



Carer Questionnaire Guidance

2022

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.

When to distribute the questionnaires?

The questionnaires should be circulated between **19 September 2022 and 3 January 2023**. 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 submitted before 17 January 2023.

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](#). 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 adult inpatient wards 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
- Outpatients department

How to promote the carer questionnaire?

We will send hospitals the following materials to promote the questionnaire.

- 50 Information leaflets
- 10 posters to promote the carer questionnaire.

How many carer questionnaires need to be completed?

Hospitals should aim for a return of 25-50 questionnaires. Hospitals with 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 submitted.

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 shown as part of the Annual Dementia Statement, which will be updated in April with your hospital information. 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. A full breakdown will appear in the National Report in June/July 2023 (tbc)

Hospital ideas to encourage questionnaire returns (from feedback in previous rounds):

- We advise that you complete most of the data collection between October-November to ensure that you get enough returns;
- Circulate the questionnaire to carers during visiting hours;
- Encourage carers to fill in the questionnaire on site (in private)
- 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.
- 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.
- Have a stand in the main entrance to the hospital, promoting the 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