

# Carer Questionnaire Guidance for Hospitals 2026



Flowers in a vase, George Rook

## What is the Carer questionnaire?

The carer questionnaire has been used over several rounds of the National Audit of Dementia and collects views from carers of people with dementia about the quality of care and communication in hospital. It is validated as a data collection tool and produces 2 scores as well as quantitative and qualitative feedback.

## When to distribute the questionnaires?

Your hospital has volunteered to trial a **targeted data collection period** using online only questionnaires. The questionnaires should be circulated between **8 June to 6 July 2026**. We advise that all hospitals start promoting the data collection from 8 June to ensure that they have enough returns. Please note all questionnaires should be submitted online by **6 July 2026**.

## Who should complete the questionnaire?

Carers (informal carers, family, friends or professionals e.g. key workers) of patients with known or suspected dementia should be offered the opportunity to complete a questionnaire if they come to visit the person in hospital.

The questionnaire does not use the term “dementia” so can be used if the person with dementia is unaware of, or does not agree with, their diagnosis. However, the questionnaire should not be given if memory problems have just become apparent and the family member may not be aware of them (i.e. there has been no discussion). It is best to offer the questionnaire to the carer during the run up to discharge, or when the person they are visiting is medically fit.

## How to complete the questionnaire?

The questionnaire is available online at [the NAD Website](#). Information sheets and posters have a scannable QR code which will allow carers to complete the questionnaire on their phone or device. Staff should not assist with completion of questionnaires, but patient/public volunteers or representatives may offer help.

## Where should the questionnaire be distributed?

The questionnaire can be circulated on any adult inpatient wards or discharge lounges in the hospital from which people with dementia are discharged. It can also be promoted at Dementia Cafés or advice sessions held on site during the data collection period, and by patient experience leads, advice workers or PALS.

The questionnaire should **not** be circulated in the following wards:

- Intensive care unit (ICU) and High dependency units (HDU)
- Mental health wards
- Maternity wards
- A&E department
- Outpatient department

## How to promote the carer questionnaire?

We will share PDF posters and information sheets. Also see **Feedback from hospitals** below.

## How many carer questionnaires need to be completed?

Hospitals will be collecting feedback from patients during one of two periods, with multiple language versions available to improve update:

### Short, intensive collection period

- Target **10–15 returns per site** within a dedicated timeframe (**8 June to 6 July 2026**), leveraging planned events to engage carers during Carer's week.
- Use this period to actively promote questionnaires at your planned events.

### Ongoing data collection

- Maintain continuous availability of both carer and patient questionnaires with a suggested minimum of **two-three returns per month over a nine-month period**.
- Minimum **10 returns per quarter** for inter-quarter comparison.

## How long does it take to complete the questionnaire?

It will take approximately 5 minutes to complete the questionnaire.

## Carer questionnaires are also available in the following languages:

Based on information provided in previous rounds of audit the carer questionnaire is also available in 7 other languages. Please do let us know if it would be useful to have the questionnaire available in any other languages in the future.

- Bengali
- Gujarati
- Polish
- Punjabi
- Turkish
- Urdu
- Welsh

## When will the results be published?

Scores based on carer ratings of communication and overall quality of care will be provided after the end of your data collection pilot period. Anonymised comments will be provided to you as soon as possible after the close of data collection, in order to help you identify any key action points. Those hospitals who receive sufficient returns will be provided with a full data breakdown.

## **Feedback from hospitals about how to encourage questionnaire returns (from previous rounds):**

- Approach carers during visiting hours to inform them of the survey;
- Encourage carers to fill in the survey on site if technology is available (in private)
- Have a member of staff give the information sheet with scannable QR code, or a hospital mobile device directly to carers and explain that it is designed to collect their views of the care received and to improve hospital care for people with dementia.
- Nominate a ward Champion to engage staff about collecting this feedback. Remind staff about the questionnaire at handovers, board rounds, 1:1s and through email. Encourage them to promote the questionnaire and achieve a high return;
- Display posters (available on the NAD website) on the notice boards on wards or on the back of toilet doors;
- Promote the survey through the hospital's website, social media, or publicise via hospital newsletters;
- Have a stand in the main entrance to the hospital, promoting the online questionnaires;
- Explain to carers that they can simply scan the QR code on their phone and complete the survey at a later date

## **Input will be required from:**

- Your local audit lead;
- Carer experience lead/Dementia lead;
- Patient experience and PALS/quality improvement staff;
- Ward Managers on adult wards admitting patients with dementia;
- Staff working in dementia cafés or other services which support people with dementia and carers in the hospital.

## **Contacting the project team:**

If you have any queries about the carer questionnaire, please contact the NAD project team.

**Email:** [NAD@rcpsych.ac.uk](mailto:NAD@rcpsych.ac.uk)

**Website:** <https://www.rcpsych.ac.uk/improving-care/ccqi/national-clinical-audits/national-audit-of-dementia>