they would prefer to rent or buy.

- Analysis by sub-group reveals that 60-69 year olds are significantly more likely to want to buy the accommodation (37%) than respondents overall.

Residential homes – general care or care for people with specialist needs

Base: all respondents



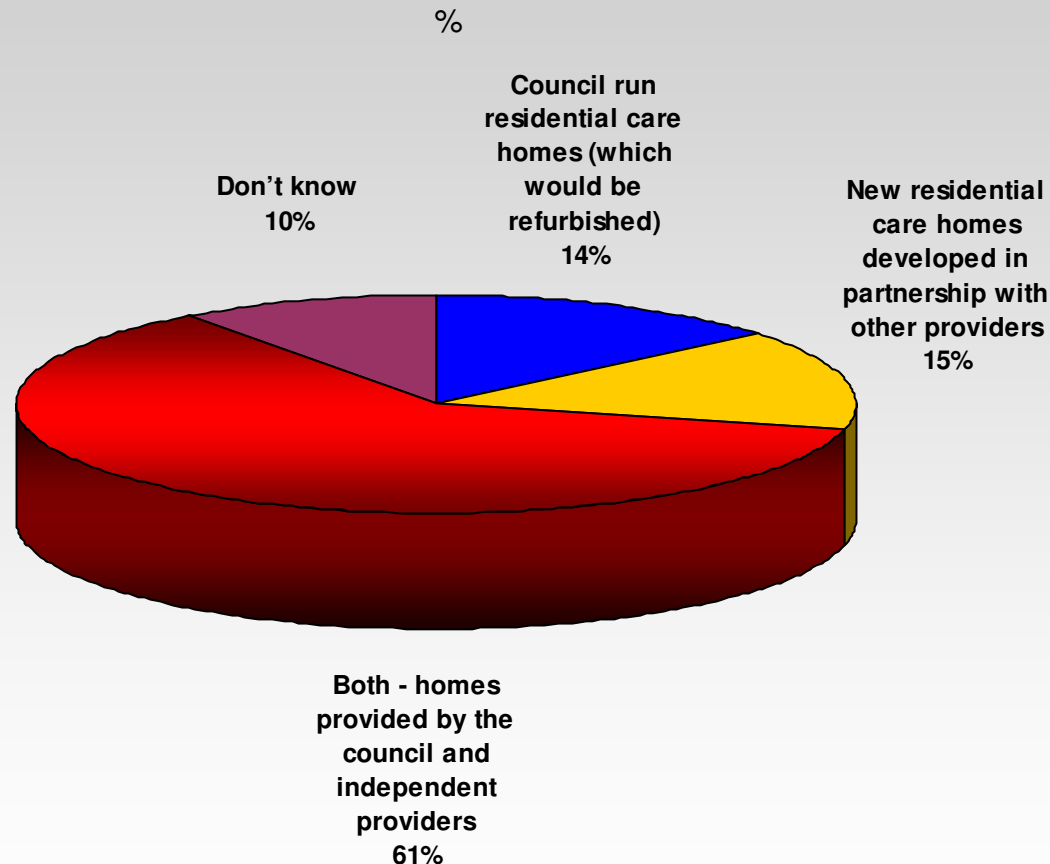
• Research with older people suggests that in the next 15 years fewer people will want to live in residential care homes, but that those who do will have more specialist care needs. One option would be to provide high level specialist care in residential care homes rather than providing general care for older people with different care levels.

• Overall, four fifths of respondents agree that residential homes should focus on providing specialist care for people with high dependency or dementia; 48% strongly agree and 33% tend to agree. Six per cent disagree with this option.

• Analysis by sub-group reveals no significant differences.

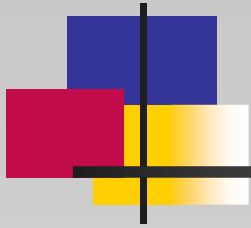
Preference for providing specialist care in council or independent residential homes

Base: respondents who would like to see residential homes focus on providing specialist care



- Overall, three fifths of respondents in favour of specialist care would like to see it offered in both council-run and independently run residential homes (61%). Around one in six support this approach in existing council run homes (14%) and a similar proportion in new residential care homes developed in partnership with other providers (15%). A tenth remain undecided.

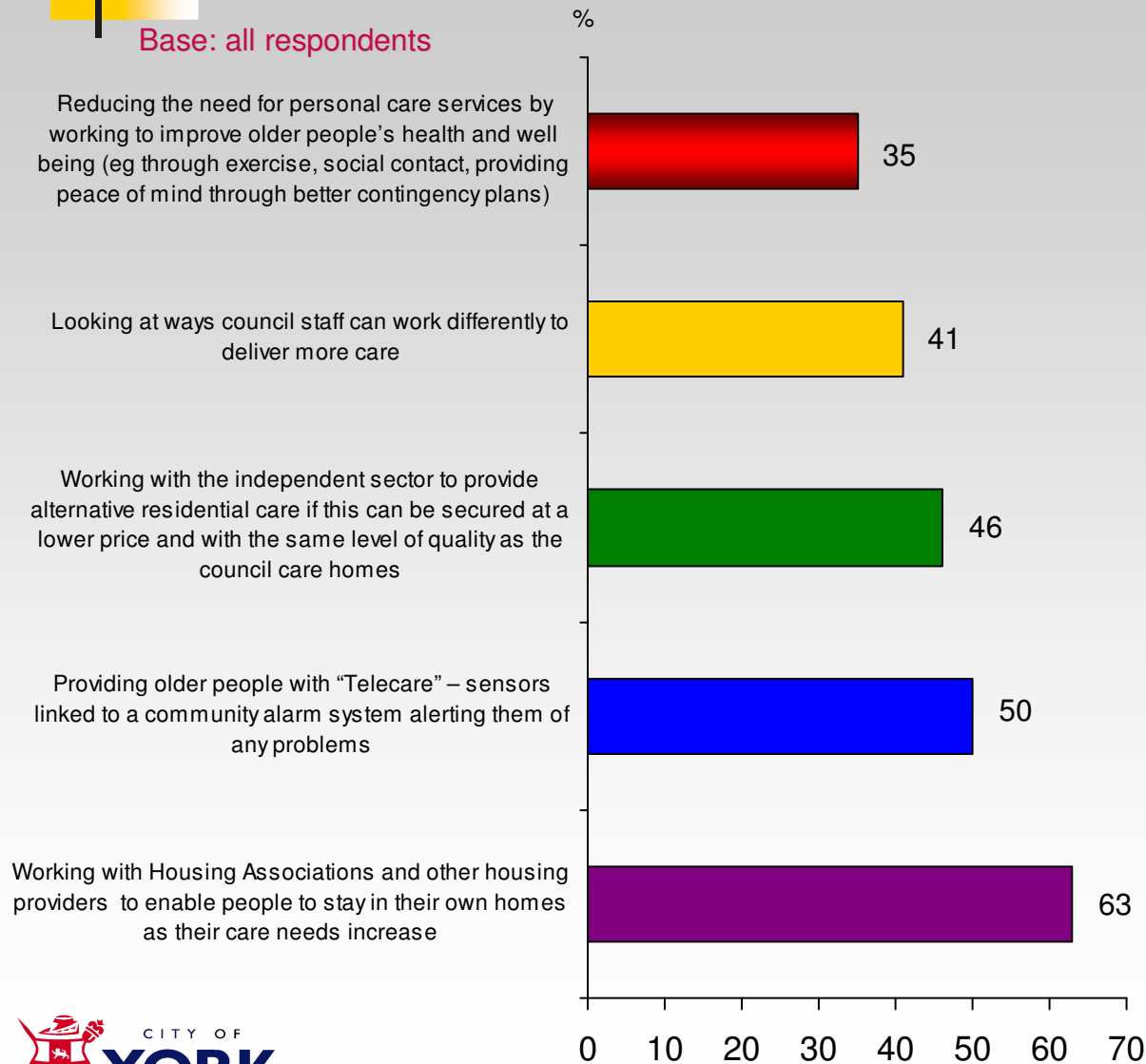
- Analysis by sub-group reveals no significant differences.



6.0 Using our resources more effectively to meet the growing number of older people

The most important issues for the council to consider (1)

Base: all respondents



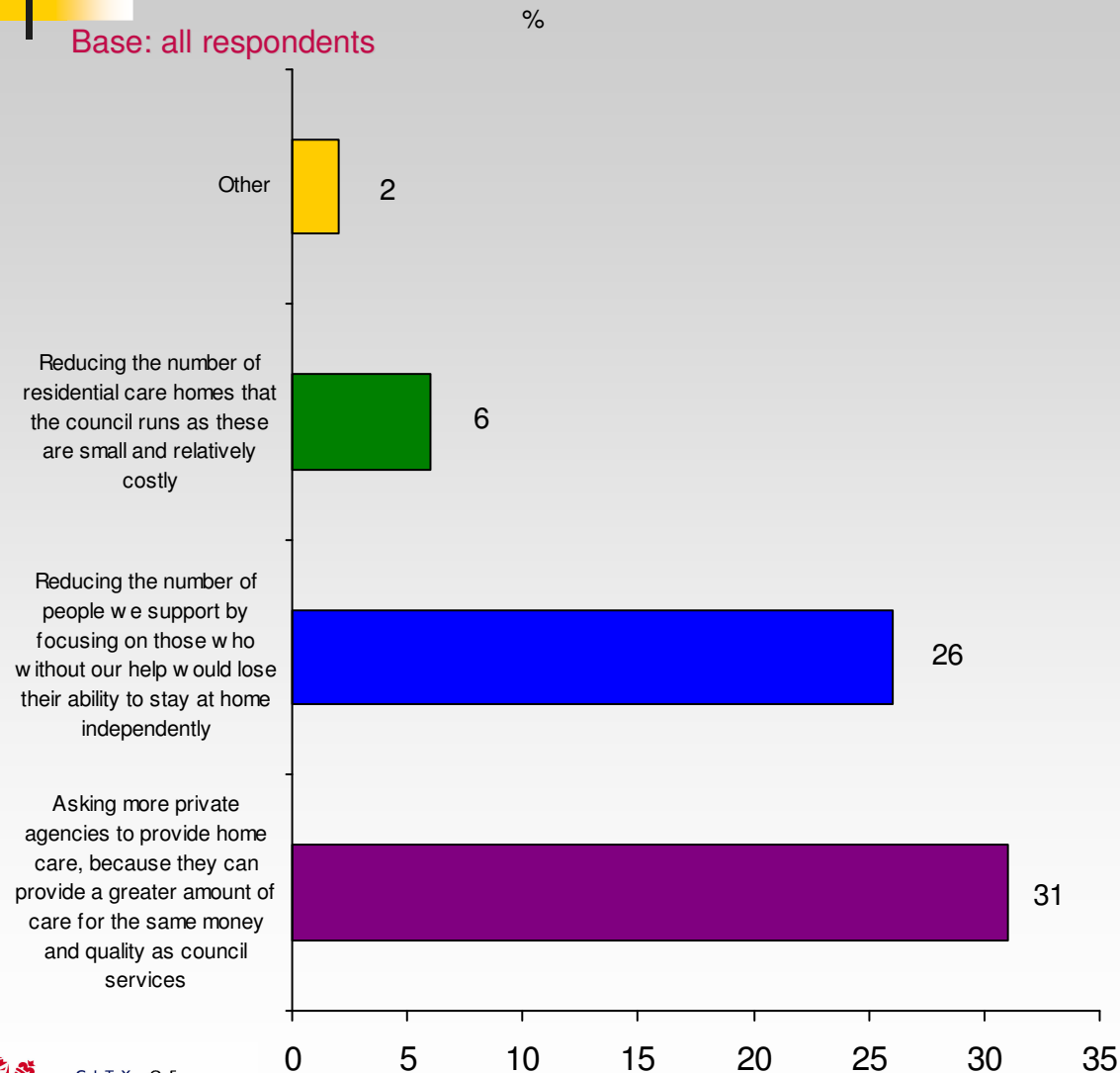
• With the need to use resources differently and meet the care needs of a growing number of older people in York, respondents were asked what is most important for the council to consider.

• Over half of respondents think that working with Housing Associations and other housing providers to enable people to stay in their own homes as their care needs increase (63%) and providing people with Telecare sensors (50%) are the most important issues for the council to address.

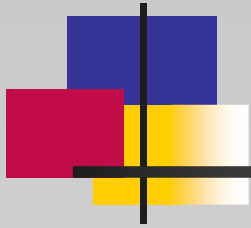
• Other important issues include working with the independent sector to provide alternative residential care if this can be secured at a lower price but the same level of quality as council run care homes (46%) as well as looking at ways council staff can work differently to deliver more care (41%). A third of respondents think that reducing the need for care services by working to improve older people's health and well being is important (35%) given the resources issue and growing elderly population.

Other issues for the council to consider (2)

Base: all respondents



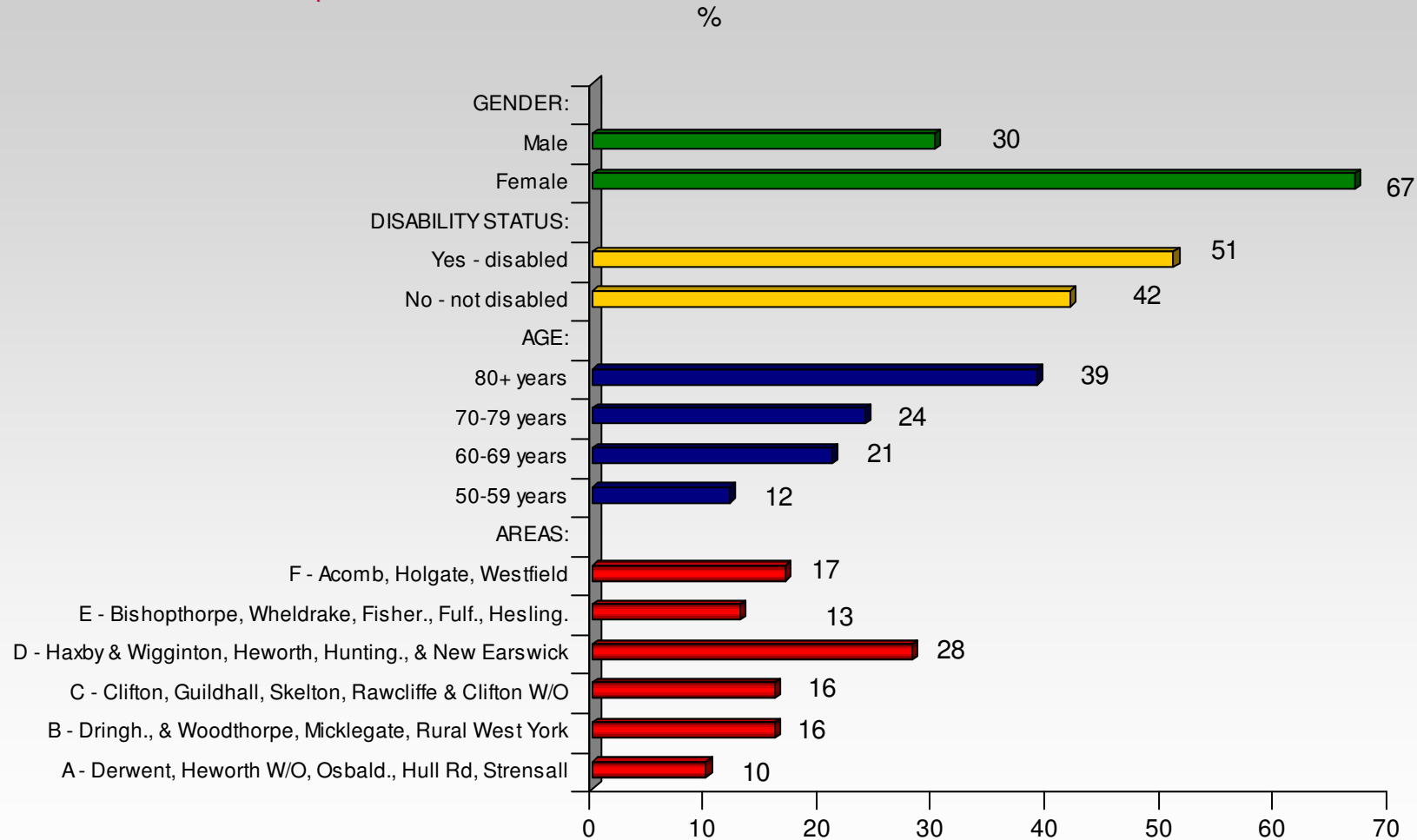
• Other, but less important issues, for the council to consider include asking more private agencies to provide home care (31%), followed by reducing the number of people the council supports by focusing on those who would lose their ability to live independently (26%). Only six per cent think the council should reduce the number of residential care homes it runs.



7.0 Survey profile

Survey respondents (1)

Base: all respondents



Survey respondents (2)

Base: all respondents

