

## SAGA/POPULUS PANEL RESULTS

Populus received 7,904 responses from adults aged 50 and over to its online poll for SAGA between 18<sup>th</sup> May & 4<sup>th</sup> June 2007. Populus is a member of the British Polling Council and abides by its rules. For more details go to [www.populuslimited.com](http://www.populuslimited.com).

### DEMOGRAPHICS

Gender	Male	4746	60%
	Female	3158	40%
Age	50 – 54	1599	20%
	55 – 59	2286	29%
	60 – 64	1933	24%
	65 and over	2086	26%
Children or grandchildren?	Children but no grandchildren	2823	36%
	Grandchildren	4037	51%
	Neither	1044	13%
TV Region	LWT/Carlton (London)	1359	17%
	Meridian (South)	1122	14%
	HTV West / West Country (South West)	642	8%
	HTV Wales (Wales)	280	4%
	Central East (East Midlands)	429	5%
	Anglia (Eastern)	652	8%
	Yorkshire (Yorkshire & Humberside)	720	9%
	Granada / Border (North West)	874	11%
	Tyne Tees (North East)	326	4%
	Central / Central West (West Midlands)	793	10%
	Border Scotland / Scottish / Grampian (Scotland)	623	8%
	UTV (Northern Ireland)	84	1%
Socio-Economic Group	AB	4505	57%
	C1	2252	28%
	C2	814	10%
	DE	333	4%
Total		<b>7904</b>	100%

## CARERS

- A fifth (20%) of respondents say that they have caring responsibilities for a person over 60 – 25% of females and 16% of males.
- Of these, nearly a quarter (23%) say they care for their partner, while 71% say that they care for another relative. 5% do not care for either of these.
- 23% combine caring with a person over 60 with caring for a younger person.
- Over half (55%) combine caring responsibilities with work. A fifth have either had to give up work (6%) or reduce their hours (14%) in order to meet their caring responsibilities. 39% say that they still work as they did before they had any caring responsibilities.
- The majority (88%) are not currently receiving any carers' benefits.
- More than a quarter (28%) say that they have had to make a complaint or complaints about or believed there to be a problem with services for the person they care for.
- These complaints were most likely to be about failure to provide a service (63%) and least likely to be about ill-treatment (14%).
- Two fifths (40%) of people say that they will ask a friend or relative for help if they need a break from caring. 9% say they do not manage to get a break at all.
- 42% say that the biggest impact of their caring responsibilities is less time and space to themselves and 87% rated this as the biggest, second biggest or third biggest impact.
- They are most likely to say that additional income would have the greatest impact on making their lives as a carer easier (27%). However, 65% cite more day care support as one of the three greatest impacts compared to 48% choosing additional income.

## EXPECTING TO ASSUME CARING RESPONSIBILITIES OR BE CARED FOR

- Of those who did not have caring responsibilities for a person over 60, 59% say that they expect to have to assume caring responsibilities or to be cared for themselves by a partner or relative at some point in the future.
- More than eight out of ten (83%) of those who do not have caring responsibilities but who expect to assume such responsibilities or be

cared for themselves in the future would expect to be entitled to assistance from the benefits system. 12% do not know and only 5% think they would not be entitled to this.

- Most of those who think they would might be entitled to benefits, however, do not know what benefits they would be entitled to (84%).
- More than half (55%) of those expecting to assume caring responsibilities or be cared for are most worried about ill-treatment (physical or mental), followed by 29% who are worried about failure to provide the service promised. Of least concern are inadequate help with eating (2%) and inadequate help with washing (1%).
- These respondents are most likely to cite loss of intellectual/mental stimulation as their biggest fear about having to assume caring responsibilities (33%) – in contrast to the carers surveyed, only 6% of whom say that this is the biggest impact of their caring responsibilities.

## CARE IN THE HOME

- 84% of respondents would prefer to receive care in their own home, with a further 12% opting for sheltered accommodation. 3% would prefer residential care and only 1% would prefer to be cared for in the home of their carer.
- If a relative or loved one required care, 71% of respondents would prefer that they too received it at home. 12% would prefer sheltered accommodation and 9% would prefer that the person received care in the respondent's own home.
- Over half (57%) think that 'kindness towards those they are caring for' would matter the most if they were employing someone to offer personal care at home to a partner or relative. Nearly a third (30%) say that trustworthiness would matter the most. Only 1% consider that punctuality matters the most.

## ADVICE FOR CARERS

- Four fifths of respondents (80%) say that they would use a support service for themselves as a carer.
- Respondents would be most likely to trust charities and organisations specialising in the concerns of those requiring long-term care to give them advice on caring issues (37%). This is followed by their GP (18%),

and friends or relatives (15%). They would be least likely to trust companies that offer care services (1%).

- Asked from whom they would seek out information on residential or nursing homes, 61% choose their local authority, 53% charities and organisations specialising in the concerns of those requiring long-term care and 50% friends or relatives. Least popular are the Citizens' Advice Bureau (17%) and the Commission for Social Care Inspection (19%).
- Attitude of staff is considered the most important factor in choosing a residential or nursing home for a family member with nearly half citing it as their most important factor (44%) and a further 43% choosing it as either their second or third most important factor. Respondents were least likely to cite quality of meals or availability of activities to residents as important factors – for each option, only 24% of people chose them as either their first, second or third most important factor.

## FUNDING

- Local Authorities are also a popular choice when respondents are asked who they would seek advice from on how to pay for residential or nursing home care (64%), followed by charities and organisations specialising in the concerns of those requiring long-term care (52%) and the local Citizens' Advice Bureau (35%).
- Nearly a third (32%) think it is right that people should meet the cost of nursing home care if they have the savings and investments to do so. Only 9% think that this should be the case if a person has the asset of owning their own home but no other savings or investments.
- When asked what level of savings or assets people should be allowed to keep before the Government steps in and pays for the costs of their nursing home care, nearly half (48%) say that the Government should pay the costs in full regardless of people's savings and assets. Only 2% think that people should not be able to keep any savings or assets.