

## Carer Questionnaire

### What is this survey for?

This questionnaire is part of a National Clinical Audit which aims to improve the quality of care that hospitals provide to people who have confusion or memory problems. We invite carers (family members or key workers) to share views about the care the person with memory problems received and communication you have had with hospital staff during their admission to hospital between **1 March to 31 December 2026**.

This information will be included in local and national reports which are used to help hospitals improve standards of care by highlighting things that are done well and areas that need improvement. We welcome any feedback and reports summarising this will be published in 2027.

### Confidentiality:

- This questionnaire is completely anonymous and hospital staff will not see your responses.
- By completing and returning this form, you consent to the use of your answers in the national audit, including in our reports. Further information about how we use data can be found in our privacy notice on our website.
- If you decide that you would prefer not to fill in the questionnaire, this is fine and will not in any way affect the care provided to the person you care for.
- This is not a complaint form, the project team will look at all the responses but because we don't ask for your name, we will not be able to follow up your individual concerns or complaints. If you would like to make a complaint, please speak to the service or your local Patient Advice and Liaison Service (PALS) who will be able to offer confidential advice on making a complaint.
- If you tell us about a risk of harm to a patient, we may need to contact the hospital straight away.

**Q1** Please enter the name of the hospital:

**Q2** During which time period did the admission take place?

- Before 1 July 2025
- 1 July 2025 - 31 December 2025
- After 1 January 2026

Which of these best describes your relationship to the person you look after?

- Spouse or partner
- Family Member
- Friend
- Professional carer (health or social care)
- Other

Are you one of the main carers for the person you look after? For example, family carer or key worker.

- Yes
- No

## **PATIENT CARE**

**Q3** Do you feel that hospital staff were well informed and understood the needs of the person you look after?

- Yes, definitely
- Yes, to some extent
- No
- Don't know

**Q4** Do you feel confident that hospital staff delivered high quality care that was appropriate to the needs of the person you look after?

- Yes, definitely
- Yes, to some extent
- No
- Don't know

## COMMUNICATION

**Q5** Was the person you look after given enough help with personal care from hospital staff? For example, eating, drinking, washing and using the toilet.

- Yes, definitely
- Yes, to some extent
- No
- Don't know

**Q6** Was the person you look after treated with respect by hospital staff?

- Yes, definitely
- Yes, to some extent
- No
- Don't know

**Q7** Were you (or the patient, where appropriate) kept clearly informed about their care and progress during the hospital stay? For example, about plans for treatment and discharge.

- Yes, definitely
- Yes, to some extent
- No
- Don't know

**Q8** Were you (or the patient, where appropriate) involved as much as you wanted to be in decisions about their care?

- Yes, definitely
- Yes, to some extent
- No
- Don't know

**Q9** Did hospital staff ask you about the needs of the person you look after to help plan their care?

- Yes, definitely
- Yes, to some extent
- No
- Don't know

## OVERALL

**Q10** Overall, how would you rate the care received by the person you look after during the hospital stay?

- Excellent
- Very good
- Good
- Fair
- Poor

**Q11** How likely would you be to recommend the service to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

**Q12** Overall, how satisfied are you with the support **you** have received from this hospital to help you in your role as a carer?

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- I don't need/want any support

**Q13** Do you have any comments about the service provided by the hospital to the person you look after? For example, anything you were particularly happy or unhappy about.

**Please note:** Any comments you make will be included in the report for this hospital and may be quoted in the national report. All information included in reporting will be anonymous and any identifying information you give will be removed before reporting.

# ABOUT YOU

**Q14** How do you define your **gender**?

- Male
- Female
- Other
- Prefer not to say

**Q15** What is your **age**?

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75-84 years
- 85 years and over
- Prefer not to say

**Q16** Please specify your **ethnicity**:

- White/White British
- Black/Black British
- Asian/Asian British
- Mixed
- Other
- Prefer not to say

**Q17** How did you hear about this survey?

- A member of hospital staff told me (e.g. nurse, doctor, receptionist)
- Poster or sign in the hospital
- QR code displayed in the hospital
- Hospital website
- Social media (please indicate)
- National Audit of Dementia website
- Email or text message from the hospital
- A family member told me about it
- Another carer told me about it
- Other

Q18 Please provide details of how you heard about this survey.

Q19 On which social media platforms did you hear about this survey?

**Thank you for taking the time to complete this survey.**