

Saga / Populus Panel Results, July 2010

Populus received 13,391 responses from Saga members aged 50 and over to its online poll for SAGA between 9th and 16th July 2010. Populus is a member of the British Polling Council and abides by its rules, for more information see www.populus.co.uk.

Outside Care

- 22% of Saga panellists have personal experiences of arranging regular support from an outside carer for a loved one. *The following figures refer to those with personal experience of arranging outside care only.*
- 67% have arranged care for a parent, 9% for a partner and 18% for a different relative.
- 'Reliability' was the most important factor when choosing a carer with an average ranking of 1.8 (with over two-thirds, 68%, saying it was most important to them). The 'reputation of the care provider' was important too with an average rating of 2.0 and over half, 52%, of respondents said it was most important to them.
- Over half said their loved one had been worried or very worried about having a carer in their house. Just 18% - fewer than one-in-five of those cared for - were reported to be relaxed.
- Just 16% said they were 'very happy' with the care their loved one received – although a further 45% said they were happy. 16% were either unhappy or very unhappy with the care provided.
- One-in-ten have not met their loved one's carer, a quarter (24%) said carers were late and unreliable and 6% said a carer had stolen something from their loved one. More positively, 57% say the carer is honest and trustworthy, and 43% said the carer was reliable and on time.
- Three quarters said that their carer understood the needs of the person receiving care (although only 20% said the carers understood "a lot" about their loved one's needs.)
- Being 'Trustworthy' topped the list of qualities of a good carer with an average score of 2.5. 'Makes the person receiving care an immediate priority' and 'reliable' were the second and third most important qualities of a good carer (both receiving an average score of 2.6, with 'reliable' being chosen as the most important by 57% compared to 53% for 'makes the person receiving care an immediate priority'.) Having a 'similar cultural background to the person being cared for' was seen as the least important.

Live-In Care

- 14% of those who have arranged outside care have arranged live-in care. *The following figures refer to those with personal experience of arranging live-in care only.*
- 40% said their loved one was anxious when the live-in carer arrived, 28% said they were appreciative and 25% said they were relieved. 'Elated' was the least common emotion, reported by just 2% of respondents.
- The most common change as the result of the arrival of a live-in carer was not a change for loved ones, but a change for those arranging care – 65% said they relaxed after the arrival of the carer. Nearly half, 47%, reported an improvement in the quality of life for their loved one.

Other Questions

- 41% support more use of prison in punishing crime, with men more likely to do so than women (45% of men supported greater use of prison, just 35% of women did so.)
- Three quarters (76%) felt the international aid budget should be subject to the same cuts as all Government spending and should not be ring-fenced or given special protection.
- 85% said the volcanic Ash disruption had made no difference to their travel plans. 14% said it had made them less likely to fly and 1% more likely to fly.