

Sefton Care and Support at Home Services Survey for Carers, Families and Unpaid Carers



We want to hear from carers, family members and friends of people who use care at home services. Your answers will help us make care at home better in Sefton.

We want people to get the right help at the right time. This means services working together to support people in their own homes and local communities.



Section 1: Quality of Care

1. The care helps the person I look after live well at home.

☐ Yes ☐ A little ☐ No

2. Care workers are kind, respectful and know the person well.

☐ Yes ☐ A little ☐ No

3. The care is reliable and happens at suitable times.

☐ Yes ☐ A little ☐ No





4. The person has choice and control over their care.

☐ Yes ☐ A little ☐ No

Section 2: Communication and Planning

5. The care company keeps me updated.

☐ Yes ☐ A little ☐ No



6. I am listened to when care plans are made.

☐ Yes ☐ A little ☐ No

7. It is easy to raise concerns or ask for help.

☐ Yes ☐ A little ☐ No

Section 3: Support for Carers and Families

8. I feel supported in my caring role.

☐ Yes ☐ A little ☐ No

9. There is enough help available when needs change.

☐ Yes ☐ A little ☐ No





Section 4: Joined-up Services

10. Services work well together.

☐ Yes ☐ A little ☐ No

11. Services respond quickly when help is needed.

☐ Yes ☐ A little ☐ No



12. Working together will improve support for people at home.

☐ Yes ☐ A little ☐ No



Section 5: Overall Experience

13. Overall, I am happy with the care provided.

☐ Yes ☐ A little ☐ No

Part 2: Tell us more



14. What is most important to you and the person you care for?



15. What works well about the current care and support?

16. What are the three most important improvements we should make?



17. What would help carers and families feel more supported?



18. Is there anything else you would like to tell us?

A large, empty, rounded rectangular box for writing a response.



19. Are you okay with giving your details as explained the privacy notice?

Yes. ☐

No. ☐



20. Which area of Sefton do you live in?

☐

Ainsdale

☐

Bootle

☐

Central Southport

☐

Crosby

☐

Formby

☐

Maghull

☐

North Southport

☐

Seaforth and Litherland



21. What is the first part of your postcode, for example, L30, PR8 6?

Provide only the first three/four letters and numbers of your postcode



Some Questions About You.

You don't have to answer these questions if you don't want to. All your answers are kept secret. We put all the answers together. Your answers cannot tell us who you are.

We want to make sure we include everyone. So, your answers are very helpful to us.



22. How old are you?

16 - 24.		25 - 34.		35 - 49.	
50 - 64.		65 - 74.		75+.	
Prefer not to say.					

23. Sex.

☐ Male.☐ Female.☐ Prefer not to say.☐ Prefer to self-describe.



24. Is the gender you identify with the same as your sex registered at birth?

☐

Yes.

☐

No.

☐

Prefer not to say.



If no, please describe.

25. Race and ethnicity – what is your ethnic group?

Asian or Asian British.

☐

Includes Indian, Pakistani, Bangladeshi, Chinese or other Asian background.



Black, Black British, Caribbean or African.

☐

Includes African, Caribbean and any other black background.



Mixed heritage or belonging to multiple ethnic groups.

☐

Includes White and Black, White and Black Caribbean, White and Black African, White and Asian and any other mixed or multiple ethnic background.



White.

☐

Includes English, Welsh, Scottish, Northern Irish or British, any other white background.



Other Ethnic Group.

☐

Another ethnic group.



Prefer not to say.

☐

Prefer not to say.



26. What is your religion or belief?

☐

Buddhist.

☐

Christian. (Including Church of England, Catholic, Protestant and other Christian denominations).

☐

Jewish.

☐

Hindu.

☐

Muslim

☐

Sikh.

☐

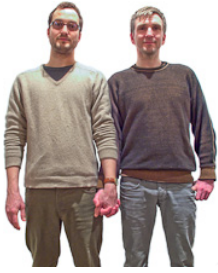
Prefer not to say.

☐

No religion or belief.

☐

Another religion or belief.
Please tell us:



27. Relationships - How would you describe your sexual orientation?

☐

Straight or heterosexual.

☐

Gay or lesbian.

☐

Bi or bisexual.

☐

Prefer not to say.

☐

Prefer to self-describe.



28. Disability - Do you have a health condition, disability, or learning difference?

This means something that:

- Has lasted a long time.
- Makes everyday activities harder for you.

☐

Yes.

☐

No.

☐

Prefer not to say.





If you answered “Yes”, which of these best describe you?

☐ Chronic or long-term condition.



☐ Chronic or long-term pain.



☐ Dexterity (handling or using objects).



☐ Hearing.



☐ Learning, understanding or concentrating.



☐ Memory.



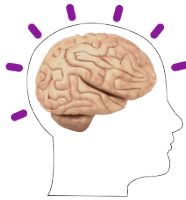
☐ Mental health.



☐ Mobility (moving around).

☐

Neurodivergence (including autism, ADHD and other social or behavioural differences).

☐

Neurological condition (including epilepsy).

☐

Speech or language.

☐

Stamina, breathing or fatigue.

☐

Vision.

☐

Prefer not to say

☐

Another impairment, condition or access need. Please tell us.

29. Please tell us your legal relationship status?



- ☐ Never been married or legally registered in a civil partnership.
- ☐ Married.
- ☐ In a legally registered civil partnership.
- ☐ No longer married or in a civil partnership.
- ☐ Windowed or surviving member of a civil partnership.



Are you living with someone?

- ☐ Yes. ☐ No.

30. Armed Forces. Do you or have you previously served in the in the UK armed forces? (Please select one)



- ☐ Yes, I serve or served in the REGULAR armed forces.
- ☐ Yes, I serve or served in RESERVE armed forces.
- ☐ No.
- ☐ Prefer not to say.





31. Have you ever been cared for as a child by Sefton Council or any other council?

We are asking whether you spent more than 13 weeks in any type of formal care before you turned 16.

This could include:

- foster care.
- residential care (such as a children's home).
- any other formal care arrangement.

☐

Yes.

☐

No.

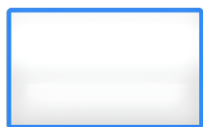
☐

Prefer not to say.



32. Which type of secondary school did you go to for most of the time when you were aged 11 to 16? (Please choose one answer.)

This question is looking at the types of social and financial situation you grew up in. It helps us understand how this may have influenced your education and career.

☐

A Local Authority school that was free to attend.

☐

A Local Authority school that selected pupils based on academic ability, faith, or other reasons. (For example: grammar schools, faith schools.)



☐ Independent or fee-paying school (private school).

☐ Independent or fee-paying school where I had a bursary or grant covering 90% or more of my fees.



☐ I went to school outside the UK.

☐ I was NEET (Not in Education, Employment or Training) during this time.



☐ I went to a school for students with SEND (Special Educational Needs and Disabilities).

☐ I don't know.



☐ Prefer not to say.



Thank you for filling in this form.

This information will **not** be able to tell us who you are.

But it will help us to understand if we are missing people out.

Sefton Council. Supported Living Privacy Notice.

Sefton Council would like to tell you about our Privacy Notice for **Care at Home**.

This Easy Read privacy notice for the Care at Home will explain **the personal information we collect**.

In this questionnaire we will collect information about:

What personal information we collect.

In this consultation's equality monitoring questions and to receive a copy of your answers, we collect information listed below:

- IP address. (If completed online this is a computer code to show what computer the information comes from).
- Telephone number.
- Age.
- Sexuality.
- Gender.
- Care experience.
- Disability.
- Religion.
- Race or ethnicity.





Why we collect and use this information.

Sefton Council are asking people to have their say about the Care at Home services in Sefton.

IP addresses that identify computers.



- The IP addresses are collected to make sure only one response per resident is received.
- Once this is checked the IP address information is deleted.

Equalities Questions.

These are collected to show what groups of people are responding to the questionnaire.

This also lets us know if we need to use different ways to contact groups of people who are not responding.



How long we keep your information.

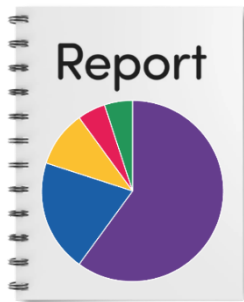
The IP address will be deleted immediately after the checks are done.

The personal information will be kept until the coproduction group activity is completed.

The equalities information will be kept until the information has been looked at and a report written.



How we use the information and who we share the information with.



The information collected in this questionnaire will only be used as numbers in the report.

Storing the information.



All information is kept safe.

Sefton Council follows the laws around data protection.

The laws.

We need to make sure we

- Only ask the questions we need to in the questionnaire.
- Ask the equalities questions.



The law says we must ask and act on this information.

It helps us to know what groups of people are responding to the questionnaire.

It also helps us to know that we are not missing groups of people.



Confidential.

Your answers will not tell us who you are. The answers will be collected to help us know what people think.





Who will we share this information with?

Your information will not be shared with any other organisations.

Asking to see your personal information.

You can ask to see what personal information we keep about you.

Be aware there are some rules about why some information cannot be shared.



You can refuse to answer any questions in the questionnaire.

If you want to ask to see your personal information you can. Use the Council [website to complete a request form.](#)



Or you can call Sefton Council on 0345 140 0845.



Contacts:

For more information about this privacy notice please contact:

jayne.vincent@sefton.gov.uk

0151 934 3733

Sefton's Data Protection Officer:

lnoinformation@sefton.gov.uk

0345 140 0845

Contact for the Care at Home consultation is:

natalie.wilson@sefton.gov.uk

