



Carers Services Evaluation

We would like to know how satisfied carers are with the support services they receive. Your response will help us to identify which support services are working well and those which could be improved. Your response is anonymous and will be stored in accordance with our data protection policy.

This survey can also be completed online at:

<http://www.surveymzmo.com/s3/2726501/8e8b07f45bf8>

Only complete those sections relevant to you and your experiences **in the last 12 months**.

Do you have a Carer Support Plan? (previously known as ‘Carers Assessment’)

Yes No

As a carer, you are legally entitled to have a Carer Support Plan. If you currently don’t have a Carer Support Plan and you’d like to know more, please leave your details at the end of this survey.

Your feedback is important to us. Please complete the survey even if you do not have a Carer Support Plan.

Carer Support Plan	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
My support plan is helpful to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My support plan changes according to my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The person who created my support plan spent enough time with me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The person who created my support plan listened to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I was happy with the service provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Information and advice	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Accessing the information was easy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information was easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information received was helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I was happy with the service provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Who provided the information and advice:

- Perth and Kinross Council
 PKAVS
 NHS Tayside
 Other (please specify) _____

Training	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
It was easy to find out about training opportunities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training available covers a good range of topics.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Booking the training was straightforward.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I was happy with the service provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(SMART Recovery Cafes, Transition & Bereaved Support Groups, Support in Mind)

Support Groups	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
The support group suits my situation (day, time, location etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The support group meets my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I was happy with the service provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which support group(s) do you usually attend? _____

Day Centre/ Day Opportunities	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I was given information about the different options available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The day centre/care service is good value for money.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The day centre/care suited my situation (day, time, location etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I was happy with the service provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which Day Centre/Day Opportunities does the person you care for usually attend?

Community Cafes	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
The community cafe suited my situation (day, time, location etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The community cafe helped me learn new information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The community cafe supported me in my role as a carer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I was happy with the service provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which community café does the person you care for usually attend?

Short breaks/Respite	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
I was given information about the different options available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The person organising the short break/respite did what they said they would do.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had a say in how the respite/short break was provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I was happy with the service provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Who provided the Short break/Respite:

Perth and Kinross Council

PKAVS

NHS Tayside

Other (please specify) _____

Respite Voucher Scheme	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Applying for the respite vouchers was easy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arranging the respite with the provider was straightforward.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There was a good range providers available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I was happy with the service provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

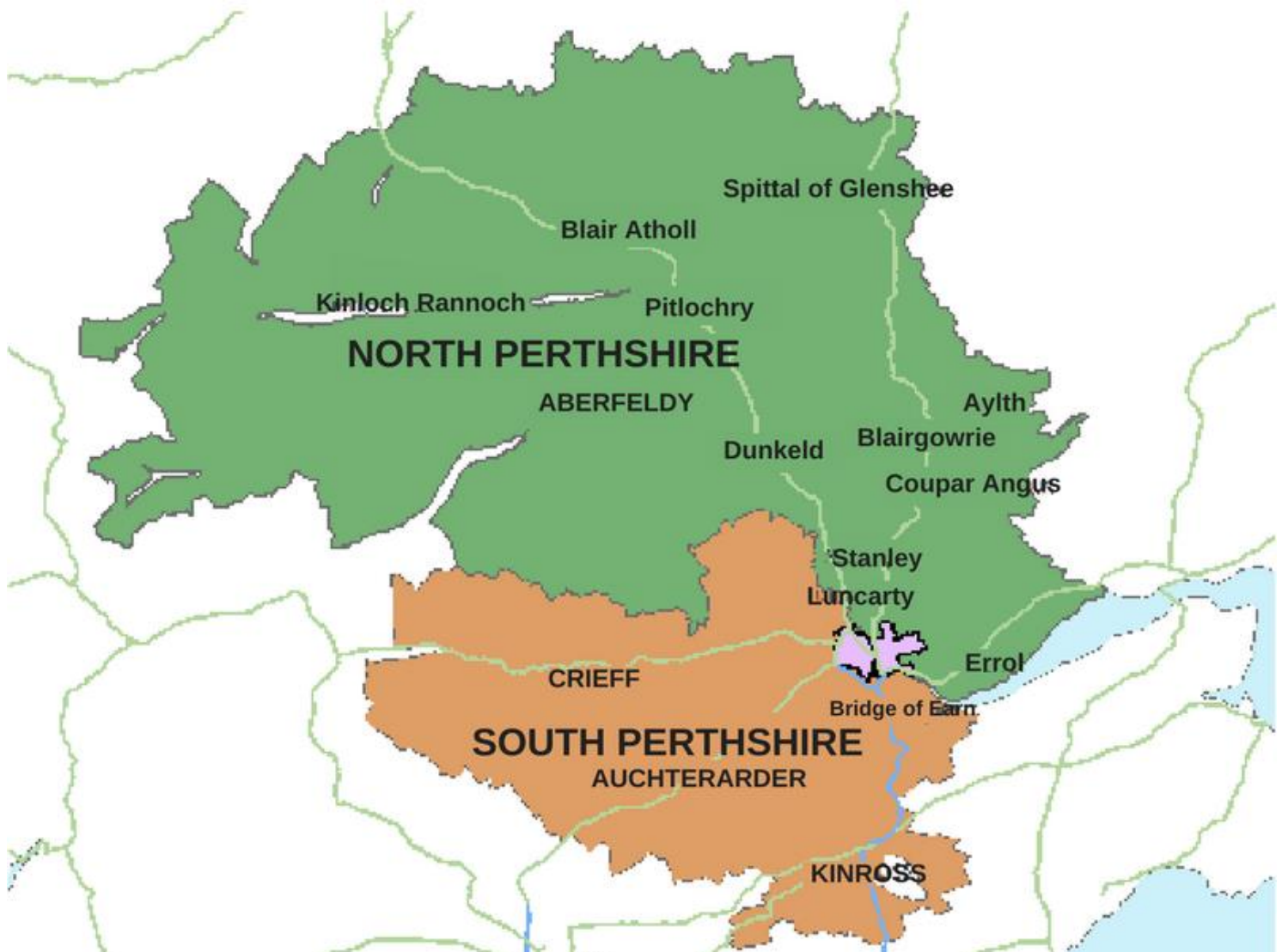
Dementia Cafes	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
The dementia cafe suited my situation (day, time, location etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The dementia cafe helped me learn new information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The dementia cafe supported me in my role as a carer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I was happy with the service provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which dementia café did you attend?

Complementary Therapies	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Information about complementary therapies was easy to access.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There was a good range of complementary therapies available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I benefited from the complementary therapy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I was happy with the service provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About you...

Please tell us a little about yourself to help us understand how we are helping different groups of carers.



Using the map above, which area do you live in?

- North Perthshire
- Perth City
- South Perthshire

Are you male or female?

Male

Female

Please select your age group:

Under 16

16-24

25 and over

Contact Details:

Please leave your contact details if you would like to (tick all that apply):

Talk to someone about your response in this survey

Go on the PKAVS Carers Hub Mailing List to hear about events, training opportunities evaluations, receive newsletters etc.

Receive a Carers Support Plan

Name:

Address:

Email:

Tel:

Many thanks for taking our survey. Your response is very important to us.

Please return your survey to:

Marthe Handling

PKAVS Carers Hub,

The Gateway, North Methven Street, Perth, PH1 5PP