

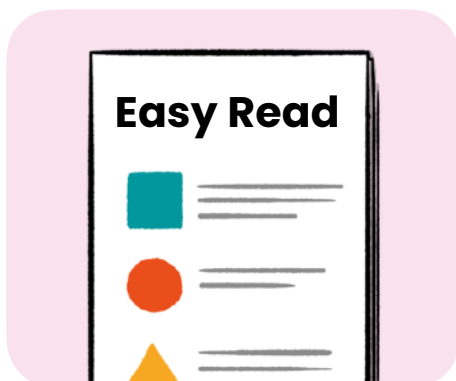


Carer survey

Finding out about difficult experiences leaving hospital



Easy Read

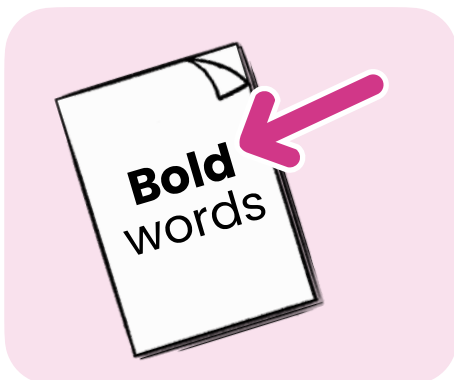


This is an Easy Read version of some information.

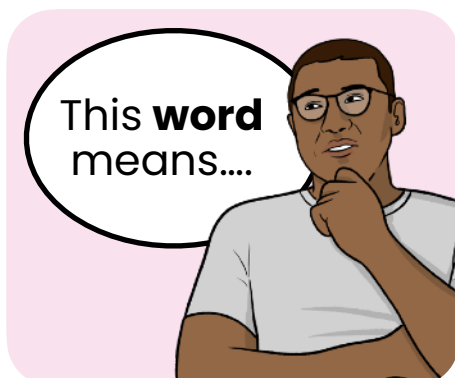
It uses easier words and pictures.



Some people may still want help to read it.



Some words are **bold** to show they are important.



We explain bold words if they are hard to understand.

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About Healthwatch

Healthwatch works to improve health and care services for everyone by:



- Listening to the people who use health and care services.



- Telling managers of health and care services what people think so they can improve.



- Looking into problems with health and care services and saying what should happen.

About this survey



Healthwatch wants to find out how people are affected when leaving hospital is difficult or if they leave hospital later than expected.



Some people leave hospital too early or too late.

Some people leave hospital without the right care in place.



We want to make sure more people leave hospital at the right time and with the right support.



This survey will ask about a time when someone you care for had a difficult experience leaving hospital.



We only want to hear about difficult experiences that happened when leaving an NHS hospital in the past 12 months.

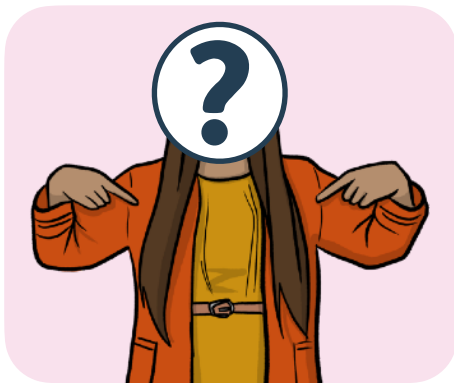


If the person you care for left hospital more than once in the past 12 months, please answer about the most recent difficult experience leaving hospital.

How we use your information



Your answers will help us to make things better for other hospital patients in the future.



We might use the things you say in our Healthwatch reports, but we will not use your name.



We will follow the law about keeping your information safe and private.



You can find out more about how we use your information in the privacy policy on our website:

www.healthwatch.co.uk/privacy

The privacy policy is not in Easy Read.

Survey questions



Question 1: In the last 12 months, did the person you care for stay for at least 1 night in an NHS hospital in England?

Please tick 1 box.

☐

Yes

☐

No

☐

I do not know



If you answered 'No' or 'I do not know' to this question, please stop the survey here.



Question 2: Thinking about the person's time in hospital, did any of these things happen?

Tick all the boxes that apply.

☐

They stayed in hospital longer than expected, even though they had finished their hospital treatment

☐

They left hospital before they felt well enough to leave

☐

They left hospital before all the care they needed was in place.

This includes any support, equipment, medication, transport or housing help they needed after hospital.

There are more answers on the next page.

☐ Something else happened that made it difficult when they left hospital

☐ None of these things happened

☐ I do not know



If you answered 'None of these things happened' or 'I do not know' to this question, please stop the survey here.



Question 3: What is the gender of the person who left hospital?

Please tick 1 box.

☐

Man

☐

Woman

☐

Non-binary

Non-binary means someone who does not feel themselves to be either male or female.

☐

Other

☐

I do not know

☐

I do not want to say



Question 4: Is the person who left hospital from a **minority ethnic background**?

A **minority ethnic background** is a small group of people of the same race, in a place where most other people are a different race.

Please tick 1 box.

☐

Yes

☐

No

☐

I am not sure

☐

I do not want to say



Question 5: What was the main reason the person you care for stayed in hospital?

Please tick 1 box.

☐

An emergency, like being in an accident or suddenly being unwell

☐

Planned surgery or treatment

☐

Care and support for having a baby

☐

Mental health care

☐

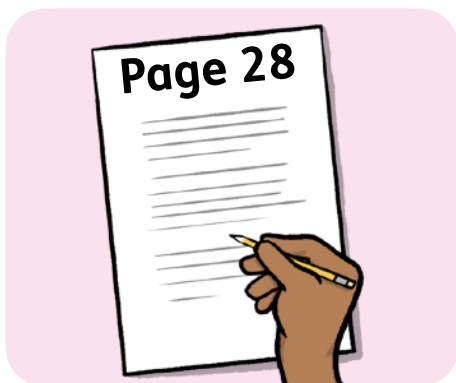
Other

☐

I do not know



The next questions are only for people who stayed in hospital longer than expected.



If the person you care for did not stay in hospital for longer than expected, go straight to Question 13 on page 30.



Question 6: How long did the person stay in hospital after they were told they no longer needed hospital treatment or support?

Please tick 1 box.

☐ They left hospital the same day - please go straight to Question 13 on page 30

☐ 1 extra day

☐ 2 to 6 extra days

☐ 7 to 13 extra days

There are more answers on the next page.

☐

2 to 3 weeks

☐

More than 3 weeks

☐

They were not told when
they were medically
ready to leave

☐

I do not know



Question 7: How clear was the explanation they were given for leaving hospital later than expected?

Please tick 1 box.

☐

Very clear

☐

Quite clear

☐

Neither clear nor unclear

☐

Not very clear

☐

Not clear at all

☐

No reason was given

☐

I do not know



Question 8: What was the reason the person you care for could not leave hospital?

Tick up to 3 boxes.

☐

Their medication was not ready

☐

The paperwork for leaving hospital was not completed

☐

Their transport was not arranged

☐

Final checks were not completed

There are more answers on the next page.

☐ Their referrals or funding were still being worked out.

This means decisions about their care or who would pay for it were not finished yet.

☐ Support at their usual home was not ready, like carers or equipment.

This covers people going home as well as people going to care homes.

☐ The place where they were going to get care was not ready yet

☐ They were homeless and needed a place to stay to be arranged

☐ They, their family, or carers did not feel ready for them to leave

There are more answers on the next page.

☐ **Social care staff** were worried about them leaving

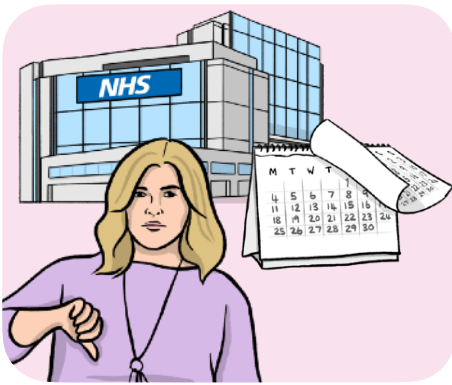
Social care staff are people who support children or adults with their care and daily lives.

☐ No reason was given

☐ None of these answers

☐ Other

☐ I do not know



Question 9: Do you think staying in hospital longer caused any of these things to happen to the person you care for?

Tick all boxes that apply.

☐

The health condition they already had got worse

☐

They got an infection while waiting to leave hospital

☐

They got another health problem while waiting to leave hospital

☐

Their mental health got worse

There are more answers on the next page.

☐ They felt less confident about coping when they got home

☐ They found it harder to walk or move around

☐ They needed more care at home

☐ None of these answers

☐ I do not know



Question 10: Do you think staying in hospital longer than expected caused any of these things to happen to the person you care for?

Tick all the boxes that apply.

☐

They needed to go back into hospital shortly after leaving

☐

They needed to move into a care home or other long-term care, when they might not otherwise have needed to

There are more answers on the next page.

☐ It made them less likely to go to hospital in future if they need help

☐ It made them feel less confident about getting care from the NHS

☐ None of these answers

☐ I do not know



Question 11: Do you think leaving hospital later than expected caused any money, work or caring problems for the person you care for?

Tick all boxes that apply.

☐

They got less money from work because they had to take time off unpaid

☐

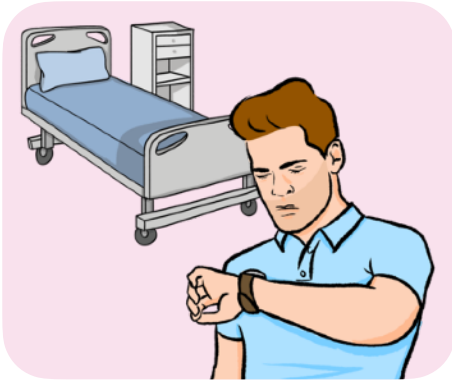
They lost some **benefits** – this is money some people get from the government to help pay for things they need to live

☐

They had extra costs they did not expect, like transport or somewhere to stay

There are more answers on the next page.

- ☐ They could not care for someone they support
- ☐ They needed more paid or private care than they would have thought before this hospital stay
- ☐ A family member or carer had to care for them more than expected
- ☐ A family member or carer lost money from their job or had to take time off work
- ☐ None of these answers
- ☐ I do not know



Question 12: Did any of these things happen while the person you care for was waiting to leave hospital?

Tick all boxes that apply.

☐

Hospital staff got them to get out of bed or move around

☐

Hospital staff helped them to move around safely

☐

Hospital staff helped them to look after their own personal care, such as washing or dressing

There are more answers on the next page.

☐ They were offered different types of treatment, like exercises or **therapy** – this is support that helps people feel better or do things more easily

☐ They were offered support for their mental health

☐ They did not need any of these types of support

☐ None of these things happened

☐ I do not know



Question 13: How much of the care, support or recovery plan the person needed were in place when they left hospital?

This could include care at home, equipment, medication, transport, help with housing, or follow-up appointments.

Please tick 1 box.

☐ All the care they needed was in place - go straight to Question 16 on page 37

☐ Most of the care they needed was in place

☐ Some of the care they needed was in place

There are more answers on the next page.

☐ None of the care they needed was in place

☐ They did not need any care to be in place – go straight to Question 16 on page 37

☐ I do not know – go straight to Question 16 on page 37



Question 14: Which types of care were not in place when the person you care for left hospital?

Tick all the boxes that apply.

☐

Care at home

☐

A place in a care home

☐

Equipment or things to help them at home, like a handrail

☐

Medication they needed after leaving hospital

There are more answers on the next page.

☐ Transport to take them home

☐ Follow-up appointments

☐ Clear information about what would happen next

☐ Help with housing or a place to stay

☐ Support from family or carers

There are more answers on the next page.

☐ Health support in their local area near where they live

☐ None of these answers – go straight to Question 16 on page 37

☐ I do not know – go straight to Question 16 on page 37



Question 15: How did it affect the person to not have the right care in place when they left hospital?

Tick all the boxes that apply.

☐ It did not affect them at all

☐ It made them feel stressed and anxious

☐ They could not go back home safely

☐ A family member or carer had to care for them more than expected

There are more answers on the next page.

☐

Their health got worse

☐

They had to contact NHS services for help

☐

They had to go back to hospital

☐

It cost them money

☐

None of these answers

☐

I do not know



Question 16: Before the person left hospital, were they told who to contact if they were worried about their health or care after leaving?

Please tick 1 box.

☐

Yes

☐

No

☐

I do not know



Question 17: Please use this box to write anything else you want to say about the experience the person you care for had when leaving hospital:



Question 18: Were you involved as much as you wanted in talks about the person leaving hospital?

Please tick 1 box.

☐

Yes, a lot

☐

Yes, a bit

☐

Neither yes nor no

☐

No, not much

☐

No, not at all

☐

I do not know



Question 19: What support or information would have been most helpful for you as a carer?

Tick up to 2 boxes.

☐

Clear information about the plan for the person leaving hospital

☐

Help arranging care, equipment or transport

☐

Information about who to contact after the person I care for left hospital

☐

Support with my feelings

There are more answers on the next page.

☐ Training or advice on
how to support the
person I care for

☐ Information about
support with money or
benefits

☐ I do not know



Question 20: How did it affect you as a carer, for the person you care for to have a difficult experience leaving hospital?

Tick all the boxes that apply.

☐

It did not affect me at all

☐

It made me feel stressed or worried

☐

I had to provide more care than I expected

☐

I had to take time off work

☐

It affected the money I earn

There are more answers on the next page.

☐ It affected my own health

☐ I had to keep contacting services for information or support

☐ It made it difficult for me to look after my children or someone else I care for

☐ None of these answers

☐ I do not want to say

About the person you care for



Please answer these questions about the person you care for.



Your answers will help us to know we are hearing from different groups of people.



Question 21: How old is the person you care for?

Please write their age in the box, or tick the box below it to say you do not know.

☐

I do not know

☐

I do not want to say



Question 22: What is the person's **ethnicity**?

Ethnicity is your race or background. For example, Black, White or Asian.

Please tick 1 box.

☐

Arab



Asian or Asian British

☐

Bangladeshi

☐

Chinese

☐

Indian

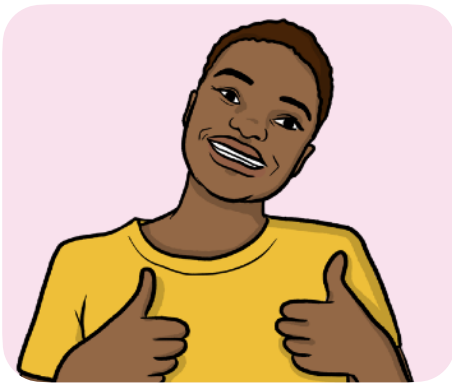
☐

Pakistani

☐

Any other Asian or Asian British background

There are more answers on the next page.



Black or Black British

☐

African

☐

Caribbean

☐

Any other Black or Black British background



Mixed or more than 1 ethnicity

☐

Asian and White

☐

Black African and White

☐

Black Caribbean and White

☐

Any other Mixed or more than 1 ethnicity

There are more answers on the next page.



White

☐ British, English, Northern Irish, Scottish or Welsh

☐ Irish

☐ Gypsy, Traveller or Irish Traveller

☐ Roma

☐ Any other White background

☐ I do not want to say

☐ Any other ethnicity



Question 23: Are any of these things true for the person you care for?

Tick all the boxes that apply.

☐

They have a disability

☐

They have a long-term health condition

☐

They have a mental health condition

☐

They have dementia, memory problems or a cognitive impairment

☐

They are neurodivergent, for example autistic, ADHD/ADD, dyslexic or Tourette's

There are more answers on the next page.

☐ They need help with everyday things like moving around and personal care

☐ They need support to use services and understand information

☐ None of these answers

☐ I do not want to say

☐ I do not know



Question 24: How much money does the person you care for have to live on?

Please tick 1 box.

- ☐ They have plenty to spend on things they need, and plenty left for extras they want
- ☐ They have enough to spend on things they need, and a small amount for extras they want
- ☐ They have enough to spend on things they need, and not much else
- ☐ They do not have enough for things they need and sometimes run out of money

There are more answers on the next page.

☐

I do not want to say

☐

I do not know



Question 25: Which of these options best describes the person you care for?

Please tick 1 box.

☐

Working full time

☐

Working part time

☐

No job and looking for work

☐

No job and unable to work because of health issues or disability

☐

Retired

☐

Stay at home parent

There are more answers on the next page.

☐ Carer to someone they live with

☐ Student

☐ Doing unpaid work or volunteering

☐ I do not want to say

☐ I do not know



Question 26: Which area of England does the person you care for live in?

Please write in the box:



Question 27: What is your relationship to the person you care for?

For example, carer, friend or family member.

Please tick 1 box.

☐

Partner or spouse

☐

Parent

☐

Adult child

There are more answers on the next page.

☐

Other relative

☐

Friend

☐

Unpaid carer

☐

Paid carer or support
worker

☐

Other

☐

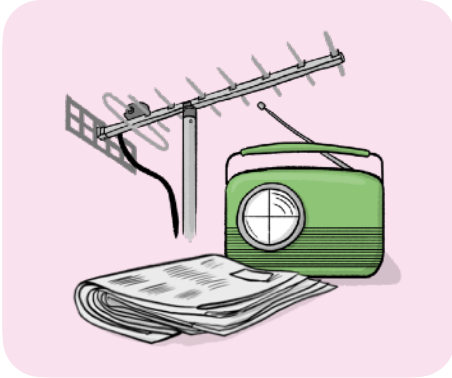
I do not want to say

☐

I do not know

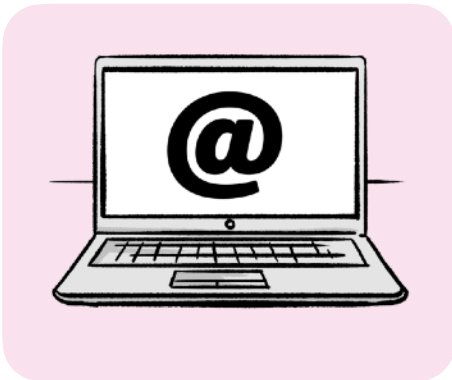
Can we contact you?

Using your story



We use the stories people tell us when we talk about our work to **the media**.

The media is newspapers, radio or TV.



Can we contact you if we want to talk about your story to the media?

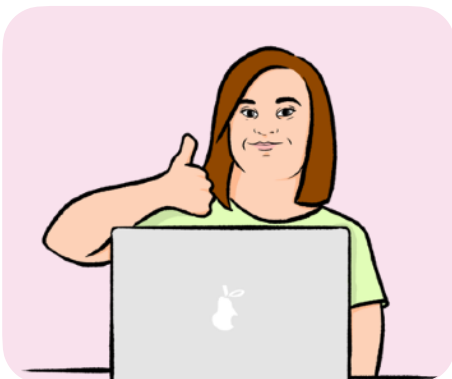
We will not give them your name without asking you first.

☐

Yes

☐

No



If you ticked yes, please write your name and email address in this box:

Thank you



Thank you for taking part in this survey.



Your answers will help us to make things better for other hospital patients in the future.



You can find out more about Healthwatch on our website:
www.healthwatch.co.uk