

What is the carer questionnaire?

The carer questionnaire is part of the National Audit of Dementia and collects views from carers of people with dementia about the quality of care and communication in hospital.

What will I receive?

In April 2020 packs containing the following materials will be sent to hospitals:

- 200 carer questionnaires;
- 200 Prepaid envelopes to return questionnaires;
- 200 Prepaid postcards for entry to a prize draw to win 1 of 5 £50 vouchers;
- 50 Information leaflets and 10 posters to promote the carer questionnaire.

When to distribute the questionnaires?

The questionnaires should be distributed between **1st May and 20th September 2020**. We advise that all hospitals start collecting this data as soon as possible to ensure that they have enough returns. Please note all completed questionnaires must be posted back to us before 4th October 2020.

Who should be given 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.

Where should the questionnaire be distributed?

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

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

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

How many carer questionnaires need to be completed?

Hospitals should aim for a return of 50 questionnaires, any hospitals that have a return rate of fewer than 10 cannot be provided with a full report.

The NAD Project Team will provide weekly updates to audit leads on the number of carer questionnaires returned to us. We will also provide you with a tally sheet, to record how many questionnaires have been distributed. This will be used to calculate the response rate for your hospital. This is especially important if you are a smaller hospital or if local reasons (such as demographics) will make it more difficult to achieve the target return.

How long does it take to complete the questionnaire?

It will take approximately 5 minutes to complete the questionnaire.

Completing the questionnaire online

An online version of the questionnaire will be available for any carers who prefer this method at www.CarerQ.org.uk. This is publicised on the leaflets and posters, please be advised this version is only available in English.

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

Returning the questionnaires

The carer questionnaire is intended to be completed anonymously. Each will have a pre-paid envelope attached to be sent back directly to the NAD Project Team. Any questionnaires completed on the ward should only be returned to staff to forward to the project team if sealed within an envelope. Staff should not assist with completion of questionnaires, but patient/public volunteers or representatives may offer help.

When will the results be published?

Comments from your carer questionnaire will be returned for initial action planning in November and in December 2020 the full reports will be issued.

Hospital ideas to encourage questionnaire returns:

- We advise that you complete most of the data collection between May and June 2020 to ensure that you get enough returns;
- Give out the questionnaire to carers during visiting hours;
- Encourage carers to fill in the questionnaire on site (in private) and then offer to collect the sealed envelope and post it for them;
- Have a member of staff give the questionnaire 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. If the questionnaire is left by beds and not handed in person to the carer with an explanation, it is very unlikely to be completed;
- 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 (provided by the project team) on the notice boards on wards or on the back of toilet doors;
- Promote the survey through social media, on the hospital website or publicise via hospital newsletters. You can provide the link (www.CarerQ.org.uk) to the online questionnaire;
- Have a stand in the main entrance to the hospital, promoting the paper and online questionnaires;

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.

Prize Draw

Carers completing the questionnaire will be able to enter a prize draw using the prepaid postcard attached to the questionnaire or upon completion of the online questionnaire via a redirect to a separate form. Details provided for the prize draw cannot be linked to the responses on the questionnaire.

Contacting the project team:

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

Email: NAD@rcpsych.ac.uk

Website: www.nationalauditofdementia.org.uk