



Care Act - IT Survey

January 2015

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About this Report

This report has been produced by Healthwatch Devon - the independent consumer champion for health and social care in Devon.

Healthwatch Devon would like to thank everyone who took the time to respond to this survey, as well as the organisations and individuals who helped to promote the survey through their own networks.

Registered Charity Number: 1155202 Healthwatch Devon CIO.

Introduction

As part of Devon County Council's (DCC) implementation of the Care Act, research around current health and social care users' access to the internet as a source of information and advice was required.

DCC approached Healthwatch Devon to undertake a survey of current service users and their carers about their attitude and experience of using online tools to access health and social care information and advice.

Key Findings

- People are twice as likely to seek **advice** from a GP or community nurse regarding health and social care compared to any other source.
- A GP, community nurse or online search are the most popular sources of **information** about health and social care services.
- Almost two-thirds of respondents are likely to do an online search for **information** about care and support.
- Approximately 60% of respondents thought it was acceptable to receive **information** face to face, by telephone, printed leaflet or online.
- However, only face to face and telephone were acceptable to more than 50% of respondents for receiving **advice**. Only one-third of respondents were happy to receive **advice** online.
- 83% of respondents used a desktop or laptop computer. 39% used a tablet.
- 84% of respondents could access the internet when they wanted to. However there is a potential bias in these results as two-thirds of the responses were completed online.
- 83% of respondents could access the internet at home.
- The most common forms of information required by service users and carers regarding health and social care were:
 - Eligibility
 - Cost
 - Availability
 - Quality or qualification of the provider
- This information needs to be up-to-date, clear and free of jargon.

Methodology

In consultation with DCC, a survey was developed. See Appendix A for a copy. The survey was available from mid-October to early-December 2014. The survey was available online as well as in paper copies.

The survey was distributed through Healthwatch Devon and its delivery partners (Be Involved Devon, Devon Carers Voice, Devon Link Up, Devon Senior Voice and Living Options) as well as by DCC and social media.

A total of 263 people responded to the survey.

Potential Bias

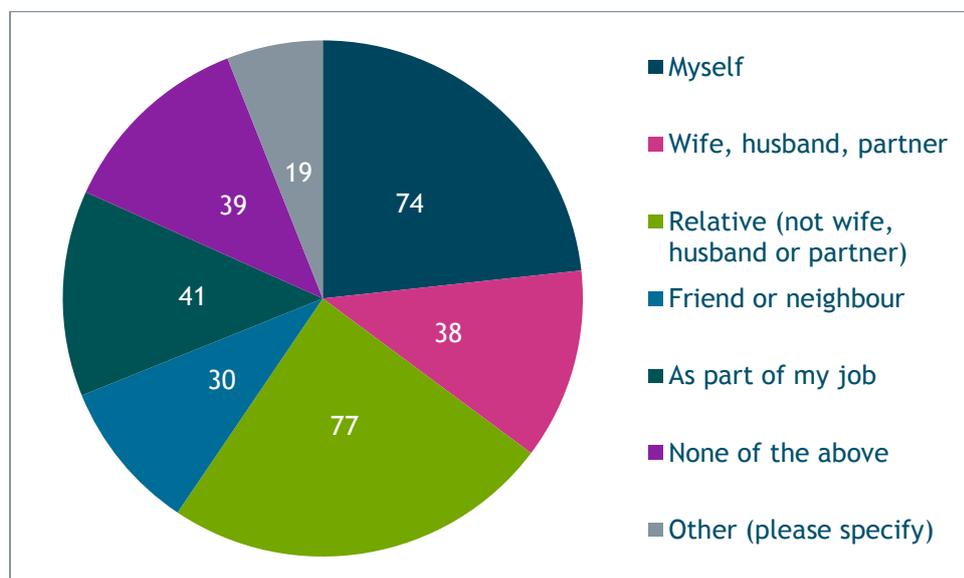
87 responses were returned in paper format. Therefore 67% of respondents took the survey online. This may introduce a bias in to the results.

To be confident and able to undertake an online survey requires a basic level of IT literacy. These respondents are therefore more likely to be willing to look online for information and advice regarding health and social care services.

If the paper responses are considered in isolation, 35%, over one-third, could not access the internet if they needed to. They are more likely to use Care Direct and Citizen's Advice Bureaus for information about health and care support than those who took the survey online. They are much less likely to engage in any form of social media.

Results

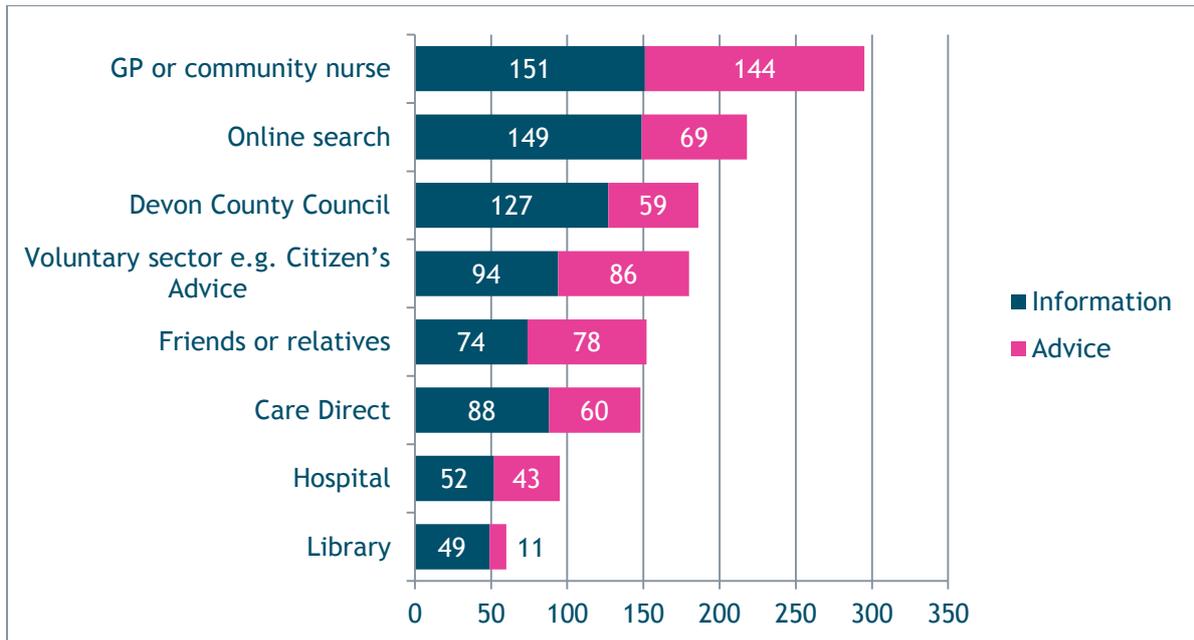
1. Who have you sought care and support information for in the last 12 months? (please tick all that apply)



The 19 'other' comments were:

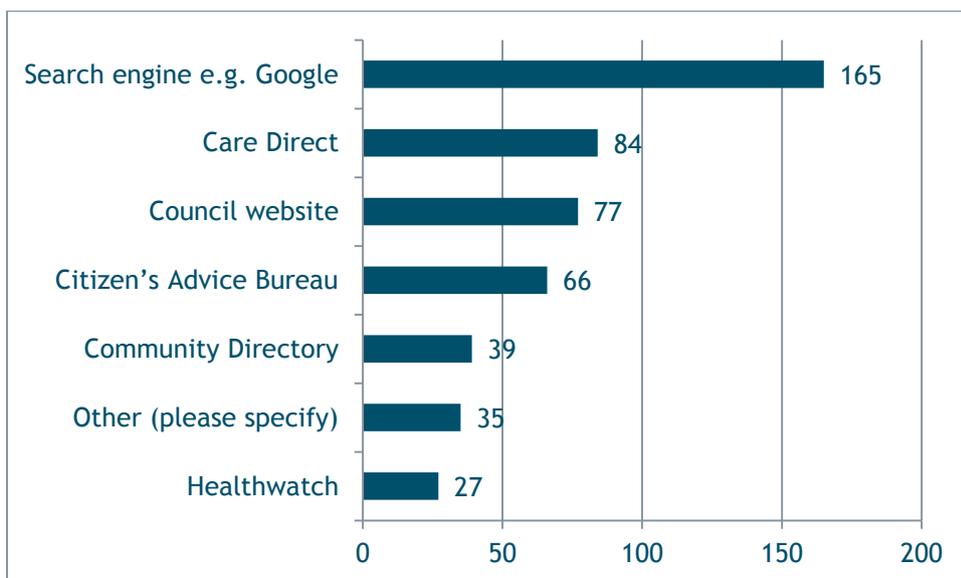
1. disabled
2. Carers for each other
3. As chairman of Seaton and District visually impaired club
4. None of these
5. Tavistock Memory Cafe carers support group
6. Doctor Devon carers stoke devon
7. sons and daughters Age Concern Citizens advice I also have help button which I have used 5 times for falls needing hospital treatment and unable to get up from floor
8. Healthwatch Devon
9. wanted to take computer course with you at an address in Exeter but due to family difficulties which take 2 days of my time each week
10. no one
11. In my role as Coordinator of the Axe Valley Visiting Scheme and as parent to child with disabilities
12. Parents
13. Changes in health and social care in the area in which I live.
14. Also a volunteer for a local community support charity called Acorn
15. My husband died September 2013
16. Foster child
17. I volunteer as a Counsellor for Carers
18. Client
19. As part of my voluntary job

2. Where would you look for information and advice about care and support? (please tick all that apply)



There were 29 'other' comments; the significant majority were voluntary organisation. Two people suggested private care providers, and a further two mentioned the Care Quality Commission (CQC).

3. When you look for information about care and support do you use any of the following? (please tick all that apply)



There were 35 'other' comments. Again voluntary sector organisations dominated the list and the CQC was also mentioned twice.

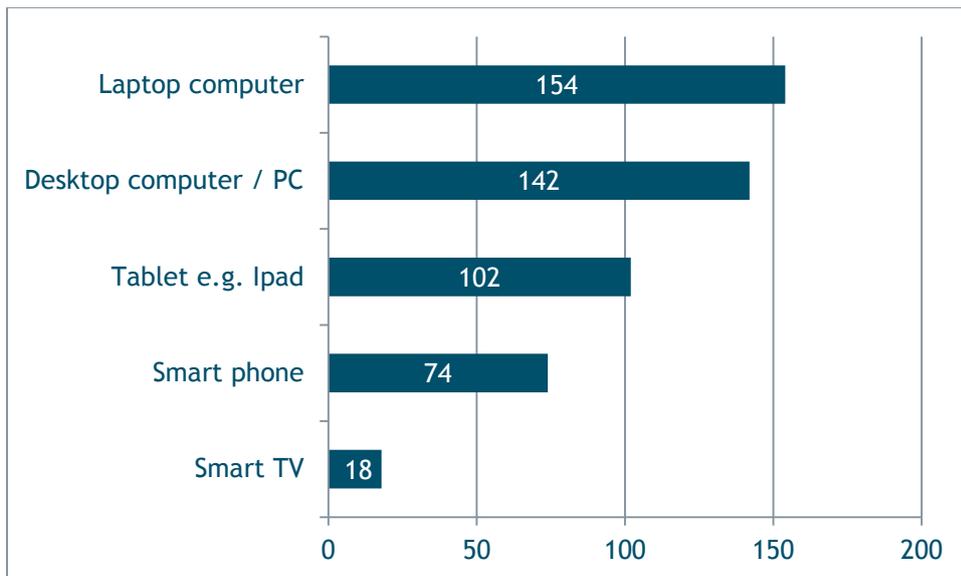
4. What would be acceptable ways to access information and advice about care and support? (please select all that apply)



There were 16 'other' comments.

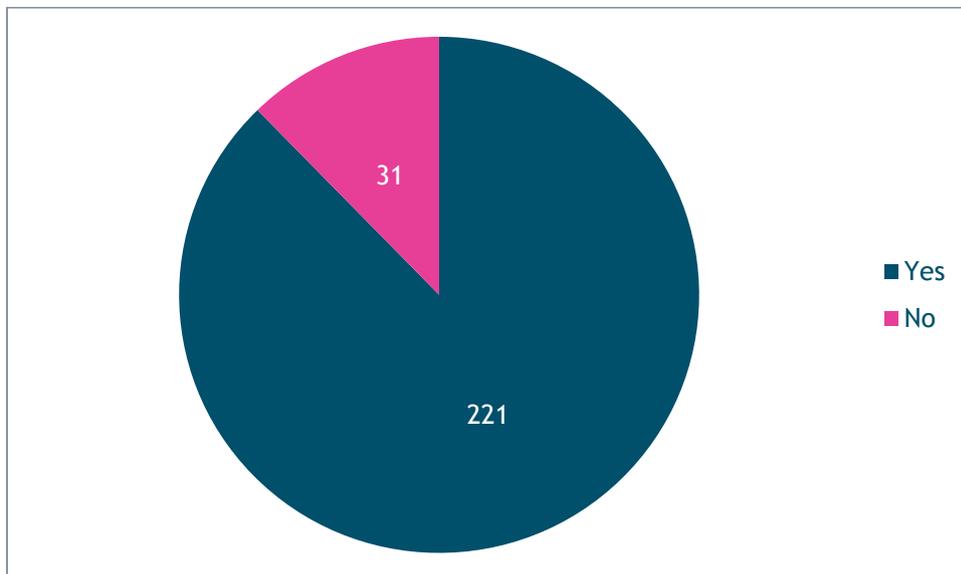
1. needs to be audio for blind people and produced on disk or memory stick
2. For me any of the above for clients I would say the marked sections (mature in years)
3. Doctors surgery
4. By post
5. 24 hour call button
6. books
7. good friends
8. see 4
9. Devon Senior Voice
10. Older people like Face to Face NOT Internet or Phone
11. Although rather than cover all bases wouldn't it be more financially prudent and a better use of resources to streamline the service, with a webpage, one poster advertising that webpage for places such as CAB and more resource actually put into delivering the service as opposed to advertising it.
12. At events, stalls and information points in public places
13. I am lucky enough to have email access which makes life much better
14. Skype or online video functions
15. In the past, I have found info on leaflets is often out of date, inaccurate, or wrong.
16. Carers Groups

5. Do you use any of the following? (please tick all that apply)

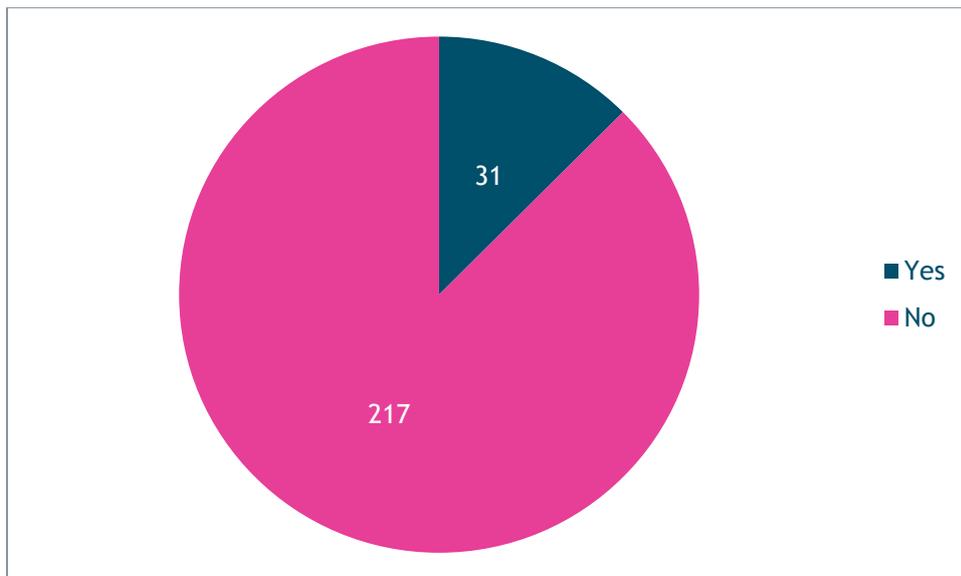


77 respondents chose a laptop and desktop. Therefore a total of 219 use some form of 'large-screened' computer.

6. Can you access the internet if you need to?



7. Do you need help to access the internet?



8. If yes, what help or support do you need to access the internet?

The majority of the comments made reflected people's nervousness of using technology, or a need for training to understand how to use it:

"I am not very good at using the internet."

"It is all foreign to me."

"A decent system that s working I have Wi-Fi and broadband (recently installed) and it keeps failing I'm not very competent with technology need more training."

There are also concerns about the technological challenges:

"Got no computer"

"Apart from poor/slow/occasionally non-existent connection!"

"I have difficulty with rural broadband service."

"Better broadband"

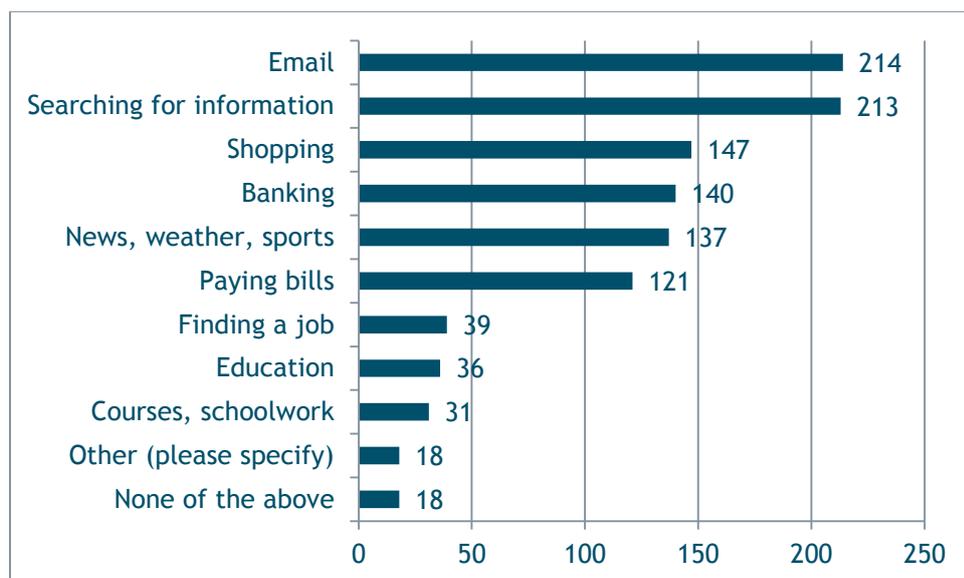
There are also accessibility issues of websites:

"Sometimes as partially sighted I use sonernvia software for PC and it is not always compatible with websites Have to ask my wife to look for me."

"Would need training and how would equipment be accessible for blind people."

"Grammar, I use BSL and do not understand some wording."

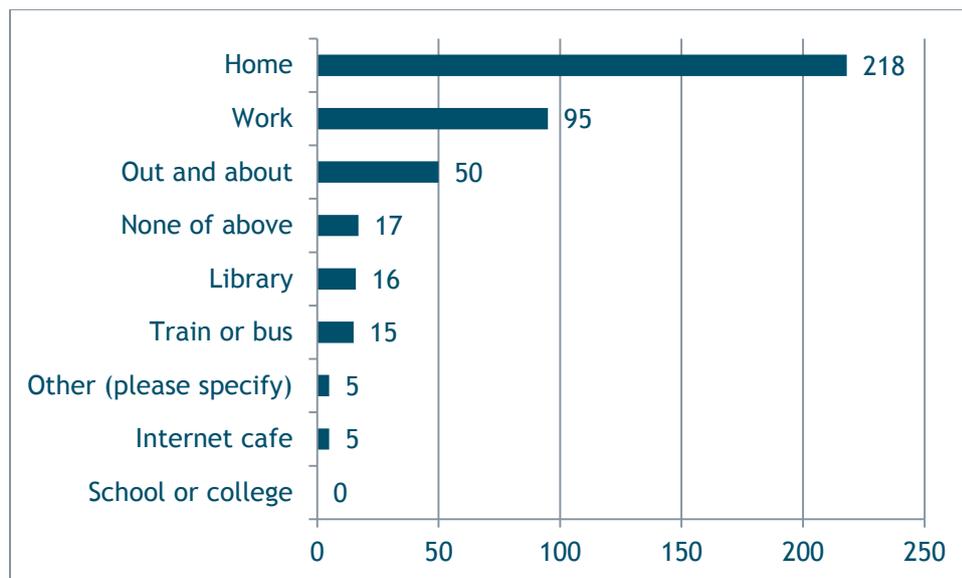
9. What do you use the internet for? (please select all that apply)



There were 18 'other' comments:

1. volunteer communication
2. work
3. Entertainment - radio/TV iPlayer etc. mp3 downloads. FaceTime: visual contact with family. All very important to overall wellbeing for elderly disabled housebound & sometimes lonely people.
4. browsing
5. I have a laptop but find it confusing and I am reluctant to use it
6. Sometimes I find the computer difficult and I get confused because I have had a stroke and my carers help me
7. Photography
8. Social network
9. games
10. This question seems a bit off track asking someone to provide potentially sensitive data on internet habits - principally financial - with no telling where the data goes.
11. work
12. Everything! I live alone so it is my surrogate companion, allow me to connect with my family abroad, lets me eat, drink and sort my meds. I literally do everything to live my life, even volunteering, online.
13. Facebook, to keep up with family doings.
14. Social media
15. I am unable to use the internet as I am unable to use a computer.
16. Business
17. Businesses
18. Photography, Campaigning

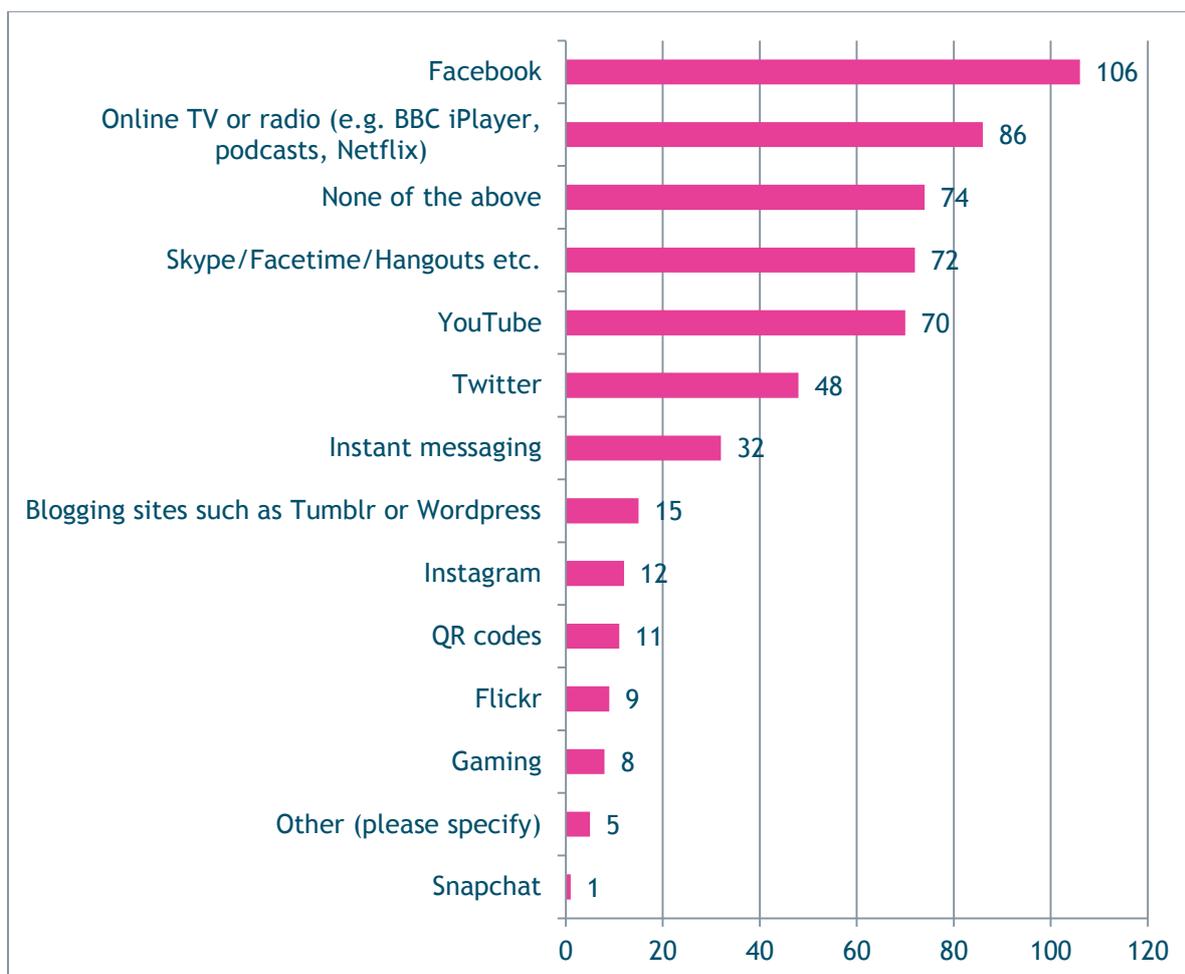
10. Where do you access the internet? (please select all that apply)



There were 5 'other' comments:

1. WIFI HOTSPOTS
2. Friend
3. A
4. N.B. 'work' above is voluntary not paid, and would include at events such as one-day conferences
5. very slow speed and breaking connection at home [Rackenford]

11. Do you use any of the following? (please tick all that apply)



The 5 'other' comments were:

1. Facetime
2. Carers UK Forum
3. My sight makes it very difficult to access most sites on computers
4. NB/Facebook is full of such misinformation that it is not a credible source of valid information.
5. All the care and benefit sites to keep up with all the daily cuts!

12. What information do you think would be most important to you when accessing information and advice about care and support? (please briefly describe below)

There were 181 comments in response to this question.

The majority of comments either reflected that the content needed to be clear, in plain English and up-to-date; or were about the information required: eligibility, cost, availability, and, quality and qualifications of the provider.

“That information is clear and easy to understand.”

“Easy to access, easy to understand. Plain English no jargon.”

“Clear and direct response to my enquiry - with signposting to appropriate source if I had accessed the wrong one.”

“The most important thing is that it should be clear and easily available, many websites are too complicated.”

“...the information is up to date and relevant for my needs.”

“Full information on what is available, cost, rural availability (more difficult getting care into villages) and a telephone number to ring for more details.”

“What’s on offer, by whom, who is eligible, likely costs?”

“What support is available? Who is eligible? How to get it and from where?”

“What type of care is available, where and what will it cost.”

“Where to get it, how to access it and if there is a cost what it is.”

A number of comments suggested a single point of access was required for all information.

“A central point (preferably a website or app) to search for all available support, info and advice with the local area. At present there are too many places to look and I often find out about support services by chance.”

“One stop shop.”

“It’s so confusing as there is so much information out there. Just one number would be helpful who can then point you in the right direction.”

The information should also be broader than just health and social care advice to ensure people have all the information about any benefits and support they might be entitled to.

“Benefits advice.”

“Help with benefits; respite; holidays.”

“Benefits advice transport advice the list can be endless and the type required is dependant on your personal situation.”

“What you are entitled to from all providers like gas electric water council tax”

There was also a desire for personalised support, ideally with somebody to speak to.

“A telephone number and a name with designated occupation.”

“What is available and someone to advise in person.”

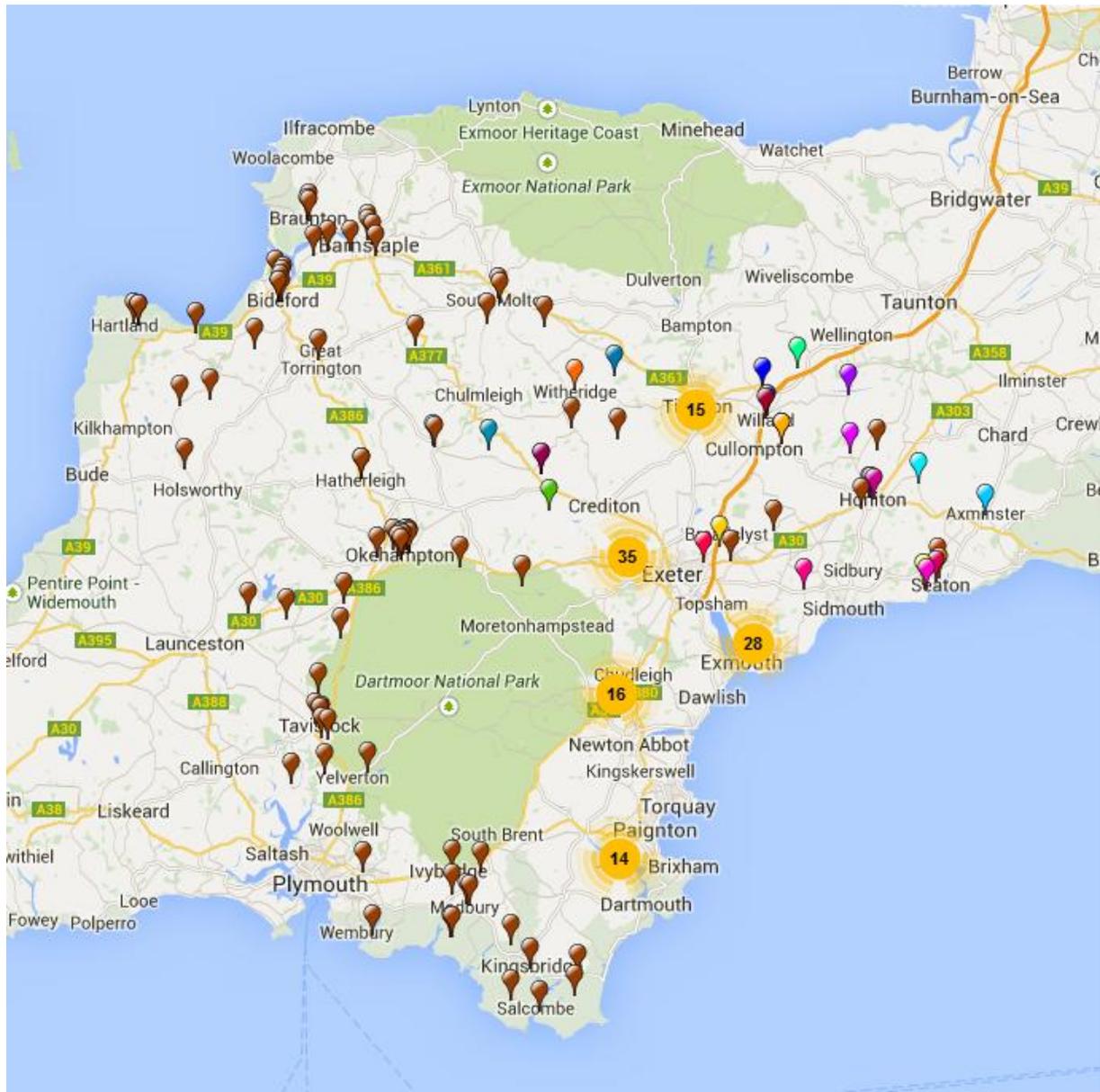
“Someone to speak to who knows something of my circumstances so I don't have to start explaining from scratch every time; not being passed from one person to another 5 times with long waits between. My bank can do it!”

“Someone to listen and advise on options available.”

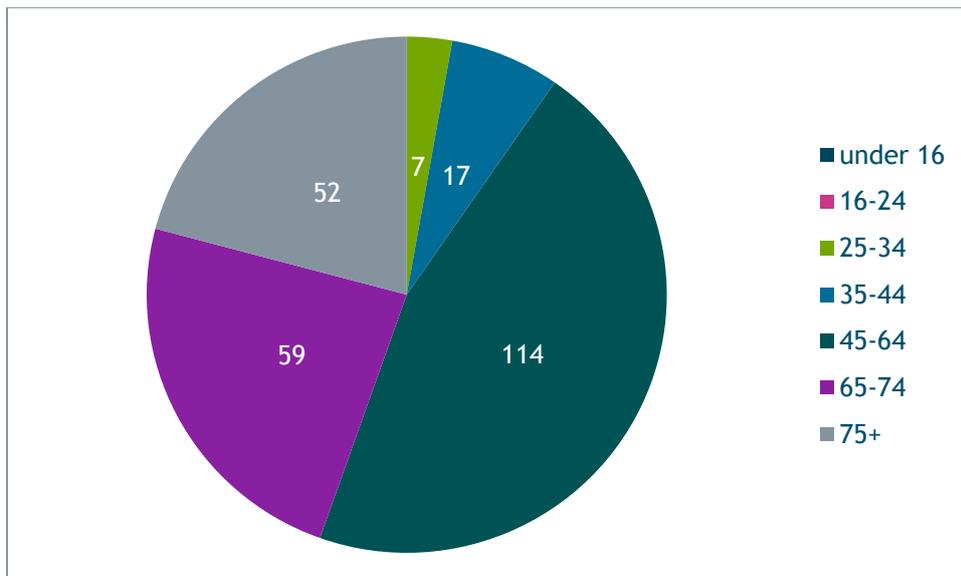
“To be able to talk to a person and ask questions. Online is very limiting and for elderly Devon residents, they need to talk to someone who will help.”

“Contact details for a professional to talk too. I can use online but would not want to do so for a matter so personal and important.”

13. What is your full postcode? (this will help us to understand whether you are in a rural, village or urban area)

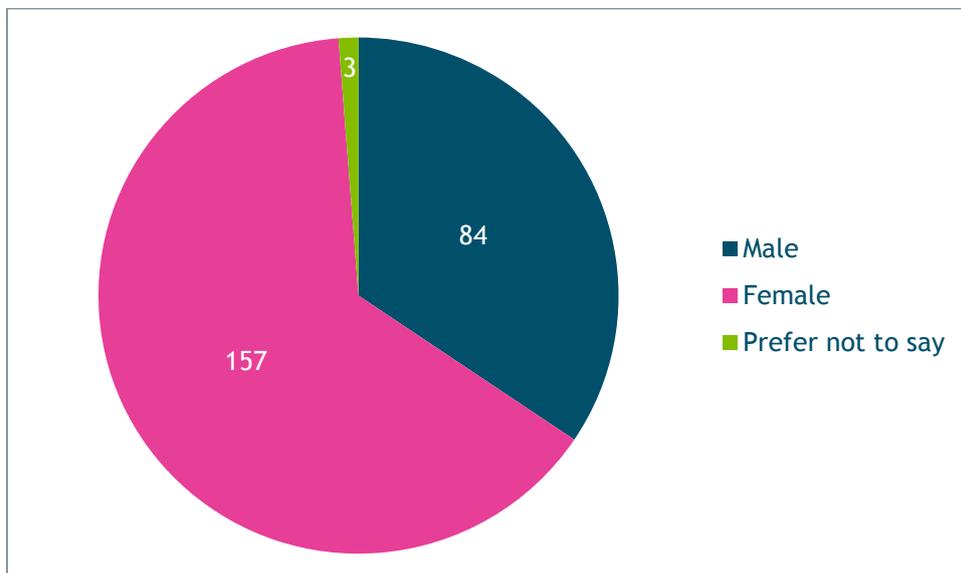


14. Age:

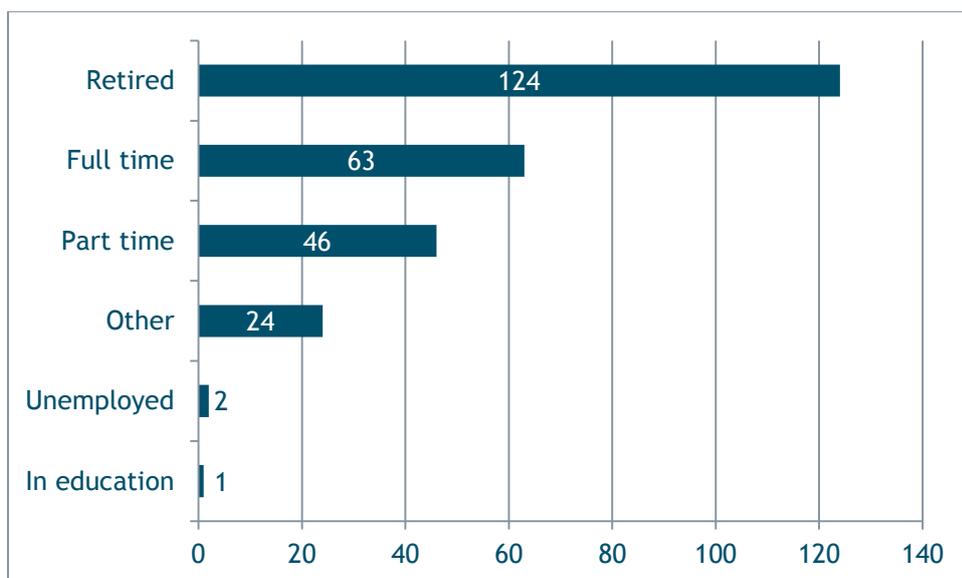


There were no responses from anyone under 24.

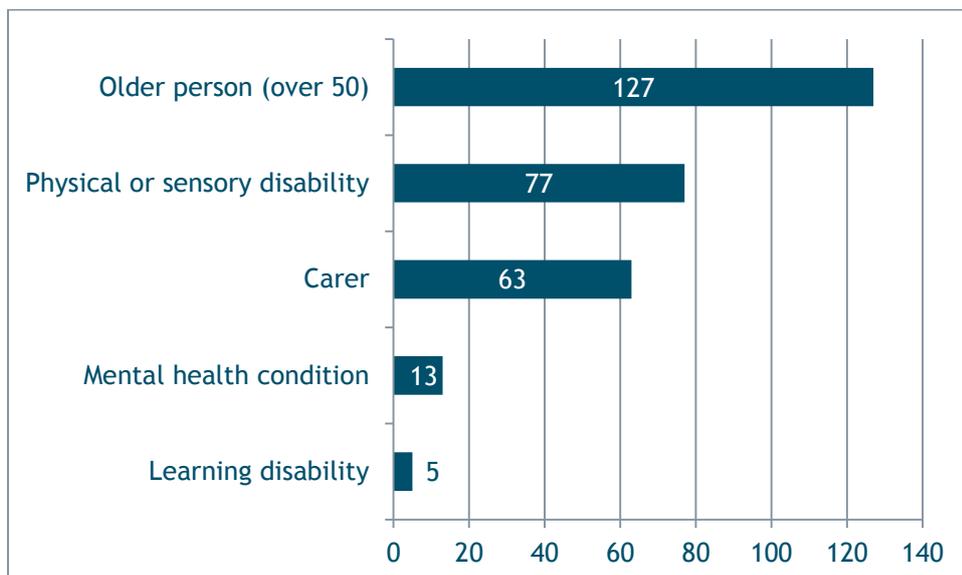
15. Sex:



16. Working pattern:



17. Which, if any, of the following apply to you?



52 respondents added additional information:

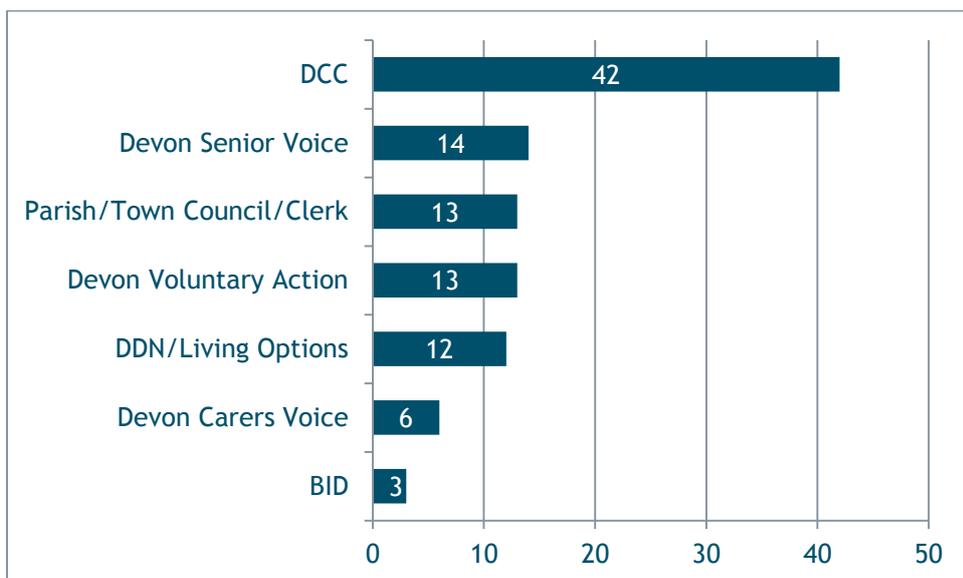
- I have hearing loss which also affects others in my family so possibly hereditary
- disabled with cerebral palsy, husband is 75 an retired
- not able to walk very far
- Profoundly deaf
- I am slightly hard of hearing
- Retired health visitor and Health Promotion Officer I like to keep up-to-date with health and social matters

- Cannot afford a computer this survey makes me feel inadequate because not computerized
- Diabetic plus COPD caused by years of breathing smoke from using a soldering iron in my work and my hobby of amateur radio
- Impaired mobility looking after husband with mild vascular dementia
- carer for husband who is disabled from a stroke
- I am responding as a carer not as the 'cared for ' who is a 74 aged female with moderate to severe learning disability.
- Husband with Alzheimer's/dementia
- I have filled this survey out on behalf of my wife who has dementia.
- 72 yr old Husband/Carer with Arthritis in shoulder and feet/knees.
- Stroke 1999, left side weak, L hand/arm not functional. Need physiotherapy/OT support sometimes. Good GP & surgery.
- COPD Breathing problems
- Occasional carer (have been full time family carer in past)
- I have been diagnosed with Macular Degeneration and Glaucoma
- I am Dyslexic I also have damaged nerve tissue in my spine causing pain in all lower limbs and need to use a wheelchair most of the time when outside
- On 6 October 1993 at about 4.30pm I was criminally assaulted robbed and seriously injured in Euston Station London I have severe traumatic brain injury and neurological and physical injuries and impairments
- SOME OLD AGE PHYSICAL DISABILITY PROFOUND HEARING LOSS
- I have recently asked for raised toilet seat and shower stool no joy yet
- partially paralyzed on left side
- I care for a 94 Year old
- Deaf
- Registered blind; chronic heart condition
- As I have a sensory problem, it is advisable that I do not use a computer - it is best meeting a rehab officer face to face for information.
- Chronically sick with M.E. for 34 years; use a wheelchair; totally dependent on husband
- Not sure over 50 is an older person nowadays
- My son has Barths Syndrome
- Main carer and Next of Kin for 93 year old father who lives on his own recently diagnosed with Vascular Dementia/mild Alzheimer's also has breathing and mobility problems. Not getting much help from local Mental Health Team, nothing seems 'linked up' with GP/District Team/Mental Health & Family.
- Have lupus and cancer
- Social phobia
- Sjogren's syndrome, Bi-femoral acetabular impingement, arthritis, memory problems, high BP and cholesterol, interstitial cystitis, fibromyalgia etc
- Virtually housebound with arthritis
- I cared for my disabled wife until last month when she passed on, but I still wish to contribute

- I have a metal spine and a metal knee, and various joints removed from toes and wrist. I also have AMD. Major spine surgery affected nerves in my leg so it's partially paralysed and I have permanent sciatica
- I am a full time carer. My husband has multiple serious illnesses. I too have several debilitating illnesses. Depression anxiety, Asthma osteo-arthritis mostly in my spine and fibromyalgia.
- I am profoundly deaf
- Health mobility issues
- Breathing problems.
- My mother is 85 and although she is fit for her age she needs a weekly visit and shopping done and will soon require more support. She has had a few falls in the past.
- I have multiple sclerosis.
- I have several physical problems.
- I have post-polio syndrome
- n/a
- some health issues that might get worse
- arthritis, COPD, diabetes
- Arthritic legs
- previous difficulty accessing appropriate support package for adult son with ASD and MHP
- Carer of a person with mental health condition and have a disability myself (spine)
- I also have a significant role in helping my brother who suffers from schizophrenia, requires quite a lot of support, has some physical/medical needs, and lives in supported housing.

19. How did you hear about this questionnaire?

102 respondents ticked Healthwatch. 138 ticked other, of which the following places were the most common:



Appendix A

Care and support information and advice questionnaire

This questionnaire is about your access to information and advice around care and support.

Care and support is something that nearly everyone will experience at some point in their lives. Even if you do not need care yourself, you will probably know a family member or friend who does. Many more of us will need care in the future and will need to seek information and advice, often at a time of crisis.

Devon County Council is responsible for the provision of social care services for those who are eligible for them. Social care helps people who are in need of support due to illness, disability, age, or poverty. This could be additional help after an operation, assistance finding appropriate care, help for carers, helping children and families, amongst other services.

To help us support you in navigating these difficult times, or plan for the future, we want to design effective services to access information and advice to keep up with current and future demands.

The following questionnaire will only take a few minutes to complete, and can be completed whether or not you currently use care services.

Thank you for your time.

The closing date for responses is **5 December**

Please send completed forms to:

FREEPOST RTEK-TZZT-RXAL, Healthwatch Devon, 3 & 4 Cranmere Court, Lustleigh Close, Matford Business Park, Exeter. EX2 8PW.

1. Who have you sought care and support information for in the last 12 months?
(please tick all that apply)

- Myself
- Wife, husband, partner
- Relative (not wife, husband or partner)
- Friend or neighbour
- As part of my job
- Other (please write below)

2. Where would you look for information and advice about care and support?
(please tick all that apply)

	Information	Advice
Voluntary sector e.g. Citizen's Advice	<input type="checkbox"/>	<input type="checkbox"/>
Friends or relatives	<input type="checkbox"/>	<input type="checkbox"/>
Devon County Council	<input type="checkbox"/>	<input type="checkbox"/>
Online search	<input type="checkbox"/>	<input type="checkbox"/>
Care Direct	<input type="checkbox"/>	<input type="checkbox"/>
GP or community nurse	<input type="checkbox"/>	<input type="checkbox"/>
Hospital	<input type="checkbox"/>	<input type="checkbox"/>
Library	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>

3. When you look for information about care and support do you use any of the following?

(please tick all that apply)

- Search engine e.g. Google
- Care Direct
- Community Directory
- Council website
- Citizen's Advice Bureau
- Healthwatch
- Other (please specify)

4. What would be acceptable ways to access information and advice about care and support?

(please select all that apply)

	Information	Advice
Telephone	<input type="checkbox"/>	<input type="checkbox"/>
Smartphone (online or app)	<input type="checkbox"/>	<input type="checkbox"/>
Online	<input type="checkbox"/>	<input type="checkbox"/>
Email	<input type="checkbox"/>	<input type="checkbox"/>
Printed leaflet/factsheet	<input type="checkbox"/>	<input type="checkbox"/>
Face to face	<input type="checkbox"/>	<input type="checkbox"/>
Other (please state)	<input type="checkbox"/>	<input type="checkbox"/>

5. Do you use any of the following?

(please tick all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Desktop computer / PC | <input type="checkbox"/> Laptop computer |
| <input type="checkbox"/> Tablet e.g. Ipad | <input type="checkbox"/> Smart phone |
| <input type="checkbox"/> Smart TV | |

6. Can you access the internet if you need to?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

7. Do you need help to access the internet?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

8. If yes, what help or support do you need to access the internet?

9. What do you use the internet for?

(please select all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Email | <input type="checkbox"/> Searching for |
| information | |
| <input type="checkbox"/> News, weather, sports | <input type="checkbox"/> Courses, schoolwork |
| <input type="checkbox"/> Finding a job | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Paying bills | <input type="checkbox"/> Banking |
| <input type="checkbox"/> Education | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Other (please specify) | |

10. Where do you access the internet?

(please select all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Home | <input type="checkbox"/> Work |
| <input type="checkbox"/> School or college | <input type="checkbox"/> Internet cafe |
| <input type="checkbox"/> Library | <input type="checkbox"/> Train or bus |
| <input type="checkbox"/> Out and about | <input type="checkbox"/> None of above |
| <input type="checkbox"/> Other (please specify) | |

11. Do you use any of the following?

(please tick all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Facebook | <input type="checkbox"/> Twitter |
| <input type="checkbox"/> Snapchat | <input type="checkbox"/> Flickr |
| <input type="checkbox"/> Instagram | <input type="checkbox"/> YouTube |
| <input type="checkbox"/> QR codes | <input type="checkbox"/> Instant messaging |
| <input type="checkbox"/> Blogging sites such as Tumblr or Wordpress | <input type="checkbox"/> Gaming |
| <input type="checkbox"/> Online TV or radio (e.g. BBC iPlayer, podcasts, Netflix) | <input type="checkbox"/> |
| Skype/Facetime/Hangouts etc. | |
| <input type="checkbox"/> None of the above | <input type="checkbox"/> Other (please state) |

12. What information do you think would be most important to you when accessing information and advice about care and support? (please briefly describe below)

To help put this information in context and ensure we are successfully reaching all parts of Devon, we would like to ask a little bit about your personal situation.

13. What is your full postcode? (this will help us to understand whether you are in a rural, village or urban area)

14. Age:

- under 16 16-24 25-34 35-44 45-64
- 65-74 75+

15. Sex:

- Male Female Prefer not to say

16. Working pattern:

- Part time Full time Unemployed
- Retired In education Other

17. Which, if any, of the following apply to you?

- Learning disability Mental health condition
- Physical or sensory disability Older person (over 50)
- Carer

If possible please provide more details below:

18. How did you hear about this questionnaire?

- Healthwatch Devon
- Other, please state: