

Which? Care and support services

METHODOLOGY NOTE

ComRes interviewed 1119 English adults who have sought information and advice about care and support services in the past two years, or think that they may have a need to do so in the next two years, on behalf of themselves, a friend or relative aged 65+ face to face between the 17th August and 13th September 2013. Data were weighted to be representative of all English adults who have sought information and advice about care and support services on behalf of themselves, a friend or relative aged 65+ in the past two years. ComRes is a member of the British Polling Council and abides by its rules.

All press releases or other publications must be checked with ComRes before use. ComRes requires 48 hours to check a press release unless otherwise agreed.

To commission a voting intention poll or a public opinion survey please contact Katharine Peacock: katharine.peacock@comres.co.uk

To register for Pollwatch, a monthly newsletter update on the polls, please email: pollwatch@comres.co.uk

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

SQ1 In the last two years, have you looked to find out about any of the services listed on this card either for yourself (if you are over 65) or on behalf of a relative or friend aged 65 or over?

Base: All respondents

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	1119	906	213	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	1119	893	226	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs	412	412	-	29	383	47	17	187	350	52	95	66	72	56	76	37	8	-	232	178
	37%	46%	-	63%	45%	20%	29%	54%	94%	49%	50%	43%	46%	39%	47%	63%	38%	-	47%	46%
		B		D			EF	EF	EF		M				jKLMNpRS					
Home care workers or helpers to assist with practical tasks such as housework or shopping	302	302	-	15	286	47	12	240	141	36	73	50	61	42	49	19	6	-	184	116
	27%	34%	-	33%	34%	20%	20%	69%	38%	34%	39%	32%	40%	30%	31%	32%	27%	-	37%	30%
		B						EFHI	EF	Ef	mS		mnS						S	
A care home (residential or nursing care)	287	287	-	4	282	231	9	78	57	25	34	54	41	54	65	23	14	1	128	158
	26%	32%	-	10%	33%	98%	15%	23%	15%	24%	18%	35%	27%	38%	41%	40%	66%	100%	26%	41%
		B		C		FGHI		H	H			JR	j	JLR	JLR	JLR	JKLMNoRS		J	JLR
Home care workers to assist with personal care tasks, such as dressing and going to the toilet	278	278	-	7	271	48	11	230	157	48	56	40	56	44	51	26	5	-	152	126
	25%	31%	-	15%	32%	20%	19%	67%	42%	45%	29%	26%	36%	31%	32%	44%	22%	-	30%	33%
		B		C				EFHI	EF	EF			k			JKmnpRS				

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

SQ1 In the last two years, have you looked to find out about any of the services listed on this card either for yourself (if you are over 65) or on behalf of a relative or friend aged 65 or over?

Base: All respondents

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2 yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	1119	906	213	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	1119	893	226	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sheltered or supported housing	114	114	-	10	103	20	56	30	32	8	26	11	23	20	22	6	4	-	60	52
	10%	13%	-	22%	12%	9%	97%	9%	9%	8%	14%	7%	15%	14%	14%	10%	16%	-	12%	13%
		B		D			EGHI				K		K	K	K				k	K
A day care service, such as a day centre	107	107	-	3	104	22	2	41	44	76	24	11	17	17	20	11	1	-	52	49
	10%	12%	-	6%	12%	9%	4%	12%	12%	71%	13%	7%	11%	12%	12%	19%	6%	-	11%	13%
		B			f		f		f	EFGH					KR					k
A respite care service, such one provided in a care home or your own home	45	45	-	-	45	14	1	21	27	34	8	7	10	8	7	4	1	-	24	20
	4%	5%	-	-	5%	6%	1%	6%	7%	31%	4%	5%	6%	6%	4%	7%	4%	-	5%	5%
		B		c			f		f	EFGH										
None of these	226	-	226	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	20%	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
			A																	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

SQ1 In the last two years, have you looked to find out about any of the services listed on this card either for yourself (if you are over 65) or on behalf of a relative or friend aged 65 or over?

Base: All respondents

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	1119	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	1119	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs	412	132	95	141	65	29	92	49	86	31	13	93	17	17	7	3	238	108	248	131
	37%	46%	47%	60%	66%	55%	40%	36%	52%	52%	41%	75%	17%	21%	24%	20%	46%	49%	49%	42%
			AB	AB				FG	fG			FGHIJ							s	
Home care workers or helpers to assist with practical tasks such as housework or shopping	302	90	83	97	32	21	60	50	62	14	13	60	16	17	10	2	176	81	184	99
	27%	31%	42%	41%	33%	39%	26%	37%	37%	24%	41%	48%	16%	20%	32%	15%	34%	37%	36%	32%
			A	A				Fi	Fi		fi	FGHI			I					
A care home (residential or nursing care)	287	119	95	60	31	9	92	63	36	13	2	53	100	84	30	15	153	90	173	106
	26%	42%	48%	26%	31%	17%	40%	46%	22%	22%	6%	43%	99%	99%	97%	100%	29%	41%	34%	34%
		CdE	CDE		e		HIJ	HIJ	J	j		HIJ						P		

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

SQ1 In the last two years, have you looked to find out about any of the services listed on this card either for yourself (if you are over 65) or on behalf of a relative or friend aged 65 or over?

Base: All respondents

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	1119	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	1119	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Home care workers to assist with personal care tasks, such as dressing and going to the toilet	278 25%	80 28%	76 38%	96 41%	46 47%	23 44%	55 24%	37 27%	52 32%	22 37%	12 38%	69 56%	17 17%	20 23%	8 26%	3 20%	141 27%	91 41%	166 33%	96 31%
			A	A	A	A			f	F	f	FGHIj						P		
Sheltered or supported housing	114 10%	21 7%	20 10%	48 20%	7 7%	3 5%	14 6%	11 8%	36 22%	2 4%	1 2%	18 15%	7 7%	9 11%	2 7%	1 5%	65 13%	25 11%	58 11%	45 15%
				ABDE					FGIJ			Fglj								
A day care service, such as a day centre	107 10%	30 11%	21 10%	37 16%	14 14%	17 33%	20 9%	7 5%	14 9%	4 7%	8 27%	30 24%	6 6%	10 12%	5 15%	- -	65 13%	26 12%	53 10%	39 13%
				ab		ABCD					FGHI	FGHI			lo					
A respite care service, such one provided in a care home or your own home	45 4%	14 5%	9 4%	17 7%	14 14%	10 19%	8 4%	4 3%	4 3%	3 5%	1 2%	21 17%	4 4%	4 5%	5 15%	- -	25 5%	15 7%	29 6%	10 3%
					ABc	ABC						FGHIJ			LMO					
None of these	226 20%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

SQ1 In the last two years, have you looked to find out about any of the services listed on this card either for yourself (if you are over 65) or on behalf of a relative or friend aged 65 or over?

Base: All respondents

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Total	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row	1119	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	1119	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs	412 37%	3 1%	1 1%	1 5%	2 3%	165 97%	- -	1 8%	5 3%	55 20%	37 33%	169 59%	152 51%	393 96%	51 51%	31 63%	211 53%	
					ABCDHF					I	IJLp	IJ	IJKLNOP	IJ	IJI	IJ		
Home care workers or helpers to assist with practical tasks such as housework or shopping	302 27%	4 3%	2 4%	1 4%	58 95%	4 2%	- -	- -	109 78%	60 21%	29 26%	178 62%	280 93%	154 37%	31 31%	15 31%	287 72%	
				ABCEFH				ABCEF			IJMNO	IJKMNOP	IJ	I		IJKMNO		
A care home (residential or nursing care)	287 26%	170 99%	2 4%	- -	2 3%	3 2%	- -	- -	4 3%	273 97%	26 23%	71 25%	63 21%	58 14%	24 24%	18 37%	86 21%	
		BCDEFH							JKLMNOP	M	M	M	M	M	JKLMnP	M		
Home care workers to assist with personal care tasks, such as dressing and going to the toilet	278 25%	2 1%	- -	24 90%	3 5%	3 2%	* 1%	- -	79 56%	62 22%	27 25%	258 90%	181 60%	167 41%	39 39%	24 48%	265 66%	
				ABDEFH	ab			ABDEF			IJLMNOP	IJMNo	IJ	IJ	IJ	IJMNO		

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

SQ1 In the last two years, have you looked to find out about any of the services listed on this card either for yourself (if you are over 65) or on behalf of a relative or friend aged 65 or over?

Base: All respondents

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Total	a	b	c	d	e	f	*g	h		i	j	k	l	m	n	o	p	
	A	B	C	D	E	F	*G	H		I	J	K	L	M	N	O	P	
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row	1119	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	1119	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Sheltered or supported housing	114	3	55	2	1	2	-	-	3	27	101	29	26	38	10	8	36	
	10%	2%	100%	6%	2%	1%	-	-	2%	9%	91%	10%	9%	9%	10%	17%	9%	
			ACDEFH	E							IKLMNOP					iLmp		
A day care service, such as a day centre	107	2	-	-	-	2	37	1	7	27	15	43	32	46	89	25	47	
	10%	1%	-	-	-	1%	99%	8%	5%	10%	13%	15%	11%	11%	90%	52%	12%	
							ABCDEH		ade			i			IJKLMOP	IJKLMP		
A respite care service, such one provided in a care home or your own home	45	-	-	-	-	-	-	7	*	14	8	22	14	29	22	41	24	
	4%	-	-	-	-	-	-	92%	*	5%	7%	8%	5%	7%	23%	82%	6%	
															IJKLMP	IJKLMNP		
None of these	226	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	20%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

SQ1 In the last two years, have you looked to find out about any of the services listed on this card either for yourself (if you are over 65) or on behalf of a relative or friend aged 65 or over?

Base: All respondents

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	1119	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	1119	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs	412 37%	142 54% BCD	247 47% CD	12 25%	7 18%	2 28%	324 55% GH	14 14%	72 41% G	2 11%	23 40%	11 40%	93 45%	199 44%
Home care workers or helpers to assist with practical tasks such as housework or shopping	302 27%	84 32%	187 35%	18 37%	11 29%	2 20%	201 34%	33 31%	67 38%	*	14 24%	4 14%	43 21%	128 28% I
A care home (residential or nursing care)	287 26%	88 33%	178 33%	11 22%	10 28%	-	135 23%	57 54% F	93 52% F	2 13%	22 39% K	2 8%	52 26%	131 29%
Home care workers to assist with personal care tasks, such as dressing and going to the toilet	278 25%	90 34% D	173 33% D	12 25% D	3 7%	-	186 32%	26 25%	65 37% G	*	3 6%	5 17%	37 18%	122 27% L

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

SQ1 In the last two years, have you looked to find out about any of the services listed on this card either for yourself (if you are over 65) or on behalf of a relative or friend aged 65 or over?

Base: All respondents

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	1119	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	1119	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sheltered or supported housing	114	21	71	12	7	*	68	12	27	5	3	1	21	47
	10%	8%	13%	25%	18%	6%	12%	12%	15%	25%	5%	5%	10%	10%
			A	AB	A									
A day care service, such as a day centre	107	20	70	6	7	4	47	17	35	9	1	11	14	42
	10%	8%	13%	13%	18%	52%	8%	16%	20%	50%	1%	38%	7%	9%
			A		A			F	F			J		
A respite care service, such one provided in a care home or your own home	45	14	28	2	1	-	19	8	18	-	1	1	6	15
	4%	5%	5%	5%	3%	-	3%	8%	10%	-	2%	3%	3%	3%
								F	F					
None of these	226	-	-	-	-	-	-	-	-	-	-	-	-	-
	20%	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

SQ2 How likely are you, if at all, to have a need to find out about care and support services for yourself (if you are over 65) or on behalf of a relative or friend aged 65 or over in the next two years?

Base: All respondents who have not sought information about care and support services in the past two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services									
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
Total	*a	b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o	*p	*q	*r	*s
	*A	B	*C	*D	*E	*F	*G	*H	*I	*J	*K	*L	*M	*N	*O	*P	*Q	*R	*S
Sig Level: 90%																			
Sig Level: 95%																			
Unweighted row	213	-	213	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	226	-	226	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very likely	72	-	72	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	32%	-	32%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly likely	154	-	154	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	68%	-	68%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly unlikely	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very unlikely	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

SQ2 How likely are you, if at all, to have a need to find out about care and support services for yourself (if you are over 65) or on behalf of a relative or friend aged 65 or over in the next two years?

Base: All respondents who have not sought information about care and support services in the past two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs	
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
Total	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o	*p	*q	*r	*s
	*A	*B	*C	*D	*E	*F	*G	*H	*I	*J	*K	*L	*M	*N	*O	*P	*Q	*R	*S
Sig Level: 90%																			
Sig Level: 95%																			
Unweighted row	213	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	226	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
100%		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very likely	72	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
32%		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly likely	154	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
68%		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly unlikely	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very unlikely	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

SQ2 How likely are you, if at all, to have a need to find out about care and support services for yourself (if you are over 65) or on behalf of a relative or friend aged 65 or over in the next two years?

Base: All respondents who have not sought information about care and support services in the past two years

	Total	Had looked only at each service							Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o	*p
		*A	*B	*C	*D	*E	*F	*G	*H	*I	*J	*K	*L	*M	*N	*O	*P
Sig Level: 90%																	
Sig Level: 95%																	
Unweighted row	213	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	226	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very likely	72	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	32%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly likely	154	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	68%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly unlikely	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very unlikely	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

SQ2 How likely are you, if at all, to have a need to find out about care and support services for yourself (if you are over 65) or on behalf of a relative or friend aged 65 or over in the next two years?

Base: All respondents who have not sought information about care and support services in the past two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
		*A	*B	*C	*D	*E	*F	*G	*H	*I	*J	*K	*L	*M
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	213	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	226	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-	-	-	-	-	-	-	-	-	-	-	-	-
Very likely	72	-	-	-	-	-	-	-	-	-	-	-	-	-
	32%	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly likely	154	-	-	-	-	-	-	-	-	-	-	-	-	-
	68%	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly unlikely	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very unlikely	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q1 On whose behalf have you sought information or advice about these services? Please review the list on the card. You may select more than one answer if you have experience of this in relation to different people in the last two years.

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services									
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
Sig Level: 90%	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s
Sig Level: 95%	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S
Unweighted row	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A parent	402	-	-	402	124	32	166	173	37	65	82	71	63	78	31	10	-	218	182
	45%	-	-	47%	53%	55%	48%	47%	34%	35%	53%	46%	45%	48%	53%	46%	-	44%	47%
			C	C	I	I	I	I		JR	J	j	J	J	J			J	J
Grandparents	152	-	-	152	28	2	50	46	16	21	18	32	30	35	11	5	-	71	81
	17%	-	-	18%	12%	4%	14%	12%	14%	11%	12%	21%	21%	22%	19%	25%	-	14%	21%
			C	C	f		F	F	F			JKr	JKR	JKR		j			JKR
A parent-in-law	101	-	-	101	28	11	40	51	14	22	15	18	15	17	10	3	-	56	45
	11%	-	-	12%	12%	19%	12%	14%	13%	12%	10%	12%	11%	11%	17%	13%	-	11%	12%
			C	C	g														
My husband, wife or partner	79	-	1	78	19	3	37	48	16	33	13	12	9	7	3	-	-	58	19
	9%	-	1%	9%	8%	5%	11%	13%	15%	18%	8%	8%	6%	4%	6%	-	-	12%	5%
			C	C	ef			ef	EF	KLMNOpRS								MNS	
Another relative	78	-	-	78	28	1	34	24	14	16	8	12	10	22	6	3	1	35	41
	9%	-	-	9%	12%	2%	10%	7%	13%	8%	5%	8%	7%	13%	10%	13%	100%	7%	11%
			C	C	FH		f		FH					KIMR					Kr
Myself	53	-	45	8	4	5	15	28	4	14	14	6	14	3	1	1	-	35	18
	6%	-	98%	1%	2%	9%	4%	8%	4%	8%	9%	4%	10%	2%	1%	6%	-	7%	5%
			D			E	e	Eg		NO	INOs		INOS					No	
A friend, neighbour or other relative	50	-	1	49	15	3	18	14	7	13	9	5	10	7	3	1	-	28	20
	6%	-	3%	6%	7%	5%	5%	4%	7%	7%	6%	4%	7%	4%	4%	4%	-	6%	5%
A sibling	20	-	-	20	2	1	6	5	7	8	1	3	1	2	-	-	-	12	3
	2%	-	-	2%	1%	3%	2%	1%	7%	4%	*	2%	1%	1%	-	-	-	2%	1%
					EGH					KMnoS								S	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q1 On whose behalf have you sought information or advice about these services? Please review the list on the card. You may select more than one answer if you have experience of this in relation to different people in the last two years.

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other	5	5	-	1	4	1	-	4	3	-	2	-	-	-	-	1	2	-	2	2
	1%	1%	-	2%	*	1%	-	1%	1%	-	1%	-	-	-	1%	8%	-	*	*	1%
Not stated	*	*	-	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-	*
	*	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	*

JKLMNoRS

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q1 On whose behalf have you sought information or advice about these services? Please review the list on the card. You may select more than one answer if you have experience of this in relation to different people in the last two years.

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A parent	402 45%	133 47%	92 46%	107 45%	46 47%	25 48%	109 47%	59 43%	73 44%	31 51%	16 51%	58 47%	58 57%	44 52%	15 47%	7 46%	229 44%	112 51%	245 48%	139 45%
Grandparents	152 17%	38 13%	28 14%	31 13%	13 14%	4 7%	36 16%	25 19%	28 17%	12 20%	2 7%	5 4%	9 9%	14 16%	1 2%	4 27%	100 19%	22 10%	78 15%	57 18%
A parent-in-law	101 11%	41 14%	24 12%	29 12%	12 12%	7 12%	28 12%	11 8%	19 11%	7 11%	4 13%	21 17%	13 13%	8 10%	4 12%	3 17%	53 10%	24 11%	58 11%	37 12%
My husband, wife or partner	79 9%	28 10%	23 11%	22 9%	17 17%	6 12%	19 8%	15 11%	15 9%	7 11%	2 5%	17 14%	6 6%	8 9%	4 12%	1 10%	31 6%	30 14%	48 9%	21 7%
Another relative	78 9%	20 7%	20 10%	28 12%	6 6%	8 14%	18 8%	13 10%	17 10%	4 7%	5 17%	12 9%	12 12%	7 8%	8 25%	- -	43 8%	24 11%	41 8%	24 8%
Myself	53 6%	13 4%	10 5%	19 8%	4 4%	- -	10 4%	6 5%	15 9%	1 2%	- -	7 6%	- -	4 4%	* 1%	- -	35 7%	13 6%	28 6%	18 6%
A friend, neighbour or other relative	50 6%	15 5%	11 5%	16 7%	3 3%	2 3%	11 5%	8 6%	9 6%	1 2%	1 2%	9 7%	8 7%	5 6%	3 9%	- -	29 6%	10 5%	27 5%	16 5%

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q1 On whose behalf have you sought information or advice about these services? Please review the list on the card. You may select more than one answer if you have experience of this in relation to different people in the last two years.

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc ernal	Un- conc ernal
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A sibling	20 2%	9 3%	5 2%	5 2%	1 1%	1 1%	7 3%	4 3%	4 2%	- -	- -	2 2%	- -	1 1%	1 4%	- -	13 3%	4 2%	16 3%	4 1%
Other	5 1%	1 *	- -	1 1%	- -	2 3%	1 1%	- -	* *	- -	2 5%	1 1%	- -	- -	* 1%	- -	2 *	2 1%	* *	3 1%
Not stated	* *	- -	* *	- -	- -	- -	- -	* *	- -	- -	- -	- -	- -	* 1%	- -	- -	- -	- -	* *	- -

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q1 On whose behalf have you sought information or advice about these services? Please review the list on the card. You may select more than one answer if you have experience of this in relation to different people in the last two years.

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service								Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Total	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Sig Level: 90%																	
Sig Level: 95%																	
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A parent	402	89	22	12	26	70	5	3	64	145	44	145	143	195	35	19	193
	45%	52%	40%	43%	43%	41%	13%	39%	46%	51%	40%	51%	47%	47%	35%	39%	48%
		EF	F	F	F	F		F	F	JNo		JNo	N	N		N	N
Grandparents	152	30	8	3	10	25	18	-	29	45	19	43	46	53	21	1	61
	17%	17%	14%	12%	16%	15%	49%	-	21%	16%	17%	15%	15%	13%	21%	2%	15%
						ABCDEH				O	O	O	O	O	MO		O
A parent-in-law	101	15	7	3	7	20	-	1	13	32	17	32	38	53	12	10	49
	11%	9%	13%	12%	12%	12%	-	8%	9%	11%	15%	11%	13%	13%	12%	19%	12%
		f	F	f	f	f		f	f							ik	
My husband, wife or partner	79	8	-	2	6	25	1	3	10	21	4	29	26	47	8	12	37
	9%	5%	-	9%	9%	15%	3%	44%	7%	7%	4%	10%	9%	11%	8%	25%	9%
				B	B	ABfH		B	B			J	j	iJ	IJKLMNP		j
Another relative	78	20	3	3	8	11	5	-	12	32	9	21	26	26	12	6	34
	9%	12%	6%	13%	13%	6%	14%	-	8%	11%	8%	8%	9%	6%	12%	12%	9%
		e		e	e				M	M				M			
Myself	53	3	7	1	5	20	1	-	8	7	10	7	17	33	4	1	18
	6%	2%	13%	3%	8%	12%	2%	-	6%	2%	9%	2%	6%	8%	4%	2%	5%
			Acfh	A	Ah			a	a		IKop		iK	IKoP			
A friend, neighbour or other relative	50	11	9	2	1	3	2	1	5	16	15	18	15	15	8	7	20
	6%	6%	16%	9%	2%	2%	6%	8%	4%	6%	13%	6%	5%	4%	8%	14%	5%
		E	ADEH	dE							IKLMP				m	IkLMP	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q1 On whose behalf have you sought information or advice about these services? Please review the list on the card. You may select more than one answer if you have experience of this in relation to different people in the last two years.

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Total	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
A sibling	20	3	1	-	*	3	6	-	*	4	1	6	2	9	7	-	6	
	2%	2%	3%	-	1%	2%	17%	-	*	1%	1%	2%	1%	2%	7%	-	2%	
						ABCDEH						I	I	IJKLMOP				
Other	5	-	-	-	-	-	-	-	2	1	1	4	3	3	1	1	5	
	1%	-	-	-	-	-	-	-	1%	*	1%	1%	1%	1%	1%	2%	1%	
Not stated	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	
	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q1 On whose behalf have you sought information or advice about these services? Please review the list on the card. You may select more than one answer if you have experience of this in relation to different people in the last two years.

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A parent	402 45%	111 42%	259 49% ac	16 33%	14 38%	2 22%	267 45%	45 43%	88 50%	2 12%	23 42%	12 43%	91 44%	194 42%
Grandparents	152 17%	43 16%	89 17%	13 27% D	3 9%	4 52%	102 17% G	7 7%	36 20% G	7 41%	12 22%	8 28%	36 17%	74 16%
A parent-in-law	101 11%	40 15% B	49 9%	6 12%	5 13%	- -	63 11%	12 11%	20 11%	6 34%	6 10%	4 12%	23 11%	46 10%
My husband, wife or partner	79 9%	31 12% b	41 8%	2 4%	4 11%	- -	58 10% H	13 12% H	8 4%	- -	4 6%	2 5%	18 9%	42 9%
Another relative	78 9%	28 11%	41 8%	4 9%	3 7%	2 20%	43 7%	17 16% Fh	16 9%	2 13%	5 9%	1 5%	13 7%	38 8%
Myself	53 6%	12 5%	30 6%	5 11%	5 14% AB	* 6%	47 8% H	4 4%	2 1%	- -	6 11%	1 2%	14 7%	33 7%
A friend, neighbour or other relative	50 6%	10 4%	34 6%	2 4%	2 6%	- -	31 5%	7 6%	10 6%	- -	1 3%	1 4%	15 7%	32 7%

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q1 On whose behalf have you sought information or advice about these services? Please review the list on the card. You may select more than one answer if you have experience of this in relation to different people in the last two years.

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A sibling	20 2%	8 3%	7 1%	1 1%	6 15%	-	11 2%	8 8%	1 1%	-	1 1%	-	2 1%	11 2%
					ABC			FH						
Other	5 1%	1 1%	3 1%	-	-	-	3 1%	-	2 1%	-	-	-	-	3 1%
Not stated	*	*	-	-	-	-	*	-	-	-	-	-	-	-
	*	*	-	-	-	-	*	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q2 For the purposes of this survey, we would like you to think about your experiences in relation to one person. Who would you say is the person that you have spent most time looking into or arranging services for in the last two years?

Base: All respondents who have sought information about care and support services for more than one person in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel- tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Sig Level: 90%	a	*b	*c	d	e	*f	g	h	*i	*j	*k	*l	*m	*n	*o	*p	*q	r	s	
Sig Level: 95%	A	*B	*C	D	E	*F	G	H	*I	*J	*K	*L	*M	*N	*O	*P	*Q	R	S	
Unweighted row	47	47	-	3	44	15	2	22	25	9	8	7	4	9	7	7	3	-	19	26
Total	44	44	-	2	42	15	1	22	21	7	7	5	5	8	8	6	3	-	17	26
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
A parent	12	12	-	-	12	3	*	7	10	5	4	1	-	1	2	3	1	-	5	6
	28%	28%	-	-	29%	22%	46%	31%	49%	74%	55%	23%	-	11%	20%	48%	24%	-	29%	25%
My husband, wife or partner	11	11	-	-	11	3	1	4	6	1	3	1	1	4	1	2	-	-	4	7
	26%	26%	-	-	27%	20%	54%	20%	28%	8%	39%	22%	11%	49%	15%	30%	-	-	26%	28%
A parent-in-law	9	9	-	-	9	5	-	4	2	-	*	2	4	1	2	-	-	-	6	3
	21%	21%	-	-	22%	33%	-	17%	9%	-	6%	32%	78%	17%	23%	-	-	-	36%	13%
Another relative	4	4	-	-	4	*	-	3	1	1	-	1	-	-	1	-	2	-	1	4
	9%	9%	-	-	10%	3%	-	14%	2%	7%	-	10%	-	-	14%	-	76%	-	3%	14%
Myself	2	2	-	2	-	-	-	-	1	-	-	1	1	1	-	-	-	-	1	1
	4%	4%	-	100%	-	-	-	-	6%	-	-	13%	11%	7%	-	-	-	-	7%	2%
A friend, neighbour or other acquaintance	2	2	-	-	2	2	-	1	1	-	-	-	-	-	1	-	-	-	-	1
	4%	4%	-	-	4%	11%	-	6%	7%	-	-	-	-	-	22%	-	-	-	-	5%
Parents (couple)	2	2	-	-	2	2	-	2	-	-	-	-	-	2	-	-	-	-	-	2
	4%	4%	-	-	4%	11%	-	7%	-	-	-	-	-	20%	-	-	-	-	-	6%
A sibling	1	1	-	-	1	-	-	1	-	-	-	-	-	*	1	-	-	-	-	1
	2%	2%	-	-	3%	-	-	5%	-	-	-	-	-	6%	8%	-	-	-	-	4%
Grandparents	1	1	-	-	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	1
	2%	2%	-	-	2%	-	-	-	-	11%	-	-	-	9%	-	-	-	-	-	3%

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q2 For the purposes of this survey, we would like you to think about your experiences in relation to one person. Who would you say is the person that you have spent most time looking into or arranging services for in the last two years?

Base: All respondents who have sought information about care and support services for more than one person in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Sig Level: 90%	a	*b	*c	d	e	*f	g	h	*i	*j	*k	*l	*m	*n	*o	*p	*q	r	s	
Sig Level: 95%	A	*B	*C	D	E	*F	G	H	*I	*J	*K	*L	*M	*N	*O	*P	*Q	R	S	
Unweighted row	47	47	-	3	44	15	2	22	25	9	8	7	4	9	7	7	3	-	19	26
Total	44	44	-	2	42	15	1	22	21	7	7	5	5	8	8	6	3	-	17	26
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
Parents-in-law (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sibling and partner (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Myself and my husband / wife / partner together (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q2 For the purposes of this survey, we would like you to think about your experiences in relation to one person. Who would you say is the person that you have spent most time looking into or arranging services for in the last two years?

Base: All respondents who have sought information about care and support services for more than one person in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
Sig Level: 90%		*a	b	c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o	p	q	r	*s
Sig Level: 95%		*A	B	C	*D	*E	*F	*G	*H	*I	*J	*K	*L	*M	*N	*O	P	Q	R	*S
Unweighted row	47	11	15	20	6	1	8	8	14	2	-	9	3	7	5	-	17	22	32	11
Total	44	11	12	22	4	1	8	6	15	2	-	8	5	6	4	-	17	21	32	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	-	100%	100%	100%	100%
A parent	12	3	4	6	1	1	1	2	5	*	-	2	-	2	1	-	3	8	9	3
	28%	25%	36%	27%	27%	100%	17%	34%	33%	23%	-	29%	-	40%	23%	-	19%	35%	27%	36%
My husband, wife or partner	11	1	6	5	1	-	1	3	3	-	-	3	-	2	1	-	3	6	7	3
	26%	8%	46%	24%	26%	-	12%	52%	21%	-	-	31%	-	32%	25%	-	16%	26%	22%	33%
A parent-in-law	9	3	-	4	1	-	3	-	4	1	-	-	3	-	2	-	7	2	7	2
	21%	29%	-	19%	35%	-	40%	-	27%	77%	-	-	66%	-	42%	-	41%	9%	22%	18%
Another relative	4	1	-	3	1	-	1	-	2	-	-	1	-	-	*	-	*	3	4	-
	9%	11%	-	13%	12%	-	15%	-	15%	-	-	6%	-	-	11%	-	3%	14%	13%	-
Myself	2	1	-	1	-	-	1	-	1	-	-	-	-	-	-	-	1	1	1	1
	4%	5%	-	3%	-	-	7%	-	4%	-	-	-	-	-	-	-	7%	3%	4%	6%
A friend, neighbour or other acquaintance	2	-	2	1	-	-	-	*	-	-	-	1	-	2	-	-	2	-	2	-
	4%	-	14%	6%	-	-	-	6%	-	-	-	16%	-	28%	-	-	10%	-	5%	-
Parents (couple)	2	2	-	2	-	-	-	-	-	-	-	2	2	-	-	-	-	2	2	-
	4%	15%	-	7%	-	-	-	-	-	-	-	19%	34%	-	-	-	-	7%	5%	-
A sibling	1	-	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	1	*	1
	2%	-	4%	-	-	-	-	8%	-	-	-	-	-	-	-	-	-	5%	2%	7%

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q2 For the purposes of this survey, we would like you to think about your experiences in relation to one person. Who would you say is the person that you have spent most time looking into or arranging services for in the last two years?

Base: All respondents who have sought information about care and support services for more than one person in the last two years

	Funding (Any across all services)						Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs	
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
Sig Level: 90%		*a	b	c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o	p	q	r	*s
Sig Level: 95%		*A	B	C	*D	*E	*F	*G	*H	*I	*J	*K	*L	*M	*N	*O	P	Q	R	*S
Unweighted row	47	11	15	20	6	1	8	8	14	2	-	9	3	7	5	-	17	22	32	11
Total	44	11	12	22	4	1	8	6	15	2	-	8	5	6	4	-	17	21	32	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	-	100%	100%	100%	100%
Grandparents	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-
	2%	7%	-	-	-	-	10%	-	-	-	-	-	-	-	-	-	5%	-	-	-
Parents-in-law (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sibling and partner (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Myself and my husband / wife / partner together (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q2 For the purposes of this survey, we would like you to think about your experiences in relation to one person. Who would you say is the person that you have spent most time looking into or arranging services for in the last two years?

Base: All respondents who have sought information about care and support services for more than one person in the last two years

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Total	*a	*b	*c	*d	*e	*f	*g	*h	i	*j	k	l	m	*n	*o	p	
	*A	*B	*C	*D	*E	*F	*G	*H	l	*J	K	L	M	*N	*O	P	
Sig Level: 90%																	
Sig Level: 95%																	
Unweighted row	47	7	2	-	3	8	1	-	4	22	9	19	17	26	9	6	23
Total	44	8	3	-	2	7	1	-	4	19	8	18	15	22	7	4	21
	100%	100%	100%	-	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%
A parent	12	-	-	-	1	3	1	-	1	6	*	6	5	9	5	1	7
	28%	-	-	-	23%	39%	100%	-	15%	30%	6%	36%	34%	42%	74%	23%	33%
My husband, wife or partner	11	2	-	-	1	3	-	-	3	4	2	3	5	6	1	1	5
	26%	31%	-	-	58%	38%	-	-	72%	18%	22%	18%	36%	26%	8%	12%	25%
A parent-in-law	9	5	-	-	-	*	-	-	-	5	-	4	1	4	-	-	4
	21%	64%	-	-	-	6%	-	-	-	26%	-	21%	10%	19%	-	-	18%
Another relative	4	-	2	-	-	-	-	-	-	1	4	1	1	1	1	2	1
	9%	-	76%	-	-	-	-	-	-	5%	47%	5%	3%	4%	7%	48%	5%
Myself	2	-	1	-	-	1	-	-	-	-	1	-	-	1	-	-	-
	4%	-	24%	-	-	17%	-	-	-	-	8%	-	-	5%	-	-	-
A friend, neighbour or other acquaintance	2	*	-	-	-	-	-	-	-	2	1	1	1	-	-	-	1
	4%	5%	-	-	-	-	-	-	-	9%	17%	7%	9%	-	-	-	6%
Parents (couple)	2	-	-	-	-	-	-	-	-	2	-	2	-	-	-	-	2
	4%	-	-	-	-	-	-	-	-	8%	-	9%	-	-	-	-	8%
A sibling	1	-	-	-	*	-	-	-	*	-	-	1	1	1	-	-	1
	2%	-	-	-	19%	-	-	-	13%	-	-	3%	7%	3%	-	-	5%
Grandparents	1	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	-
	2%	-	-	-	-	-	-	-	-	4%	-	-	-	-	11%	17%	-

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q2 For the purposes of this survey, we would like you to think about your experiences in relation to one person. Who would you say is the person that you have spent most time looking into or arranging services for in the last two years?

Base: All respondents who have sought information about care and support services for more than one person in the last two years

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%	*a	*b	*c	*d	*e	*f	*g	*h	i	*j	k	l	m	*n	*o	p	
Sig Level: 95%	*A	*B	*C	*D	*E	*F	*G	*H	l	*J	K	L	M	*N	*O	P	
Unweighted row	47	7	2	-	3	8	1	-	4	22	9	19	17	26	9	6	23
Total	44	8	3	-	2	7	1	-	4	19	8	18	15	22	7	4	21
	100%	100%	100%	-	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parents-in-law (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sibling and partner (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Myself and my husband / wife / partner together (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q2 For the purposes of this survey, we would like you to think about your experiences in relation to one person. Who would you say is the person that you have spent most time looking into or arranging services for in the last two years?

Base: All respondents who have sought information about care and support services for more than one person in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	m
Sig Level: 95%		A	B	*C	*D	*E	F	*G	*H	*I	*J	*K	*L	M
Unweighted row	47	20	22	-	5	-	34	7	6	-	1	-	5	17
Total	44	19	21	-	5	-	32	6	6	-	1	-	6	17
	100%	100%	100%	-	100%	-	100%	100%	100%	-	100%	-	100%	100%
A parent	12	7	5	-	1	-	8	3	1	-	-	-	*	2
	28%	36%	25%	-	12%	-	25%	50%	21%	-	-	-	7%	10%
My husband, wife or partner	11	5	5	-	1	-	10	1	1	-	1	-	1	5
	26%	29%	22%	-	31%	-	32%	8%	10%	-	100%	-	25%	31%
A parent-in-law	9	1	6	-	2	-	7	2	-	-	-	-	3	6
	21%	8%	28%	-	43%	-	23%	28%	-	-	-	-	58%	37%
Another relative	4	2	2	-	-	-	2	-	2	-	-	-	-	*
	9%	13%	8%	-	-	-	7%	-	33%	-	-	-	-	3%
Myself	2	-	1	-	1	-	2	-	-	-	-	-	1	1
	4%	-	6%	-	13%	-	6%	-	-	-	-	-	9%	7%
A friend, neighbour or other acquaintance	2	1	*	-	-	-	1	*	-	-	-	-	-	-
	4%	7%	2%	-	-	-	4%	6%	-	-	-	-	-	-
Parents (couple)	2	-	2	-	-	-	-	-	2	-	-	-	-	2
	4%	-	8%	-	-	-	-	-	27%	-	-	-	-	10%
A sibling	1	1	*	-	-	-	-	*	1	-	-	-	-	*
	2%	3%	2%	-	-	-	-	7%	10%	-	-	-	-	3%
Grandparents	1	1	-	-	-	-	1	-	-	-	-	-	-	-
	2%	4%	-	-	-	-	2%	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q2 For the purposes of this survey, we would like you to think about your experiences in relation to one person. Who would you say is the person that you have spent most time looking into or arranging services for in the last two years?

Base: All respondents who have sought information about care and support services for more than one person in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	m
Sig Level: 95%		A	B	*C	*D	*E	F	*G	*H	*I	*J	*K	*L	M
Unweighted row	47	20	22	-	5	-	34	7	6	-	1	-	5	17
Total	44	19	21	-	5	-	32	6	6	-	1	-	6	17
	100%	100%	100%	-	100%	-	100%	100%	100%	-	100%	-	100%	100%
Parents-in-law (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sibling and partner (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Myself and my husband / wife / partner together (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q2 For the purposes of this survey, we would like you to think about your experiences in relation to one person. Who would you say is the person that you have spent most time looking into or arranging services for in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services									
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
Sig Level: 90%	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s
Sig Level: 95%	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S
Unweighted row	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A parent	396	-	-	396	118	32	163	172	37	65	82	69	62	76	29	11	-	215	178
	44%	-	-	47%	50%	55%	47%	46%	34%	34%	53%	44%	44%	47%	49%	53%	-	43%	46%
			C	C	I	I	I	I			JR	j	j	J	J			J	J
Grandparents	147	-	-	147	28	2	44	46	16	21	18	29	30	34	11	3	-	69	78
	16%	-	-	17%	12%	4%	13%	12%	14%	11%	12%	19%	21%	21%	19%	16%	-	14%	20%
			C	C	f		F	F	F			Jk	JKR	JKR					JKR
A parent-in-law	100	-	-	100	28	12	42	49	13	22	14	20	15	17	9	3	-	56	44
	11%	-	-	12%	12%	20%	12%	13%	12%	12%	9%	13%	10%	11%	16%	13%	-	11%	11%
			C	C	eg														
Another relative	71	-	-	71	25	1	32	22	11	12	8	12	9	20	5	3	1	32	38
	8%	-	-	8%	11%	2%	9%	6%	10%	6%	5%	8%	6%	12%	8%	15%	100%	6%	10%
			C	C	FH		fh		fh					jKmR					kr
My husband, wife or partner	71	-	-	71	17	3	33	41	14	31	13	12	8	5	2	-	-	56	15
	8%	-	-	8%	7%	5%	9%	11%	13%	17%	8%	8%	5%	3%	3%	-	-	11%	4%
			C	C	ef				ef	KLMNoprS	NS	nS						MNOS	
Myself	46	-	46	-	2	4	12	24	3	14	13	6	9	2	1	-	-	34	12
	5%	-	100%	-	1%	8%	4%	6%	3%	8%	8%	4%	7%	1%	1%	-	-	7%	3%
			D			E	E	Eg		NoS	NOS	n	Nos					NoS	
A friend, neighbour or other acquaintance	42	-	-	42	12	3	14	12	7	13	7	5	9	3	2	1	-	25	15
	5%	-	-	5%	5%	5%	4%	3%	6%	7%	4%	3%	6%	2%	3%	4%	-	5%	4%
			c							N			n						

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q2 For the purposes of this survey, we would like you to think about your experiences in relation to one person. Who would you say is the person that you have spent most time looking into or arranging services for in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A sibling	17	17	-	-	17	2	1	3	5	8	8	1	1	1	2	-	-	-	9	3
	2%	2%	-	-	2%	1%	2%	1%	1%	7%	4%	*	*	1%	1%	-	-	-	2%	1%
									EGH	KLMnorS										
Parents (couple)	2	2	-	-	2	2	-	2	-	-	1	-	-	-	2	-	-	-	1	2
	*	*	-	-	*	1%	-	*	-	-	*	-	-	1%	-	-	-	*	*	*
Parents-in-law (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sibling and partner (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Myself and my husband / wife / partner together (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	2	2	-	-	2	-	-	2	-	-	2	-	-	-	-	-	-	-	2	-
	*	*	-	-	*	-	-	*	-	-	1%	-	-	-	-	-	-	-	*	-
Don't know /not stated	*	*	-	-	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	*
	*	*	-	-	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	*

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q2 For the purposes of this survey, we would like you to think about your experiences in relation to one person. Who would you say is the person that you have spent most time looking into or arranging services for in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A parent	396 44%	131 46%	89 45%	103 44%	45 45%	25 48%	109 47%	58 42%	72 44%	29 48%	16 51%	56 45%	55 54%	41 48%	14 46%	7 46%	225 43%	112 51% P	239 47%	138 44%
Grandparents	147 16%	38 13%	26 13%	26 11%	13 14%	4 7%	36 16%	24 18%	24 14%	12 20%	2 7%	5 4%	9 9%	14 16%	1 2%	4 27%	98 19%	21 9%	74 15%	55 18%
A parent-in-law	100 11%	41 14%	24 12%	30 13%	12 12%	7 12%	28 12%	11 8%	20 12%	7 11%	4 13%	21 17% G	13 13%	8 10%	4 12%	3 17%	54 10%	24 11%	58 11%	37 12%
Another relative	71 8%	20 7%	19 9%	22 9%	6 6%	7 13%	17 7%	13 10%	14 8%	4 7%	5 17%	9 8%	12 12%	7 8%	6 19%	- -	42 8%	18 8%	36 7%	23 8%
My husband, wife or partner	71 8%	25 9%	21 10%	19 8%	16 16% AC	6 11%	17 7%	14 10%	13 8%	6 11%	2 5%	16 13% f	6 6%	7 9%	3 8%	1 10%	31 6%	24 11% P	43 8%	18 6%
Myself	46 5%	12 4%	6 3%	17 7% bde	3 3%	- -	10 4%	5 4%	13 8%	1 2%	- -	6 4%	- -	1 1%	- -	- -	32 6%	8 4%	22 4%	18 6%
A friend, neighbour or other acquaintance	42 5%	10 4%	10 5%	14 6%	3 3%	2 3%	7 3%	7 5%	9 5%	1 2%	1 2%	7 5%	4 4%	5 6%	3 9%	- -	27 5%	5 2%	21 4%	15 5%

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q2 For the purposes of this survey, we would like you to think about your experiences in relation to one person. Who would you say is the person that you have spent most time looking into or arranging services for in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A sibling	17 2%	8 3%	4 2%	3 1%	1 1%	1 2%	6 3%	4 3%	2 1%	- -	- -	3 2%	- -	1 1%	1 4%	- -	10 2%	4 2%	14 3%	3 1%
Parents (couple)	2 *	2 1%	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	2 1%	2 2%	- -	- -	- -	- -	2 1%	2 *	- -
Parents-in-law (couple)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Sibling and partner (couple)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Myself and my husband / wife / partner together (couple)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	2 *	- -	- -	- -	- -	2 3%	- -	- -	- -	- -	2 5%	- -	- -	- -	- -	- -	2 *	- -	- -	2 *
						ABCd					FGHIK									
Don't know /not stated	* *	- -	* *	- -	- -	- -	- *	* *	- -	- -	- -	- -	- -	* 1%	- -	- -	- -	- -	* *	- -

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q2 For the purposes of this survey, we would like you to think about your experiences in relation to one person. Who would you say is the person that you have spent most time looking into or arranging services for in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Total	Had looked only at each service							Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical
Sig Level: 90%		a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p
Sig Level: 95%		A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A parent	396	86	22	12	26	69	5	3	64	139	43	142	140	195	36	20	190
	44%	50%	40%	43%	43%	41%	13%	39%	46%	49%	38%	50%	47%	47%	36%	40%	48%
		eF	F	F	F	F	F	F	F	JN		JN	n	jN		jN	
Grandparents	147	30	6	3	10	25	18	-	28	45	17	39	45	50	21	1	57
	16%	17%	10%	12%	16%	15%	49%	-	20%	16%	16%	14%	15%	12%	21%	2%	14%
							ABCDEH			O	O	O	O	O	kMOp		O
A parent-in-law	100	15	8	3	6	20	-	1	12	30	17	33	36	54	10	8	48
	11%	9%	14%	12%	10%	12%	-	8%	8%	11%	15%	12%	12%	13%	10%	17%	12%
		f	F	f	f	f											
Another relative	71	18	3	3	8	11	4	-	12	28	8	20	24	24	10	5	33
	8%	10%	6%	13%	13%	6%	10%	-	8%	10%	7%	7%	8%	6%	10%	11%	8%
					e					M							
My husband, wife or partner	71	8	-	2	6	22	1	3	10	19	3	26	24	42	6	10	34
	8%	5%	-	9%	9%	13%	3%	44%	7%	7%	3%	9%	8%	10%	6%	20%	8%
				B	B	AB			B			J	j	J		IJKLMNP	J
Myself	46	3	7	1	3	18	1	-	6	4	10	5	14	28	3	-	15
	5%	2%	13%	3%	5%	11%	2%	-	5%	1%	9%	2%	5%	7%	3%	-	4%
			AcfH			AH					IKnOP		IKo	IKOP			i
A friend, neighbour or other acquaintance	42	9	8	2	1	2	2	1	5	12	12	14	14	12	7	5	16
	5%	5%	15%	9%	2%	1%	6%	8%	4%	4%	11%	5%	5%	3%	7%	10%	4%
		E	ADEH	dE			e				IKLMP				M	iIMP	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q2 For the purposes of this survey, we would like you to think about your experiences in relation to one person. Who would you say is the person that you have spent most time looking into or arranging services for in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Total	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
A sibling	17 2%	2 1%	1 2%	-	*	3 2%	6 17%	-	*	3 1%	2 1%	3 1%	1 *	7 2%	7 7%	-	3 1%	
						ABCDEH								I JKLMOP				
Parents (couple)	2 *	-	-	-	1 1%	-	-	-	1 *	2 1%	-	2 1%	1 *	-	-	-	2 1%	
Parents-in-law (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Sibling and partner (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Myself and my husband / wife / partner together (couple)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other	2 *	-	-	-	-	-	-	-	2 1%	-	-	2 1%	2 1%	-	-	-	2 *	
Don't know /not stated	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	
	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q2 For the purposes of this survey, we would like you to think about your experiences in relation to one person. Who would you say is the person that you have spent most time looking into or arranging services for in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A parent	396	108	258	16	12	2	262	45	87	2	23	12	89	190
	44%	41%	48%	33%	33%	22%	44%	43%	49%	12%	42%	43%	43%	42%
			AcD											
Grandparents	147	41	86	13	3	4	98	7	34	7	12	8	36	72
	16%	15%	16%	27%	9%	52%	17%	7%	19%	41%	22%	28%	17%	16%
				abD			G		G					
A parent-in-law	100	39	51	6	4	-	63	12	20	6	6	4	23	49
	11%	15%	10%	12%	10%	-	11%	11%	11%	34%	10%	12%	11%	11%
		B												
Another relative	71	24	39	3	3	2	40	14	15	2	5	1	12	37
	8%	9%	7%	7%	7%	20%	7%	13%	8%	13%	9%	5%	6%	8%
								F						
My husband, wife or partner	71	27	37	2	4	-	52	12	7	-	4	2	17	40
	8%	10%	7%	4%	11%	-	9%	11%	4%	-	6%	5%	8%	9%
		b					H	H						
Myself	46	10	26	5	4	*	41	2	3	-	5	1	13	27
	5%	4%	5%	11%	10%	6%	7%	2%	2%	-	8%	2%	6%	6%
			A	a			GH							
A friend, neighbour or other acquaintance	42	9	28	2	2	-	25	7	8	-	1	1	14	30
	5%	3%	5%	4%	4%	-	4%	6%	5%	-	3%	4%	7%	7%

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q2 For the purposes of this survey, we would like you to think about your experiences in relation to one person. Who would you say is the person that you have spent most time looking into or arranging services for in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A sibling	17 2%	6 2%	4 1%	1 3%	6 15%	- -	8 1%	8 7%	2 1%	- -	1 1%	- -	2 1%	8 2%
Parents (couple)	2 *	- -	2 *	- -	1 2%	- -	1 *	- -	2 1%	- -	- -	- -	- -	2 *
Parents-in-law (couple)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Sibling and partner (couple)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Myself and my husband / wife / partner together (couple)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	2 *	- -	2 *	- -	- -	- -	2 *	- -	- -	- -	- -	- -	- -	2 *
Don't know /not stated	* *	* *	- -	- -	- -	- -	* *	- -	- -	- -	- -	- -	- -	- -

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q3 Which, if any, of the following services on this card did you look to find out about specifically in relation to that specific person/people?

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs	411	411	-	28	383	44	17	185	360	54	97	61	73	57	77	37	9	-	230	179
	46%	46%	-	62%	45%	19%	29%	54%	97%	50%	51%	40%	47%	40%	48%	63%	40%	-	46%	47%
				D		e	EF	EFGI	EF	KM										
Home care workers or helpers to assist with practical tasks such as housework or shopping	300	300	-	14	286	46	11	242	142	40	68	51	65	44	50	17	4	-	184	115
	34%	34%	-	31%	34%	20%	20%	70%	38%	37%	36%	33%	42%	31%	31%	30%	17%	-	37%	30%
								EFHI	EF	EF										pS
Home care workers to assist with personal care tasks, such as dressing and going to the toilet	285	285	-	5	280	55	11	237	159	51	53	40	60	44	57	27	5	-	153	133
	32%	32%	-	11%	33%	23%	19%	68%	43%	48%	28%	26%	39%	31%	35%	46%	24%	-	31%	35%
				C				EFHI	EF	EF										k
A care home (residential or nursing care)	282	282	-	4	277	228	8	73	53	28	33	52	40	54	65	24	13	1	124	157
	32%	32%	-	8%	33%	97%	14%	21%	14%	26%	17%	34%	26%	38%	40%	41%	60%	100%	25%	41%
				C	FGHI			H	fh		JR		j	JLR	JLR	JLR	JKLmR		J	JLR

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q3 Which, if any, of the following services on this card did you look to find out about specifically in relation to that specific person/people?

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services									
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S
Sig Level: 90%																			
Sig Level: 95%																			
Unweighted row	906	906	-	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sheltered or supported housing	112	112	-	102	18	54	28	31	12	29	12	21	18	20	6	4	-	62	48
	12%	12%	-	12%	8%	94%	8%	8%	11%	15%	8%	14%	13%	13%	10%	16%	-	12%	12%
				D		EGHI				K									
A day care service, such as a day centre	100	100	-	97	21	3	41	49	73	16	13	15	19	18	12	1	-	44	50
	11%	11%	-	11%	9%	5%	12%	13%	68%	8%	9%	10%	13%	11%	20%	4%	-	9%	13%
				c				f	EFGH				r	JKLnR					r
A respite care service, such as one provided in a care home or your own home	49	49	-	49	14	1	26	32	39	9	8	10	10	6	5	1	-	27	23
	6%	6%	-	6%	6%	2%	8%	9%	36%	5%	5%	6%	7%	4%	9%	4%	-	5%	6%
				c				f	EFGH										
None of these	3	3	-	3	-	-	-	-	-	-	3	-	-	-	-	-	-	3	-
	*	*	-	*	-	-	-	-	-	-	2%	-	-	-	-	-	-	1%	-
										JlmnS								s	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q3 Which, if any, of the following services on this card did you look to find out about specifically in relation to that specific person/people?

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
Sig Level: 95%	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs	411 46%	139 49%	95 48%	144 61% AB	61 62% AB	29 55%	94 41%	47 35%	85 51% FG	31 51% G	13 41% FGHIJ	97 78%	16 16%	16 19%	7 22%	3 20%	238 46%	103 47%	248 49% S	125 41%
Home care workers or helpers to assist with practical tasks such as housework or shopping	300 34%	91 32%	84 42% A	98 41% A	33 34%	19 37%	58 25%	49 36% Fi	60 36% Fi	14 24%	13 42% fi	64 51% FGHI	18 17%	18 21%	8 24%	1 9%	173 33%	80 37%	176 35%	100 32%
Home care workers to assist with personal care tasks, such as dressing and going to the toilet	285 32%	91 32%	79 39% a	100 43% A	45 46% A	23 44% a	62 27%	36 26%	51 31%	22 37%	12 40%	75 61% FGHIJ	22 22%	21 24%	8 26%	4 25%	150 29%	87 40% P	172 34%	98 32%

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q3 Which, if any, of the following services on this card did you look to find out about specifically in relation to that specific person/people?

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A care home (residential or nursing care)	282 32%	118 41%	93 46%	57 24%	30 30%	8 15%	94 41%	64 47%	34 21%	13 21%	2 6%	48 38%	97 96%	84 99%	31 99%	15 100%	149 29%	87 40%	169 33%	107 34%
		CDE	CDE		E		HIJ	HIJ	j	j		HIJ						P		
Sheltered or supported housing	112 12%	24 8%	20 10%	46 19%	7 8%	2 4%	16 7%	10 7%	32 20%	2 4%	1 2%	18 15%	6 6%	7 9%	2 7%	1 5%	67 13%	23 10%	56 11%	46 15%
				ABDE					FGIJ			FGIj								
A day care service, such as a day centre	100 11%	25 9%	26 13%	38 16%	16 16%	10 19%	14 6%	9 6%	13 8%	4 7%	2 7%	34 28%	6 6%	9 11%	5 17%	- -	55 11%	30 14%	56 11%	29 9%
				A	A	A						FGHIJ			lo					
A respite care service, such as one provided in a care home or your own home	49 6%	16 6%	10 5%	21 9%	13 14%	9 17%	8 4%	4 3%	4 3%	3 4%	1 2%	25 20%	5 5%	4 5%	5 17%	- -	24 5%	16 8%	30 6%	12 4%
					AB	ABc						FGHIJ			LMo					
None of these	3 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3 2%	-	3 1%
																	P			R

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q3 Which, if any, of the following services on this card did you look to find out about specifically in relation to that specific person/people?

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Total	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs	411 46%	-	-	-	-	170 100%	-	-	-	53 19%	35 31%	171 60%	155 52%	411 100%	48 48%	32 64%	212 53%	
						ABCDHF					I	IJLNp	IJ	IJKLNOP	IJ	IJIN	IJ	
Home care workers or helpers to assist with practical tasks such as housework or shopping	300 34%	-	-	-	61 100%	-	-	-	114 81%	57 20%	27 24%	185 65%	300 100%	155 38%	30 30%	19 38%	300 75%	
						ABCEF			ABCEF			IJMNO	IJKMNOP	IJ	I	Ij	IJKMNO	
Home care workers to assist with personal care tasks, such as dressing and going to the toilet	285 32%	-	-	27 100%	-	-	-	-	80 57%	68 24%	27 24%	285 100%	185 62%	171 41%	40 40%	27 55%	285 71%	
				ABDEFH				ABDEF				IJLMNOP	IJMN	IJ	IJ	IJMn	IJLMNO	
A care home (residential or nursing care)	282 32%	171 100%	-	-	-	-	-	-	-	282 100%	27 24%	68 24%	57 19%	53 13%	24 24%	17 34%	81 20%	
		BCDEFH								JKLMNOP	M	M	M	M	LMP	M		

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q3 Which, if any, of the following services on this card did you look to find out about specifically in relation to that specific person/people?

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Sheltered or supported housing	112	-	55	-	-	-	-	-	-	27	112	27	27	35	10	8	34	
	12%	-	100%	-	-	-	-	-	-	10%	100%	9%	9%	8%	10%	15%	8%	
			ACDEFH								IKLMNOP					mp		
A day care service, such as a day centre	100	-	-	-	-	-	37	-	-	24	10	40	30	48	100	27	45	
	11%	-	-	-	-	-	100%	-	-	8%	9%	14%	10%	12%	100%	56%	11%	
							ABCDEH					I			IJKLMOP	IJKLMP		
A respite care service, such as one provided in a care home or your own home	49	-	-	-	-	-	-	7	-	17	8	27	19	32	27	49	30	
	6%	-	-	-	-	-	-	100%	-	6%	7%	10%	6%	8%	27%	100%	7%	
															IJKLMP	IJKLMNP		
None of these	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q3 Which, if any, of the following services on this card did you look to find out about specifically in relation to that specific person/people?

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 90%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Sig Level: 95%														
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs	411	140	249	13	6	2	324	14	71	2	27	11	97	201
	46%	53%	47%	27%	16%	28%	55%	13%	40%	11%	47%	40%	47%	44%
		bCD	CD				GH		G					
Home care workers or helpers to assist with practical tasks such as housework or shopping	300	76	194	19	10	2	198	35	67	*	9	5	38	126
	34%	29%	36%	40%	26%	20%	34%	33%	38%	3%	16%	17%	18%	28%
			A											L
Home care workers to assist with personal care tasks, such as dressing and going to the toilet	285	90	183	11	2	-	189	28	67	*	2	4	36	122
	32%	34%	34%	22%	5%	-	32%	27%	38%	3%	4%	15%	18%	27%
		D	D	D				g			j		L	
A care home (residential or nursing care)	282	86	170	15	10	-	127	58	91	6	23	2	53	129
	32%	32%	32%	32%	27%	-	21%	55%	51%	32%	40%	8%	26%	28%
								F	F		K			

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q3 Which, if any, of the following services on this card did you look to find out about specifically in relation to that specific person/people?

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	d	*e	f	g	h	*i	j	k	l	m
		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Sheltered or supported housing	112	25	65	15	5	-	62	12	27	8	3	1	20	44
	12%	9%	12%	32%	12%	-	10%	12%	15%	44%	5%	5%	10%	10%
				ABD					f					
A day care service, such as a day centre	100	23	64	2	6	4	40	18	36	6	1	11	15	34
	11%	9%	12%	4%	17%	52%	7%	17%	20%	32%	1%	38%	7%	7%
					ac			F	F			J		
A respite care service, such as one provided in a care home or your own home	49	15	31	2	2	-	18	9	22	-	1	1	6	19
	6%	6%	6%	3%	4%	-	3%	9%	12%	-	2%	5%	3%	4%
								F	F					
None of these	3	3	-	-	-	-	3	-	-	-	-	-	-	3
	*	1%	-	-	-	-	1%	-	-	-	-	-	-	1%
		B												

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q4 Which services did you go on to actually arrange? Services arranged

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs	372	372	-	24	348	45	17	193	372	55	85	53	65	51	69	39	8	-	203	167
	42%	42%	-	52%	41%	19%	29%	56%	100%	51%	45%	35%	42%	36%	43%	66%	38%	-	41%	43%
				d			e	EF	EF	EF	k				JKLMNPRS					k
Home care workers or helpers to assist with practical tasks such as housework or shopping	255	255	-	12	244	42	12	255	137	35	57	41	55	34	46	17	6	-	153	102
	29%	29%	-	26%	29%	18%	20%	74%	37%	33%	30%	26%	36%	24%	28%	29%	26%	-	31%	26%
								EFHI	EF	Ef			kMS						m	
Home care workers to assist with personal care tasks, such as dressing and going to the toilet	243	243	-	2	240	44	11	243	154	49	44	36	47	36	47	26	7	-	127	116
	27%	27%	-	5%	28%	19%	19%	70%	41%	46%	23%	23%	30%	25%	29%	45%	30%	-	26%	30%
				C				EFHI	EF	EF					JKLMNRS					j
A care home (residential or nursing care)	235	235	-	2	232	235	6	59	45	21	30	43	30	43	60	19	9	1	103	132
	26%	26%	-	5%	27%	100%	11%	17%	12%	20%	16%	28%	19%	30%	37%	32%	41%	100%	21%	34%
				C		FGHI		h	H			Jlr		JLR	JkLR	JLR	JLR			JLR

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q4 Which services did you go on to actually arrange? Services arranged

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A day care service, such as a day centre	81	81	-	3	78	19	3	37	42	81	18	9	10	14	11	11	1	-	38	38
	9%	9%	-	6%	9%	8%	5%	11%	11%	75%	9%	6%	7%	10%	7%	19%	4%	-	8%	10%
										EFGH					JKLMNRS					
Sheltered or supported housing	57	57	-	4	53	6	57	14	17	4	17	6	8	10	13	2	2	-	31	27
	6%	6%	-	10%	6%	3%	100%	4%	5%	3%	9%	4%	5%	7%	8%	4%	7%	-	6%	7%
							EGHI			k										
A respite care service, such as one provided in a care home or your own home	43	43	-	-	43	11	1	28	26	43	13	6	7	8	5	3	*	-	26	17
	5%	5%	-	-	5%	5%	1%	8%	7%	40%	7%	4%	5%	6%	3%	6%	2%	-	5%	4%
					c			F	f	EFGH										
None of these	123	123	-	9	113	-	-	-	-	-	28	26	17	24	19	1	3	-	72	48
	14%	14%	-	21%	13%	-	-	-	-	-	15%	17%	11%	17%	12%	2%	16%	-	14%	13%
											O	O	O	O	O	O	O		O	O
Don't know /not stated	8	8	-	2	6	-	-	-	-	-	3	2	-	3	-	-	-	-	5	3
	1%	1%	-	4%	1%	-	-	-	-	-	1%	1%	-	2%	-	-	-	-	1%	1%
				D																
NET																				
Any service	763	763	-	35	728	235	57	346	372	107	158	126	137	115	141	58	18	1	421	333
	85%	85%	-	76%	86%	100%	100%	100%	100%	100%	84%	82%	89%	81%	88%	98%	84%	100%	85%	87%
				C										m	JKLMNPRS					m

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q4 Which services did you go on to actually arrange? Services arranged

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs	372 42%	139 49%	100 50%	144 61% AB	65 66% AB	32 60%	91 40%	47 35%	81 49% fG	31 51% G	14 46% FGHIJ	105 85%	14 14%	19 23%	6 21%	3 20%	210 40%	93 42%	223 44%	118 38%
Home care workers or helpers to assist with practical tasks such as housework or shopping	255 29%	90 31%	83 42% Ad	101 43% AD	30 31%	23 44% a	51 22%	47 35% Fi	59 35% FI	13 21%	12 39% fi	71 57% FGHIj	15 15%	18 21%	5 17%	2 15%	144 28%	72 33%	147 29%	89 29%
Home care workers to assist with personal care tasks, such as dressing and going to the toilet	243 27%	79 28%	77 39% A	96 41% A	47 47% A	24 46% A	48 21%	35 25% f	47 28% fG	23 38% Fg	12 38% F	76 62% FGHIJ	14 14%	19 23%	6 20%	4 25%	123 24%	81 37% P	141 28%	88 28%

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q4 Which services did you go on to actually arrange? Services arranged

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Unconcerned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A care home (residential or nursing care)	235 26%	108 38% CDE	88 44% CDE	53 23%	27 27%	10 19%	84 37% HIJ	59 43% HIJ	29 18%	11 18%	2 6%	49 40% HIJ	101 100%	85 100%	31 100%	15 100%	125 24%	75 34% P	136 27%	94 30%
A day care service, such as a day centre	81 9%	25 9%	25 12%	39 16% A	11 11% A	11 21% A	16 7%	8 6%	13 8%	4 7%	2 7%	32 26% FGHIJ	4 4%	8 10%	5 17% Lo	-	40 8%	26 12% p	41 8%	31 10%
Sheltered or supported housing	57 6%	12 4%	14 7%	34 14% ABDE	3 3%	2 4%	6 3%	8 6%	26 16% FGijk	2 3%	1 2%	11 9% F	2 2%	4 4%	1 3%	-	35 7%	12 6%	25 5%	31 10% R
A respite care service, such as one provided in a care home or your own home	43 5%	14 5%	7 3%	19 8% B	12 13% AB	16 30% ABCD	6 3%	2 1%	3 2%	3 4%	7 22% FGHI	23 18% FGHI	5 5%	2 3%	4 12% M	-	22 4%	13 6%	20 4%	16 5%
None of these	123 14%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	73 14%	28 13%	71 14%	27 9% S

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q4 Which services did you go on to actually arrange? Services arranged

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned	
Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Don't know /not stated	8	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	1	4	4
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	*	1%	1%
NET																				
Any service	763	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	443	190	433	279
	85%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	85%	87%	85%	90%
																				R

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q4 Which services did you go on to actually arrange? Services arranged

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs	372 42%	1 1%	- -	1 3%	1 2%	145 85%	- -	- -	5 4%	53 19%	31 28%	159 56%	142 47%	360 88%	49 49%	32 64%	198 50%	
					ABCDHF			a		I	IJL	IJ	IJKLNOP	IJ	IJLnP	IJ		
Home care workers or helpers to assist with practical tasks such as housework or shopping	255 29%	7 4%	2 4%	3 11%	47 77%	3 2%	- -	- -	93 66%	50 18%	21 19%	153 53%	236 79%	131 32%	24 24%	14 28%	243 61%	
			Ef	ABCEF				ABCEF			IJMNO	IJKMNOP	IJ		i	IJKMNO		
Home care workers to assist with personal care tasks, such as dressing and going to the toilet	243 27%	3 2%	2 4%	23 84%	1 1%	2 1%	* 1%	- -	66 47%	56 20%	21 18%	232 81%	150 50%	147 36%	38 38%	24 49%	233 58%	
			ABDEFH					ABDEF				IJLMNOP	IJMN	IJ	IJ	IJM	IJLMN	
A care home (residential or nursing care)	235 26%	150 88%	- -	- -	- -	2 1%	- -	- -	2 1%	228 81%	18 16%	55 19%	46 15%	44 11%	21 21%	14 29%	65 16%	
		BCDEFH								JKLMNOP		M	m	M	JKLMP	M		

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q4 Which services did you go on to actually arrange? Services arranged

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
A day care service, such as a day centre	81	2	-	-	-	-	25	-	1	24	11	36	27	41	72	20	39	
	9%	1%	-	-	-	-	66%	-	1%	9%	10%	13%	9%	10%	72%	40%	10%	
						ABCDEH								IJKLMOP	IJKLMP			
Sheltered or supported housing	57	-	34	-	-	2	-	-	-	8	54	11	11	17	3	1	14	
	6%	-	62%	-	-	1%	-	-	-	3%	49%	4%	4%	4%	3%	3%	3%	
			ACDEFH								IKLMNOP							
A respite care service, such as one provided in a care home or your own home	43	1	-	-	-	*	-	6	6	11	3	27	20	26	17	35	29	
	5%	*	-	-	-	*	-	85%	4%	4%	3%	9%	7%	6%	17%	70%	7%	
									AdE			IJ	j		IJKLMP	IJKLMNP	ij	
None of these	123	19	16	3	12	24	11	1	21	25	24	24	37	41	15	4	42	
	14%	11%	29%	10%	20%	14%	30%	15%	15%	9%	21%	8%	12%	10%	15%	8%	10%	
			ACEH		a		ACEH				IKLMOP				iK			
Don't know /not stated	8	1	3	-	1	1	1	-	1	1	4	-	1	1	1	-	1	
	1%	*	5%	-	2%	1%	3%	-	1%	1%	3%	-	*	*	1%	-	*	
			Aeh								IKLMP				k			
NET																		
Any service	763	152	36	24	47	145	25	6	118	255	84	261	262	369	83	45	357	
	85%	89%	66%	90%	78%	85%	67%	85%	84%	91%	75%	92%	87%	90%	84%	92%	89%	
		BDF		BF		BF			BF	Jn		JIN	J	Jn		J	J	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q4 Which services did you go on to actually arrange? Services arranged

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	d	*e	f	g	h	*i	j	k	l	m
		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs	372 42%	130 49%	226 43%	10 20%	2 6%	2 28%	289 49%	16 15%	64 36%	2 11%	22 39%	10 35%	79 38%	170 37%
		bCD	CD	D			GH		G					
Home care workers or helpers to assist with practical tasks such as housework or shopping	255 29%	67 25%	167 31%	17 35%	2 6%	2 20%	165 28%	29 28%	60 34%	* 3%	8 15%	2 6%	31 15%	103 22%
		D	aD	D										L
Home care workers to assist with personal care tasks, such as dressing and going to the toilet	243 27%	82 31%	154 29%	7 14%	- -	- -	165 28%	19 18%	59 33%	* 3%	2 3%	3 11%	28 14%	95 21%
		CD	cD	D			G		G					L
A care home (residential or nursing care)	235 26%	75 28%	145 27%	9 18%	6 16%	- -	105 18%	48 46%	80 45%	2 13%	20 35%	1 5%	44 21%	109 24%
		d	d					F	F		K			

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q4 Which services did you go on to actually arrange? Services arranged

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	d	*e	f	g	h	*i	j	k	l	m
		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A day care service, such as a day centre	81 9%	19 7%	48 9%	5 10%	6 15%	3 39%	33 6%	17 16%	24 14%	6 36%	- -	6 20%	9 5%	25 6%
					a			F	F		J			
Sheltered or supported housing	57 6%	13 5%	35 7%	8 18%	* 1%	* 6%	38 6%	5 5%	10 6%	5 25%	2 4%	- -	10 5%	28 6%
				ABD										
A respite care service, such as one provided in a care home or your own home	43 5%	10 4%	31 6%	1 2%	1 1%	- -	20 3%	7 6%	16 9%	- -	1 2%	- -	2 1%	21 5%
								F					L	L
None of these	123 14%	27 10%	69 13%	6 12%	19 51%	- -	78 13%	17 17%	23 13%	2 9%	9 17%	10 34%	42 20%	77 17%
					ABC						j			
Don't know /not stated	8 1%	2 1%	4 1%	- -	2 4%	1 13%	6 1%	- -	1 *	1 6%	* 1%	1 4%	1 1%	5 1%
					AB									
NET														
Any service	763 85%	235 89%	460 86%	42 88%	17 45%	7 87%	507 86%	88 83%	153 86%	15 85%	47 83%	18 62%	163 79%	375 82%
		D	D	D							K			

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q5 Please could you tell me the main reason why the person needed care and support services.

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services									
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S
Sig Level: 90%																			
Sig Level: 95%																			
Unweighted row	906	906	-	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A physical condition, (e.g. difficulty walking, frailty, or another disability or illness)	591	591	-	550	105	38	232	289	49	136	115	112	87	85	36	14	1	363	224
	66%	66%	-	65%	45%	66%	67%	78%	46%	72%	75%	72%	62%	53%	61%	67%	100%	73%	58%
				D		EI	EI	EFGI		MNoS	MNOS	MNoS						MNOS	
A combination of physical and mental health conditions	177	177	-	174	80	10	81	64	33	17	16	23	35	62	19	6	-	57	121
	20%	20%	-	21%	34%	17%	23%	17%	30%	9%	10%	15%	24%	38%	32%	28%	-	11%	31%
				C	FGH		H		fH			j	JKLR	JKLMR	JKLR	JKR			JKLMR
A mental health condition (e.g. general forgetfulness, anxiety or dementia)	105	105	-	103	48	5	33	16	19	26	22	17	17	11	4	1	-	66	33
	12%	12%	-	12%	21%	8%	10%	4%	18%	14%	14%	11%	12%	7%	6%	6%	-	13%	9%
				c	FGH		H		fGH	Ns	Ns							NS	
Other	18	18	-	18	2	5	*	2	6	9	1	2	3	2	*	-	-	12	6
	2%	2%	-	2%	1%	8%	*	1%	6%	5%	1%	1%	2%	1%	1%	-	-	2%	2%
						EGH			EGH	KLnrS									
Don't know	2	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q5 Please could you tell me the main reason why the person needed care and support services.

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A physical condition, (e.g. difficulty walking, frailty, or another disability or illness)	591 66%	177 62%	126 63%	159 67%	67 68%	41 77% Ab	147 64%	86 63%	117 71% K	44 73% k	28 90% FGHIK	73 59%	36 35%	46 54% L	13 42% Ln	10 68% Ln	362 70% Q	130 59% Q	336 66%	210 68%
A combination of physical and mental health conditions	177 20%	59 21%	51 26%	50 21%	20 20%	10 19%	40 18%	33 24% hJ	26 16%	11 19%	2 6%	39 32% FHIJ	38 38%	26 30%	9 28%	4 24%	89 17% P	57 26% P	107 21% S	48 15% S
A mental health condition (e.g. general forgetfulness, anxiety or dementia)	105 12%	42 15% CE	23 11%	19 8%	12 12%	2 4%	35 15% hj	18 13%	15 9%	5 8%	1 3%	12 9%	24 24%	13 16%	9 30% mo	1 7%	55 11% mo	29 13% mo	63 12% mo	38 12% mo
Other	18 2%	8 3% Bd	- -	8 3% Bd	- -	- -	8 3% GK	- -	8 5% GiK	- -	- -	- -	2 2%	- -	- -	- -	13 3% R	2 1% R	2 * R	13 4% R
Don't know	2 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q5 Please could you tell me the main reason why the person needed care and support services.

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
A physical condition, (e.g. difficulty walking, frailty, or another disability or illness)	591	81	32	22	43	164	12	4	105	127	62	189	198	324	40	18	270	
	66%	47%	59%	80%	71%	97%	32%	51%	75%	45%	55%	66%	66%	79%	40%	37%	67%	
		F	ABF	AF	ABCDHF			ABF		iNO	IJNO	IJNO	IJKLNOP			IJNO		
A combination of physical and mental health conditions	177	45	8	3	12	3	11	1	20	91	27	67	67	71	36	22	90	
	20%	26%	15%	12%	20%	1%	30%	21%	14%	32%	25%	24%	22%	17%	36%	44%	22%	
		bcEH	E	E	E		bcEH	E		KLMP	m	M	m		jKLMP	iJKLMP	m	
A mental health condition (e.g. general forgetfulness, anxiety or dementia)	105	43	8	2	5	1	8	2	16	58	12	28	35	14	18	9	40	
	12%	25%	14%	8%	9%	1%	22%	28%	11%	21%	11%	10%	12%	3%	18%	18%	10%	
		CDEH	E	E	E		dE	E		JKLMP	M	M	M		KMP	kMp	M	
Other	18	2	5	-	-	2	6	-	-	6	8	*	*	2	6	-	*	
	2%	1%	8%	-	-	1%	15%	-	-	2%	7%	*	*	*	6%	-	*	
			AcDEH				ACDEH			KLmP	IKLMOP				iKLmOP			
Don't know	2	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-	
	*	-	4%	-	-	-	-	-	-	-	2%	-	-	-	-	-	-	
			AEH								IKLMP							

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q5 Please could you tell me the main reason why the person needed care and support services.

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A physical condition, (e.g. difficulty walking, frailty, or another disability or illness)	591 66%	213 81%	329 62%	20 42%	24 63%	2 28%	591 100%	-	-	-	42 75%	21 75%	159 77%	325 71%
		BCD	C		c		GH						m	
A combination of physical and mental health conditions	177 20%	37 14%	125 24%	12 25%	3 9%	-	-	-	177 100%	-	9 16%	3 12%	26 13%	76 17%
			AD	aD					FG					
A mental health condition (e.g. general forgetfulness, anxiety or dementia)	105 12%	12 5%	73 14%	8 16%	11 29%	2 20%	-	105 100%	-	-	5 9%	1 4%	20 10%	44 10%
			A	A	AB			FH						
Other	18 2%	2 1%	4 1%	8 16%	-	4 52%	-	-	-	18 100%	-	3 9%	-	10 2%
				ABD							J		L	
Don't know	2 *	-	-	-	-	-	-	-	-	-	-	-	-	2 *
		-	-	-	-	-	-	-	-	-	-	-	-	*

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q6 Please could you tell me the person's age?

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services			Person requiring services		Services arranged					Age of person requiring services									
	Total	Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Sig Level: 95%	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
65-70	189	189	-	14	175	30	17	73	85	28	189	-	-	-	-	-	-	-	189	-
	21%	21%	-	31%	21%	13%	29%	21%	23%	26%	100%	-	-	-	-	-	-	-	38%	-
				d			E	E	E	E	KLMNOPRS								KLMNOPRS	
71-75	154	154	-	13	141	43	6	55	53	14	-	154	-	-	-	-	-	-	154	-
	17%	17%	-	28%	17%	18%	10%	16%	14%	13%	-	100%	-	-	-	-	-	-	31%	-
				D							JLMNOPRS								JLMNOPRS	
76-80	154	154	-	6	148	30	8	71	65	13	-	-	154	-	-	-	-	-	154	-
	17%	17%	-	14%	17%	13%	14%	20%	17%	13%	-	-	100%	-	-	-	-	-	31%	-
								Ei					JKMNOPRS						JKMNOPRS	
81-85	142	142	-	9	133	43	10	43	51	20	-	-	-	142	-	-	-	-	-	142
	16%	16%	-	21%	16%	18%	18%	13%	14%	19%	-	-	-	100%	-	-	-	-	-	37%
						g			g	g			JKLNOPRS							JKLNOPRS
86-90	161	161	-	2	158	60	13	65	69	14	-	-	-	161	-	-	-	-	-	161
	18%	18%	-	4%	19%	26%	22%	19%	18%	13%	-	-	-	100%	-	-	-	-	-	42%
				C		gHI								JKLMOPRS						JKLMOPRS
91-95	59	59	-	1	58	19	2	30	39	11	-	-	-	-	59	-	-	-	-	59
	7%	7%	-	1%	7%	8%	4%	9%	10%	10%	-	-	-	-	100%	-	-	-	-	15%
				c										JKLMNPRS						JKLMNpR
96-100	22	22	-	-	22	9	2	9	8	1	-	-	-	-	-	22	-	-	-	22
	2%	2%	-	-	3%	4%	3%	2%	2%	1%	-	-	-	-	-	100%	-	-	-	6%
																JKLMNORS				JKLMNOR

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q6 Please could you tell me the person's age?

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
100+	1	1	-	-	1	1	-	-	-	-	-	-	-	-	-	-	-	1	-	1
	*	*	-	-	*	1%	-	-	-	-	-	-	-	-	-	-	-	100%	-	*
Don't know	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't want to say	11	11	-	-	11	-	-	1	2	6	-	-	-	-	-	-	-	-	-	-
	1%	1%	-	-	1%	-	-	*	1%	5%	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q6 Please could you tell me the person's age?

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
Sig Level: 95%	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
65-70	189	47	37	54	21	22	39	29	42	13	14	22	10	9	8	1	135	28	95	79
	21%	17%	18%	23%	21%	42%	17%	21%	25%	22%	44%	18%	10%	11%	27%	6%	26%	13%	19%	25%
			a	ABCD			F	FGHIK					LMo	Q			R	S		
71-75	154	47	34	27	20	3	41	26	23	15	3	12	24	16	3	*	80	53	95	52
	17%	17%	17%	12%	20%	5%	18%	19%	14%	25%	9%	10%	24%	18%	9%	3%	15%	24%	19%	17%
		E	cE	CE			K	K		HJK			NO				P			
76-80	154	45	35	42	23	10	35	24	35	13	5	20	10	12	5	2	80	39	80	61
	17%	16%	17%	18%	23%	18%	15%	17%	21%	21%	15%	16%	10%	15%	15%	15%	15%	18%	16%	20%
			a																	
81-85	142	44	32	38	11	3	35	25	23	9	3	18	16	19	4	3	85	34	81	44
	16%	15%	16%	16%	12%	6%	15%	18%	14%	15%	11%	14%	16%	23%	12%	19%	16%	16%	16%	14%
		e	e	e																
86-90	161	57	40	50	15	10	43	22	29	8	7	33	29	17	8	6	86	41	92	50
	18%	20%	20%	21%	15%	19%	19%	16%	17%	13%	21%	26%	29%	20%	25%	43%	17%	19%	18%	16%
												GhI				M				
91-95	59	26	19	19	7	4	18	9	9	1	-	18	4	9	3	2	36	14	40	19
	7%	9%	10%	8%	7%	8%	8%	7%	5%	2%	-	15%	4%	11%	10%	15%	7%	6%	8%	6%
												fGHIJ		I		I				
96-100	22	10	3	6	*	-	10	1	6	-	-	1	7	2	*	-	11	9	16	4
	2%	4%	1%	3%	*	-	4%	1%	4%	-	-	1%	7%	2%	1%	-	2%	4%	3%	1%
		d					gk												s	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q6 Please could you tell me the person's age?

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
100+	1	1	-	-	-	-	1	-	-	-	-	-	1	-	-	-	1	-	-	1
	*	*	-	-	-	-	1%	-	-	-	-	-	1%	-	-	-	*	-	-	*
Don't know	*	-	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*	-	*	-
	*	-	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*	-	*	-
Don't want to say	11	8	-	-	1	-	8	-	-	1	-	-	-	-	-	-	5	1	8	-
	1%	3%	-	-	1%	-	3%	-	-	1%	-	-	-	-	-	-	1%	1%	2%	-
		BC					GHK												S	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q6 Please could you tell me the person's age?

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Total	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
65-70	189	15	20	2	15	56	4	2	35	33	29	53	68	97	16	9	83	
	21%	8%	37%	6%	24%	33%	11%	23%	25%	12%	26%	18%	22%	23%	16%	18%	21%	
			ACF		AC	ACF		AC			lkn	l	l	ln		l		
71-75	154	41	6	5	15	24	6	2	27	52	12	40	51	61	13	8	62	
	17%	24%	11%	20%	24%	14%	17%	26%	19%	18%	11%	14%	17%	15%	13%	17%	16%	
		BE		be						j								
76-80	154	19	10	7	12	30	4	2	35	40	21	60	65	73	15	10	85	
	17%	11%	18%	27%	20%	18%	11%	24%	25%	14%	19%	21%	22%	18%	15%	20%	21%	
				Af	a	a		Af				l	l			l		
81-85	142	38	6	6	8	23	6	2	22	54	18	44	44	57	19	10	56	
	16%	22%	12%	24%	14%	14%	17%	27%	16%	19%	16%	15%	15%	14%	19%	20%	14%	
		bE								mp								
86-90	161	36	7	3	9	21	9	-	14	65	20	57	50	77	18	6	75	
	18%	21%	13%	10%	15%	13%	24%	-	10%	23%	18%	20%	17%	19%	18%	13%	19%	
		EH					eH			lo								
91-95	59	9	1	3	1	11	2	-	6	24	6	27	17	37	12	5	31	
	7%	5%	2%	13%	1%	7%	5%	-	4%	8%	5%	10%	6%	9%	12%	11%	8%	
				BDh		d						l			jL			
96-100	22	11	2	-	-	2	-	-	-	13	4	5	4	9	1	1	7	
	2%	6%	4%	-	-	1%	-	-	-	5%	3%	2%	1%	2%	1%	2%	2%	
		DEH	H							kLmnP								
100+	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	
	*	1%	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q6 Please could you tell me the person's age?

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Don't know	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
Don't want to say	11	-	2	-	1	2	6	-	1	-	2	-	1	2	6	-	1
	1%	-	4%	-	2%	1%	15%	-	1%	-	2%	-	*	*	6%	-	*
			A	a		AbCDEH					IKp			IKLMoP			

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q6 Please could you tell me the person's age?

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	d	*e	f	g	h	*i	j	k	l	m
		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
65-70	189	61	92	25	10	2	136	26	17	9	17	3	61	113
	21%	23%	17%	51%	27%	28%	23%	25%	10%	52%	30%	9%	29%	25%
		B		ABD			H	H			K			
71-75	154	51	86	6	10	1	115	22	16	1	8	6	34	72
	17%	19%	16%	13%	28%	13%	20%	21%	9%	6%	13%	22%	16%	16%
					Bc		H	H						
76-80	154	52	90	5	5	2	112	17	23	2	10	7	36	81
	17%	20%	17%	10%	14%	20%	19%	17%	13%	9%	17%	23%	17%	18%
							h							
81-85	142	45	81	8	5	3	87	17	35	3	11	5	32	72
	16%	17%	15%	17%	12%	39%	15%	16%	19%	17%	19%	18%	15%	16%
86-90	161	34	125	2	-	-	85	11	62	2	8	2	27	79
	18%	13%	23%	5%	-	-	14%	11%	35%	13%	15%	7%	13%	17%
		D	ACD						FG					
91-95	59	13	44	-	*	-	36	4	19	*	2	6	12	29
	7%	5%	8%	-	1%	-	6%	4%	11%	3%	3%	20%	6%	6%
			acd						FG			J		
96-100	22	7	12	2	-	-	14	1	6	-	-	-	3	6
	2%	3%	2%	4%	-	-	2%	1%	3%	-	-	-	1%	1%
100+	1	-	1	-	-	-	1	-	-	-	1	-	1	1
	*	-	*	-	-	-	*	-	-	-	2%	-	1%	*
Don't know	*	-	*	-	-	-	-	*	-	-	-	-	-	-
	*	-	*	-	-	-	-	*	-	-	-	-	-	-

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q6 Please could you tell me the person's age?

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
Total	a	b	c	d	*e	f	g	h	*i	j	k	l	m	
	A	B	C	D	*E	F	G	H	*I	J	K	L	M	
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Don't want to say	11	1	1	-	7	-	3	6	-	-	-	-	-	4
	1%	*	*	-	18%	-	1%	5%	-	-	-	-	-	1%
				ABC				FH						

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q7 Who else, apart from yourself, has been involved in researching care and support services for the person?

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Their children, or one of their children	267	267	-	18	249	72	16	112	117	45	48	27	63	54	48	20	6	-	139	128
	30%	30%	-	39%	29%	31%	27%	32%	32%	42%	25%	18%	41%	38%	30%	34%	30%	-	28%	33%
									EfgH			JKNRs	JKR	K	K				K	JKr
The person themselves	180	180	-	-	180	33	16	73	77	23	58	30	18	19	37	11	5	1	105	74
	20%	20%	-	-	21%	14%	27%	21%	21%	22%	30%	20%	11%	13%	23%	19%	24%	100%	21%	19%
				C			E	E	e		KLMoRS	L		LM					LM	L
Their husband, wife or partner	115	115	-	4	111	29	10	45	48	12	36	18	14	9	34	3	2	-	67	48
	13%	13%	-	8%	13%	12%	18%	13%	13%	11%	19%	12%	9%	6%	21%	5%	11%	-	14%	12%
											kLMORs	m		KLMORS					MO	Mo
A health or social care professional	69	69	-	5	64	26	6	35	43	19	16	10	9	13	5	10	5	-	35	34
	8%	8%	-	11%	8%	11%	10%	10%	12%	18%	9%	6%	6%	9%	3%	17%	25%	-	7%	9%
									eGh		N			N	jKLNRS	JKLmNRS			n	N
A friend or neighbour	21	21	-	3	18	7	2	8	10	3	4	5	6	3	2	1	*	-	14	6
	2%	2%	-	6%	2%	3%	3%	2%	3%	3%	2%	3%	4%	2%	1%	2%	2%	-	3%	2%
				d																
Other	68	68	-	2	67	17	2	37	31	16	10	11	14	12	8	9	4	1	34	34
	8%	8%	-	4%	8%	7%	4%	11%	8%	15%	5%	7%	9%	9%	5%	15%	18%	100%	7%	9%
							f		EFH						JkNR	JNr				
No-one else	331	331	-	20	311	86	18	118	130	23	66	69	52	54	61	17	4	-	186	135
	37%	37%	-	44%	37%	37%	32%	34%	35%	22%	35%	45%	34%	38%	38%	28%	20%	-	37%	35%
						I		I	I		jLOpS									

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q7 Who else, apart from yourself, has been involved in researching care and support services for the person?

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Don't know	1	1	-	-	1	-	-	-	1	-	-	1	-	-	-	-	-	1	1	
	*	*	-	-	*	-	-	-	*	-	-	*	-	-	-	-	-	*	*	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q7 Who else, apart from yourself, has been involved in researching care and support services for the person?

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Unconcerned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Their children, or one of their children	267 30%	88 31%	74 37%	79 33%	30 30%	18 34%	56 24%	46 34%	47 29%	11 18%	9 29%	57 46%	24 24%	32 38%	6 19%	8 53%	142 27%	69 32%	157 31%	89 29%
The person themselves	180 20%	57 20%	38 19%	46 20%	18 18%	17 32%	41 18%	21 15%	26 16%	12 19%	13 42%	32 25%	17 17%	12 14%	3 8%	1 9%	125 24%	31 14%	85 17%	73 24%
Their husband, wife or partner	115 13%	33 11%	26 13%	30 13%	10 10%	12 24%	25 11%	16 12%	19 11%	8 13%	9 28%	17 14%	14 13%	9 11%	3 11%	2 14%	72 14%	26 12%	47 9%	47 15%
A health or social care professional	69 8%	22 8%	20 10%	26 11%	20 21%	8 14%	10 4%	10 7%	10 6%	7 12%	1 4%	27 22%	9 9%	9 11%	3 11%	3 18%	33 6%	25 11%	38 7%	24 8%
A friend or neighbour	21 2%	5 2%	9 4%	4 2%	3 3%	1 1%	5 2%	6 4%	2 1%	2 3%	- -	3 2%	2 2%	4 4%	1 4%	- -	11 2%	3 1%	15 3%	3 1%
Other	68 8%	18 6%	16 8%	20 9%	12 12%	10 18%	12 5%	9 7%	14 9%	6 9%	8 25%	12 10%	8 8%	4 5%	4 12%	1 7%	40 8%	17 8%	33 7%	27 9%
No-one else	331 37%	115 40%	57 29%	80 34%	33 33%	13 25%	107 47%	44 32%	66 40%	25 41%	8 25%	26 21%	41 41%	26 31%	15 47%	3 24%	197 38%	85 39%	203 40%	112 36%
		BE					GJK	K	K	K					mo					

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q7 Who else, apart from yourself, has been involved in researching care and support services for the person?

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc ernal	Un- conc ernal	
Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Don't know	1	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	1	1	1	1
	*	-	-	-	-	1%	-	-	-	-	2%	-	-	-	-	*	*	*	*	
						ac					fgh									

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q7 Who else, apart from yourself, has been involved in researching care and support services for the person?

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Total	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Their children, or one of their children	267	47	12	7	11	48	13	4	30	93	37	84	97	132	36	22	121	
	30%	28%	22%	25%	19%	28%	34%	57%	21%	33%	34%	30%	32%	32%	36%	44%	30%	
																KlmP		
The person themselves	180	28	21	4	8	38	8	*	29	38	28	57	65	88	23	8	76	
	20%	16%	39%	16%	13%	22%	22%	6%	21%	13%	25%	20%	22%	21%	23%	17%	19%	
			ACDEH								I	I	I	I	I		i	
Their husband, wife or partner	115	17	13	5	3	20	8	-	20	32	18	45	35	48	18	7	54	
	13%	10%	23%	19%	5%	12%	20%	-	14%	11%	16%	16%	11%	12%	18%	14%	14%	
			ADE	D			D		D						ilm			
A health or social care professional	69	11	3	3	-	8	2	1	3	28	13	32	22	44	16	11	35	
	8%	7%	5%	10%	-	5%	4%	8%	2%	10%	12%	11%	7%	11%	16%	22%	9%	
		Dh	d	DH		d									iLp	IjKLMP		
A friend or neighbour	21	5	1	-	3	3	-	-	4	8	2	6	10	10	3	1	10	
	2%	3%	2%	-	6%	2%	-	-	3%	3%	2%	2%	3%	2%	3%	2%	2%	
Other	68	10	5	1	3	11	4	-	14	20	6	28	29	31	8	5	36	
	8%	6%	9%	2%	4%	7%	12%	-	10%	7%	6%	10%	10%	8%	8%	11%	9%	
No-one else	331	68	15	10	36	72	10	2	67	102	32	101	108	147	25	9	151	
	37%	40%	28%	38%	59%	42%	28%	28%	48%	36%	29%	36%	36%	36%	25%	18%	38%	
					ABCEF	b		Bf	NO	NO	NO	NO	NO			jNO		
Don't know	1	-	-	-	-	1	-	-	-	-	-	1	1	1	-	-	1	
	*	-	-	-	-	*	-	-	-	-	-	*	*	*	-	-	*	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q7 Who else, apart from yourself, has been involved in researching care and support services for the person?

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Their children, or one of their children	267 30%	86 32% D	159 30% d	11 22%	7 18%	5 57%	164 28%	25 24%	69 39% FG	9 50%	16 29%	9 32%	49 24%	123 27%
The person themselves	180 20%	51 19%	111 21% d	13 27% D	4 10%	-	136 23% G	6 5%	32 18% G	7 39%	22 39% K	3 9%	49 24%	111 24%
Their husband, wife or partner	115 13%	27 10%	80 15% ad	6 12%	2 6%	-	59 10%	16 15%	36 20% F	5 25%	11 20% K	1 2%	28 14%	64 14%
A health or social care professional	69 8%	34 13% BD	29 5%	6 13% bD	-	-	40 7%	8 8%	21 12% F	-	-	-	10 5%	28 6%
A friend or neighbour	21 2%	6 2%	13 2%	-	1 2%	2 20%	15 2%	4 4% h	2 1%	-	2 4%	-	4 2%	10 2%
Other	68 8%	25 10% D	39 7% d	4 8% D	-	-	47 8%	4 4%	17 10%	-	1 2%	3 12% j	7 3%	34 7% l
No-one else	331 37%	88 33%	198 37%	15 32%	26 68% ABC	2 22%	236 40% H	54 51% FH	38 21%	2 11%	15 27%	13 45% j	86 42%	168 37%

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q7 Who else, apart from yourself, has been involved in researching care and support services for the person?

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
Total	a	b	c	d	*e	f	g	h	*i	j	k	l	m	
	A	B	C	D	*E	F	G	H	*I	J	K	L	M	
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Don't know	1	-	1	-	-	-	1	-	1	-	-	-	-	1
	*	-	*	-	-	-	*	-	*	-	-	-	-	*

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q8 And overall, including yourself, who would you say has been the most involved in researching care and support services for the person

Base: All respondents who gave more than one answer at Q7 and have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	*c	d	e	*f	g	h	i	j	k	l	m	n	*o	*p	*q	r	s	
	A	*B	*C	D	E	*F	G	H	I	J	K	L	M	N	*O	*P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	136	136	-	7	129	34	11	63	76	32	33	15	20	25	23	13	5	1	68	67
Total	143	143	-	6	137	30	11	69	74	30	41	13	19	20	32	12	5	1	73	70
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The person themselves	43	43	-	1	42	7	6	14	19	7	15	6	5	5	10	1	-	1	25	18
	30%	30%	-	10%	31%	23%	55%	20%	26%	25%	35%	44%	25%	25%	33%	7%	-	100%	34%	25%
Their husband, wife or partner	36	36	-	2	34	9	2	10	12	6	14	2	5	3	11	1	-	-	21	15
	25%	25%	-	30%	25%	30%	21%	15%	17%	20%	34%	17%	26%	15%	34%	7%	-	-	29%	21%
Their children, or one of their children	34	34	-	3	31	6	2	24	27	7	3	3	5	7	8	7	-	-	11	23
	24%	24%	-	59%	22%	19%	14%	34%	37%	24%	8%	26%	25%	36%	26%	59%	-	-	16%	32%
									e					JR	j					JR
A health or social care professional	15	15	-	-	15	5	1	11	10	4	4	-	5	2	-	3	2	-	8	6
	10%	10%	-	-	11%	16%	5%	15%	14%	14%	9%	-	24%	10%	-	21%	40%	-	11%	9%
Other	10	10	-	-	10	2	-	9	3	5	4	1	-	-	2	-	3	-	5	5
	7%	7%	-	-	7%	6%	-	12%	4%	16%	10%	4%	-	-	7%	-	60%	-	7%	7%
								h	H											
A friend or neighbour	3	3	-	-	3	*	*	1	1	1	-	1	-	2	-	-	-	-	1	2
	2%	2%	-	-	2%	1%	4%	1%	1%	2%	-	4%	-	11%	-	-	-	-	1%	3%
Don't know	3	3	-	-	3	1	-	1	1	-	1	1	-	*	-	1	-	-	2	1
	2%	2%	-	-	2%	4%	-	2%	2%	-	3%	4%	-	2%	-	6%	-	-	2%	2%
No-one else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q8 And overall, including yourself, who would you say has been the most involved in researching care and support services for the person

Base: All respondents who gave more than one answer at Q7 and have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
Sig Level: 90%		a	b	c	d	e	f	g	h	*i	*j	k	*l	m	*n	*o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	*I	*J	K	*L	M	*N	*O	P	Q	R	S
Unweighted row	136	43	38	49	24	15	24	17	18	8	8	44	8	16	5	4	78	36	71	51
Total	143	47	35	46	20	20	27	15	19	6	13	42	11	12	4	3	89	34	64	59
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The person themselves	43 30%	13 29%	8 22%	14 30%	6 31%	4 21%	9 33%	1 7%	4 19%	2 39%	2 15%	14 33%	2 22%	3 26%	1 17%	1 31%	25 28%	11 33%	16 25%	17 29%
Their husband, wife or partner	36 25%	12 26%	7 20%	8 18%	1 6%	6 30%	10 36%	5 33%	5 29%	1 19%	4 26%	4 11%	7 59%	2 13%	- -	- -	28 31%	4 12%	8 13%	20 35%
		D				D	K	K	k								Q		R	R
Their children, or one of their children	34 24%	13 28%	14 39%	12 26%	4 20%	6 28%	6 21%	8 50%	2 10%	- -	4 26%	14 35%	- -	4 37%	1 22%	1 26%	18 20%	12 35%	28 44%	6 10%
								fH			h						p		S	S
A health or social care professional	15 10%	5 10%	3 9%	7 14%	6 30%	- -	2 7%	1 4%	5 25%	2 36%	- -	5 12%	- -	2 21%	2 49%	1 28%	6 6%	4 11%	6 10%	8 13%
					ABE				g											
Other	10 7%	1 3%	2 7%	4 8%	2 9%	4 21%	- -	- -	3 17%	- -	4 32%	2 6%	1 12%	- -	* 13%	- -	8 9%	2 6%	3 5%	6 10%
					A				Fg											
A friend or neighbour	3 2%	- -	1 4%	1 1%	1 3%	- -	- -	1 6%	- -	- -	- -	1 1%	- -	* 3%	- -	- -	3 3%	1 2%	1 1%	* 1%
Don't know	3 2%	2 4%	- -	1 3%	* 2%	- -	1 3%	- -	- -	* 6%	- -	1 3%	1 7%	- -	- 15%	* -	2 2%	* 1%	1 2%	1 2%

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q8 And overall, including yourself, who would you say has been the most involved in researching care and support services for the person

Base: All respondents who gave more than one answer at Q7 and have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Total	a	b	c	d	e	f	g	h	*i	*j	k	*l	m	*n	*o	p	q	r	s	
	A	B	C	D	E	F	G	H	*I	*J	K	*L	M	*N	*O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	136	43	38	49	24	15	24	17	18	8	8	44	8	16	5	4	78	36	71	51
Total	143	47	35	46	20	20	27	15	19	6	13	42	11	12	4	3	89	34	64	59
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
No-one else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q8 And overall, including yourself, who would you say has been the most involved in researching care and support services for the person

Base: All respondents who gave more than one answer at Q7 and have sought information about care and support services in the last two years

	Total	Had looked only at each service								Had looked at service							
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical
Sig Level: 90%		*a	*b	*c	*d	e	*f	*g	h	i	j	k	l	m	n	o	p
Sig Level: 95%		*A	*B	*C	*D	E	*F	*G	H	I	J	K	L	M	N	O	P
Unweighted row	136	14	11	3	4	26	3	-	16	43	24	57	50	84	28	17	69
Total	143	15	16	2	2	27	8	-	21	35	24	59	53	79	28	11	70
	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%
The person themselves	43 30%	3 19%	8 52%	* 17%	1 41%	10 38%	4 55%	- -	5 23%	8 23%	10 43%	10 16%	11 20%	19 24%	9 30%	4 36%	14 20%
Their husband, wife or partner	36 25%	7 49%	5 32%	1 34%	- -	7 27%	3 40%	- -	7 34%	8 23%	6 24%	11 19%	11 20%	14 17%	7 24%	2 21%	11 16%
Their children, or one of their children	34 24%	3 17%	- -	- -	1 35%	6 22%	* 5%	- -	3 14%	10 30%	3 12%	20 34%	18 34%	28 35%	7 23%	1 10%	24 34%
A health or social care professional	15 10%	1 5%	1 4%	1 49%	- -	1 4%	- -	- -	1 6%	6 16%	3 12%	11 18%	4 8%	11 14%	6 21%	2 16%	11 15%
Other	10 7%	- -	2 12%	- -	- -	1 3%	- -	- -	4 21%	2 5%	2 8%	7 11%	7 12%	4 4%	- -	1 13%	7 10%
A friend or neighbour	3 2%	* 2%	- -	- -	- -	2 6%	- -	- -	- -	* 1%	* 2%	1 2%	1 2%	3 3%	1 2%	1 5%	1 1%
Don't know	3 2%	1 8%	- -	- -	1 23%	- -	- -	- -	1 3%	1 3%	- -	- -	2 3%	1 2%	- -	- -	2 3%
No-one else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q8 And overall, including yourself, who would you say has been the most involved in researching care and support services for the person

Base: All respondents who gave more than one answer at Q7 and have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	*c	*d	*e	f	*g	h	*i	*j	*k	l	m
		A	B	*C	*D	*E	F	*G	H	*I	*J	*K	L	M
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	136	52	77	6	1	-	94	13	27	2	7	-	19	66
Total	143	48	88	7	1	-	93	12	34	5	12	-	24	75
	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	-	100%	100%
The person themselves	43	15	24	3	1	-	27	2	11	2	3	-	6	19
	30%	31%	28%	42%	100%	-	29%	17%	32%	50%	22%	-	23%	26%
Their husband, wife or partner	36	4	29	3	-	-	18	4	12	2	9	-	14	26
	25%	8%	33%	41%	-	-	19%	37%	35%	50%	74%	-	57%	35%
			A						f				m	
Their children, or one of their children	34	11	22	1	-	-	26	3	5	-	1	-	1	16
	24%	23%	26%	9%	-	-	28%	27%	14%	-	4%	-	6%	21%
A health or social care professional	15	10	4	1	-	-	11	1	3	-	-	-	2	5
	10%	21%	5%	8%	-	-	12%	10%	9%	-	-	-	9%	7%
		B												
Other	10	4	6	-	-	-	6	-	3	-	-	-	-	5
	7%	9%	6%	-	-	-	7%	-	10%	-	-	-	-	6%
A friend or neighbour	3	2	1	-	-	-	3	*	-	-	-	-	-	2
	2%	5%	1%	-	-	-	3%	3%	-	-	-	-	-	3%
Don't know	3	2	1	-	-	-	2	1	*	-	-	-	1	1
	2%	4%	1%	-	-	-	2%	6%	1%	-	-	-	5%	2%
No-one else	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q7/Q8 Overall, including yourself, who would you say has been the most involved in researching care and support services for the person

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A friend or neighbour	29	29	-	1	27	9	2	11	10	3	5	5	7	6	2	1	1	-	17	10
	3%	3%	-	3%	3%	4%	3%	3%	3%	3%	2%	3%	5%	4%	1%	2%	4%	-	3%	3%
Son /Daughter in law	19	19	-	-	19	3	2	5	9	2	6	2	3	3	2	3	-	-	11	7
	2%	2%	-	-	2%	1%	3%	1%	2%	2%	3%	1%	2%	2%	1%	4%	-	-	2%	2%
Other	10	10	-	-	10	2	-	9	4	5	4	1	1	-	2	-	3	-	5	5
	1%	1%	-	-	1%	1%	-	2%	1%	4%	2%	*	*	-	1%	-	13%	-	1%	1%
No-one else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3	3	-	-	3	1	-	1	1	-	1	1	-	*	-	1	-	-	2	1
	*	*	-	-	*	*	-	*	*	-	1%	*	-	*	-	1%	-	-	*	*

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q7/Q8 Overall, including yourself, who would you say has been the most involved in researching care and support services for the person

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Their children, or one of their children	407 46%	141 49%	92 46%	104 44%	42 42%	17 32%	111 48%	66 48%	74 45%	22 37%	10 31%	58 46%	51 50%	41 48%	16 50%	10 70%	233 45%	102 47%	251 49%	133 43%
The person themselves	149 17%	44 16%	27 13%	42 18%	16 17%	8 15%	35 15%	16 12%	28 17%	12 19%	3 11%	21 17%	11 11%	10 12%	2 5%	1 6%	102 20%	27 12%	72 14%	61 20%
Their husband, wife or partner	115 13%	39 14%	26 13%	31 13%	8 8%	11 21%	33 15%	17 13%	21 13%	7 12%	8 25%	15 12%	15 15%	10 11%	2 7%	2 13%	65 12%	31 14%	52 10%	45 15%
Another relative	48 5%	11 4%	12 6%	12 5%	6 7%	5 9%	10 4%	7 5%	7 4%	6 10%	4 13%	6 5%	7 6%	3 4%	2 6%	- -	28 5%	11 5%	28 5%	15 5%
A health or social care professional	45 5%	12 4%	11 6%	14 6%	14 14%	6 11%	8 4%	6 4%	8 5%	5 9%	1 4%	12 10%	7 7%	6 8%	3 9%	1 5%	19 4%	18 8%	25 5%	15 5%
Grandchildren	39 4%	11 4%	11 6%	6 2%	5 5%	- -	11 5%	10 8%	6 4%	4 7%	- -	2 1%	2 2%	8 9%	- -	- -	29 6%	9 4%	26 5%	14 4%
A sibling	29 3%	12 4%	6 3%	7 3%	3 3%	1 1%	11 5%	5 4%	6 3%	2 3%	- -	2 1%	4 3%	2 3%	3 11%	1 4%	13 2%	6 3%	20 4%	9 3%

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q7/Q8 Overall, including yourself, who would you say has been the most involved in researching care and support services for the person

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A friend or neighbour	29 3%	5 2%	9 5% a	8 3%	3 3%	2 3%	4 2%	7 5% f	6 3%	2 3%	1 2%	3 3%	2 2%	4 5%	3 9%	-	13 2%	6 3%	17 3%	6 2%
Son /Daughter in law	19 2%	6 2%	2 1%	7 3%	-	-	5 2%	1 1%	6 4%	-	-	2 1%	2 2%	* 1%	1 2%	-	8 2%	5 2%	14 3%	5 1%
Other	10 1%	1 *	2 1%	4 2%	2 2%	4 8% ABCd	-	-	4 2%	-	4 14%	2 2% fg	1 1%	-	* 1%	-	8 2% 2%	2 1%	3 1%	6 2% r
No-one else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3 *	2 1%	-	1 1%	* *	-	1 *	-	-	* 1%	-	1 1%	1 1%	-	-	* 3%	2 *	* *	1 *	1 *

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q7/Q8 Overall, including yourself, who would you say has been the most involved in researching care and support services for the person

Base: All respondents who have sought information about care and support services in the last two years

	Total	Had looked only at each service								Had looked at service							
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical
Sig Level: 90%		a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p
Sig Level: 95%		A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Their children, or one of their children	407	88	17	11	28	65	14	5	58	153	52	132	144	187	40	24	187
	46%	52%	32%	41%	47%	38%	37%	76%	42%	54%	47%	46%	48%	45%	40%	49%	47%
		BEh		b					KMNP								
The person themselves	149	21	18	3	8	40	5	*	20	29	23	37	50	77	13	7	57
	17%	12%	33%	13%	14%	24%	14%	6%	14%	10%	20%	13%	17%	19%	13%	14%	14%
			ACDfH		AdH						lk		l	lKp			
Their husband, wife or partner	115	19	5	5	7	29	3	1	23	31	11	39	35	55	11	7	52
	13%	11%	9%	18%	12%	17%	8%	10%	17%	11%	10%	14%	12%	13%	11%	14%	13%
Another relative	48	8	-	3	5	10	6	-	11	14	4	16	17	15	8	1	23
	5%	5%	-	13%	8%	6%	16%	-	8%	5%	4%	5%	6%	4%	8%	1%	6%
			aB	B	b	ABe	B		B					Mo			
A health or social care professional	45	10	3	3	-	2	2	1	3	19	8	20	9	24	14	8	21
	5%	6%	5%	10%	-	1%	4%	8%	2%	7%	7%	7%	3%	6%	14%	15%	5%
		DEh	de	DEH					L	L	l	L		l	lJKLMP	lJKLMP	
Grandchildren	39	6	1	1	6	5	1	-	12	8	2	16	16	16	1	-	25
	4%	4%	2%	4%	10%	3%	4%	-	9%	3%	2%	5%	5%	4%	1%	-	6%
				abE					aE			no	no				ijnO
A sibling	29	8	4	-	-	3	6	-	-	11	4	6	5	10	6	-	8
	3%	5%	7%	-	-	2%	17%	-	-	4%	4%	2%	2%	2%	6%	-	2%
		dH	DEH				ACDEH								KLMOP		
A friend or neighbour	29	7	3	1	3	5	-	-	6	9	4	9	12	12	3	1	12
	3%	4%	6%	2%	6%	3%	-	-	4%	3%	3%	3%	4%	3%	3%	2%	3%

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q7/Q8 Overall, including yourself, who would you say has been the most involved in researching care and support services for the person

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Son /Daughter in law	19	3	1	-	2	7	-	-	2	5	2	5	4	12	2	1	7	
	2%	2%	2%	-	3%	4%	-	-	1%	2%	2%	2%	1%	3%	2%	2%	2%	
Other	10	-	2	-	-	1	-	-	4	2	2	7	7	4	-	1	7	
	1%	-	4%	-	-	1%	-	-	3%	1%	2%	2%	2%	1%	-	3%	2%	
			A					A				i			n			
No-one else	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	3	1	-	-	1	-	-	-	1	1	-	-	2	1	-	-	2	
	*	1%	-	-	1%	-	-	-	*	*	-	-	1%	*	-	-	*	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q7/Q8 Overall, including yourself, who would you say has been the most involved in researching care and support services for the person

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 90%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Sig Level: 95%														
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Their children, or one of their children	407 46%	104 39%	264 50%	17 35%	15 40%	6 80%	261 44%	49 47%	86 49%	10 53%	23 41%	15 53%	87 42%	187 41%
The person themselves	149 17%	39 15%	88 16%	15 31%	6 15%	-	117 20%	4 3%	24 13%	5 26%	15 27%	3 9%	39 19%	86 19%
Their husband, wife or partner	115 13%	31 12%	75 14%	4 9%	4 11%	-	66 11%	18 17%	29 16%	2 13%	12 21%	2 8%	38 18%	72 16%
Another relative	48 5%	14 5%	25 5%	6 13%	2 6%	-	36 6%	8 7%	4 3%	-	3 6%	5 16%	10 5%	21 5%
A health or social care professional	45 5%	27 10%	13 2%	5 10%	-	-	25 4%	6 6%	14 8%	-	-	-	6 3%	18 4%
Grandchildren	39 4%	17 7%	18 3%	-	3 9%	-	31 5%	3 3%	5 3%	-	-	1 5%	11 6%	23 5%
A sibling	29 3%	12 5%	11 2%	1 2%	6 15%	-	12 2%	9 9%	8 5%	-	1 1%	-	4 2%	17 4%

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q7/Q8 Overall, including yourself, who would you say has been the most involved in researching care and support services for the person

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	d	*e	f	g	h	*i	j	k	l	m
		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
A friend or neighbour	29	9	16	-	-	2	20	4	2	-	1	1	5	18
	3%	3%	3%	-	-	20%	3%	4%	1%	-	2%	2%	3%	4%
Son /Daughter in law	19	4	14	-	2	-	13	3	1	2	1	2	4	8
	2%	1%	3%	-	4%	-	2%	3%	1%	9%	1%	7%	2%	2%
Other	10	4	6	-	-	-	7	-	3	-	-	-	-	5
	1%	2%	1%	-	-	-	1%	-	2%	-	-	-	-	1%
No-one else	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3	2	1	-	-	-	2	1	*	-	-	-	1	1
	*	1%	*	-	-	-	*	1%	*	-	-	-	1%	*

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. a care home (residential or care home)

Base: All respondents who went on to arrange services - a care home (residential or care home)

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	*c	d	e	*f	g	h	i	j	k	l	m	n	o	*p	*q	r	s	
	A	*B	*C	D	E	*F	G	H	I	J	K	L	M	N	O	*P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	230	230	-	4	225	230	7	57	52	26	29	34	29	47	57	24	8	1	92	137
Total	235	235	-	2	232	235	6	59	45	21	30	43	30	43	60	19	9	1	103	132
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
All privately funded (paid for ourselves)	101	101	-	-	101	101	2	23	14	6	10	24	10	16	29	4	7	1	44	57
	43%	43%	-	-	43%	43%	31%	38%	32%	29%	32%	57%	33%	37%	48%	20%	77%	100%	43%	43%
												jl	m	O					O	O
Partly funded by the local council, partly privately funded	85	85	-	1	83	85	4	24	19	9	9	16	12	19	17	9	2	-	37	47
	36%	36%	-	58%	36%	36%	57%	40%	43%	40%	31%	36%	41%	44%	28%	51%	18%	-	36%	36%
													n	n						
All funded by the local council	31	31	-	-	31	31	1	8	6	5	8	3	5	4	8	3	*	-	16	15
	13%	13%	-	-	13%	13%	12%	13%	14%	25%	28%	6%	16%	8%	13%	17%	5%	-	15%	12%
											KM	nS								
All funded by the NHS	15	15	-	-	15	15	-	4	3	-	1	*	2	3	6	2	-	-	3	11
	6%	6%	-	-	6%	6%	-	6%	6%	-	3%	1%	7%	6%	10%	12%	-	-	3%	8%
													kr	kr						
Other	3	3	-	-	3	3	-	1	1	1	1	-	1	2	-	-	-	-	1	2
	1%	1%	-	-	1%	1%	-	1%	3%	6%	2%	-	2%	4%	-	-	-	-	1%	1%
Not applicable	1	1	-	1	-	1	-	1	1	-	1	-	-	-	-	-	-	-	1	-
	*	*	-	42%	-	*	-	2%	2%	-	3%	-	-	-	-	-	-	-	1%	-
											S									

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. a care home (residential or care home)

Base: All respondents who went on to arrange services - a care home (residential or care home)

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned	
Sig Level: 90%	a	b	c	d	*e	f	g	h	*i	*j	k	l	m	n	o	p	q	r	s	
Sig Level: 95%	A	B	C	D	*E	F	G	H	*I	*J	K	L	M	N	O	P	Q	R	S	
Unweighted row	230	82	97	63	30	10	59	67	38	13	3	50	71	94	41	18	114	80	140	83
Total	235	108	88	53	27	10	84	59	29	11	2	49	101	85	31	15	125	75	136	94
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
All privately funded (paid for ourselves)	101	101	3	8	5	4	84	-	-	-	-	16	101	-	-	-	61	33	59	40
	43%	93%	3%	14%	18%	40%	100%	-	-	-	-	33%	100%	-	-	-	48%	44%	44%	43%
		BCD		B	B		GHK					GH	MNO							
Partly funded by the local council, partly privately funded	85	4	85	12	6	3	-	59	-	-	-	25	-	85	-	-	44	25	48	35
	36%	4%	96%	22%	24%	29%	-	100%	-	-	-	51%	-	100%	-	-	35%	33%	35%	37%
			ACD	A	A			FHK				FH		LNO						
All funded by the local council	31	-	-	31	1	-	-	-	29	-	-	2	-	-	31	-	14	11	19	12
	13%	-	-	58%	4%	-	-	-	100%	-	-	4%	-	-	100%	-	11%	15%	14%	12%
			ABD	ab				FGK						LMO						
All funded by the NHS	15	2	1	1	15	-	-	-	11	-	4	-	-	-	15	5	5	9	5	
	6%	2%	1%	2%	55%	-	-	-	100%	-	7%	-	-	-	100%	4%	6%	7%	5%	
				ABC							FGh			LMN						
Other	3	1	-	1	-	3	-	-	-	-	2	1	-	-	-	1	1	1	2	
	1%	1%	-	1%	-	31%	-	-	-	-	100%	3%	-	-	-	1%	2%	1%	2%	
Not applicable	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1
	*	-	-	2%	-	-	-	-	-	-	-	2%	-	-	-	-	-	-	-	1%

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. a care home (residential or care home)

Base: All respondents who went on to arrange services - a care home (residential or care home)

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Sig Level: 90%	a	*b	*c	*d	*e	*f	*g	*h	i	j	k	l	m	n	o	p		
Sig Level: 95%	A	*B	*C	*D	*E	*F	*G	*H	I	J	K	L	M	N	O	P		
Unweighted row	230	144	-	-	2	-	-	1	222	19	58	45	51	25	17	66		
Total	235	150	-	-	2	-	-	2	228	18	55	46	44	21	14	65		
	100%	100%	-	-	100%	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%		
All privately funded (paid for ourselves)	101	65	-	-	1	-	-	2	97	6	22	18	16	6	5	26		
	43%	44%	-	-	77%	-	-	100%	42%	35%	40%	38%	37%	30%	33%	40%		
Partly funded by the local council, partly privately funded	85	52	-	-	*	-	-	-	84	7	21	18	16	9	4	24		
	36%	35%	-	-	23%	-	-	-	37%	41%	38%	39%	36%	42%	31%	37%		
All funded by the local council	31	20	-	-	-	-	-	-	31	2	8	8	7	5	5	9		
	13%	13%	-	-	-	-	-	-	13%	12%	15%	16%	15%	25%	36%	15%		
															ijklmP			
All funded by the NHS	15	11	-	-	-	-	-	-	15	1	4	1	3	-	-	4		
	6%	7%	-	-	-	-	-	-	6%	4%	7%	3%	6%	-	-	6%		
Other	3	2	-	-	-	-	-	-	2	1	1	1	1	1	-	1		
	1%	1%	-	-	-	-	-	-	1%	4%	1%	2%	3%	3%	-	1%		
Not applicable	1	-	-	-	-	-	-	-	-	1	-	1	1	-	-	1		
	*	-	-	-	-	-	-	-	-	5%	-	2%	2%	-	-	1%		
										lk		l	l			i		

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. a care home (residential or care home)

Base: All respondents who went on to arrange services - a care home (residential or care home)

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	*c	*d	*e	f	g	h	*i	*j	*k	l	m
		A	B	*C	*D	*E	F	G	H	*I	*J	*K	L	M
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	230	77	137	8	7	-	105	45	79	1	11	2	32	102
Total	235	75	145	9	6	-	105	48	80	2	20	1	44	109
	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%
All privately funded (paid for ourselves)	101	24	69	6	2	-	36	24	38	2	13	-	26	49
	43%	32%	48%	64%	27%	-	34%	50%	48%	100%	68%	-	60%	45%
			A					f	f					
Partly funded by the local council, partly privately funded	85	27	54	1	2	-	46	13	26	-	5	1	11	41
	36%	36%	37%	16%	39%	-	44%	28%	32%	-	26%	65%	25%	38%
							g							
All funded by the local council	31	12	16	1	2	-	13	9	9	-	1	-	6	13
	13%	16%	11%	12%	33%	-	12%	20%	11%	-	7%	-	14%	12%
All funded by the NHS	15	10	5	-	-	-	10	1	4	-	-	-	-	6
	6%	13%	3%	-	-	-	9%	2%	4%	-	-	-	-	6%
		B												
Other	3	1	2	1	-	-	*	-	3	-	-	*	*	*
	1%	1%	1%	7%	-	-	*	-	3%	-	-	35%	1%	*
Not applicable	1	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	1%	-	-	-	-	-	-	1%	-	-	-	-	-

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. sheltered or supported housing

Base: All respondents who went on to arrange services - sheltered or supported housing

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	*c	d	*e	f	g	h	*i	j	*k	*l	*m	*n	*o	*p	*q	r	s	
	A	*B	*C	D	*E	F	G	H	*I	J	*K	*L	*M	*N	*O	*P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	64	64	-	7	57	7	64	16	20	5	18	7	9	13	13	3	1	-	34	30
Total	57	57	-	4	53	6	57	14	17	4	17	6	8	10	13	2	2	-	31	27
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
All funded by the local council	28	28	-	1	27	2	28	8	10	2	9	3	2	3	7	2	2	-	15	14
	50%	50%	-	35%	51%	24%	50%	57%	58%	62%	54%	53%	31%	35%	56%	68%	100%	-	48%	51%
Partly funded by the local council, partly privately funded	10	10	-	2	8	1	10	2	3	-	4	1	2	2	1	-	-	-	7	3
	17%	17%	-	40%	15%	12%	17%	14%	15%	-	24%	12%	29%	19%	4%	-	-	-	23%	9%
All privately funded (paid for ourselves)	9	9	-	1	8	*	9	3	3	1	3	1	1	4	1	1	-	-	4	5
	16%	16%	-	26%	15%	7%	16%	20%	19%	17%	15%	9%	7%	36%	8%	32%	-	-	12%	20%
All funded by the NHS	2	2	-	-	2	-	2	-	-	-	-	-	-	1	1	-	-	-	-	2
	3%	3%	-	-	3%	-	3%	-	-	-	-	-	-	10%	7%	-	-	-	-	7%
Other	2	2	-	-	2	1	2	1	1	1	1	-	-	-	1	-	-	-	1	1
	3%	3%	-	-	4%	19%	3%	9%	7%	21%	7%	-	-	-	6%	-	-	-	4%	3%
Not applicable	7	7	-	-	7	2	7	-	-	-	-	2	3	-	2	-	-	-	4	2
	11%	11%	-	-	12%	38%	11%	-	-	-	-	26%	33%	-	19%	-	-	-	13%	9%

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. sheltered or supported housing

Base: All respondents who went on to arrange services - sheltered or supported housing

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned	
Sig Level: 90%	a	b	c	*d	*e	*f	*g	h	*i	*j	*k	*l	*m	*n	*o	p	q	r	s	
Sig Level: 95%	A	B	C	*D	*E	*F	*G	H	*I	*J	*K	*L	*M	*N	*O	P	Q	R	S	
Unweighted row	64	16	18	36	4	2	8	11	25	2	1	14	2	4	1	-	36	16	32	29
Total	57	12	14	34	3	2	6	8	26	2	1	11	2	4	1	-	35	12	25	31
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
All funded by the local council	28	1	1	28	1	-	-	-	26	-	-	2	1	-	1	-	21	6	9	19
	50%	12%	4%	84%	36%	-	-	-	100%	-	-	23%	38%	-	100%	-	61%	48%	35%	63%
			AB																R	
Partly funded by the local council, partly privately funded	10	-	10	1	-	-	-	8	-	-	-	1	-	1	-	-	5	2	6	3
	17%	-	69%	4%	-	-	-	100%	-	-	-	14%	-	21%	-	-	15%	17%	23%	11%
			AC																	
All privately funded (paid for ourselves)	9	9	1	3	-	-	6	-	-	-	-	3	-	*	-	-	7	1	4	4
	16%	77%	9%	8%	-	-	100%	-	-	-	-	29%	-	13%	-	-	21%	6%	18%	12%
		BC																		
All funded by the NHS	2	-	-	-	2	-	-	-	-	2	-	-	-	-	-	-	1	-	-	2
	3%	-	-	-	64%	-	-	-	-	100%	-	-	-	-	-	-	3%	-	-	6%
Other	2	1	-	1	-	2	-	-	-	-	1	1	1	-	-	-	-	1	2	-
	3%	11%	-	4%	-	100%	-	-	-	-	100%	11%	62%	-	-	-	-	10%	8%	-
																		P		
Not applicable	7	-	2	-	-	-	-	-	-	-	-	2	-	2	-	-	-	2	4	3
	11%	-	18%	-	-	-	-	-	-	-	-	23%	-	67%	-	-	-	20%	16%	8%
			aC														P			

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. sheltered or supported housing

Base: All respondents who went on to arrange services - sheltered or supported housing

	Had looked only at each service									Had looked at service						
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical
Sig Level: 90%	*a	b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m	*n	*o	p
Sig Level: 95%	*A	B	*C	*D	*E	*F	*G	*H	*I	J	*K	*L	M	*N	*O	P
Unweighted row	64	-	36	-	-	2	-	-	9	61	13	13	20	4	2	16
Total	57	-	34	-	-	2	-	-	8	54	11	11	17	3	1	14
	100%	-	100%	-	-	100%	-	-	100%	100%	100%	100%	100%	100%	100%	100%
All funded by the local council	28	-	16	-	-	*	-	-	3	28	6	7	10	2	1	8
	50%	-	48%	-	-	27%	-	-	38%	52%	55%	64%	58%	75%	53%	55%
Partly funded by the local council, partly privately funded	10	-	7	-	-	-	-	-	1	10	2	2	3	-	-	2
	17%	-	21%	-	-	-	-	-	10%	18%	18%	17%	15%	-	-	14%
All privately funded (paid for ourselves)	9	-	5	-	-	-	-	-	2	9	1	2	3	-	1	3
	16%	-	14%	-	-	-	-	-	22%	17%	12%	19%	19%	-	47%	19%
All funded by the NHS	2	-	2	-	-	-	-	-	-	2	-	-	-	-	-	-
	3%	-	5%	-	-	-	-	-	-	3%	-	-	-	-	-	-
Other	2	-	-	-	-	1	-	-	-	1	-	-	1	1	-	-
	3%	-	-	-	-	73%	-	-	-	1%	-	-	7%	25%	-	-
Not applicable	7	-	4	-	-	-	-	-	2	5	2	-	-	-	-	2
	11%	-	12%	-	-	-	-	-	31%	9%	14%	-	-	-	-	11%

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. sheltered or supported housing

Base: All respondents who went on to arrange services - sheltered or supported housing

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	m
		A	B	*C	*D	*E	F	*G	*H	*I	*J	*K	*L	M
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	64	18	38	6	1	1	44	7	11	2	3	-	11	31
Total	57	13	35	8	*	*	38	5	10	5	2	-	10	28
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
All funded by the local council	28	6	15	6	*	*	21	1	1	5	-	-	7	16
	50%	47%	44%	72%	100%	100%	56%	26%	14%	100%	-	-	68%	58%
Partly funded by the local council, partly privately funded	10	3	6	-	-	-	5	1	3	-	-	-	1	3
	17%	25%	18%	-	-	-	14%	30%	30%	-	-	-	9%	10%
All privately funded (paid for ourselves)	9	4	4	1	-	-	5	2	1	-	2	-	2	6
	16%	28%	12%	16%	-	-	14%	44%	14%	-	100%	-	22%	21%
All funded by the NHS	2	-	1	1	-	-	1	-	1	-	-	-	-	-
	3%	-	2%	12%	-	-	2%	-	10%	-	-	-	-	-
Other	2	-	2	-	-	-	1	-	1	-	-	-	-	1
	3%	-	6%	-	-	-	3%	-	7%	-	-	-	-	3%
Not applicable	7	-	7	-	-	-	4	-	2	-	-	-	-	2
	11%	-	19%	-	-	-	11%	-	25%	-	-	-	-	9%

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. home care workers to assist with personal care tasks, such as dressing and going to the toilet

Base: All respondents who went on to arrange services - home care workers to assist with personal care tasks, such as dressing and going to the toilet

	Care and support services		Person requiring services		Services arranged					Age of person requiring services									
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
Total	a	*b	*c	d	e	*f	g	h	i	j	k	l	m	n	o	*p	*q	r	s
	A	*B	*C	D	E	*F	G	H	I	J	K	L	M	N	O	*P	*Q	R	S
Sig Level: 90%																			
Sig Level: 95%																			
Unweighted row	253	253	-	251	48	13	253	169	53	41	32	47	40	54	33	6	-	120	133
Total	243	243	-	240	44	11	243	154	49	44	36	47	36	47	26	7	-	127	116
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
All funded by the local council	67	67	-	66	11	6	67	44	12	14	8	12	11	15	4	4	-	34	34
	28%	28%	-	27%	25%	58%	28%	28%	24%	32%	21%	25%	31%	32%	14%	59%	-	26%	29%
										o			o	o					o
Partly funded by the local council, partly privately funded	62	62	-	62	13	3	62	47	14	7	12	10	9	13	10	1	-	29	33
	26%	26%	-	26%	29%	24%	26%	31%	29%	16%	34%	21%	26%	28%	38%	9%	-	23%	29%
											j			Jlr					
All privately funded (paid for ourselves)	61	61	-	60	15	2	61	34	9	5	5	16	10	15	9	2	-	25	36
	25%	25%	-	25%	34%	18%	25%	22%	18%	10%	13%	33%	27%	32%	36%	32%	-	20%	31%
					hi							JKr	j	Jkr	JKr				JKR
All funded by the NHS	31	31	-	31	4	-	31	22	4	8	10	5	5	2	-	-	-	24	7
	13%	13%	-	13%	8%	-	13%	14%	8%	18%	28%	11%	15%	4%	-	-	-	19%	6%
										NOS	INOS	O	nOs					NOS	
Other	17	17	-	17	-	-	17	6	9	10	1	3	-	-	3	-	-	15	3
	7%	7%	-	7%	-	-	7%	4%	19%	23%	2%	7%	-	-	9%	-	-	12%	2%
							e		EGH	KLMNRS		mNs			mNS			MNS	
Not applicable	4	4	-	4	2	-	4	2	1	-	1	1	1	2	1	-	-	1	3
	2%	2%	-	2%	4%	-	2%	1%	1%	-	2%	1%	1%	3%	2%	-	-	1%	2%

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. home care workers to assist with personal care tasks, such as dressing and going to the toilet

Base: All respondents who went on to arrange services - home care workers to assist with personal care tasks, such as dressing and going to the toilet

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	*j	k	*l	m	*n	*o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	*J	K	*L	M	*N	*O	P	Q	R	S
Unweighted row	253	79	90	108	48	21	45	39	53	17	7	88	13	21	8	5	125	90	159	81
Total	243	79	77	96	47	24	48	35	47	23	12	76	14	19	6	4	123	81	141	88
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
All funded by the local council	67	7	6	67	3	1	-	-	47	-	-	21	2	3	6	-	33	21	36	25
	28%	8%	7%	70%	7%	6%	-	-	100%	-	-	27%	17%	14%	94%	-	26%	26%	26%	29%
				ABDE					FGIK			FGI								
Partly funded by the local council, partly privately funded	62	7	62	18	7	1	-	35	-	-	-	28	1	11	-	1	25	26	39	21
	26%	9%	81%	19%	14%	3%	-	100%	-	-	-	36%	10%	56%	-	17%	20%	32%	28%	24%
			ACDE	ae					FHIK			FHI						p		
All privately funded (paid for ourselves)	61	61	4	5	5	4	48	-	-	-	-	13	9	3	-	2	34	19	35	24
	25%	77%	5%	5%	10%	16%	100%	-	-	-	-	17%	64%	16%	-	65%	28%	23%	25%	27%
		BCDE		bc			GHIK					GHi								
All funded by the NHS	31	3	2	3	31	1	-	-	-	23	-	8	1	1	*	1	17	10	27	3
	13%	4%	3%	3%	67%	4%	-	-	-	100%	-	10%	9%	7%	6%	18%	14%	12%	19%	3%
				ABCE					FGHK			FGH							S	
Other	17	2	2	3	1	17	-	-	-	-	12	5	-	-	-	-	14	2	2	13
	7%	2%	2%	3%	1%	71%	-	-	-	-	100%	7%	-	-	-	-	12%	2%	2%	15%
				ABCD								fgh					Q		R	
Not applicable	4	-	2	-	-	-	-	-	-	-	-	2	-	2	-	-	1	3	2	2
	2%	-	2%	-	-	-	-	-	-	-	-	2%	-	8%	-	-	*	4%	1%	2%
																	p			

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. home care workers to assist with personal care tasks, such as dressing and going to the toilet

Base: All respondents who went on to arrange services - home care workers to assist with personal care tasks, such as dressing and going to the toilet

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%	*a	*b	c	*d	*e	*f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%	*A	*B	C	*D	*E	*F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	253	2	1	29	1	2	1	-	65	60	22	243	153	160	46	30	244
Total	243	3	2	23	1	2	*	-	66	56	21	232	150	147	38	24	233
	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%
All funded by the local council	67	-	2	3	1	-	-	-	15	14	10	65	45	44	9	10	66
	28%	-	100%	13%	100%	-	-	-	22%	25%	50%	28%	30%	30%	24%	40%	28%
											IKlMNP						
Partly funded by the local council, partly privately funded	62	-	-	3	-	*	*	-	11	18	5	62	47	44	11	4	62
	26%	-	-	12%	-	23%	100%	-	17%	31%	27%	27%	31%	30%	30%	14%	26%
										o		o	o				
All privately funded (paid for ourselves)	61	-	-	10	-	1	-	-	20	17	4	59	31	33	7	6	59
	25%	-	-	43%	-	77%	-	-	30%	31%	20%	25%	21%	23%	19%	24%	25%
All funded by the NHS	31	3	-	4	-	-	-	-	7	5	1	27	14	19	6	3	27
	13%	100%	-	18%	-	-	-	-	11%	10%	3%	12%	9%	13%	16%	12%	12%
Other	17	-	-	2	-	-	-	-	12	-	-	17	12	5	3	1	17
	7%	-	-	9%	-	-	-	-	18%	-	-	7%	8%	3%	8%	4%	7%
												lm	lm	l		lm	
Not applicable	4	-	-	1	-	-	-	-	1	2	-	3	1	2	1	1	3
	2%	-	-	5%	-	-	-	-	2%	3%	-	1%	1%	1%	3%	5%	1%
																	l

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. home care workers to assist with personal care tasks, such as dressing and going to the toilet

Base: All respondents who went on to arrange services - home care workers to assist with personal care tasks, such as dressing and going to the toilet

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	*c	*d	*e	f	g	h	*i	*j	*k	l	m
Sig Level: 95%		A	B	*C	*D	*E	F	G	H	*I	*J	*K	L	M
Unweighted row	253	86	161	6	-	-	164	22	66	1	2	5	27	89
Total	243	82	154	7	-	-	165	19	59	*	2	3	28	95
	100%	100%	100%	100%	-	-	100%	100%	100%	100%	100%	100%	100%	100%
All funded by the local council	67	18	48	1	-	-	44	5	19	-	-	-	8	31
	28%	22%	31%	20%	-	-	26%	27%	32%	-	-	-	27%	33%
			a											
Partly funded by the local council, partly privately funded	62	28	31	3	-	-	44	6	13	-	1	1	7	13
	26%	34%	20%	50%	-	-	27%	30%	22%	-	62%	43%	26%	14%
		B												
All privately funded (paid for ourselves)	61	20	41	1	-	-	42	4	14	*	1	2	4	28
	25%	24%	26%	9%	-	-	26%	20%	24%	100%	38%	57%	16%	30%
All funded by the NHS	31	14	16	2	-	-	19	2	10	-	-	-	7	8
	13%	17%	10%	22%	-	-	12%	10%	17%	-	-	-	26%	8%
													M	
Other	17	2	15	-	-	-	15	2	1	-	-	-	1	13
	7%	3%	10%	-	-	-	9%	8%	2%	-	-	-	5%	13%
			A				H							
Not applicable	4	1	3	-	-	-	1	1	2	-	-	-	-	2
	2%	1%	2%	-	-	-	1%	5%	3%	-	-	-	-	2%
								f						

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. home care workers or helpers to assist with practical tasks such as housework or shopping

Base: All respondents who went on to arrange services - home care workers or helpers to assist with practical tasks such as housework or shopping

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	*c	d	e	*f	g	h	i	j	k	l	m	n	o	*p	*q	r	s	
	A	*B	*C	D	E	*F	G	H	I	J	K	L	M	N	O	*P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	246	246	-	12	234	38	13	246	144	36	46	37	49	40	49	19	5	-	132	113
Total	255	255	-	12	244	42	12	255	137	35	57	41	55	34	46	17	6	-	153	102
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
All funded by the local council	74	74	-	5	69	8	6	74	43	12	19	10	14	12	14	1	4	-	43	31
	29%	29%	-	42%	28%	20%	50%	29%	31%	34%	33%	24%	26%	36%	30%	5%	79%	-	28%	31%
											O	o	o	O	O				O	O
All privately funded (paid for ourselves)	71	71	-	2	68	14	3	71	34	8	9	10	17	13	11	8	1	-	37	33
	28%	28%	-	21%	28%	34%	28%	28%	25%	22%	17%	25%	32%	37%	25%	49%	14%	-	24%	33%
													j	J	JknR				J	J
Partly funded by the local council, partly privately funded	68	68	-	3	65	13	3	68	43	8	12	15	14	6	16	6	*	-	41	28
	27%	27%	-	24%	27%	31%	22%	27%	32%	21%	22%	36%	25%	16%	35%	33%	7%	-	27%	27%
												M		M						
All funded by the NHS	19	19	-	1	17	3	-	19	12	1	3	6	6	1	1	2	-	-	14	4
	7%	7%	-	12%	7%	6%	-	7%	9%	4%	5%	14%	10%	4%	2%	13%	-	-	9%	4%
												NS	n		n				n	
Other	17	17	-	-	17	4	-	17	2	7	14	-	1	-	1	-	-	-	15	1
	6%	6%	-	-	7%	9%	-	6%	2%	19%	24%	-	2%	-	3%	-	-	-	10%	1%
						H		H		GH									KIMS	
Not applicable	7	7	-	-	7	-	-	7	3	-	-	-	3	2	2	-	-	-	3	4
	3%	3%	-	-	3%	-	-	3%	2%	-	-	-	5%	6%	4%	-	-	-	2%	4%

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. home care workers or helpers to assist with practical tasks such as housework or shopping

Base: All respondents who went on to arrange services - home care workers or helpers to assist with practical tasks such as housework or shopping

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
Sig Level: 90%		a	b	c	d	e	f	g	h	*i	*j	k	*l	m	*n	*o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	*I	*J	K	*L	M	*N	*O	P	Q	R	S
Unweighted row	246	91	80	105	28	17	53	42	60	9	6	73	11	16	6	3	134	75	154	74
Total	255	90	83	101	30	23	51	47	59	13	12	71	15	18	5	2	144	72	147	89
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
All funded by the local council	74	4	6	74	2	1	-	-	59	-	-	16	1	1	5	1	38	20	40	27
	29%	4%	8%	74%	8%	4%	-	-	100%	-	-	22%	5%	6%	93%	31%	27%	28%	27%	30%
				ABDE					FGK			FG								
All privately funded (paid for ourselves)	71	71	6	12	3	4	51	-	-	-	-	20	9	3	-	2	40	20	40	25
	28%	79%	8%	12%	10%	18%	100%	-	-	-	-	28%	61%	17%	-	69%	28%	28%	28%	28%
		BCDE					GHK					GH								
Partly funded by the local council, partly privately funded	68	8	68	11	4	1	-	47	-	-	-	21	1	12	-	-	40	18	45	19
	27%	9%	82%	11%	14%	2%	-	100%	-	-	-	29%	9%	65%	-	-	28%	25%	31%	21%
			ACDE					FHK				FH								
All funded by the NHS	19	4	-	*	19	1	-	-	-	13	-	6	2	-	*	-	10	8	13	4
	7%	5%	-	*	62%	4%	-	-	-	100%	-	8%	15%	-	7%	-	7%	11%	9%	5%
		BC			ABCE	b						FgH								
Other	17	1	2	-	1	17	-	-	-	-	12	4	1	2	-	-	17	-	3	14
	6%	2%	3%	-	3%	71%	-	-	-	-	100%	6%	10%	12%	-	-	11%	-	2%	16%
					c	ABCD						fgh					Q			R
Not applicable	7	1	-	3	1	-	-	-	-	-	-	4	-	-	-	-	-	6	5	*
	3%	1%	-	3%	3%	-	-	-	-	-	-	6%	-	-	-	-	-	9%	3%	*
				b								fh					P			

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. home care workers or helpers to assist with practical tasks such as housework or shopping

Base: All respondents who went on to arrange services - home care workers or helpers to assist with practical tasks such as housework or shopping

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Sig Level: 90%	*a	*b	*c	d	*e	*f	*g	h	i	j	k	l	m	n	o	p		
Sig Level: 95%	*A	*B	*C	D	*E	*F	*G	H	I	J	K	L	M	N	O	P		
Unweighted row	246	3	1	3	49	3	-	-	86	46	23	153	231	137	29	17	239	
Total	255	7	2	3	47	3	-	-	93	50	21	153	236	131	24	14	243	
	100%	100%	100%	100%	100%	100%	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	
All funded by the local council	74	-	2	2	16	-	-	-	27	9	12	48	70	41	11	8	72	
	29%	-	100%	55%	34%	-	-	-	29%	18%	59%	31%	30%	31%	44%	55%	30%	
											IKLMP	i	i	i	I	IKLMP	i	
All privately funded (paid for ourselves)	71	4	-	-	15	3	-	-	26	19	3	37	63	34	7	3	64	
	28%	51%	-	-	33%	88%	-	-	28%	38%	15%	24%	27%	26%	30%	21%	26%	
										Jk								
Partly funded by the local council, partly privately funded	68	-	-	1	11	*	-	-	20	17	5	41	67	41	5	2	68	
	27%	-	-	27%	23%	12%	-	-	21%	33%	23%	27%	28%	31%	22%	13%	28%	
All funded by the NHS	19	-	-	-	-	-	-	-	4	2	-	13	19	12	*	1	19	
	7%	-	-	-	-	-	-	-	5%	4%	-	9%	8%	9%	2%	10%	8%	
Other	17	4	-	-	2	-	-	-	12	4	-	10	13	1	*	-	13	
	6%	49%	-	-	5%	-	-	-	12%	7%	-	6%	5%	1%	2%	-	5%	
										M		M	M				M	
Not applicable	7	-	-	1	2	-	-	-	4	-	1	4	4	3	-	-	7	
	3%	-	-	18%	4%	-	-	-	4%	-	4%	3%	2%	2%	-	-	3%	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. home care workers or helpers to assist with practical tasks such as housework or shopping

Base: All respondents who went on to arrange services - home care workers or helpers to assist with practical tasks such as housework or shopping

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	*c	*d	*e	f	g	h	*i	*j	*k	l	m
Sig Level: 95%		A	B	*C	*D	*E	F	G	H	*I	*J	*K	L	M
Unweighted row	246	68	164	10	3	1	164	25	56	1	8	3	33	91
Total	255	67	167	17	2	2	165	29	60	*	8	2	31	103
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
All funded by the local council	74	18	49	7	-	-	47	7	21	-	1	1	9	28
	29%	27%	29%	40%	-	-	28%	23%	35%	-	15%	36%	27%	27%
All privately funded (paid for ourselves)	71	22	45	1	2	-	49	8	14	*	2	1	12	36
	28%	33%	27%	7%	100%	-	30%	26%	23%	100%	27%	64%	37%	35%
Partly funded by the local council, partly privately funded	68	20	41	7	-	-	46	7	15	-	3	-	3	14
	27%	29%	25%	44%	-	-	28%	25%	25%	-	32%	-	10%	13%
All funded by the NHS	19	3	15	1	-	-	5	6	8	-	-	-	2	4
	7%	4%	9%	9%	-	-	3%	20%	13%	-	-	-	5%	4%
								F	F					
Other	17	3	14	-	-	-	15	*	1	-	2	-	5	17
	6%	4%	8%	-	-	-	9%	1%	2%	-	25%	-	17%	16%
Not applicable	7	1	4	-	-	2	4	2	1	-	-	-	1	5
	3%	2%	2%	-	-	100%	3%	5%	2%	-	-	-	4%	5%

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs

Base: All respondents who went on to arrange services - mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	*p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	*P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	396	396	-	29	367	52	20	203	396	66	82	55	69	64	74	42	8	-	206	188
Total	372	372	-	24	348	45	17	193	372	55	85	53	65	51	69	39	8	-	203	167
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
All funded by the local council	124	124	-	12	112	17	13	69	124	23	24	15	19	23	25	14	4	-	58	66
	33%	33%	-	51%	32%	37%	75%	36%	33%	43%	29%	29%	29%	46%	37%	36%	43%	-	29%	40%
				D		EGHI							JKLR						JR	
All privately funded (paid for ourselves)	110	110	-	7	103	9	2	46	110	10	25	13	21	13	18	16	4	-	59	50
	30%	30%	-	29%	30%	20%	12%	24%	30%	17%	29%	25%	32%	25%	26%	42%	44%	-	29%	30%
								fl						kmn						
All funded by the NHS	56	56	-	1	55	10	1	34	56	10	15	13	12	6	8	2	-	-	40	15
	15%	15%	-	5%	16%	22%	3%	18%	15%	18%	17%	24%	19%	11%	11%	4%	-	-	20%	9%
					f						OS	mnOS	OS						nOS	
Partly funded by the local council, partly privately funded	55	55	-	2	53	7	1	34	55	5	15	9	8	7	10	4	1	-	33	22
	15%	15%	-	7%	15%	16%	6%	18%	15%	8%	18%	17%	13%	14%	15%	11%	12%	-	16%	13%
								i												
Other	21	21	-	-	21	2	-	5	21	5	5	2	4	1	7	2	-	-	11	9
	6%	6%	-	-	6%	4%	-	3%	6%	10%	6%	4%	6%	1%	10%	5%	-	-	5%	6%
										G				M						
Not applicable	6	6	-	2	4	1	1	4	6	3	*	1	1	2	1	1	-	-	2	4
	2%	2%	-	7%	1%	2%	4%	2%	2%	5%	*	2%	1%	3%	2%	2%	-	-	1%	2%
				D																

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs

Base: All respondents who went on to arrange services - mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	*l	m	*n	*o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	*L	M	*N	*O	P	Q	R	S
Unweighted row	396	131	113	169	71	33	83	50	99	30	15	116	13	23	9	4	225	103	246	120
Total	372	139	100	144	65	32	91	47	81	31	14	105	14	19	6	3	210	93	223	118
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
All funded by the local council	124	17	23	124	2	4	-	-	81	-	-	43	5	6	5	1	67	30	67	48
	33%	12%	23%	86%	3%	14%	-	-	100%	-	-	41%	32%	31%	72%	21%	32%	32%	30%	41%
		D	AD	ABDE		D			FGIJK			FGIJ								R
All privately funded (paid for ourselves)	110	110	9	4	5	1	91	-	-	-	-	19	5	2	-	2	63	33	71	33
	30%	79%	9%	3%	8%	2%	100%	-	-	-	-	18%	34%	9%	-	56%	30%	35%	32%	28%
		BCDE	C		C		GHIJK					GHIj								
All funded by the NHS	56	6	13	8	56	5	-	-	-	31	-	25	3	6	1	1	34	10	35	14
	15%	4%	13%	5%	86%	15%	-	-	-	100%	-	24%	18%	29%	16%	23%	16%	11%	16%	12%
			AC		ABCE	Ac				FGHJK		FGHJ								
Partly funded by the local council, partly privately funded	55	3	55	1	1	2	-	47	-	-	-	8	1	6	-	-	29	15	38	13
	15%	2%	55%	1%	2%	5%	-	100%	-	-	-	8%	8%	31%	-	-	14%	17%	17%	11%
			ACDE			c		FHIJK				FH								
Other	21	1	-	4	1	21	-	-	-	-	14	6	1	-	-	-	16	2	10	8
	6%	1%	-	3%	1%	64%	-	-	-	-	100%	6%	9%	-	-	-	7%	2%	4%	6%
				b		ABCD						FgH					q			
Not applicable	6	2	-	3	-	-	-	-	-	-	-	4	-	-	1	-	2	3	3	2
	2%	1%	-	2%	-	-	-	-	-	-	-	4%	-	-	12%	-	1%	3%	1%	2%
												fH								

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs

Base: All respondents who went on to arrange services - mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs

	Total	Had looked only at each service								Had looked at service							
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical
Sig Level: 90%		*a	*b	*c	*d	e	*f	*g	*h	i	j	k	l	m	n	o	p
Sig Level: 95%		*A	*B	*C	*D	E	*F	*G	*H	I	J	K	L	M	N	O	P
Unweighted row	396	2	-	1	2	151	-	-	6	64	37	178	154	382	59	39	214
Total	372	1	-	1	1	145	-	-	5	53	31	159	142	360	49	32	198
	100%	100%	-	100%	100%	100%	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%
All funded by the local council	124	-	-	-	-	44	-	-	1	19	17	58	56	120	20	10	69
	33%	-	-	-	-	30%	-	-	16%	36%	55%	37%	39%	33%	40%	31%	35%
											iKIMOP						
All privately funded (paid for ourselves)	110	-	-	-	1	55	-	-	1	12	6	38	31	110	11	4	52
	30%	-	-	-	51%	38%	-	-	12%	24%	19%	24%	22%	30%	22%	13%	26%
														LO		o	
All funded by the NHS	56	1	-	1	-	15	-	-	1	10	5	30	21	52	9	7	33
	15%	100%	-	100%	-	11%	-	-	14%	19%	15%	19%	15%	15%	18%	23%	17%
Partly funded by the local council, partly privately funded	55	-	-	-	-	17	-	-	-	9	2	25	27	54	6	2	34
	15%	-	-	-	-	12%	-	-	-	17%	7%	16%	19%	15%	11%	8%	17%
													j				
Other	21	-	-	-	1	12	-	-	3	1	1	4	4	18	3	5	6
	6%	-	-	-	49%	8%	-	-	58%	2%	2%	3%	3%	5%	5%	15%	3%
																IJKLMP	
Not applicable	6	-	-	-	-	1	-	-	-	1	1	4	3	6	1	3	4
	2%	-	-	-	-	1%	-	-	-	3%	2%	2%	2%	2%	3%	10%	2%
																KLMP	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs

Base: All respondents who went on to arrange services - mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	*c	*d	*e	f	g	h	*i	*j	*k	l	m
Sig Level: 95%		A	B	*C	*D	*E	F	G	H	*I	*J	*K	L	M
Unweighted row	396	139	243	7	4	2	303	19	72	2	14	9	69	173
Total	372	130	226	10	2	2	289	16	64	2	22	10	79	170
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
All funded by the local council	124	47	73	3	-	*	96	4	24	-	5	4	22	51
	33%	37%	32%	33%	-	20%	33%	24%	37%	-	23%	35%	28%	30%
All privately funded (paid for ourselves)	110	31	73	1	1	2	91	6	11	2	12	5	35	66
	30%	24%	32%	14%	42%	80%	31%	39%	18%	100%	55%	50%	44%	39%
All funded by the NHS	56	32	23	1	-	-	42	2	12	-	-	1	13	22
	15%	25%	10%	9%	-	-	14%	12%	19%	-	-	14%	16%	13%
Partly funded by the local council, partly privately funded	55	13	38	4	1	-	42	3	11	-	4	-	6	12
	15%	10%	17%	38%	39%	-	14%	17%	17%	-	17%	-	7%	7%
Other	21	4	16	1	-	-	15	1	5	-	-	-	2	14
	6%	3%	7%	7%	-	-	5%	4%	7%	-	-	-	3%	8%
Not applicable	6	2	4	-	*	-	4	1	1	-	1	-	1	5
	2%	1%	2%	-	19%	-	1%	5%	2%	-	5%	-	1%	3%

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. a day care service, such as a day centre

Base: All respondents who went on to arrange services - a day care service, such as a day centre

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Sheltered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	*c	d	e	*f	g	h	i	j	*k	*l	m	n	*o	*p	*q	r	s	
	A	*B	*C	D	E	*F	G	H	I	J	*K	*L	M	N	*O	*P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	86	86	-	4	82	22	4	43	51	86	18	9	12	15	15	12	1	-	39	43
Total	81	81	-	3	78	19	3	37	42	81	18	9	10	14	11	11	1	-	38	38
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	
All funded by the local council	27	27	-	1	26	9	2	13	17	27	6	2	3	8	5	3	-	-	11	16
	34%	34%	-	35%	34%	49%	59%	36%	41%	34%	36%	26%	26%	54%	43%	30%	-	-	30%	43%
All privately funded (paid for ourselves)	19	19	-	2	18	5	-	7	7	19	5	1	2	4	1	-	1	-	8	5
	24%	24%	-	65%	23%	24%	-	19%	17%	24%	27%	14%	23%	27%	6%	-	100%	-	23%	14%
Partly funded by the local council, partly privately funded	15	15	-	-	15	4	-	9	11	15	3	1	2	2	2	4	-	-	7	8
	18%	18%	-	-	19%	20%	-	26%	26%	18%	19%	11%	24%	10%	21%	38%	-	-	18%	21%
All funded by the NHS	6	6	-	-	6	-	*	2	2	6	3	1	1	-	1	1	-	-	5	2
	8%	8%	-	-	8%	-	17%	5%	5%	8%	15%	6%	13%	-	8%	6%	-	-	12%	4%
Other	6	6	-	-	6	1	1	4	4	6	1	-	1	*	2	2	-	-	2	4
	7%	7%	-	-	8%	4%	25%	12%	9%	7%	3%	-	14%	3%	17%	14%	-	-	6%	10%
Not applicable	7	7	-	-	7	1	-	1	1	7	-	4	-	1	1	1	-	-	4	3
	8%	8%	-	-	9%	3%	-	3%	1%	8%	-	43%	-	6%	5%	11%	-	-	11%	7%

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. a day care service, such as a day centre

Base: All respondents who went on to arrange services - a day care service, such as a day centre

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%	a	b	c	*d	*e	*f	*g	*h	*i	*j	k	*l	*m	*n	*o	p	q	r	s	
Sig Level: 95%	A	B	C	*D	*E	*F	*G	*H	*I	*J	K	*L	*M	*N	*O	P	Q	R	S	
Unweighted row	86	25	29	44	14	13	9	14	5	4	38	4	9	7	-	42	30	50	27	
Total	81	25	25	39	11	11	16	8	13	4	2	32	4	8	5	-	40	26	41	31
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
All funded by the local council	27	3	7	27	1	4	-	-	13	-	-	15	1	2	5	-	12	12	12	10
	34%	12%	27%	71%	9%	39%	-	-	100%	-	-	45%	19%	29%	100%	-	30%	45%	29%	34%
			AB																	
All privately funded (paid for ourselves)	19	19	1	2	1	1	16	-	-	-	-	4	3	1	-	-	13	2	12	7
	24%	76%	5%	4%	5%	6%	100%	-	-	-	-	12%	81%	9%	-	-	33%	9%	29%	22%
		BC															Q			
Partly funded by the local council, partly privately funded	15	1	15	5	2	-	-	8	-	-	-	7	-	4	-	-	7	4	8	6
	18%	3%	60%	12%	14%	-	-	100%	-	-	-	21%	-	46%	-	-	18%	14%	19%	19%
			AC																	
All funded by the NHS	6	2	-	*	6	-	-	-	-	4	-	2	-	-	-	-	3	2	3	3
	8%	6%	-	1%	57%	-	-	-	-	100%	-	7%	-	-	-	-	7%	7%	8%	9%
Other	6	1	1	4	2	6	-	-	-	-	2	4	-	1	-	-	2	2	3	2
	7%	3%	5%	10%	15%	54%	-	-	-	-	100%	12%	-	8%	-	-	6%	8%	8%	5%
Not applicable	7	-	1	1	-	-	-	-	-	-	-	1	-	1	-	-	2	5	2	3
	8%	-	2%	1%	-	-	-	-	-	-	-	3%	-	7%	-	-	5%	18%	6%	11%

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. a day care service, such as a day centre

Base: All respondents who went on to arrange services - a day care service, such as a day centre

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Total	*a	*b	*c	*d	*e	f	*g	*h	i	*j	k	l	m	n	o	p		
Sig Level: 90%	*A	*B	*C	*D	*E	F	*G	*H	I	*J	K	L	M	N	O	P		
Unweighted row	86	1	-	-	-	21	-	1	25	10	43	34	50	80	25	47		
Total	81	2	-	-	-	25	-	1	24	11	36	27	41	72	20	39		
	100%	100%	-	-	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%		
All funded by the local council	27	2	-	-	-	6	-	1	8	3	14	13	16	24	11	14		
	34%	100%	-	-	-	22%	-	100%	35%	27%	38%	49%	38%	33%	55%	36%		
														N				
All privately funded (paid for ourselves)	19	-	-	-	-	7	-	-	9	5	5	5	8	16	4	8		
	24%	-	-	-	-	29%	-	-	36%	47%	15%	17%	19%	22%	21%	20%		
									KI									
Partly funded by the local council, partly privately funded	15	-	-	-	-	2	-	-	6	1	9	8	11	13	3	9		
	18%	-	-	-	-	9%	-	-	26%	8%	26%	29%	27%	18%	15%	24%		
All funded by the NHS	6	-	-	-	-	4	-	-	-	*	2	-	2	6	-	2		
	8%	-	-	-	-	15%	-	-	-	5%	5%	-	5%	9%	-	4%		
														I				
Other	6	-	-	-	-	*	-	-	1	1	5	2	4	6	1	5		
	7%	-	-	-	-	2%	-	-	3%	13%	13%	6%	9%	8%	5%	12%		
Not applicable	7	-	-	-	-	6	-	-	-	-	1	-	1	7	1	1		
	8%	-	-	-	-	23%	-	-	-	-	3%	-	1%	9%	3%	3%		
														Im				

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. a day care service, such as a day centre

Base: All respondents who went on to arrange services - a day care service, such as a day centre

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	*c	*d	*e	f	g	h	*i	*j	*k	*l	m
		A	B	*C	*D	*E	F	G	H	*I	*J	*K	*L	M
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	86	25	53	3	4	1	36	16	32	2	-	3	8	27
Total	81	19	48	5	6	3	33	17	24	6	-	6	9	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%
All funded by the local council	27	7	16	1	-	3	10	7	8	3	-	-	1	7
	34%	38%	34%	14%	-	100%	30%	40%	32%	48%	-	-	10%	26%
All privately funded (paid for ourselves)	19	3	7	3	6	-	5	6	6	3	-	-	-	3
	24%	16%	15%	72%	100%	-	14%	33%	24%	52%	-	-	-	13%
Partly funded by the local council, partly privately funded	15	2	12	1	-	-	5	2	7	-	-	2	2	3
	18%	13%	24%	15%	-	-	16%	13%	30%	-	-	40%	24%	12%
All funded by the NHS	6	3	4	-	-	-	4	2	1	-	-	-	3	4
	8%	14%	8%	-	-	-	11%	11%	4%	-	-	-	30%	15%
Other	6	2	4	-	-	-	5	*	1	-	-	-	-	4
	7%	12%	8%	-	-	-	14%	3%	3%	-	-	-	-	14%
Not applicable	7	1	5	-	-	-	5	-	1	-	-	3	3	5
	8%	7%	11%	-	-	-	16%	-	6%	-	-	60%	37%	20%

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. a respite care service, such as one provided in a care home or your own home

Base: All respondents who went on to arrange services - a respite care service, such as one provided in a care home or your own home

	Care and support services		Person requiring services		Services arranged					Age of person requiring services									
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
Total	a	*b	*c	d	*e	*f	g	h	i	*j	*k	*l	*m	*n	*o	*p	*q	r	s
	A	*B	*C	D	*E	*F	G	H	I	*J	*K	*L	*M	*N	*O	*P	*Q	R	S
Unweighted row	47	47	-	47	14	1	29	32	47	10	8	8	9	8	3	1	-	26	21
Total	43	43	-	43	11	1	28	26	43	13	6	7	8	5	3	*	-	26	17
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
All funded by the local council	12	12	-	12	4	1	8	10	12	2	-	3	1	3	3	-	-	5	7
	28%	28%	-	28%	41%	100%	30%	38%	28%	17%	-	35%	13%	69%	82%	-	-	18%	43%
All privately funded (paid for ourselves)	11	11	-	11	5	-	7	8	11	1	2	2	6	*	-	-	-	5	6
	27%	27%	-	27%	44%	-	26%	31%	27%	10%	28%	29%	71%	10%	-	-	-	20%	37%
Partly funded by the local council, partly privately funded	5	5	-	5	1	-	3	4	5	*	1	1	1	1	1	-	-	3	2
	12%	12%	-	12%	9%	-	12%	15%	12%	3%	22%	13%	8%	21%	18%	-	-	10%	14%
All funded by the NHS	4	4	-	4	-	-	1	1	4	1	2	1	-	-	-	*	-	4	*
	10%	10%	-	10%	-	-	3%	6%	10%	8%	39%	9%	-	-	-	100%	-	16%	2%
Other	9	9	-	9	-	-	7	2	9	8	-	1	1	-	-	-	-	9	1
	22%	22%	-	22%	-	-	26%	9%	22%	63%	-	13%	7%	-	-	-	-	34%	4%
							h											S	
Not applicable	1	1	-	1	1	-	1	-	1	-	1	-	-	-	-	-	-	1	-
	1%	1%	-	1%	6%	-	2%	-	1%	-	10%	-	-	-	-	-	-	2%	-

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. a respite care service, such as one provided in a care home or your own home

Base: All respondents who went on to arrange services - a respite care service, such as one provided in a care home or your own home

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
Sig Level: 90%		*a	*b	c	d	*e	*f	*g	*h	*i	*j	k	*l	*m	*n	*o	p	q	r	*s
Sig Level: 95%		*A	*B	C	D	*E	*F	*G	*H	*I	*J	K	*L	*M	*N	*O	P	Q	R	*S
Unweighted row	47	14	11	24	18	11	7	2	4	3	3	28	5	4	5	-	21	18	28	14
Total	43	14	7	19	12	16	6	2	3	3	7	23	5	2	4	-	22	13	20	16
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
All funded by the local council	12	2	1	12	4	5	-	-	3	-	-	9	-	1	4	-	6	4	7	5
	28%	17%	10%	64%	31%	33%	-	-	100%	-	-	39%	-	30%	100%	-	26%	33%	33%	29%
				D																
All privately funded (paid for ourselves)	11	11	-	3	1	1	6	-	-	-	-	5	5	-	-	-	5	4	5	2
	27%	83%	-	14%	4%	8%	100%	-	-	-	-	24%	100%	-	-	-	22%	28%	26%	15%
Partly funded by the local council, partly privately funded	5	-	5	3	1	-	-	2	-	-	-	3	-	1	-	-	2	2	4	1
	12%	-	75%	15%	9%	-	-	100%	-	-	-	15%	-	44%	-	-	7%	18%	20%	6%
All funded by the NHS	4	-	*	1	4	-	-	-	-	3	-	2	-	-	-	-	1	1	3	2
	10%	-	6%	8%	36%	-	-	-	-	100%	-	8%	-	-	-	-	6%	10%	14%	10%
				C																
Other	9	-	-	-	2	9	-	-	-	-	7	2	-	-	-	-	8	1	1	6
	22%	-	-	-	20%	59%	-	-	-	-	100%	11%	-	-	-	-	38%	7%	3%	39%
					C												Q			
Not applicable	1	-	1	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1	1	-
	1%	-	9%	-	-	-	-	-	-	-	-	3%	-	26%	-	-	-	5%	3%	-

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. a respite care service, such as one provided in a care home or your own home

Base: All respondents who went on to arrange services - a respite care service, such as one provided in a care home or your own home

	Had looked only at each service									Had looked at service							
	Total	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical
Sig Level: 90%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	k	l	m	n	o	p
Sig Level: 95%		*A	*B	*C	*D	*E	*F	*G	*H	*I	*J	K	L	M	N	O	P
Unweighted row	47	1	-	-	-	1	-	7	2	14	3	28	20	32	22	42	31
Total	43	1	-	-	-	*	-	6	6	11	3	27	20	26	17	35	29
	100%	100%	-	-	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
All funded by the local council	12	-	-	-	-	-	-	-	-	4	1	9	5	10	10	11	9
	28%	-	-	-	-	-	-	-	-	37%	21%	33%	27%	39%	59%	32%	31%
														kLOP			
All privately funded (paid for ourselves)	11	1	-	-	-	-	-	2	-	5	2	6	4	8	3	11	7
	27%	100%	-	-	-	-	-	31%	-	49%	60%	24%	19%	31%	16%	31%	25%
Partly funded by the local council, partly privately funded	5	-	-	-	-	*	-	1	-	1	-	3	2	4	3	5	3
	12%	-	-	-	-	100%	-	17%	-	6%	-	11%	12%	15%	18%	13%	10%
All funded by the NHS	4	-	-	-	-	-	-	3	-	1	1	1	1	1	1	4	2
	10%	-	-	-	-	-	-	43%	-	9%	18%	6%	7%	5%	3%	13%	7%
Other	9	-	-	-	-	-	-	1	6	-	-	6	7	2	-	3	7
	22%	-	-	-	-	-	-	10%	100%	-	-	24%	36%	9%	-	9%	25%
												No	MNO				No
Not applicable	1	-	-	-	-	-	-	-	-	-	-	1	-	-	1	1	1
	1%	-	-	-	-	-	-	-	-	-	-	2%	-	-	4%	2%	2%

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded. a respite care service, such as one provided in a care home or your own home

Base: All respondents who went on to arrange services - a respite care service, such as one provided in a care home or your own home

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		*a	b	*c	*d	*e	f	*g	h	*i	*j	*k	*l	m
Sig Level: 95%		*A	B	*C	*D	*E	F	*G	H	*I	*J	*K	*L	M
Unweighted row	47	14	31	1	1	-	22	8	17	-	1	-	3	17
Total	43	10	31	1	1	-	20	7	16	-	1	-	2	21
	100%	100%	100%	100%	100%	-	100%	100%	100%	-	100%	-	100%	100%
All funded by the local council	12	5	7	-	-	-	3	4	5	-	-	-	*	4
	28%	47%	23%	-	-	-	17%	53%	31%	-	-	-	18%	17%
All privately funded (paid for ourselves)	11	2	9	-	1	-	2	2	7	-	1	-	1	7
	27%	15%	30%	-	100%	-	10%	27%	47%	-	100%	-	51%	34%
Partly funded by the local council, partly privately funded	5	1	3	1	-	-	2	1	2	-	-	-	-	1
	12%	8%	10%	100%	-	-	12%	10%	13%	-	-	-	-	3%
All funded by the NHS	4	1	4	-	-	-	4	1	-	-	-	-	1	1
	10%	8%	12%	-	-	-	19%	10%	-	-	-	-	31%	6%
Other	9	2	7	-	-	-	8	-	1	-	-	-	-	8
	22%	21%	23%	-	-	-	42%	-	6%	-	-	-	-	38%
Not applicable	1	-	1	-	-	-	-	-	1	-	-	-	-	1
	1%	-	2%	-	-	-	-	-	4%	-	-	-	-	3%

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded - Summary Table

Base: All respondents who went on to arrange services

	A care home (residential or care home)	Sheltered or supported housing	Home care workers to assist with personal care tasks, such as dressing and going to the toilet	Home care workers or helpers to assist with practical tasks such as housework or shopping	Mobility or living aids or home adaptations such as bath lifts, rails, a personal alarm service or wheelchairs	A day care service, such as a day centre	A respite care service, such as one provided in a care home or your own home
	a	b	c	d	e	f	g
	A	B	C	D	E	F	G
Sig Level: 90%							
Sig Level: 95%							
Unweighted row	230	64	253	246	396	86	47
Total	235	57	243	255	372	81	43
	100%	100%	100%	100%	100%	100%	100%
All privately funded (paid for ourselves)	101 43% BCDEFG	9 16%	61 25%	71 28% B	110 30% B	19 24%	11 27%
Partly funded by the local council, partly privately funded	85 36% BCDEFG	10 17%	62 26% EG	68 27% bEG	55 15%	15 18%	5 12%
All funded by the local council	31 13%	28 50% ACDEfG	67 28% A	74 29% A	124 33% A	27 34% A	12 28% A
All funded by the NHS	15 6%	2 3%	31 13% ABD	19 7%	56 15% ABDf	6 8%	4 10%
Other	3 1%	2 3%	17 7% A	17 6% A	21 6% A	6 7% A	9 22% ABCDEF
Not applicable	1 *	7 11% ACDEG	4 2%	7 3% A	6 2%	7 8% ACDE	1 1%

Columns Tested: A,B,C,D,E,F,G

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded across ALL services - ANY FUNDING ACROSS SERVICES

Base: All respondents who went on to arrange services

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Unweighted row	773	773	-	46	726	230	64	346	396	113	148	117	135	135	147	66	16	1	400	365
Total	763	763	-	35	728	235	57	346	372	107	158	126	137	115	141	58	18	1	421	333
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
All privately funded (paid for ourselves)	285	285	-	12	274	108	12	123	139	35	47	47	45	44	57	26	10	1	139	139
	37%	37%	-	33%	38%	46%	20%	36%	37%	32%	30%	38%	33%	38%	40%	46%	58%	100%	33%	42%
						FGHI		F	f					j	JIR	JLR			JIR	
All funded by the local council	236	236	-	17	219	53	34	128	144	45	54	27	42	38	50	19	6	-	123	113
	31%	31%	-	49%	30%	23%	59%	37%	39%	42%	34%	22%	30%	33%	36%	32%	33%	-	29%	34%
				D			EGHI	E	E	E	K			K	K					K
Partly funded by the local council, partly privately funded	200	200	-	6	193	88	14	106	100	28	37	34	35	32	40	19	3	-	106	94
	26%	26%	-	18%	27%	37%	24%	31%	27%	26%	23%	27%	25%	28%	28%	33%	14%	-	25%	28%
						FgHI														
All funded by the NHS	98	98	-	3	96	27	3	57	65	21	21	20	23	11	15	7	*	-	64	33
	13%	13%	-	7%	13%	11%	5%	16%	17%	19%	13%	16%	17%	10%	11%	12%	2%	-	15%	10%
								eF	EF	EF		s	mS						S	
Other	53	53	-	-	53	10	2	32	32	22	22	3	10	3	10	4	-	-	35	18
	7%	7%	-	-	7%	4%	3%	9%	9%	20%	14%	2%	7%	3%	7%	8%	-	-	8%	5%
				c				E	E	EFGH	KIMnRS		k		km	k			KM	
Not applicable	15	15	-	-	15	-	4	4	2	6	*	5	5	2	1	2	-	-	11	4
	2%	2%	-	-	2%	-	7%	1%	*	5%	*	4%	4%	2%	*	3%	-	-	3%	1%
							EGH	e	EGH			JNs	JNs		jn				j	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded across ALL services - ANY FUNDING ACROSS SERVICES

Base: All respondents who went on to arrange services

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Unconcerned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	773	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	440	203	462	258
Total	763	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	443	190	433	279
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
All privately funded (paid for ourselves)	285	285	18	24	14	7	230	-	-	-	-	55	101	4	-	2	171	75	174	96
	37%	100%	9%	10%	14%	13%	100%	-	-	-	-	45%	100%	5%	-	17%	38%	40%	40%	35%
		BCDE					GHIJK					GHIJ	MNO		mN					
All funded by the local council	236	24	31	236	10	10	-	-	166	-	-	70	8	12	31	1	127	62	126	92
	31%	8%	15%	100%	10%	19%	-	-	100%	-	-	57%	8%	14%	100%	9%	29%	33%	29%	33%
			A	ABDE		A			FGIJK			FGIJ			LMO					
Partly funded by the local council, partly privately funded	200	18	200	31	15	5	-	137	-	-	-	63	3	85	-	1	106	54	125	63
	26%	6%	100%	13%	15%	9%	-	100%	-	-	-	51%	3%	100%	-	4%	24%	28%	29%	23%
			ACDE	A	A			FHIJK				FHIJ		LNO					s	
All funded by the NHS	98	14	15	10	98	6	-	-	-	60	-	38	5	6	1	15	52	24	61	28
	13%	5%	8%	4%	100%	11%	-	-	-	100%	-	31%	5%	7%	3%	100%	12%	13%	14%	10%
					ABCE	c				FGHJK		FGHJ			LMN					
Other	53	7	5	10	6	53	-	-	-	-	31	22	4	3	-	-	39	8	20	26
	7%	2%	2%	4%	6%	100%	-	-	-	-	100%	18%	4%	3%	-	-	9%	4%	5%	9%
					ABCD					FGHIK		FGHI					Q		R	R
Not applicable	15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	7	4	8
	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	4%	1%	3%
																	P			R

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded across ALL services - ANY FUNDING ACROSS SERVICES

Base: All respondents who went on to arrange services

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Unweighted row	773	145	37	30	50	151	22	7	117	252	91	276	265	392	94	56	369	
Total	763	152	36	24	47	145	25	6	118	255	84	261	262	369	83	45	357	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
All privately funded (paid for ourselves)	285	65	5	10	16	58	7	2	39	118	24	91	91	139	25	16	130	
	37%	43%	13%	40%	34%	40%	29%	31%	33%	46%	28%	35%	35%	38%	31%	36%	36%	
		Bh	B	B	B	B		B	B	JKLMNP			j					
All funded by the local council	236	21	18	5	16	44	6	-	32	57	46	100	98	144	38	21	129	
	31%	14%	50%	19%	34%	30%	22%	-	27%	22%	54%	38%	37%	39%	46%	46%	36%	
			ACEFH	A	A	A		A	A		IKLMP	I	I	I	lp	I	I	
Partly funded by the local council, partly privately funded	200	52	7	3	11	17	3	1	22	93	20	79	84	95	26	10	107	
	26%	34%	20%	11%	23%	12%	11%	17%	19%	36%	24%	30%	32%	26%	31%	23%	30%	
		bCEFh		e						JMop			m					
All funded by the NHS	98	14	2	5	-	15	4	3	9	30	7	45	33	61	16	13	55	
	13%	9%	5%	19%	-	11%	14%	43%	8%	12%	9%	17%	13%	16%	19%	30%	15%	
		D		bDh		D	D		D			ij		ij	iJ	IJKLMP		
Other	53	5	-	2	3	13	*	1	16	8	2	23	19	29	10	9	28	
	7%	4%	-	9%	6%	9%	2%	10%	13%	3%	2%	9%	7%	8%	12%	20%	8%	
				b		Ab			AB			IJ	lj	lj	IJ	IJKLMP	lj	
Not applicable	15	-	4	1	2	1	6	-	3	1	4	2	3	2	6	1	4	
	2%	-	12%	5%	4%	1%	22%	-	3%	*	5%	1%	1%	1%	7%	1%	1%	
			AEH	Ae	Ae		AcDEH		A		IKLMP				IKLMP			

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded across ALL services - ANY FUNDING ACROSS SERVICES

Base: All respondents who went on to arrange services

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	d	*e	f	g	h	*i	j	k	l	m
		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	773	248	468	31	20	4	523	87	156	7	33	18	146	371
Total	763	235	460	42	17	7	507	88	153	15	47	18	163	375
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
All privately funded (paid for ourselves)	285	79	178	13	11	2	177	42	59	8	31	8	78	157
	37%	34%	39%	32%	65%	26%	35%	48%	38%	51%	67%	44%	48%	42%
					ABC			F						
All funded by the local council	236	82	133	15	2	4	159	19	50	8	6	4	44	114
	31%	35%	29%	36%	14%	51%	31%	22%	33%	49%	13%	23%	27%	30%
		d		d			g		g					
Partly funded by the local council, partly privately funded	200	61	124	11	3	-	126	23	51	-	9	3	24	71
	26%	26%	27%	26%	18%	-	25%	26%	33%	-	20%	15%	15%	19%
								F						
All funded by the NHS	98	47	47	4	-	-	67	12	20	-	-	1	15	35
	13%	20%	10%	9%	-	-	13%	13%	13%	-	-	8%	10%	9%
		BD												
Other	53	14	38	1	-	-	41	2	10	-	2	*	9	35
	7%	6%	8%	2%	-	-	8%	2%	6%	-	5%	3%	6%	9%
							g							
Not applicable	15	2	11	-	*	2	11	2	2	-	-	3	3	8
	2%	1%	2%	-	2%	23%	2%	2%	1%	-	-	19%	2%	2%
											J			

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded across ALL services - SAME FUNDING ONLY ACROSS SERVICES

Base: All respondents who went on to arrange services

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	773	773	-	46	726	230	64	346	396	113	148	117	135	135	147	66	16	1	400	365
Total	763	763	-	35	728	235	57	346	372	107	158	126	137	115	141	58	18	1	421	333
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
All privately funded (paid for ourselves)	230	230	-	10	220	84	6	76	91	19	39	41	35	35	43	18	10	1	115	107
	30%	30%	-	28%	30%	36%	10%	22%	25%	17%	24%	33%	26%	30%	31%	32%	53%	100%	27%	32%
						FGHI		F	F							JLmNRs				j
Partly funded by the local council, partly privately funded	137	137	-	5	131	59	8	56	47	9	29	26	24	25	22	9	1	-	79	57
	18%	18%	-	15%	18%	25%	14%	16%	13%	8%	18%	21%	17%	22%	15%	16%	8%	-	19%	17%
						fGHI		I												
All funded by the local council	166	166	-	13	153	29	26	72	81	13	42	23	35	23	29	9	6	-	100	66
	22%	22%	-	36%	21%	12%	45%	21%	22%	12%	26%	18%	25%	20%	20%	15%	33%	-	24%	20%
				D			EGHI	EI	EI		o									
All funded by the NHS	60	60	-	1	59	11	2	25	31	7	13	15	13	9	8	1	-	-	41	19
	8%	8%	-	4%	8%	5%	3%	7%	8%	6%	8%	12%	9%	8%	6%	2%	-	-	10%	6%
									e			nOS	o						oS	
Other	31	31	-	-	31	2	1	14	14	9	14	3	5	3	7	-	-	-	21	10
	4%	4%	-	-	4%	1%	1%	4%	4%	8%	9%	2%	3%	3%	5%	-	-	-	5%	3%
								E	E	EfgH	KIMOS				o				o	
Mixed Funding	124	124	-	6	119	49	11	100	105	46	22	12	20	18	33	18	1	-	54	70
	16%	16%	-	16%	16%	21%	19%	29%	28%	42%	14%	10%	15%	16%	23%	31%	7%	-	13%	21%
								E	E	EFGH					JKIR	JKLMPrs				JKR
Not applicable	15	15	-	-	15	-	4	4	2	6	*	5	5	2	1	2	-	-	11	4
	2%	2%	-	-	2%	-	7%	1%	*	5%	*	4%	4%	2%	*	3%	-	-	3%	1%
							EGH	e		EGH		JNs	JNs		jn				j	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded across ALL services - SAME FUNDING ONLY ACROSS SERVICES

Base: All respondents who went on to arrange services

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	773	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	440	203	462	258
Total	763	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	443	190	433	279
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
All privately funded (paid for ourselves)	230	230	-	-	-	-	230	-	-	-	-	-	84	-	-	-	149	56	134	87
	30%	81%	-	-	-	-	100%	-	-	-	-	-	84%	-	-	-	34%	30%	31%	31%
		BCDE					GHIJK						MNO							
Partly funded by the local council, partly privately funded	137	-	137	-	-	-	-	137	-	-	-	-	-	59	-	-	79	31	83	44
	18%	-	68%	-	-	-	-	100%	-	-	-	-	70%	-	-	-	18%	17%	19%	16%
			ACDE					FHIJK					LNO							
All funded by the local council	166	-	-	166	-	-	-	-	166	-	-	-	-	-	29	-	102	34	85	69
	22%	-	-	70%	-	-	-	-	100%	-	-	-	-	-	94%	-	23%	18%	20%	25%
			ABDE						FGIJK					LMO						
All funded by the NHS	60	-	-	-	60	-	-	-	-	60	-	-	-	-	-	11	32	14	37	19
	8%	-	-	-	61%	-	-	-	-	100%	-	-	-	-	75%	-	7%	8%	9%	7%
				ABCE					FGHJK					LMN						
Other	31	-	-	-	-	31	-	-	-	-	31	-	-	-	-	-	25	3	11	18
	4%	-	-	-	-	59%	-	-	-	-	100%	-	-	-	-	-	6%	1%	3%	6%
				ABCD						FGHIK							Q			R
Mixed Funding	124	55	63	70	38	22	-	-	-	-	-	124	16	25	2	4	53	44	79	34
	16%	19%	32%	30%	39%	41%	-	-	-	-	-	100%	16%	30%	6%	25%	12%	23%	18%	12%
			A	A	A	A						FGHIJ		LN		N		P		S

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded across ALL services - SAME FUNDING ONLY ACROSS SERVICES

Base: All respondents who went on to arrange services

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	773	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	440	203	462	258
Total	763	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	443	190	433	279
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not applicable	15	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	7	4	8
	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	4%	1%	3%
																	P		R	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded across ALL services - SAME FUNDING ONLY ACROSS SERVICES

Base: All respondents who went on to arrange services

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Unweighted row	773	145	37	30	50	151	22	7	117	252	91	276	265	392	94	56	369	
Total	763	152	36	24	47	145	25	6	118	255	84	261	262	369	83	45	357	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
All privately funded (paid for ourselves)	230	64	5	9	15	55	7	2	37	94	16	62	58	94	14	8	88	
	30%	42%	13%	37%	33%	38%	29%	31%	31%	37%	19%	24%	22%	26%	17%	19%	25%	
		Bh	B	B	B	B		B		JKLMNOP				n				
Partly funded by the local council, partly privately funded	137	48	7	3	10	17	3	1	21	64	10	36	49	47	9	4	58	
	18%	31%	20%	11%	22%	12%	11%	17%	18%	25%	12%	14%	19%	13%	11%	8%	16%	
		CEFH		e						JKIMNOP		Mno						
All funded by the local council	166	20	18	5	16	41	6	-	29	34	32	51	60	85	13	4	75	
	22%	13%	50%	19%	34%	28%	22%	-	25%	13%	39%	20%	23%	23%	16%	10%	21%	
			ACEFH	A	A	A		A			IKLMNOP	io	IO	IO		lo		
All funded by the NHS	60	13	2	4	-	15	4	3	9	13	2	22	14	31	4	3	23	
	8%	9%	5%	16%	-	11%	14%	43%	7%	5%	3%	9%	5%	8%	5%	6%	7%	
		D		D	D	D	D	d				j		j				
Other	31	2	-	2	3	12	*	1	14	2	1	12	13	13	2	1	15	
	4%	1%	-	9%	6%	8%	2%	10%	12%	1%	1%	5%	5%	3%	2%	1%	4%	
				Ab	A	Ab		AB				lj	lj	l		l		
Mixed Funding	124	6	-	1	1	3	-	-	5	48	18	75	64	97	34	25	94	
	16%	4%	-	3%	1%	2%	-	-	4%	19%	22%	29%	24%	26%	41%	55%	26%	
												l		l	IJKLMP	IJKLMP	l	
Not applicable	15	-	4	1	2	1	6	-	3	1	4	2	3	2	6	1	4	
	2%	-	12%	5%	4%	1%	22%	-	3%	*	5%	1%	1%	1%	7%	1%	1%	
			AEH	Ae	Ae		AcDEH		A		IKLMP				IKLMP			

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q9 I am going to read out each of the services you said you had arranged. For each one, please tell me how they are funded across ALL services - SAME FUNDING ONLY ACROSS SERVICES

Base: All respondents who went on to arrange services

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	773	248	468	31	20	4	523	87	156	7	33	18	146	371
Total	763	235	460	42	17	7	507	88	153	15	47	18	163	375
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
All privately funded (paid for ourselves)	230	63	139	13	11	2	147	35	40	8	30	8	74	134
	30%	27%	30%	32%	65%	26%	29%	40%	26%	51%	64%	44%	45%	36%
					ABC			FH					M	
Partly funded by the local council, partly privately funded	137	35	88	10	3	-	86	18	33	-	7	*	17	50
	18%	15%	19%	23%	18%	-	17%	21%	21%	-	15%	2%	10%	13%
All funded by the local council	166	52	94	14	2	4	117	15	26	8	6	3	38	86
	22%	22%	20%	33%	14%	51%	23%	18%	17%	49%	13%	15%	23%	23%
				b			h							
All funded by the NHS	60	30	27	3	-	-	44	5	11	-	-	1	11	20
	8%	13%	6%	7%	-	-	9%	6%	7%	-	-	3%	7%	5%
		Bd												
Other	31	6	25	-	-	-	28	1	2	-	-	*	7	25
	4%	3%	5%	-	-	-	6%	1%	1%	-	-	3%	4%	7%
		a					gH							
Mixed Funding	124	46	76	2	-	-	73	12	39	-	3	2	14	52
	16%	20%	16%	5%	-	-	14%	13%	26%	-	7%	13%	8%	14%
		CD	cD						FG				l	
Not applicable	15	2	11	-	*	2	11	2	2	-	-	3	3	8
	2%	1%	2%	-	2%	23%	2%	2%	1%	-	-	19%	2%	2%
											J			

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10a On this card are some words which other people have used to describe their experiences of arranging care and support services. Which of these words, if any, would you use to describe your own experience overall?

Base: All respondents who went on to arrange services

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	773	773	-	46	726	230	64	346	396	113	148	117	135	135	147	66	16	1	400	365
Total	763	763	-	35	728	235	57	346	372	107	158	126	137	115	141	58	18	1	421	333
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Time-consuming	319	319	-	5	315	116	29	153	171	56	52	63	58	47	64	25	9	-	172	146
	42%	42%	-	14%	43%	49%	50%	44%	46%	53%	33%	50%	42%	41%	45%	44%	52%	-	41%	44%
				C								Jr		J					j	J
Reassuring	319	319	-	17	302	86	23	149	165	44	72	43	59	44	58	32	9	1	174	144
	42%	42%	-	50%	41%	36%	41%	43%	44%	41%	45%	34%	43%	38%	41%	56%	48%	100%	41%	43%
									e		k				KMNRs				k	
Relieving	290	290	-	15	275	81	17	136	137	47	68	42	51	44	54	19	6	-	161	124
	38%	38%	-	43%	38%	35%	30%	39%	37%	44%	43%	33%	37%	39%	38%	34%	34%	-	38%	37%
									ef											
Stressful	266	266	-	6	260	113	26	134	126	45	34	45	48	50	53	26	11	-	126	140
	35%	35%	-	17%	36%	48%	46%	39%	34%	42%	21%	36%	35%	44%	37%	46%	58%	-	30%	42%
				C		GH	h					J	J	JR	J	JR	JkIR		J	JR
Comforting	264	264	-	18	246	64	18	120	119	39	61	42	50	32	43	22	6	-	154	104
	35%	35%	-	51%	34%	27%	31%	35%	32%	37%	38%	34%	37%	28%	31%	39%	33%	-	37%	31%
				D				e			m								m	
Frustrating	206	206	-	2	204	87	17	95	102	32	22	40	37	29	55	14	7	-	100	105
	27%	27%	-	5%	28%	37%	30%	27%	27%	30%	14%	32%	27%	25%	39%	25%	40%	-	24%	32%
				C		GH						Jr	J	J	JLMOR	j	J		J	JR
Easy	191	191	-	15	175	44	13	82	98	14	63	29	28	20	32	14	4	1	119	71
	25%	25%	-	45%	24%	19%	23%	24%	26%	13%	40%	23%	20%	17%	23%	24%	23%	100%	28%	21%
				D				I	EI										IMS	
Encouraging	175	175	-	7	168	49	12	74	70	34	43	32	29	26	26	8	4	-	104	64
	23%	23%	-	21%	23%	21%	21%	21%	19%	32%	27%	26%	21%	23%	18%	14%	24%	-	25%	19%
									EGH		nOS								Os	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10a On this card are some words which other people have used to describe their experiences of arranging care and support services. Which of these words, if any, would you use to describe your own experience overall?

Base: All respondents who went on to arrange services

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	773	773	-	46	726	230	64	346	396	113	148	117	135	135	147	66	16	1	400	365
Total	763	763	-	35	728	235	57	346	372	107	158	126	137	115	141	58	18	1	421	333
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Complicated	174	174	-	4	169	71	13	94	92	29	22	34	33	25	40	15	3	-	89	83
	23%	23%	-	13%	23%	30%	23%	27%	25%	27%	14%	27%	24%	22%	28%	26%	18%	-	21%	25%
				c							J	J	j	Jr	J				j	J
Simple	168	168	-	13	155	47	13	60	77	11	60	22	37	18	20	10	2	-	118	50
	22%	22%	-	38%	21%	20%	23%	17%	21%	10%	38%	18%	27%	15%	14%	18%	12%	-	28%	15%
				D		l	l	i	l		KIMNOPRS		KMNS					KMNS		
Difficult	165	165	-	3	162	64	13	87	81	28	28	30	32	18	35	14	7	-	90	74
	22%	22%	-	7%	22%	27%	22%	25%	22%	26%	18%	24%	23%	16%	25%	23%	37%	-	21%	22%
				C										m		jM				
Daunting	153	153	-	1	152	72	9	70	82	29	19	31	27	20	35	16	5	-	77	76
	20%	20%	-	4%	21%	31%	15%	20%	22%	27%	12%	25%	20%	17%	25%	28%	30%	-	18%	23%
				C		FGH				f		J	j	Jr	Jmr	j			j	J
Quick	153	153	-	11	141	45	19	51	70	16	60	15	24	14	24	11	2	-	99	51
	20%	20%	-	32%	19%	19%	33%	15%	19%	15%	38%	12%	18%	12%	17%	19%	11%	-	23%	15%
				D			EGHI				KLMNOPRS								KMS	
Distressing	142	142	-	2	140	72	8	66	60	27	20	26	25	21	30	14	6	-	70	71
	19%	19%	-	5%	19%	31%	14%	19%	16%	26%	13%	20%	18%	19%	21%	24%	33%	-	17%	21%
				C		FGH				fH		j		J	J	Jr				Jr
Other	9	9	-	-	9	5	2	3	5	2	2	2	1	1	1	*	-	-	6	3
	1%	1%	-	-	1%	2%	3%	1%	1%	1%	1%	2%	1%	1%	1%	1%	-	-	1%	1%
None of the above	2	2	-	1	2	-	-	2	2	-	*	1	1	-	-	-	-	-	2	-
	*	*	-	3%	*	-	-	1%	*	-	*	1%	1%	-	-	-	-	-	1%	-
				D																s

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10a On this card are some words which other people have used to describe their experiences of arranging care and support services. Which of these words, if any, would you use to describe your own experience overall?

Base: All respondents who went on to arrange services

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	773	773	-	46	726	230	64	346	396	113	148	117	135	135	147	66	16	1	400	365
Total	763	763	-	35	728	235	57	346	372	107	158	126	137	115	141	58	18	1	421	333
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not stated	*	*	-	-	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	*
	*	*	-	-	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	*
NETS																				
Positive	557	557	-	30	526	160	42	240	266	78	130	89	102	79	92	43	13	1	321	229
	73%	73%	-	88%	72%	68%	72%	70%	72%	73%	82%	71%	75%	69%	65%	75%	74%	100%	76%	69%
				D							KMNS		n						mNS	
Negative	490	490	-	11	478	176	41	228	233	70	79	84	93	79	105	34	15	-	255	232
	64%	64%	-	33%	66%	75%	71%	66%	63%	66%	50%	67%	68%	68%	74%	60%	82%	-	61%	70%
				C		GHi						J	J	J	JOR	Jr		J	JR	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10a On this card are some words which other people have used to describe their experiences of arranging care and support services. Which of these words, if any, would you use to describe your own experience overall?

Base: All respondents who went on to arrange services

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	773	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	440	203	462	258
Total	763	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	443	190	433	279
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Time-consuming	319	112	102	101	44	17	79	65	61	24	9	68	47	45	14	8	116	134	201	91
	42%	39%	51%	43%	45%	32%	34%	48%	37%	41%	29%	55%	47%	53%	45%	57%	26%	71%	46%	33%
			AcE					FHj				FHiJ					P	S		
Reassuring	319	129	75	91	48	25	110	48	65	30	17	48	47	23	10	5	235	34	157	143
	42%	45%	37%	38%	48%	47%	48%	35%	39%	49%	55%	38%	47%	27%	32%	32%	53%	18%	36%	51%
		b			bc		Ghk			g	g		M				Q		R	
Relieving	290	112	78	79	37	23	93	55	51	22	20	44	39	31	6	4	196	43	137	128
	38%	39%	39%	34%	38%	43%	41%	40%	31%	36%	66%	36%	38%	37%	19%	28%	44%	22%	32%	46%
							h	h		FGHIK			N	N			Q		R	
Stressful	266	87	81	94	45	16	64	55	58	25	5	55	43	39	17	12	95	120	166	80
	35%	30%	40%	40%	46%	30%	28%	40%	35%	42%	15%	44%	43%	46%	54%	84%	21%	63%	38%	29%
		A	A	Ae			FJ	J	FJ			FhJ			LMN		P	S		
Comforting	264	91	68	70	30	29	79	55	57	19	21	29	25	25	10	3	195	34	142	108
	35%	32%	34%	30%	31%	54%	34%	40%	34%	32%	68%	23%	24%	30%	33%	21%	44%	18%	33%	39%
					ABCD		K	K	K	FGHIK							Q			
Frustrating	206	73	65	60	36	15	51	42	33	21	8	47	33	34	11	7	44	115	149	46
	27%	26%	32%	26%	36%	29%	22%	31%	20%	34%	24%	38%	33%	40%	37%	46%	10%	61%	34%	16%
		ac		AC			fH		fH			FH					P	S		
Easy	191	82	34	60	22	11	76	28	47	13	6	21	24	10	8	2	165	14	84	94
	25%	29%	17%	25%	23%	20%	33%	20%	28%	21%	18%	17%	24%	12%	24%	15%	37%	7%	19%	34%
		B		B			GiK		gK				m		m		Q		R	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10a On this card are some words which other people have used to describe their experiences of arranging care and support services. Which of these words, if any, would you use to describe your own experience overall?

Base: All respondents who went on to arrange services

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	773	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	440	203	462	258
Total	763	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	443	190	433	279
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Encouraging	175 23%	58 20%	48 24%	42 18%	24 25%	19 36%	50 22%	36 27%	33 20%	14 24%	14 46%	21 17%	25 25%	18 21%	4 14%	2 11%	134 30%	19 10%	97 22%	70 25%
Complicated	174 23%	62 22%	53 26%	62 26%	30 30%	14 26%	38 17%	26 19%	34 20%	19 31%	6 19%	48 39%	23 23%	29 35%	10 31%	7 51%	34 8%	98 52%	125 29%	39 14%
Simple	168 22%	74 26%	31 16%	51 21%	18 18%	9 17%	68 29%	25 18%	42 25%	13 21%	5 17%	14 11%	25 25%	15 17%	6 19%	2 12%	151 34%	4 2%	80 19%	80 29%
Difficult	165 22%	58 20%	40 20%	55 23%	29 29%	10 19%	47 20%	26 19%	36 22%	18 30%	5 18%	29 23%	24 24%	22 26%	11 35%	5 35%	30 7%	94 50%	110 25%	40 14%
Daunting	153 20%	55 19%	51 25%	50 21%	29 30%	12 22%	37 16%	30 22%	23 14%	18 30%	5 17%	37 30%	24 24%	26 31%	10 32%	11 75%	37 8%	77 41%	108 25%	37 13%
Quick	153 20%	73 26%	24 12%	37 16%	22 23%	11 21%	65 28%	18 13%	32 19%	14 23%	8 26%	16 13%	24 23%	14 16%	5 16%	3 23%	132 30%	9 5%	73 17%	73 26%
Distressing	142 19%	53 18%	43 22%	49 21%	22 22%	11 20%	38 16%	29 21%	27 16%	11 19%	4 11%	32 26%	29 28%	21 25%	13 40%	9 63%	46 10%	65 34%	102 24%	27 10%

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10a On this card are some words which other people have used to describe their experiences of arranging care and support services. Which of these words, if any, would you use to describe your own experience overall?

Base: All respondents who went on to arrange services

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc ernal	Un- conc ernal
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	773	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	440	203	462	258
Total	763	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	443	190	433	279
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other	9 1%	2 1%	3 1%	3 1%	2 2%	2 3%	* *	3 2%	1 1%	2 3%	* F	2 2%	2 2%	2 2%	1 3%	- -	2 1%	4 2%	6 1%	1 *
None of the above	2 *	2 1%	1 1%	* *	- -	- -	1 *	- -	* *	- -	- -	1 1%	- -	- -	- -	- -	2 *	- -	* *	1 *
Not stated	* *	- -	- -	- -	- -	* 1%	- -	- -	- -	- -	* 2% fh	- -	- -	- -	- -	- -	- -	- -	- -	* *
NETS																				
Positive	557 73%	207 73%	140 70%	173 73%	69 71%	40 75%	174 76%	94 69%	123 74%	43 71%	26 83%	85 69%	73 73% o	54 64%	23 74% o	7 49%	395 89% Q	73 38%	289 67%	232 83% R
Negative	490 64%	171 60%	144 72% AE	161 68% aE	68 69% E	27 52%	128 56%	96 70% FJ	106 64% fJ	41 67% J	14 44%	92 74% FhJ	70 70%	64 76%	24 77% Lm	14 94%	203 46% P	177 93%	308 71% S	148 53%

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10a On this card are some words which other people have used to describe their experiences of arranging care and support services. Which of these words, if any, would you use to describe your own experience overall?

Base: All respondents who went on to arrange services

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Total	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Sig Level: 90%																	
Sig Level: 95%																	
Unweighted row	773	145	37	30	50	151	22	7	117	252	91	276	265	392	94	56	369
Total	763	152	36	24	47	145	25	6	118	255	84	261	262	369	83	45	357
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Time-consuming	319	58	16	7	14	45	11	2	37	124	45	123	127	169	49	29	163
	42%	38%	46%	29%	29%	31%	43%	38%	32%	49%	53%	47%	48%	46%	59%	64%	46%
			e											iKIMP	IKLMP		
Reassuring	319	61	14	7	20	65	7	1	57	92	33	115	118	159	29	15	159
	42%	40%	40%	30%	42%	45%	29%	19%	49%	36%	40%	44%	45%	43%	35%	32%	45%
								cf				i	Ino	i		lo	
Relieving	290	56	10	8	23	57	11	3	59	86	26	95	111	135	30	14	140
	38%	37%	28%	34%	50%	39%	45%	45%	50%	34%	30%	36%	43%	37%	36%	32%	39%
				B				ABe				IJ					
Stressful	266	64	13	10	7	24	4	2	32	124	40	119	100	123	37	25	140
	35%	42%	37%	42%	14%	16%	17%	38%	27%	49%	48%	46%	38%	33%	44%	55%	39%
		DEFH	DE	DEf				dE	LMP	IM	IMp			M	LMP	m	
Comforting	264	47	12	10	15	52	16	1	51	69	25	87	97	117	25	8	127
	35%	31%	34%	40%	33%	36%	63%	19%	43%	27%	30%	33%	37%	32%	30%	17%	35%
						ABDEh		A			o	O	IO	O	o	IO	
Frustrating	206	49	7	5	6	27	2	2	20	96	28	85	73	103	25	26	100
	27%	32%	20%	21%	12%	19%	9%	38%	17%	38%	33%	33%	28%	28%	31%	56%	28%
		DEFH							LMP						IJKLMNP		
Easy	191	37	9	8	17	52	3	1	33	48	19	50	52	98	8	6	80
	25%	24%	25%	34%	37%	36%	12%	12%	28%	19%	22%	19%	20%	27%	10%	14%	22%
			f	aF	AF				N	N	N	N	IKINO			N	
Encouraging	175	31	9	5	19	32	13	-	35	53	20	45	63	69	22	6	79
	23%	20%	26%	19%	40%	22%	50%	-	29%	21%	23%	17%	24%	19%	26%	14%	22%
				AcE		AbCEh		a				k		kmo			

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10a On this card are some words which other people have used to describe their experiences of arranging care and support services. Which of these words, if any, would you use to describe your own experience overall?

Base: All respondents who went on to arrange services

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Total	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row	773	145	37	30	50	151	22	7	117	252	91	276	265	392	94	56	369	
Total	763	152	36	24	47	145	25	6	118	255	84	261	262	369	83	45	357	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Complicated	174	37	4	5	8	22	1	1	21	80	21	78	71	90	25	18	96	
	23%	25%	11%	21%	17%	15%	5%	22%	17%	32%	25%	30%	27%	24%	30%	39%	27%	
		bEF								M						jMp		
Simple	168	36	11	3	19	48	1	2	26	53	18	29	50	78	6	3	61	
	22%	24%	30%	12%	41%	33%	6%	33%	22%	21%	22%	11%	19%	21%	7%	6%	17%	
		f	cF		ACFH	aCFH		f		KNO	KNO		KNO	KNO		KNO		
Difficult	165	33	5	3	10	20	2	1	25	72	19	72	75	81	24	17	92	
	22%	22%	14%	13%	21%	14%	9%	22%	21%	28%	22%	27%	29%	22%	29%	37%	26%	
		e								m			M			jMp		
Daunting	153	44	3	3	2	22	3	-	6	79	18	64	45	81	27	15	70	
	20%	29%	7%	13%	3%	15%	10%	-	5%	31%	22%	25%	17%	22%	33%	33%	20%	
		BcDEfH				DH				LMP		L			LMP	LmP		
Quick	153	34	14	3	10	38	5	3	16	51	23	27	36	68	12	5	49	
	20%	22%	40%	11%	22%	27%	18%	43%	13%	20%	28%	10%	14%	18%	15%	10%	14%	
		h	ACdfH			cH				KIoP	KLMNOP			Kp				
Distressing	142	44	4	7	7	10	2	-	18	75	17	57	50	63	22	20	69	
	19%	29%	10%	28%	15%	7%	8%	-	15%	29%	20%	22%	19%	17%	26%	43%	19%	
		BdEFH		bEfh	e			E		jKLMP				M	IJKLMNP			
Other	9	1	-	1	-	4	-	-	1	3	2	2	1	5	2	2	2	
	1%	1%	-	2%	-	2%	-	-	*	1%	2%	1%	*	1%	3%	4%	1%	
										L				KLP	KLP			
None of the above	2	-	-	-	1	-	-	-	1	-	-	2	2	2	-	-	2	
	*	-	-	-	2%	-	-	-	1%	-	-	1%	1%	*	-	-	1%	
					ae													

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10a On this card are some words which other people have used to describe their experiences of arranging care and support services. Which of these words, if any, would you use to describe your own experience overall?

Base: All respondents who went on to arrange services

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Total	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row	773	145	37	30	50	151	22	7	117	252	91	276	265	392	94	56	369	
Total	763	152	36	24	47	145	25	6	118	255	84	261	262	369	83	45	357	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not stated	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	
	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	
NETS																		
Positive	557	117	29	17	36	115	22	5	92	166	58	173	184	263	58	26	247	
	73%	77%	80%	69%	75%	79%	89%	78%	78%	65%	69%	66%	70%	71%	69%	58%	69%	
							c					o	O			o		
Negative	490	105	23	16	25	73	13	2	70	192	61	187	177	233	59	38	243	
	64%	69%	64%	67%	53%	50%	53%	38%	59%	75%	73%	72%	68%	63%	71%	84%	68%	
		DE		e						IMp	m	M				kLMnP		

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10a On this card are some words which other people have used to describe their experiences of arranging care and support services. Which of these words, if any, would you use to describe your own experience overall?

Base: All respondents who went on to arrange services

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	773	248	468	31	20	4	523	87	156	7	33	18	146	371
Total	763	235	460	42	17	7	507	88	153	15	47	18	163	375
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Time-consuming	319	96	198	15	4	5	191	40	85	4	5	5	47	114
	42%	41%	43%	36%	25%	74%	38%	45%	55%	23%	10%	27%	29%	30%
Reassuring	319	91	206	17	5	-	228	29	58	5	22	8	77	160
	42%	39%	45%	40%	31%	-	45%	33%	38%	32%	48%	46%	47%	43%
							G							
Relieving	290	82	176	18	9	5	199	30	55	6	13	4	50	139
	38%	35%	38%	42%	53%	68%	39%	34%	36%	42%	28%	24%	31%	37%
					a									
Stressful	266	104	141	12	3	4	160	40	63	4	2	2	33	94
	35%	44%	31%	29%	20%	51%	32%	45%	41%	23%	3%	10%	20%	25%
		BD						F	F					
Comforting	264	61	176	17	11	-	201	26	34	3	13	9	55	133
	35%	26%	38%	39%	64%	-	40%	29%	22%	22%	28%	51%	34%	35%
			A		ABc		gH							
Frustrating	206	71	125	9	*	2	112	32	62	*	3	2	22	74
	27%	30%	27%	21%	2%	23%	22%	36%	40%	3%	6%	14%	14%	20%
		D	D	d				F	F					
Easy	191	63	107	18	1	2	134	16	29	12	18	4	53	117
	25%	27%	23%	43%	5%	26%	26%	18%	19%	77%	39%	21%	33%	31%
		D	d	aBD			gh							
Encouraging	175	48	110	9	7	-	130	11	30	3	6	5	32	89
	23%	20%	24%	21%	44%	-	26%	13%	20%	22%	12%	27%	20%	24%
					ABc		G							

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10a On this card are some words which other people have used to describe their experiences of arranging care and support services. Which of these words, if any, would you use to describe your own experience overall?

Base: All respondents who went on to arrange services

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	773	248	468	31	20	4	523	87	156	7	33	18	146	371
Total	763	235	460	42	17	7	507	88	153	15	47	18	163	375
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Complicated	174	59	106	8	*	-	103	22	49	*	2	2	23	62
	23%	25%	23%	19%	2%	-	20%	25%	32%	3%	4%	9%	14%	17%
		D	D	d				F						
Simple	168	56	91	17	1	2	115	16	28	9	21	7	58	113
	22%	24%	20%	41%	8%	26%	23%	18%	18%	61%	44%	40%	36%	30%
		d		ABD										
Difficult	165	55	104	3	1	2	92	25	47	*	1	1	23	56
	22%	23%	23%	7%	5%	23%	18%	29%	31%	3%	2%	7%	14%	15%
		Cd	Cd					F	F					
Daunting	153	56	91	5	2	-	82	19	52	*	6	1	23	60
	20%	24%	20%	13%	9%	-	16%	22%	34%	3%	12%	3%	14%	16%
									Fg					
Quick	153	52	78	16	5	2	102	14	25	12	22	2	51	97
	20%	22%	17%	39%	28%	26%	20%	16%	16%	77%	47%	11%	31%	26%
		b		AB							K			
Distressing	142	59	70	10	1	*	78	23	41	*	*	-	14	51
	19%	25%	15%	24%	9%	7%	15%	26%	27%	3%	1%	-	8%	14%
		Bd						F	F					
Other	9	4	5	-	-	-	6	-	3	-	-	-	-	3
	1%	2%	1%	-	-	-	1%	-	2%	-	-	-	-	1%
None of the above	2	*	2	-	-	-	2	-	-	-	1	-	1	2
	*	*	*	-	-	-	*	-	-	-	2%	-	1%	1%

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10a On this card are some words which other people have used to describe their experiences of arranging care and support services. Which of these words, if any, would you use to describe your own experience overall?

Base: All respondents who went on to arrange services

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	773	248	468	31	20	4	523	87	156	7	33	18	146	371
Total	763	235	460	42	17	7	507	88	153	15	47	18	163	375
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not stated	*	-	*	-	-	-	*	-	-	-	-	*	*	*
	*	-	*	-	-	-	*	-	-	-	3%	*	*	*
NETS														
Positive	557	165	335	34	16	6	392	57	92	15	41	15	131	294
	73%	70%	73%	81%	92%	93%	77%	65%	60%	97%	87%	86%	81%	78%
				Ab			GH							
Negative	490	164	284	27	8	5	309	62	116	4	14	7	79	206
	64%	70%	62%	65%	46%	74%	61%	70%	76%	23%	30%	41%	49%	55%
		BD						f	F					

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10b And if you had to pick ONE WORD, which of these would best describe your overall experience of arranging care & support services?

Base: All respondents who gave an answer at Q10

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	769	769	-	45	723	229	64	343	394	113	147	116	134	134	147	66	16	1	397	364
Total	760	760	-	34	726	235	57	343	370	107	158	125	136	114	141	58	18	1	419	333
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Reassuring	113	113	-	5	108	27	10	55	65	13	24	12	24	15	21	16	2	-	60	54
	15%	15%	-	16%	15%	12%	17%	16%	17%	12%	15%	9%	18%	13%	15%	28%	12%	-	14%	16%
									E											k
Relieving	108	108	-	6	101	29	6	51	43	11	23	21	27	17	14	4	-	-	71	35
	14%	14%	-	19%	14%	12%	11%	15%	12%	10%	15%	17%	20%	15%	10%	7%	-	-	17%	11%
												ops	NOpS	p						NOpS
Stressful	97	97	-	3	94	44	9	49	43	15	14	15	14	20	18	12	5	-	43	54
	13%	13%	-	9%	13%	19%	16%	14%	12%	14%	9%	12%	10%	17%	13%	20%	27%	-	10%	16%
													JIR			JIR	JIR			JIR
Time-consuming	80	80	-	1	78	17	5	37	51	12	16	18	14	13	12	6	2	-	47	32
	10%	10%	-	4%	11%	7%	9%	11%	14%	11%	10%	14%	10%	11%	8%	11%	9%	-	11%	10%
Comforting	66	66	-	5	61	11	2	25	28	14	14	13	7	5	14	6	3	-	35	28
	9%	9%	-	14%	8%	5%	4%	7%	8%	13%	9%	10%	5%	4%	10%	10%	16%	-	8%	8%
																	IM			
Easy	50	50	-	4	46	10	6	19	21	5	18	11	7	7	2	3	-	1	36	14
	7%	7%	-	11%	6%	4%	11%	6%	6%	5%	12%	9%	5%	7%	1%	5%	-	100%	9%	4%
							Eg				LNS	Ns	n	N						NS
Frustrating	44	44	-	1	42	15	4	17	23	9	4	6	8	8	14	1	3	-	18	26
	6%	6%	-	4%	6%	6%	7%	5%	6%	8%	3%	5%	6%	7%	10%	1%	18%	-	4%	8%
														o	JOR		JkImOR			JOR
Complicated	37	37	-	-	37	15	3	24	18	4	1	8	8	3	14	3	-	-	17	20
	5%	5%	-	-	5%	6%	5%	7%	5%	3%	1%	6%	6%	3%	10%	5%	-	-	4%	6%
												J	J		JMR	J				j

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10b And if you had to pick ONE WORD, which of these would best describe your overall experience of arranging care & support services?

Base: All respondents who gave an answer at Q10

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	769	769	-	45	723	229	64	343	394	113	147	116	134	134	147	66	16	1	397	364
Total	760	760	-	34	726	235	57	343	370	107	158	125	136	114	141	58	18	1	419	333
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Distressing	35	35	-	1	34	20	2	14	11	8	6	6	6	7	8	2	-	-	18	17
	5%	5%	-	2%	5%	9%	3%	4%	3%	8%	4%	5%	4%	6%	6%	3%	-	-	4%	5%
					GH				H											
Simple	35	35	-	4	30	11	2	12	20	3	14	3	8	4	2	3	-	-	25	10
	5%	5%	-	12%	4%	5%	3%	3%	5%	3%	9%	3%	6%	4%	2%	5%	-	-	6%	3%
				D							KmNS		n					NS		
Difficult	27	27	-	1	26	8	3	10	10	5	7	1	3	4	8	*	2	-	11	15
	4%	4%	-	3%	4%	3%	6%	3%	3%	4%	4%	1%	2%	4%	6%	1%	11%	-	3%	4%
														Kr		KIOR				k
Encouraging	26	26	-	2	24	10	*	10	11	4	3	5	8	4	3	1	-	-	16	8
	3%	3%	-	5%	3%	4%	1%	3%	3%	4%	2%	4%	6%	4%	2%	2%	-	-	4%	2%
													jns							
Daunting	20	20	-	-	20	10	*	9	10	2	2	5	-	5	6	1	1	-	7	13
	3%	3%	-	-	3%	4%	1%	3%	3%	2%	2%	4%	-	4%	4%	1%	7%	-	2%	4%
												L		L		L				Lr
Quick	15	15	-	-	15	3	3	6	10	-	8	1	4	2	1	-	-	-	12	3
	2%	2%	-	-	2%	1%	5%	2%	3%	-	5%	1%	3%	1%	1%	-	-	-	3%	1%
							el		i		KmNoS							S		
Other	4	4	-	-	4	3	1	3	2	1	2	1	-	1	1	-	-	-	2	2
	1%	1%	-	-	1%	1%	2%	1%	1%	1%	1%	*	-	1%	1%	-	-	-	1%	1%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not stated	5	5	-	1	4	2	-	2	2	1	1	-	-	-	3	-	-	-	1	3
	1%	1%	-	2%	1%	1%	-	1%	1%	1%	1%	-	-	-	2%	-	-	-	*	1%
															klmR					

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10b And if you had to pick ONE WORD, which of these would best describe your overall experience of arranging care & support services?

Base: All respondents who gave an answer at Q10

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	769	769	-	45	723	229	64	343	394	113	147	116	134	134	147	66	16	1	397	364
Total	760	760	-	34	726	235	57	343	370	107	158	125	136	114	141	58	18	1	419	333
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NETS																				
Positive	412	412	-	26	386	100	30	178	199	51	105	66	84	54	57	33	5	1	254	151
	54%	54%	-	76%	53%	43%	51%	52%	54%	47%	66%	52%	62%	47%	40%	58%	28%	100%	61%	45%
				D	E		E	E			KMNPS	np	MNPS		NPs			MNPS		
Negative	339	339	-	7	331	129	27	161	166	55	50	59	52	59	80	24	13	-	160	177
	45%	45%	-	22%	46%	55%	46%	47%	45%	51%	32%	47%	38%	52%	57%	42%	72%	-	38%	53%
				C	GH							Jr	JLR	JLoR		JKLOR			JLR	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10b And if you had to pick ONE WORD, which of these would best describe your overall experience of arranging care & support services?

Base: All respondents who gave an answer at Q10

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	769	254	219	263	106	49	200	148	186	61	28	132	71	94	41	18	438	203	461	256
Total	760	283	199	236	98	52	229	137	165	60	30	123	101	85	31	15	441	190	433	278
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Reassuring	113 15%	47 17%	24 12%	35 15%	17 17%	6 11%	42 18%	14 10%	26 15%	9 15%	3 9%	17 14%	18 18%	4 4%	3 9%	3 17%	82 19%	11 6%	57 13%	53 19%
							G						M			M	Q		R	
Relieving	108 14%	43 15%	23 12%	26 11%	11 12%	11 21%	39 17%	17 13%	19 11%	8 14%	11 37%	11 9%	16 16%	11 13%	1 5%	1 4%	80 18%	16 9%	46 11%	55 20%
						bC	K				FGHIK		n			Q			R	
Stressful	97 13%	30 11%	37 19%	26 11%	21 21%	5 10%	20 9%	26 19%	13 8%	11 18%	- -	23 19%	15 15%	19 23%	5 17%	4 25%	36 8%	46 24%	59 14%	30 11%
			AC		ACe			FHJ		FHJ		FHJ					P			
Time-consuming	80 10%	22 8%	28 14%	26 11%	5 6%	4 7%	15 7%	25 18%	21 13%	4 7%	3 10%	8 7%	3 3%	11 12%	1 4%	1 5%	35 8%	24 13%	43 10%	28 10%
			AD					FIK	Fk					L				p		
Comforting	66 9%	24 8%	14 7%	19 8%	6 7%	9 17%	21 9%	11 8%	18 11%	5 8%	6 20%	4 4%	3 3%	3 4%	4 12%	1 3%	48 11%	5 3%	44 10%	15 5%
						aBcd	K	k	K		fgiK				lm		Q		S	
Easy	50 7%	16 6%	8 4%	20 9%	6 6%	5 9%	15 7%	5 4%	15 9%	4 6%	2 6%	8 6%	6 6%	1 1%	3 3%	- -	41 9%	3 2%	22 5%	25 9%
				b					G						M		Q		R	
Frustrating	44 6%	19 7%	12 6%	17 7%	6 6%	1 2%	13 6%	7 5%	11 7%	1 2%	- -	11 9%	7 7%	6 7%	1 3%	* 3%	11 2%	23 12%	29 7%	12 4%
												i					P			

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10b And if you had to pick ONE WORD, which of these would best describe your overall experience of arranging care & support services?

Base: All respondents who gave an answer at Q10

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Unconcerned	
Sig Level: 90%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
Sig Level: 95%	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Unweighted row	769	254	219	263	106	49	200	148	186	61	28	132	71	94	41	18	438	203	461	256
Total	760	283	199	236	98	52	229	137	165	60	30	123	101	85	31	15	441	190	433	278
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Complicated	37 5%	14 5%	14 7%	11 5%	5 5%	1 3%	10 4%	5 3%	5 3%	4 7%	- -	12 10%	7 7%	7 9%	1 3%	- -	8 2%	21 11%	26 6%	10 3%
Distressing	35 5%	11 4%	5 2%	13 6%	7 7%	5 9%	8 4%	3 2%	9 5%	5 8%	3 10%	7 5%	7 7%	3 4%	4 12%	5 38%	13 3%	12 7%	24 6%	6 2%
Simple	35 5%	13 5%	11 6%	13 5%	1 1%	2 4%	12 5%	7 5%	10 6%	* 1%	- -	6 5%	3 3%	8 9%	- -	- -	31 7%	- -	18 4%	15 6%
Difficult	27 4%	11 4%	1 1%	12 5%	3 3%	2 3%	10 4%	1 *	9 5%	1 2%	2 5%	4 3%	3 3%	1 1%	4 13%	- -	4 1%	17 9%	22 5%	4 2%
Encouraging	26 3%	11 4%	11 5%	7 3%	1 1%	- -	9 4%	8 6%	5 3%	- -	- -	3 3%	3 3%	6 7%	1 4%	- -	22 5%	1 1%	16 4%	9 3%
Daunting	20 3%	11 4%	8 4%	3 1%	3 3%	- -	8 4%	5 3%	1 1%	2 4%	- -	4 3%	6 6%	3 4%	1 2%	- -	9 2%	6 3%	14 3%	6 2%
Quick	15 2%	4 2%	2 1%	3 1%	5 5%	1 2%	4 2%	2 1%	3 2%	5 9%	1 4%	- -	- -	1 1%	1 4%	1 4%	15 3%	- -	7 2%	7 3%
					ABC					FGHK	K					Q				

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10b And if you had to pick ONE WORD, which of these would best describe your overall experience of arranging care & support services?

Base: All respondents who gave an answer at Q10

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	769	254	219	263	106	49	200	148	186	61	28	132	71	94	41	18	438	203	461	256
Total	760	283	199	236	98	52	229	137	165	60	30	123	101	85	31	15	441	190	433	278
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other	4 1%	2 1%	1 *	3 1%	- -	1 2%	- -	1 *	1 1%	- -	- -	2 2%	1 1%	1 1%	1 3%	- -	* *	4 2%	4 1%	* *
None of the above	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Not stated	5 1%	4 2%	- -	2 1%	- -	- -	2 1%	- -	* *	- -	- -	2 2%	2 2%	- -	- -	- -	5 1%	- -	2 *	2 1%
NETS																				
Positive	412 54%	158 56%	92 47%	123 52%	48 49%	33 64%	142 62%	65 47%	95 58%	32 53%	23 76%	49 40%	48 48%	34 40%	13 43%	4 29%	319 72%	36 19%	211 49%	180 65%
		B				Bd	GK		gK		GhIK					Q			R	
Negative	339 45%	119 42%	106 53%	107 45%	50 51%	18 34%	85 37%	71 52%	69 42%	29 47%	7 24%	69 56%	49 48%	51 60%	17 54%	10 71%	117 26%	149 79%	216 50%	95 34%
			AcE		E			FhJ	j	J	FHJ				I		P		S	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10b And if you had to pick ONE WORD, which of these would best describe your overall experience of arranging care & support services?

Base: All respondents who gave an answer at Q10

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Unweighted row	769	144	37	30	49	151	22	7	116	251	91	274	263	390	94	56	366	
Total	760	152	36	24	46	145	25	6	117	255	84	260	260	367	83	45	355	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Reassuring	113	20	6	2	7	25	4	-	17	29	12	41	38	64	12	4	56	
	15%	13%	17%	7%	15%	17%	15%	-	14%	11%	15%	16%	15%	17%	14%	8%	16%	
Relieving	108	22	5	2	12	20	1	1	30	29	8	41	48	42	6	3	58	
	14%	14%	15%	7%	26%	14%	5%	9%	26%	11%	9%	16%	18%	11%	7%	6%	16%	
				aCEF				ACEF				No	IJMNO			ijmNO		
Stressful	97	24	8	3	2	5	3	-	8	49	17	45	35	42	13	8	48	
	13%	16%	22%	14%	5%	4%	14%	-	7%	19%	20%	17%	13%	12%	16%	17%	14%	
		DEH	DEH	E			E			IMp	M	M						
Time-consuming	80	8	1	1	5	19	5	-	11	19	8	24	33	50	15	5	38	
	10%	5%	4%	2%	10%	13%	18%	-	10%	8%	10%	9%	13%	14%	18%	12%	11%	
					Ac		Abc					i		Ik	IKp			
Comforting	66	11	2	4	7	18	5	1	15	15	7	14	20	27	6	2	26	
	9%	7%	4%	16%	14%	12%	19%	19%	13%	6%	8%	5%	8%	7%	7%	5%	7%	
							ab		a									
Easy	50	9	6	5	3	13	2	1	10	10	7	12	9	22	5	3	16	
	7%	6%	17%	19%	5%	9%	7%	12%	8%	4%	9%	5%	4%	6%	6%	7%	5%	
			Ad	Ad							il							
Frustrating	44	7	1	1	-	6	2	1	3	17	6	20	15	26	6	6	24	
	6%	4%	2%	6%	-	4%	8%	17%	3%	7%	7%	8%	6%	7%	7%	14%	7%	
				d			d									iLmp		
Complicated	37	6	-	2	-	4	-	-	4	19	2	21	13	19	4	2	24	
	5%	4%	-	8%	-	3%	-	-	3%	8%	3%	8%	5%	5%	4%	5%	7%	
				bd								j						

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10b And if you had to pick ONE WORD, which of these would best describe your overall experience of arranging care & support services?

Base: All respondents who gave an answer at Q10

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Unweighted row	769	144	37	30	49	151	22	7	116	251	91	274	263	390	94	56	366	
Total	760	152	36	24	46	145	25	6	117	255	84	260	260	367	83	45	355	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Distressing	35 5%	14 9%	2 4%	2 9%	1 3%	1 1%	- -	- -	3 3%	22 9%	4 4%	14 5%	9 4%	11 3%	3 4%	6 13%	15 4%	
		EH		E						LMP						jKLMNP		
Simple	35 5%	8 6%	1 2%	1 5%	1 1%	11 8%	- -	1 22%	2 1%	11 4%	2 3%	5 2%	9 3%	20 6%	2 3%	1 3%	10 3%	
		h				dH							Kp					
Difficult	27 4%	5 3%	3 8%	- -	5 10%	6 4%	- -	1 22%	6 5%	8 3%	4 5%	4 2%	10 4%	10 3%	3 3%	3 7%	10 3%	
					ac							k				Km		
Encouraging	26 3%	4 3%	- -	- -	4 8%	6 4%	3 13%	- -	4 3%	10 4%	2 2%	4 2%	11 4%	9 3%	6 7%	1 2%	11 3%	
					b		ABCeH								KMp			
Daunting	20 3%	8 5%	- -	2 7%	- -	1 1%	- -	- -	2 2%	10 4%	2 2%	9 3%	7 3%	10 3%	2 3%	1 1%	9 3%	
		E		dE														
Quick	15 2%	2 1%	2 6%	- -	1 2%	5 4%	- -	- -	1 1%	3 1%	3 3%	5 2%	2 1%	10 3%	- -	- -	6 2%	
			h								ln		ln					
Other	4 1%	1 1%	- -	1 2%	- -	1 1%	- -	- -	1 *	1 1%	- -	1 *	1 *	2 1%	1 1%	- -	2 *	
None of the above	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Not stated	5 1%	2 2%	- -	- -	- -	1 1%	- -	- -	- -	3 1%	1 1%	- -	* *	2 1%	1 1%	- -	* *	
										kp								

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10b And if you had to pick ONE WORD, which of these would best describe your overall experience of arranging care & support services?

Base: All respondents who gave an answer at Q10

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	769	144	37	30	49	151	22	7	116	251	91	274	263	390	94	56	366
Total	760	152	36	24	46	145	25	6	117	255	84	260	260	367	83	45	355
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NETS																	
Positive	412	76	21	13	33	99	15	4	79	105	41	123	137	195	36	14	183
	54%	50%	59%	53%	72%	68%	60%	62%	67%	41%	49%	47%	53%	53%	43%	31%	52%
				Ac	A			A			O	O	IO	InO			IO
Negative	339	72	15	11	13	43	10	2	38	145	43	136	122	167	46	31	169
	45%	47%	41%	45%	28%	30%	40%	38%	32%	57%	51%	52%	47%	46%	55%	69%	48%
		DEH								LMP		m				JKLMnP	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10b And if you had to pick ONE WORD, which of these would best describe your overall experience of arranging care & support services?

Base: All respondents who gave an answer at Q10

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	d	*e	f	g	h	*i	j	k	l	m
		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	769	247	465	31	20	4	519	87	156	7	32	17	144	367
Total	760	235	457	42	17	7	504	88	153	15	46	17	162	372
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Reassuring	113	34	71	4	4	-	78	11	23	2	17	3	35	62
	15%	14%	16%	10%	24%	-	16%	12%	15%	10%	37%	15%	22%	17%
Relieving	108	28	73	2	3	2	82	12	14	-	5	1	19	54
	14%	12%	16%	6%	16%	23%	16%	14%	9%	-	11%	3%	12%	15%
Stressful	97	40	50	1	1	3	54	13	26	4	2	*	6	33
	13%	17%	11%	2%	6%	45%	11%	15%	17%	23%	3%	2%	4%	9%
		BC	c				H		F				L	L
Time-consuming	80	20	53	6	1	*	59	6	15	-	3	4	21	34
	10%	9%	11%	14%	5%	7%	12%	6%	10%	-	6%	24%	13%	9%
											j			
Comforting	66	10	44	7	5	-	42	8	12	3	3	3	13	31
	9%	4%	10%	17%	31%	-	8%	9%	8%	22%	6%	20%	8%	8%
			A	A	AB									
Easy	50	16	23	9	-	2	33	6	6	5	6	1	15	33
	7%	7%	5%	22%	-	26%	7%	7%	4%	30%	13%	3%	10%	9%
				ABD										
Frustrating	44	14	27	2	-	-	26	6	12	-	-	1	4	14
	6%	6%	6%	5%	-	-	5%	7%	8%	-	-	4%	3%	4%
Complicated	37	11	24	1	*	-	20	4	13	-	1	1	6	20
	5%	4%	5%	3%	2%	-	4%	4%	9%	-	1%	5%	4%	5%
									F					

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10b And if you had to pick ONE WORD, which of these would best describe your overall experience of arranging care & support services?

Base: All respondents who gave an answer at Q10

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	d	*e	f	g	h	*i	j	k	l	m
		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	769	247	465	31	20	4	519	87	156	7	32	17	144	367
Total	760	235	457	42	17	7	504	88	153	15	46	17	162	372
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Distressing	35 5%	16 7%	16 4%	2 5%	- -	- -	19 4%	8 9%	8 5%	- -	- -	- -	3 2%	13 4%
		B						F						
Simple	35 5%	10 4%	22 5%	3 6%	* 2%	- -	27 5%	3 3%	5 3%	- -	7 16%	3 19%	17 11%	29 8%
Difficult	27 4%	6 2%	19 4%	2 5%	- -	- -	16 3%	5 6%	6 4%	- -	* 1%	- -	8 5%	11 3%
Encouraging	26 3%	9 4%	14 3%	- -	2 14%	- -	20 4%	3 4%	2 1%	- -	1 3%	- -	3 2%	11 3%
					ABC									
Daunting	20 3%	8 3%	11 2%	1 3%	- -	- -	10 2%	2 2%	8 5%	- -	- -	1 3%	4 2%	12 3%
									F					
Quick	15 2%	11 5%	3 1%	1 2%	- -	- -	13 3%	1 1%	1 1%	- -	1 3%	- -	7 5%	10 3%
		B												
Other	4 1%	2 1%	2 1%	- -	- -	- -	2 *	- -	2 1%	- -	- -	- -	* *	1 *
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not stated	5 1%	* *	4 1%	- -	- -	- -	2 *	- -	1 *	2 16%	- -	- -	- -	4 1%

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q10b And if you had to pick ONE WORD, which of these would best describe your overall experience of arranging care & support services?

Base: All respondents who gave an answer at Q10

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	d	*e	f	g	h	*i	j	k	l	m
		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	769	247	465	31	20	4	519	87	156	7	32	17	144	367
Total	760	235	457	42	17	7	504	88	153	15	46	17	162	372
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NETS														
Positive	412	117	250	27	15	3	296	44	63	9	41	11	109	230
	54%	50%	55%	64%	87%	49%	59%	50%	41%	61%	89%	61%	68%	62%
					ABc		H				K			
Negative	339	115	201	15	2	4	203	44	88	4	5	7	52	137
	45%	49%	44%	36%	13%	51%	40%	50%	57%	23%	11%	39%	32%	37%
		D	D	d					F		J			

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q11 Please could you indicate if any of the following are reasons why you first looked for information and advice about care services for ...

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services									
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S
Sig Level: 90%																			
Sig Level: 95%																			
Unweighted row	906	906	-	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Because of a gradual process that meant (you/they) had an increasing need for such services	622	622	-	593	174	41	265	271	78	104	106	113	97	134	47	18	1	323	298
	70%	70%	-	70%	74%	71%	77%	73%	73%	55%	69%	73%	68%	83%	80%	85%	100%	65%	78%
											J	Jr	J	JKLMR	JkmR	Jr		J	JKMR
Because of a sudden medical event (for example, following a fall, a stroke or a period in hospital)	307	307	-	296	96	14	129	157	34	67	60	57	53	42	17	10	-	184	122
	34%	34%	-	35%	41%	25%	37%	42%	32%	36%	39%	37%	37%	26%	29%	47%	-	37%	32%
				c	F		f	FI		n	N	N	N			n		Ns	
Because of another event that happened (for example a death in the family or moving to a new area)	75	75	-	67	19	11	28	22	16	30	9	11	14	5	2	3	-	51	24
	8%	8%	-	8%	8%	19%	8%	6%	15%	16%	6%	7%	10%	3%	4%	13%	-	10%	6%
						EGH			eGH	KLNORS		n	N			N		NoS	
Because you were planning for the future with no immediate need for services	65	65	-	59	17	2	12	9	8	13	12	17	8	3	3	3	-	42	16
	7%	7%	-	7%	7%	4%	3%	2%	7%	7%	8%	11%	5%	2%	5%	13%	-	8%	4%
				d	GH				H	N	Ns	mNS				Ns		NS	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q11 Please could you indicate if any of the following are reasons why you first looked for information and advice about care services for ...

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other	10	10	-	*	9	1	*	2	3	4	2	1	2	5	-	-	-	-	5	5
	1%	1%	-	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	3%	-	-	-	-	1%	1%
									EGH				KNRs							
Don't know	4	4	-	-	4	-	-	-	2	-	-	-	-	-	2	-	-	-	-	2
	*	*	-	-	*	-	-	-	*	-	-	-	-	-	3%	-	-	-	-	*
															JKLMNRS					

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q11 Please could you indicate if any of the following are reasons why you first looked for information and advice about care services for ...

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned	
Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Because of a gradual process that meant (you/they) had an increasing need for such services	622	204	157	162	61	43	158	108	111	32	28	95	81	64	20	5	365	160	363	215
	70%	71%	78%	69%	62%	81%	69%	79%	67%	52%	89%	76%	81%	76%	66%	37%	70%	73%	71%	69%
		d	aCD			cD	I	FHI	I		FHI	hl	nO	O	O					
Because of a sudden medical event (for example, following a fall, a stroke or a period in hospital)	307	96	73	93	58	16	75	42	57	36	7	58	33	34	15	12	148	92	183	101
	34%	34%	37%	39%	59%	30%	33%	31%	35%	59%	22%	46%	32%	40%	47%	86%	28%	42%	36%	32%
				ABCE					FGHJk			FGHJ			LMN		P			
Because of another event that happened (for example a death in the family or moving to a new area)	75	22	15	28	4	4	20	12	22	3	1	9	9	5	3	-	44	20	44	27
	8%	8%	8%	12%	5%	7%	9%	9%	13%	5%	2%	7%	9%	6%	10%	-	8%	9%	9%	9%
				aD					ij											

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q11 Please could you indicate if any of the following are reasons why you first looked for information and advice about care services for ...

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Because you were planning for the future with no immediate need for services	65	19	11	9	*	-	17	10	8	-	-	2	7	9	2	-	44	11	45	15
	7%	7%	6%	4%	*	-	7%	7%	5%	-	-	2%	7%	10%	6%	-	8%	5%	9%	5%
		De	De	d			IK	IK	i								q	S		
Other	10	2	1	4	*	-	2	1	4	-	-	*	-	1	-	-	7	2	2	3
	1%	1%	1%	2%	*	-	1%	1%	2%	-	-	*	-	2%	-	-	1%	1%	*	1%
Don't know	4	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	2	-
	*	1%	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	*	-	*	-

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q11 Please could you indicate if any of the following are reasons why you first looked for information and advice about care services for ...

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Because of a gradual process that meant (you/they) had an increasing need for such services	622	118	33	20	40	110	23	6	99	205	77	221	232	297	72	39	300	
	70%	69%	60%	74%	66%	65%	60%	85%	70%	73%	69%	77%	77%	72%	73%	79%	75%	
Because of a sudden medical event (for example, following a fall, a stroke or a period in hospital)	307	64	10	8	15	65	4	2	37	107	28	111	95	168	30	21	141	
	34%	37%	18%	29%	25%	38%	11%	27%	26%	38%	26%	39%	31%	41%	30%	42%	35%	
		BdFH		f		BdFH		f		J		Jl		JLNp		J	j	
Because of another event that happened (for example a death in the family or moving to a new area)	75	14	9	3	5	7	3	1	13	26	19	19	25	24	13	4	31	
	8%	8%	16%	10%	9%	4%	9%	14%	9%	9%	17%	7%	8%	6%	13%	9%	8%	
			aE					e		m	IKLMP				KM			
Because you were planning for the future with no immediate need for services	65	16	6	2	10	5	6	2	13	24	14	10	22	17	10	5	26	
	7%	9%	10%	8%	16%	3%	17%	23%	9%	9%	12%	4%	7%	4%	10%	10%	6%	
		E	E		E		E		E	KM	KMP		Km		KM	Km	k	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q11 Please could you indicate if any of the following are reasons why you first looked for information and advice about care services for ...

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Total	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Sig Level: 90%																	
Sig Level: 95%																	
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other	10	1	-	-	2	2	4	-	2	1	-	*	2	3	4	*	2
	1%	1%	-	-	3%	1%	11%	-	1%	*	-	*	1%	1%	4%	1%	1%
							ABcdEH								IJKLMP		
Don't know	4	-	2	-	-	2	-	-	-	-	2	-	-	2	-	-	-
	*	-	4%	-	-	1%	-	-	-	-	2%	-	-	*	-	-	-
			AH														

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q11 Please could you indicate if any of the following are reasons why you first looked for information and advice about care services for ...

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 90%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Sig Level: 95%														
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Because of a gradual process that meant (you/they) had an increasing need for such services	622	62	532	21	5	2	383	83	153	4	39	24	130	301
	70%	24%	100%	43%	14%	26%	65%	79%	86%	25%	69%	83%	63%	66%
			ACD	AD				F	F					
Because of a sudden medical event (for example, following a fall, a stroke or a period in hospital)	307	264	40	3	-	-	232	19	55	2	16	3	80	161
	34%	100%	7%	7%	-	-	39%	18%	31%	9%	29%	10%	39%	35%
		BCD	d	d			GH		G		k			
Because of another event that happened (for example a death in the family or moving to a new area)	75	11	14	48	1	-	33	15	19	8	4	2	14	34
	8%	4%	3%	100%	2%	-	6%	14%	11%	44%	7%	7%	7%	8%
				ABD				F	F					
Because you were planning for the future with no immediate need for services	65	4	20	4	37	-	40	11	14	-	9	3	17	30
	7%	1%	4%	7%	100%	-	7%	10%	8%	-	16%	9%	8%	7%
			a	A	ABC									

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q11 Please could you indicate if any of the following are reasons why you first looked for information and advice about care services for ...

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
Total	a	b	c	d	*e	f	g	h	*i	j	k	l	m	
	A	B	C	D	*E	F	G	H	*I	J	K	L	M	
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other	10	*	1	-	-	8	4	2	-	4	2	1	2	5
	1%	*	*	-	-	100%	1%	2%	-	23%	3%	4%	1%	1%
Don't know	4	-	-	-	-	-	2	-	-	-	2	-	2	4
	*	-	-	-	-	-	*	-	-	-	3%	-	1%	1%

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q12 Of these reasons, please could indicate which was the primary reason why you first looked for information and advice about care services for ...

Base: All respondents who gave more than one answer at Q11

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	*c	d	e	f	g	h	i	j	k	l	m	n	o	*p	*q	r	s	
	A	*B	*C	D	E	F	G	H	I	J	K	L	M	N	O	*P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	172	172	-	11	161	64	15	84	87	35	26	29	32	36	27	16	6	-	87	85
Total	175	175	-	8	167	66	10	85	85	30	27	35	40	31	23	12	7	-	103	73
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
Because of a gradual process that meant (you/they) had an increasing need for such services	74	74	-	3	71	36	3	32	36	15	11	13	18	11	13	7	1	-	42	32
	42%	42%	-	36%	43%	54%	33%	38%	42%	51%	39%	39%	45%	37%	55%	60%	11%	-	41%	44%
					G															
Because of a sudden medical event (for example, following a fall, a stroke or a period in hospital)	71	71	-	4	67	23	4	40	42	13	8	14	15	16	8	5	4	-	38	33
	41%	41%	-	47%	40%	35%	43%	46%	50%	44%	31%	40%	38%	53%	36%	40%	59%	-	37%	46%
									e				j							
Because of another event that happened (for example a death in the family or moving to a new area)	22	22	-	-	22	6	2	12	6	1	8	4	4	3	2	-	2	-	15	7
	13%	13%	-	-	13%	9%	15%	14%	7%	3%	28%	10%	10%	9%	9%	-	29%	-	15%	10%
							i				klmn	OS							o	
Because you were planning for the future with no immediate need for services	5	5	-	*	5	*	*	-	*	1	-	4	1	*	-	-	-	-	5	*
	3%	3%	-	5%	3%	1%	4%	-	*	2%	-	11%	2%	1%	-	-	-	-	5%	1%
							g					jnS								

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q12 Of these reasons, please could indicate which was the primary reason why you first looked for information and advice about care services for ...

Base: All respondents who gave more than one answer at Q11

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	*c	d	e	f	g	h	i	j	k	l	m	n	o	*p	*q	r	s	
	A	*B	*C	D	E	F	G	H	I	J	K	L	M	N	O	*P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	172	172	-	11	161	64	15	84	87	35	26	29	32	36	27	16	6	-	87	85
Total	175	175	-	8	167	66	10	85	85	30	27	35	40	31	23	12	7	-	103	73
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
Other	2	2	-	*	2	-	*	2	*	-	*	-	2	-	-	-	-	-	2	-
	1%	1%	-	6%	1%	-	4%	2%	1%	-	2%	-	4%	-	-	-	-	-	2%	-
							e						s							
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not stated	*	*	-	*	-	*	-	-	-	-	-	-	*	-	-	-	-	-	*	-
	*	*	-	6%	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	*	-

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q12 Of these reasons, please could indicate which was the primary reason why you first looked for information and advice about care services for ...

Base: All respondents who gave more than one answer at Q11

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%	a	b	c	d	*e	f	g	h	*i	*j	k	l	m	*n	*o	p	q	r	s	
Sig Level: 95%	A	B	C	D	*E	F	G	H	*I	*J	K	L	M	*N	*O	P	Q	R	S	
Unweighted row	172	48	55	59	31	10	32	31	32	9	5	44	16	26	13	5	84	54	120	45
Total	175	52	56	54	26	10	39	36	32	10	4	36	25	26	9	3	86	59	122	46
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Because of a gradual process that meant (you/they) had an increasing need for such services	74 42%	25 49%	21 38%	20 37%	11 42%	4 45%	19 49%	16 45%	12 37%	6 57%	1 27%	14 39%	12 48%	16 61%	4 48%	3 81%	36 42%	25 43%	53 43%	20 44%
Because of a sudden medical event (for example, following a fall, a stroke or a period in hospital)	71 41%	20 39%	24 43%	28 52%	14 52%	5 55%	14 35%	10 29%	14 45%	4 36%	3 73%	21 59%	8 33%	9 34%	4 44%	1 19%	30 35%	26 44%	48 39%	19 41%
Because of another event that happened (for example a death in the family or moving to a new area)	22 13%	6 11%	9 16%	5 9%	2 6%	- -	6 15%	8 23%	5 15%	1 7%	- -	1 2%	5 19%	1 3%	1 7%	- -	16 19%	5 8%	19 15%	4 8%
Because you were planning for the future with no immediate need for services	5 3%	1 1%	1 1%	* 1%	- -	- -	1 1%	1 2%	* 1%	- -	- -	- -	- 2%	* -	- -	- -	3 3%	1 2%	2 2%	3 6%

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q12 Of these reasons, please could indicate which was the primary reason why you first looked for information and advice about care services for ...

Base: All respondents who gave more than one answer at Q11

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Total	a	b	c	d	*e	f	g	h	*i	*j	k	l	m	*n	*o	p	q	r	s	
	A	B	C	D	*E	F	G	H	*I	*J	K	L	M	*N	*O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	172	48	55	59	31	10	32	31	32	9	5	44	16	26	13	5	84	54	120	45
Total	175	52	56	54	26	10	39	36	32	10	4	36	25	26	9	3	86	59	122	46
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other	2 1%	-	-	*	-	-	-	-	*	-	-	-	-	-	-	-	2	*	-	
		-	-	1%	-	-	-	-	1%	-	-	-	-	-	-	-	3%	*	-	
																	p			
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Not stated	*	-	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	*	
	*	-	1%	-	-	-	-	1%	-	-	-	-	2%	-	-	1%	-	-	1%	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q12 Of these reasons, please could indicate which was the primary reason why you first looked for information and advice about care services for ...

Base: All respondents who gave more than one answer at Q11

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%	a	*b	*c	*d	e	*f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%	A	*B	*C	*D	E	*F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	172	33	6	6	10	16	4	4	20	75	27	76	66	92	30	22	95
Total	175	37	5	5	11	18	3	3	21	75	25	70	72	91	25	17	94
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Because of a gradual process that meant (you/they) had an increasing need for such services	74	18	2	2	1	7	1	1	5	39	12	30	31	39	13	9	38
	42%	49%	38%	32%	13%	40%	28%	38%	23%	51%	46%	43%	43%	42%	52%	51%	40%
		h															
Because of a sudden medical event (for example, following a fall, a stroke or a period in hospital)	71	11	3	3	5	8	2	1	8	25	11	33	28	43	11	6	41
	41%	30%	52%	54%	46%	44%	72%	17%	37%	34%	44%	47%	38%	47%	42%	36%	44%
												i		i			
Because of another event that happened (for example a death in the family or moving to a new area)	22	7	-	1	2	-	-	1	6	10	2	6	12	6	1	2	12
	13%	19%	-	14%	22%	-	-	29%	30%	13%	8%	9%	16%	7%	6%	9%	13%
		e							E			m					
Because you were planning for the future with no immediate need for services	5	*	*	-	1	2	-	1	1	1	*	1	1	2	-	1	1
	3%	1%	9%	-	5%	13%	-	16%	3%	2%	2%	1%	1%	3%	-	3%	1%
					a												

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q12 Of these reasons, please could indicate which was the primary reason why you first looked for information and advice about care services for ...

Base: All respondents who gave more than one answer at Q11

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%	a	*b	*c	*d	e	*f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%	A	*B	*C	*D	E	*F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	172	33	6	6	10	16	4	4	20	75	27	76	66	92	30	22	95
Total	175	37	5	5	11	18	3	3	21	75	25	70	72	91	25	17	94
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other	2	-	-	-	2	*	-	-	2	-	-	-	2	*	-	-	2
	1%	-	-	-	14%	2%	-	-	8%	-	-	-	2%	*	-	-	2%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not stated	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*	1%	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q12 Of these reasons, please could indicate which was the primary reason why you first looked for information and advice about care services for ...

Base: All respondents who gave more than one answer at Q11

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	*d	*e	f	g	h	*i	*j	*k	l	m
		A	B	C	*D	*E	F	G	H	*I	*J	*K	L	M
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	172	76	70	16	7	2	97	18	57	-	5	5	27	74
Total	175	71	74	22	5	2	96	24	56	-	12	3	33	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
Because of a gradual process that meant (you/they) had an increasing need for such services	74 42%	-	74 100% AC	-	-	-	38 40%	11 45%	26 46%	-	8 69%	1 28%	15 47%	32 45%
Because of a sudden medical event (for example, following a fall, a stroke or a period in hospital)	71 41%	71 100% BC	-	-	-	-	43 44%	7 28%	22 39%	-	4 31%	1 41%	11 34%	26 36%
Because of another event that happened (for example a death in the family or moving to a new area)	22 13%	-	-	22 100% AB	-	-	9 10%	5 20%	8 15%	-	-	1 32%	3 9%	7 10%
Because you were planning for the future with no immediate need for services	5 3%	-	-	-	5 100%	-	5 5%	-	-	-	-	-	3 10%	4 5%

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q12 Of these reasons, please could indicate which was the primary reason why you first looked for information and advice about care services for ...

Base: All respondents who gave more than one answer at Q11

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	*d	*e	f	g	h	*i	*j	*k	l	m
Sig Level: 95%		A	B	C	*D	*E	F	G	H	*I	*J	*K	L	M
Unweighted row	172	76	70	16	7	2	97	18	57	-	5	5	27	74
Total	175	71	74	22	5	2	96	24	56	-	12	3	33	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
Other	2 1%	-	-	-	-	2 100%	* *	2 7% Fh	- -	- -	- -	- -	- -	2 3%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Not stated	*	-	-	-	-	-	*	-	-	-	-	-	-	*
	*	-	-	-	-	-	*	-	-	-	-	-	-	1%

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q12 Of these reasons, please could indicate which was the primary reason why you first looked for information and advice about care services for ...

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Because of a gradual process that meant (you/they) had an increasing need for such services	532	532	-	26	506	145	35	215	226	67	92	86	90	81	125	44	12	1	268	263
	60%	60%	-	57%	60%	62%	61%	62%	61%	62%	48%	56%	59%	57%	77%	75%	56%	100%	54%	68%
Because of a sudden medical event (for example, following a fall, a stroke or a period in hospital)	264	264	-	10	254	75	13	108	130	25	61	51	52	45	34	13	7	-	164	99
	30%	30%	-	21%	30%	32%	23%	31%	35%	24%	32%	33%	34%	32%	21%	22%	34%	-	33%	26%
Because of another event that happened (for example a death in the family or moving to a new area)	48	48	-	5	43	9	8	19	10	6	25	6	5	8	2	-	2	-	35	13
	5%	5%	-	11%	5%	4%	15%	5%	3%	5%	13%	4%	3%	6%	2%	-	9%	-	7%	3%
Because you were planning for the future with no immediate need for services	37	37	-	4	34	6	*	2	2	6	10	10	5	5	-	*	-	-	26	5
	4%	4%	-	8%	4%	2%	1%	1%	1%	6%	5%	7%	3%	3%	-	1%	-	-	5%	1%

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q12 Of these reasons, please could indicate which was the primary reason why you first looked for information and advice about care services for ...

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other	8	8	-	*	8	-	*	2	2	3	2	1	2	3	-	-	-	-	5	3
	1%	1%	-	1%	1%	-	1%	*	1%	3%	1%	1%	1%	2%	-	-	-	-	1%	1%
									EGH				n							
Don't know	4	4	-	-	4	-	-	-	2	-	-	-	-	-	2	-	-	-	-	2
	*	*	-	-	*	-	-	-	*	-	-	-	-	-	3%	-	-	-	-	*
															JKLMNRS					
Not stated	*	*	-	*	-	*	-	-	-	-	-	-	*	-	-	-	-	-	*	-
	*	*	-	1%	-	*	-	-	-	-	-	-	*	-	-	-	-	-	*	-
				D																

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q12 Of these reasons, please could indicate which was the primary reason why you first looked for information and advice about care services for ...

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Because of a gradual process that meant (you/they) had an increasing need for such services	532 60%	178 63%	124 62%	133 56%	47 48%	38 71%	139 60%	88 65%	94 57%	27 45%	25 80%	76 61%	69 69%	54 63%	16 51%	5 32%	323 62%	128 58%	300 59%	191 62%
		D	D			CD	I	I			FHIK	I	nO	O						
Because of a sudden medical event (for example, following a fall, a stroke or a period in hospital)	264 30%	79 28%	61 30%	82 35%	47 48%	14 27%	63 28%	35 26%	52 31%	30 50%	6 20%	46 37%	24 24%	27 32%	12 40%	10 68%	130 25%	74 34%	152 30%	90 29%
				a	ABCE					FGHJ	fGj				I	LMn		P		
Because of another event that happened (for example a death in the family or moving to a new area)	48 5%	13 5%	11 6%	15 6%	4 4%	1 1%	13 6%	10 7%	14 8%	3 5%	- -	2 2%	6 6%	1 2%	1 3%	- -	35 7%	9 4%	27 5%	19 6%
							k	K	K											

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q12 Of these reasons, please could indicate which was the primary reason why you first looked for information and advice about care services for ...

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Because you were planning for the future with no immediate need for services	37	11	3	2	-	-	11	3	2	-	-	-	2	2	2	-	24	6	27	6
	4%	4%	2%	1%	-	-	5%	2%	1%	-	-	-	2%	3%	6%	-	5%	3%	5%	2%
		CD					hiK	k										S		
Other	8	2	-	4	-	-	2	-	4	-	-	-	-	-	-	-	5	2	*	3
	1%	1%	-	1%	-	-	1%	-	2%	-	-	-	-	-	-	-	1%	1%	*	1%
				b					gk										r	
Don't know	4	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	2	-
	*	1%	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	*	-	*	-
Not stated	*	-	*	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	-	*
	*	-	*	-	-	-	-	*	-	-	-	-	1%	-	-	*	-	-	-	*

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q12 Of these reasons, please could indicate which was the primary reason why you first looked for information and advice about care services for ...

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Because of a gradual process that meant (you/they) had an increasing need for such services	532	100	30	17	32	100	23	4	84	170	65	183	194	249	64	31	249
	60%	58%	55%	62%	52%	59%	60%	55%	60%	60%	58%	64%	65%	61%	64%	64%	62%
Because of a sudden medical event (for example, following a fall, a stroke or a period in hospital)	264	54	9	8	15	59	4	1	34	86	25	90	76	140	23	15	118
	30%	32%	17%	29%	24%	35%	10%	8%	24%	30%	22%	31%	25%	34%	23%	30%	29%
		BF	f	f	BFH	f	f	f	f			jl	JLN				
Because of another event that happened (for example a death in the family or moving to a new area)	48	8	8	2	4	2	1	1	11	15	15	11	19	13	2	2	21
	5%	5%	15%	7%	7%	1%	2%	14%	8%	5%	14%	4%	6%	3%	2%	3%	5%
		E	AEf	E	E				E		IKLMNOP		Mn				
Because you were planning for the future with no immediate need for services	37	8	5	1	8	5	6	2	9	10	5	2	10	6	6	2	11
	4%	5%	8%	2%	14%	3%	17%	23%	7%	4%	4%	1%	3%	1%	6%	3%	3%
				AcEh			ACEh			Km	Km		K		KMp	k	K

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q12 Of these reasons, please could indicate which was the primary reason why you first looked for information and advice about care services for ...

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other	8	-	-	-	2	2	4	-	2	-	-	-	2	2	4	-	2
	1%	-	-	-	3%	1%	11%	-	1%	-	-	-	1%	1%	4%	-	*
				A			ABcdEH								IJKLMP		
Don't know	4	-	2	-	-	2	-	-	-	-	2	-	-	2	-	-	-
	*	-	4%	-	-	1%	-	-	-	-	2%	-	-	*	-	-	-
			AH								IKLmP						
Not stated	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q12 Of these reasons, please could indicate which was the primary reason why you first looked for information and advice about care services for ...

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	d	*e	f	g	h	*i	j	k	l	m
		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Because of a gradual process that meant (you/they) had an increasing need for such services	532 60%	-	532 100%	-	-	-	329 56%	73 69%	125 71%	4 25%	36 63%	22 79%	114 55%	266 58%
			ACD					F	F					
Because of a sudden medical event (for example, following a fall, a stroke or a period in hospital)	264 30%	264 100%	-	-	-	-	213 36%	12 11%	37 21%	2 9%	13 24%	3 9%	72 35%	142 31%
		BCD					GH		G					
Because of another event that happened (for example a death in the family or moving to a new area)	48 5%	-	-	48 100%	-	-	20 3%	8 7%	12 7%	8 44%	1 1%	1 3%	6 3%	21 5%
				ABD				f	F					
Because you were planning for the future with no immediate need for services	37 4%	-	-	-	37 100%	-	24 4%	11 10%	3 2%	-	4 7%	2 6%	10 5%	19 4%
					ABC			FH						

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q12 Of these reasons, please could indicate which was the primary reason why you first looked for information and advice about care services for ...

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
Total	a	b	c	d	*e	f	g	h	*i	j	k	l	m	
	A	B	C	D	*E	F	G	H	*I	J	K	L	M	
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Other	8	-	-	-	-	8	2	2	-	4	2	1	2	5
	1%	-	-	-	-	100%	*	2%	-	23%	3%	4%	1%	1%
Don't know	4	-	-	-	-	-	2	-	-	-	2	-	2	4
	*	-	-	-	-	-	*	-	-	-	3%	-	1%	1%
Not stated	*	-	-	-	-	-	*	-	-	-	-	-	-	*
	*	-	-	-	-	-	*	-	-	-	-	-	-	*

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q13 Overall how easy or difficult would you say it was for you to find information about care and support services?

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy (5.0)	180	180	-	11	169	48	16	76	64	17	66	19	29	15	35	11	3	1	114	66
	20%	20%	-	24%	20%	21%	27%	22%	17%	16%	35%	12%	19%	10%	22%	19%	16%	100%	23%	17%
							hi	h			KLMNORS		M	KM	m			KMS	M	
Fairly easy (4.0)	379	379	-	20	360	93	20	130	160	42	72	65	69	75	61	26	6	-	206	168
	42%	42%	-	43%	42%	40%	35%	38%	43%	39%	38%	42%	45%	53%	38%	44%	29%	-	41%	44%
													JkNpRs							
Neither easy nor difficult (3.0)	125	125	-	4	121	27	10	50	55	17	21	19	20	16	24	13	6	-	61	59
	14%	14%	-	8%	14%	12%	17%	14%	15%	16%	11%	13%	13%	11%	15%	22%	27%	-	12%	15%
															JKIMR	jmr				
Fairly difficult (2.0)	151	151	-	7	144	47	8	67	64	20	20	39	26	24	30	5	5	-	85	65
	17%	17%	-	15%	17%	20%	15%	19%	17%	19%	10%	25%	17%	17%	19%	8%	25%	-	17%	17%
											JlmORS	jo	jo	JO	jo				JO	Jo
Very difficult (1.0)	50	50	-	*	49	18	3	21	23	11	7	10	8	10	9	4	1	-	26	24
	6%	6%	-	1%	6%	8%	6%	6%	6%	10%	4%	6%	5%	7%	6%	7%	3%	-	5%	6%
Don't know	8	8	-	4	4	1	-	2	5	-	3	1	1	1	1	-	-	-	5	3
	1%	1%	-	8%	1%	*	-	1%	1%	-	2%	1%	1%	1%	1%	-	-	-	1%	1%
				D																
Mean Score	3.55	3.55	-	3.81	3.54	3.46	3.64	3.50	3.49	3.32	3.91	3.29	3.55	3.42	3.52	3.60	3.30	5.00	3.61	3.49
				d							KLMNoPRS		k	k	k				Km	k

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q13 Overall how easy or difficult would you say it was for you to find information about care and support services?

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411	
Total	893	893	-	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384	
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
NET																				
Easy	559	559	-	529	142	36	206	224	59	138	85	98	90	96	37	10	1	320	234	
	63%	63%	-	62%	60%	62%	60%	60%	55%	73%	55%	63%	63%	60%	63%	45%	100%	64%	61%	
										KImNPRS										K
Difficult	201	201	-	194	65	12	88	87	31	27	49	35	35	39	9	6	-	111	89	
	23%	23%	-	23%	28%	20%	25%	23%	29%	14%	32%	22%	24%	24%	15%	28%	-	22%	23%	
										JIORS										J

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q13 Overall how easy or difficult would you say it was for you to find information about care and support services?

Base: All respondents who have sought information about care and support services in the last two years

		Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
		Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned	
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Sig Level: 90%																					
Sig Level: 95%																					
Unweighted row		906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total		893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	180	63	34	46	17	21	59	28	40	11	13	15	26	14	7	2	173	3	79	87
		20%	22%	17%	19%	17%	39%	26%	20%	24%	18%	43%	12%	26%	16%	22%	14%	33%	1%	16%	28%
							ABCD	K	k	K		fGHIK					Q			R	
Fairly easy	(4.0)	379	117	89	95	43	18	98	58	71	27	11	47	42	36	8	7	310	12	202	145
		42%	41%	44%	40%	43%	34%	42%	43%	43%	45%	36%	38%	41%	43%	25%	45%	60%	6%	40%	47%
														n	N			Q		R	
Neither easy nor difficult	(3.0)	125	37	35	31	12	6	22	25	20	6	3	22	9	10	6	1	25	27	83	33
		14%	13%	18%	13%	12%	12%	10%	19%	12%	9%	11%	18%	9%	12%	19%	9%	5%	12%	16%	11%
									Fhi				F					P		S	
Fairly difficult	(2.0)	151	49	31	46	20	4	36	17	29	13	2	28	16	18	8	3	8	128	102	34
		17%	17%	16%	20%	20%	8%	16%	12%	17%	21%	5%	23%	16%	21%	27%	23%	2%	58%	20%	11%
			e		E	E					j		GJ					P		S	
Very difficult	(1.0)	50	14	10	16	7	4	11	8	7	4	1	10	8	7	2	1	1	48	39	7
		6%	5%	5%	7%	7%	8%	5%	6%	4%	6%	5%	8%	7%	8%	7%	9%	*	22%	8%	2%
													h					P		S	
Don't know		8	5	-	2	-	-	5	-	1	-	-	1	-	-	-	-	1	1	2	4
		1%	2%	-	1%	-	-	2%	-	*	-	-	1%	-	-	-	-	*	*	*	1%
			b					g													
Mean Score		3.55	3.59	3.52	3.46	3.44	3.88	3.70	3.59	3.65	3.47	4.07	3.23	3.62	3.38	3.28	3.31	4.24	2.05	3.36	3.89
							BCD	K	K	K		GhIK						Q		R	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q13 Overall how easy or difficult would you say it was for you to find information about care and support services?

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned	
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET																				
Easy	559	181	123	141	60	38	157	86	110	38	25	62	68	50	15	9	484	15	282	232
	63%	63%	61%	60%	61%	73%	68%	63%	67%	63%	79%	50%	67%	59%	47%	59%	93%	7%	55%	75%
						c	K	K	K	k	gK	N	Q						R	
Difficult	201	63	42	62	27	8	47	25	35	17	3	38	24	24	11	5	10	176	141	41
	23%	22%	21%	26%	27%	16%	20%	18%	21%	28%	10%	31%	24%	29%	34%	32%	2%	81%	28%	13%
										j	FGHJ						P		S	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q13 Overall how easy or difficult would you say it was for you to find information about care and support services?

Base: All respondents who have sought information about care and support services in the last two years

		Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
		a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
		A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row		906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total		893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	180	38	11	5	18	39	2	1	43	53	19	50	66	73	8	7	83
		20%	22%	20%	18%	30%	23%	6%	16%	31%	19%	17%	17%	22%	18%	8%	14%	21%
			f			F	F		aF	N	N	N	N	N	N		N	N
Fairly easy	(4.0)	379	73	23	16	21	81	22	2	57	115	50	115	114	176	48	14	156
		42%	43%	42%	58%	35%	48%	59%	33%	41%	41%	44%	40%	38%	43%	48%	28%	39%
				aDh		d		aDh		o	O	o		O	lOp		o	
Neither easy nor difficult	(3.0)	125	21	11	1	14	18	5	2	19	38	16	35	44	58	13	6	58
		14%	12%	20%	5%	22%	11%	14%	24%	14%	13%	15%	12%	15%	14%	13%	13%	14%
				ce		aCE												
Fairly difficult	(2.0)	151	28	9	3	4	19	5	1	14	56	21	65	59	74	19	14	76
		17%	16%	16%	11%	7%	11%	13%	8%	10%	20%	19%	23%	20%	18%	19%	29%	19%
			dh													mp		
Very difficult	(1.0)	50	11	1	2	2	7	3	1	6	20	4	19	15	24	12	9	24
		6%	7%	1%	7%	4%	4%	8%	19%	4%	7%	4%	7%	5%	6%	12%	18%	6%
															JkLMP	IJKLMP		
Don't know		8	-	1	-	1	5	-	-	1	1	2	1	2	6	-	-	3
		1%	-	1%	-	1%	3%	-	-	1%	*	1%	*	1%	1%	-	-	1%
						A												
Mean Score		3.55	3.58	3.64	3.68	3.82	3.77	3.44	3.21	3.84	3.44	3.52	3.39	3.53	3.49	3.21	2.91	3.50
									Af	nO	NO	O	NO	NO	NO			NO

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q13 Overall how easy or difficult would you say it was for you to find information about care and support services?

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Total	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
NET																		
Easy	559	111	34	21	40	120	25	4	100	167	68	165	180	249	56	20	240	
	63%	65%	61%	76%	65%	71%	66%	50%	71%	59%	61%	58%	60%	61%	56%	41%	60%	
										O	O	O	O	O	o	O		
Difficult	201	39	9	5	7	26	8	2	20	76	25	84	74	98	31	23	100	
	23%	23%	17%	18%	11%	15%	21%	26%	14%	27%	23%	29%	25%	24%	31%	46%	25%	
		Deh										m				IJKLMNP		

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q13 Overall how easy or difficult would you say it was for you to find information about care and support services?

Base: All respondents who have sought information about care and support services in the last two years

		Primary reason for first needing care					Primary care need				Only consulted		Consulted		
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	
		A	B	C	D	*E	F	G	H	*I	J	K	L	M	
Sig Level: 90%															
Sig Level: 95%															
Unweighted row		906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total		893	264	532	48	37	8	591	105	177	18	57	29	206	457
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	180	50	102	20	6	2	135	15	24	7	26	2	56	119
		20%	19%	19%	42%	15%	22%	23%	14%	14%	39%	46%	7%	27%	26%
				ABD				GH				K			
Fairly easy	(4.0)	379	100	242	14	19	3	257	47	67	8	16	15	88	188
		42%	38%	46%	29%	50%	39%	44%	45%	38%	44%	29%	52%	43%	41%
				AC	c							J			
Neither easy nor difficult	(3.0)	125	42	65	6	7	3	79	17	26	1	7	6	25	57
		14%	16%	12%	12%	20%	33%	13%	17%	14%	6%	12%	20%	12%	12%
Fairly difficult	(2.0)	151	55	86	7	3	*	83	20	48	*	3	4	24	66
		17%	21%	16%	15%	9%	6%	14%	19%	27%	3%	5%	14%	12%	14%
			d							F					
Very difficult	(1.0)	50	14	32	1	2	-	30	7	11	2	1	2	7	20
		6%	5%	6%	3%	5%	-	5%	6%	6%	9%	3%	6%	3%	4%
Don't know		8	4	4	-	1	-	7	-	1	-	3	-	6	7
		1%	1%	1%	-	2%	-	1%	-	1%	-	5%	-	3%	2%
Mean Score		3.55	3.45	3.56	3.92	3.62	3.78	3.66	3.41	3.25	4.01	4.18	3.42	3.81	3.71
				Ab				GH				K			
NET															
Easy		559	150	345	34	24	5	392	61	91	15	43	17	144	307
		63%	57%	65%	71%	65%	61%	66%	58%	51%	83%	75%	60%	70%	67%
				A				H							

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q13 Overall how easy or difficult would you say it was for you to find information about care and support services?

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted	
	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Total	a	b	c	d	*e	f	g	h	*i	j	k	l	m
	A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	201	69	118	8	5	113	26	60	2	4	6	31	86
	23%	26%	22%	17%	14%	19%	25%	34%	12%	7%	20%	15%	19%
		d						F			j		

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q14 We are now going to talk about advice. By advice we mean guidance or recommendations that are tailored to your particular situation and circumstances. Overall how easy or difficult would you say it was for you to find advice about care and support services?

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services									
	Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
Sig Level: 90%	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s
Sig Level: 95%	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S
Unweighted row	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy (5.0)	173	-	11	162	42	18	71	63	18	64	20	27	14	31	12	4	1	111	62
	19%	-	25%	19%	18%	31%	21%	17%	17%	34%	13%	17%	10%	19%	20%	18%	100%	22%	16%
						EgHI				KLMNORS		m	M	M			KMS		m
Fairly easy (4.0)	364	-	19	345	93	17	136	147	37	73	63	55	71	62	27	8	-	191	167
	41%	-	42%	41%	40%	29%	39%	40%	35%	38%	41%	36%	50%	39%	46%	35%	-	38%	44%
													JLNR						I
Neither easy nor difficult (3.0)	152	-	5	147	28	9	57	69	23	22	22	45	19	28	9	3	-	89	59
	17%	-	11%	17%	12%	16%	17%	19%	22%	11%	15%	29%	14%	17%	16%	12%	-	18%	15%
								E	E			JKMNORS						J	
Fairly difficult (2.0)	144	-	7	137	57	10	60	62	20	22	33	19	24	30	7	7	-	74	69
	16%	-	15%	16%	24%	18%	17%	17%	18%	12%	21%	12%	17%	19%	12%	31%	-	15%	18%
					GH						JLr			j		JLor			j
Very difficult (1.0)	52	-	*	52	14	3	20	24	8	5	15	8	12	8	4	1	-	28	24
	6%	-	1%	6%	6%	6%	6%	6%	8%	3%	10%	5%	9%	5%	6%	3%	-	6%	6%
				c							Jr		J						j
Don't know	8	-	3	5	1	-	2	7	-	4	1	1	1	1	-	-	-	6	3
	1%	-	7%	1%	*	-	1%	2%	-	2%	1%	*	1%	1%	-	-	-	1%	1%
			D																
Mean Score	3.52	-	3.79	3.51	3.39	3.61	3.52	3.45	3.35	3.91	3.27	3.48	3.36	3.49	3.61	3.34	5.00	3.58	3.46
			d							KLMNoPRS				k	k			KM	k

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q14 We are now going to talk about advice. By advice we mean guidance or recommendations that are tailored to your particular situation and circumstances. Overall how easy or difficult would you say it was for you to find advice about care and support services?

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET																				
Easy	537	537	-	30	507	135	35	207	210	56	137	83	82	85	93	38	12	1	302	229
	60%	60%	-	66%	60%	57%	60%	60%	57%	52%	72%	54%	53%	60%	58%	65%	53%	100%	61%	60%
											KLMNRS				I				I	
Difficult	196	196	-	7	188	71	14	80	85	28	27	47	27	36	38	11	7	-	102	93
	22%	22%	-	16%	22%	30%	24%	23%	23%	26%	14%	31%	17%	26%	24%	18%	34%	-	20%	24%
						GH						JLoR		Jl	J		Jl		j	Jl

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q14 We are now going to talk about advice. By advice we mean guidance or recommendations that are tailored to your particular situation and circumstances. Overall how easy or difficult would you say it was for you to find advice about care and support services?

Base: All respondents who have sought information about care and support services in the last two years

	Total	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
		Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned	
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290	
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very easy	(5.0)	173	63	31	46	17	17	57	27	38	10	11	15	22	12	5	3	169	-	70	93
		19%	22%	15%	20%	17%	32%	25%	20%	23%	16%	37%	12%	22%	14%	17%	19%	33%	-	14%	30%
			b				BcD	K	k	K		GhIK		Q				Q		R	
Fairly easy	(4.0)	364	109	90	87	37	19	92	63	70	22	13	42	38	38	10	6	318	10	197	134
		41%	38%	45%	37%	38%	36%	40%	46%	42%	37%	41%	34%	38%	45%	33%	41%	61%	4%	39%	43%
				c				K										Q			
Neither easy nor difficult	(3.0)	152	36	34	46	23	9	25	19	29	15	4	26	9	11	6	1	28	28	96	43
		17%	12%	17%	19%	23%	18%	11%	14%	18%	24%	14%	21%	9%	13%	20%	5%	5%	13%	19%	14%
					A	A				f	Fg		Fg					P		s	
Fairly difficult	(2.0)	144	54	35	42	14	6	35	21	22	9	1	31	24	20	9	3	4	129	101	29
		16%	19%	18%	18%	14%	12%	15%	15%	14%	14%	4%	25%	24%	23%	28%	24%	1%	59%	20%	9%
								j	j				FGHIJ					P		S	
Very difficult	(1.0)	52	18	9	13	7	1	14	7	7	5	1	9	7	5	1	2	-	52	43	5
		6%	6%	5%	6%	7%	3%	6%	5%	4%	8%	5%	7%	7%	5%	2%	12%	-	24%	8%	2%
																		P		S	
Don't know		8	6	*	1	-	-	6	*	-	-	-	1	-	-	-	-	-	*	1	6
		1%	2%	*	*	-	-	3%	*	-	-	-	1%	-	-	-	-	-	*	*	2%
			bc					gH												R	
Mean Score	3.52	3.52	3.49	3.47	3.44	3.82	3.64	3.60	3.66	3.40	4.02	3.19	3.43	3.38	3.34	3.30	4.26	1.98	3.30	3.93	
						bCD	K	K	K		ghIK						Q		R	R	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q14 We are now going to talk about advice. By advice we mean guidance or recommendations that are tailored to your particular situation and circumstances. Overall how easy or difficult would you say it was for you to find advice about care and support services?

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET																				
Easy	537	172	121	134	54	36	149	90	107	32	24	57	60	50	16	9	487	10	267	227
	60%	60%	60%	57%	55%	68%	65%	66%	65%	53%	78%	46%	60%	59%	50%	59%	94%	4%	53%	73%
							K	iK	K		IK						Q		R	
Difficult	196	72	45	56	21	8	49	28	29	13	3	40	31	24	9	5	4	180	144	34
	22%	25%	22%	24%	22%	14%	21%	20%	18%	22%	8%	32%	31%	29%	30%	36%	1%	83%	28%	11%
							J					FGHJ					P		S	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q14 We are now going to talk about advice. By advice we mean guidance or recommendations that are tailored to your particular situation and circumstances. Overall how easy or difficult would you say it was for you to find advice about care and support services?

Base: All respondents who have sought information about care and support services in the last two years

	Total	Had looked only at each service								Had looked at service							
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical
Sig Level: 90%		a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p
Sig Level: 95%		A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy (5.0)	173 19%	33 20%	13 24%	5 20%	18 29%	40 24%	3 8%	2 35%	39 28%	48 17%	22 20%	46 16%	59 20%	73 18%	9 9%	8 16%	76 19%
Fairly easy (4.0)	364 41%	72 42%	21 39%	13 47%	21 34%	70 41%	23 62%	* 6%	55 39%	113 40%	43 38%	112 39%	118 39%	162 39%	47 47%	14 29%	158 39%
Neither easy nor difficult (3.0)	152 17%	20 12%	11 21%	6 21%	14 23%	30 18%	5 13%	2 32%	26 19%	41 14%	24 22%	53 19%	53 18%	75 18%	21 21%	10 19%	72 18%
Fairly difficult (2.0)	144 16%	34 20%	6 11%	1 4%	5 9%	16 9%	5 14%	1 8%	14 10%	60 21%	17 16%	55 19%	54 18%	69 17%	16 16%	11 23%	67 17%
Very difficult (1.0)	52 6%	11 7%	2 4%	2 7%	2 4%	8 5%	1 4%	1 19%	6 4%	19 7%	3 3%	21 7%	15 5%	26 6%	7 7%	6 13%	26 6%
Don't know	8 1%	- -	1 1%	- -	1 1%	6 3%	- -	- -	1 1%	- -	2 1%	- -	2 1%	7 2%	- -	- -	2 *
Mean Score	3.52	3.48	3.68	3.69	3.77	3.71	3.57	3.31	3.76	3.39	3.57	3.38	3.51	3.46	3.35	3.11	3.48

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P



Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q14 We are now going to talk about advice. By advice we mean guidance or recommendations that are tailored to your particular situation and circumstances. Overall how easy or difficult would you say it was for you to find advice about care and support services?

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Total	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
NET																		
Easy	537	106	34	18	38	110	26	3	94	161	65	157	177	234	56	22	234	
	60%	62%	63%	68%	63%	65%	70%	41%	67%	57%	58%	55%	59%	57%	56%	44%	58%	
										o	o	O	o			O		
Difficult	196	45	8	3	8	24	6	2	20	80	21	75	69	95	23	18	93	
	22%	26%	16%	12%	13%	14%	17%	26%	14%	28%	19%	26%	23%	23%	23%	36%	23%	
		cDEH								J						JLMnP		

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q14 We are now going to talk about advice. By advice we mean guidance or recommendations that are tailored to your particular situation and circumstances. Overall how easy or difficult would you say it was for you to find advice about care and support services?

Base: All respondents who have sought information about care and support services in the last two years

		Primary reason for first needing care					Primary care need				Only consulted		Consulted	
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		Total	a	b	c	d	f	g	h	*i	j	k	l	m
			A	B	C	D	F	G	H	*I	J	K	L	M
Sig Level: 90%			a	b	c	d	f	g	h	*i	j	k	l	m
Sig Level: 95%			A	B	C	D	F	G	H	*I	J	K	L	M
Unweighted row		906	281	532	38	47	614	105	177	9	47	31	195	460
Total		893	264	532	48	37	591	105	177	18	57	29	206	457
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	173	44	107	15	6	123	20	24	7	18	4	48	108
		19%	17%	20%	31%	15%	21%	19%	14%	39%	32%	14%	23%	24%
					Ad		H				k			
Fairly easy	(4.0)	364	96	224	20	18	248	46	63	7	22	14	86	187
		41%	37%	42%	41%	47%	42%	44%	35%	41%	38%	47%	42%	41%
Neither easy nor difficult	(3.0)	152	49	84	6	9	98	17	36	-	11	5	32	69
		17%	19%	16%	13%	25%	17%	16%	20%	-	19%	17%	15%	15%
Fairly difficult	(2.0)	144	49	85	7	3	83	16	43	2	1	6	23	63
		16%	18%	16%	14%	7%	14%	15%	24%	12%	1%	20%	11%	14%
			d						Fg		J			
Very difficult	(1.0)	52	21	29	1	2	35	7	11	-	3	1	13	25
		6%	8%	5%	1%	5%	6%	7%	6%	-	6%	2%	6%	6%
Don't know		8	5	3	-	*	6	-	1	2	2	-	5	6
		1%	2%	1%	-	1%	1%	-	1%	9%	4%	-	2%	1%
Mean Score		3.52	3.36	3.56	3.86	3.60	3.58	3.53	3.26	4.17	3.94	3.51	3.67	3.64
			A	A	A		H	h			k			
NET														
Easy		537	140	331	35	23	370	66	87	14	40	17	134	294
		60%	53%	62%	72%	62%	63%	62%	49%	80%	71%	61%	65%	64%
			A	A	A		H	H						

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q14 We are now going to talk about advice. By advice we mean guidance or recommendations that are tailored to your particular situation and circumstances. Overall how easy or difficult would you say it was for you to find advice about care and support services?

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
Total	a	b	c	d	*e	f	g	h	*i	j	k	l	m	
	A	B	C	D	*E	F	G	H	*I	J	K	L	M	
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	196	70	114	7	5	*	117	23	54	2	4	6	35	88
	22%	26%	21%	15%	12%	6%	20%	22%	30%	12%	7%	22%	17%	19%
		D						F			J			

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q15 And overall how easy or difficult would you say it was for you to find all the information or advice that you needed in relation to care and support services?

Base: All respondents

	Care and support services		Person requiring services		Services arranged					Age of person requiring services											
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+		
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s		
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S		
Sig Level: 90%																					
Sig Level: 95%																					
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411	
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384	
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very easy	(5.0)	171	171	-	10	161	45	17	71	58	17	62	22	26	13	32	12	4	1	109	62
		19%	19%	-	21%	19%	19%	30%	20%	16%	15%	33%	14%	17%	9%	20%	20%	18%	100%	22%	16%
								egHI	h			KLMNoRS		M	M	M				KMS	M
Fairly easy	(4.0)	349	349	-	22	327	80	17	126	152	37	73	58	55	72	54	24	7	-	186	157
		39%	39%	-	48%	39%	34%	30%	36%	41%	35%	39%	38%	35%	51%	33%	42%	33%	-	37%	41%
									ef						JKLNRS						n
Neither easy nor difficult	(3.0)	148	148	-	3	144	34	10	52	62	20	22	22	35	22	32	9	2	-	79	65
		17%	17%	-	7%	17%	14%	18%	15%	17%	19%	12%	14%	23%	16%	20%	15%	8%	-	16%	17%
														Jkr		J					j
Fairly difficult	(2.0)	169	169	-	8	161	57	9	76	69	24	21	39	32	25	34	9	8	-	92	76
		19%	19%	-	17%	19%	24%	15%	22%	18%	22%	11%	25%	21%	17%	21%	16%	38%	-	18%	20%
							h						Jmr	J	j	J		JIMORs		J	J
Very difficult	(1.0)	50	50	-	1	49	18	4	21	24	9	7	13	7	9	8	4	1	-	27	22
		6%	6%	-	2%	6%	8%	7%	6%	6%	9%	4%	9%	4%	7%	5%	8%	3%	-	5%	6%
													j								
Don't know		7	7	-	2	5	1	-	1	7	-	4	-	1	1	-	-	-	-	5	2
		1%	1%	-	5%	1%	*	-	*	2%	-	2%	-	*	1%	-	-	-	-	1%	1%
					D				G			ks									
Mean Score	3.48	3.48	-	3.73	3.46	3.33	3.62	3.43	3.41	3.26		3.87	3.23	3.39	3.38	3.43	3.51	3.24	5.00	3.52	3.42
				d			i					KLMNOPRS								K	k

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q15 And overall how easy or difficult would you say it was for you to find all the information or advice that you needed in relation to care and support services?

Base: All respondents

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411	
Total	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384	
	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
NET																				
Easy	519	-	32	488	125	35	196	210	54	135	80	80	85	86	36	11	1	295	219	
	58%	-	69%	58%	53%	60%	57%	57%	50%	71%	52%	52%	60%	53%	61%	51%	100%	59%	57%	
			d							KLMNpRS										k
Difficult	219	-	8	210	75	12	97	93	33	28	53	39	34	41	14	9	-	119	98	
	24%	-	19%	25%	32%	22%	28%	25%	31%	15%	34%	25%	24%	26%	23%	41%	-	24%	26%	
					h					JlmRS	J	J	J	J	J	J		J	J	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q15 And overall how easy or difficult would you say it was for you to find all the information or advice that you needed in relation to care and support services?

Base: All respondents

		Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
		Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned	
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Sig Level: 90%																					
Sig Level: 95%																					
Unweighted row		906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total		893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	171	61	31	43	16	19	56	26	36	10	14	13	25	12	6	2	171	-	68	92
		19%	21%	16%	18%	16%	36%	25%	19%	22%	16%	45%	11%	25%	14%	19%	14%	33%	-	13%	30%
			b				ABCD	K	K	K		FGHIK		m			Q		R		
Fairly easy	(4.0)	349	109	75	84	36	20	92	53	65	22	12	40	36	32	8	3	349	-	189	128
		39%	38%	37%	36%	37%	38%	40%	39%	39%	37%	37%	32%	35%	38%	26%	23%	67%	-	37%	41%
																	Q				
Neither easy nor difficult	(3.0)	148	34	40	47	22	6	20	26	30	14	3	26	7	15	6	5	-	-	86	47
		17%	12%	20%	20%	22%	10%	9%	19%	18%	23%	10%	21%	7%	18%	20%	31%	-	-	17%	15%
				A	A	Ae			F	F	F	F		L	L	L					
Fairly difficult	(2.0)	169	55	47	44	18	4	42	28	27	11	1	32	24	21	9	3	-	169	123	32
		19%	19%	23%	19%	19%	7%	18%	20%	16%	19%	4%	25%	24%	24%	29%	20%	-	77%	24%	10%
			E	E	e	e		J	J	j	j		HJ						P	S	
Very difficult	(1.0)	50	20	7	18	6	4	14	4	8	3	1	12	9	4	2	2	-	50	41	6
		6%	7%	3%	8%	6%	8%	6%	3%	5%	5%	5%	10%	9%	5%	7%	12%	-	23%	8%	2%
			b		b								Gh						P	S	
Don't know		7	5	-	1	-	-	5	-	-	-	-	1	-	-	-	-	-	-	1	5
		1%	2%	-	*	-	-	2%	-	-	-	-	1%	-	-	-	-	-	-	*	2%
			B					gH												R	
Mean Score		3.48	3.49	3.38	3.38	3.39	3.86	3.60	3.52	3.58	3.40	4.14	3.08	3.43	3.31	3.21	3.07	4.33	1.77	3.23	3.88
							ABCD	K	K	K	k	FGHIK						Q			R

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q15 And overall how easy or difficult would you say it was for you to find all the information or advice that you needed in relation to care and support services?

Base: All respondents

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned	
Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET																				
Easy	519	171	106	127	52	39	149	79	102	32	25	53	61	44	14	5	519	-	257	220
	58%	60%	53%	54%	53%	74%	65%	58%	61%	53%	82%	43%	60%	52%	45%	37%	100%	-	50%	71%
						aBCD	iK	K	K		fGHIK		o			Q			R	
Difficult	219	75	54	62	24	8	56	31	34	14	3	44	33	25	11	5	-	219	165	38
	24%	26%	27%	26%	25%	16%	24%	23%	21%	24%	8%	35%	33%	30%	36%	32%	-	100%	32%	12%
			e				j	j		j		FGHJ					P		S	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q15 And overall how easy or difficult would you say it was for you to find all the information or advice that you needed in relation to care and support services?

Base: All respondents

		Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
		a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
		A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row		906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total		893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	171	37	13	5	18	36	3	1	40	50	21	45	60	67	8	7	76
		19%	22%	23%	18%	30%	21%	8%	16%	28%	18%	19%	16%	20%	16%	8%	14%	19%
			f	f	F	f	F	F	F	N	N	n	N	N	N	N	N	N
Fairly easy	(4.0)	349	61	21	9	23	73	20	2	49	99	46	105	114	171	47	17	152
		39%	35%	38%	33%	39%	43%	54% ach	25%	35%	35%	41%	37%	38%	41%	47%	35%	38%
														i	lkp			
Neither easy nor difficult	(3.0)	148	25	11	9	11	27	7	2	28	45	20	48	46	64	15	8	65
		17%	15%	21%	33% AdE	18%	16%	18%	32%	20%	16%	18%	17%	15%	15%	15%	17%	16%
Fairly difficult	(2.0)	169	34	9	2	8	19	6	2	19	66	19	68	66	77	22	11	85
		19%	20% E	16%	9%	12%	11%	17%	26%	13%	23%	17%	24% m	22%	19%	22%	21%	21%
Very difficult	(1.0)	50	14	1	2	1	9	1	-	5	21	3	19	13	26	8	6	23
		6%	8% bdh	1%	7%	1%	5%	4%	-	3%	8%	3%	7%	4%	6%	8%	12%	6%
											j						JLp	
Don't know		7	-	1	-	-	6	-	-	-	-	2	-	1	7	-	-	1
		1%	-	1%	-	-	3% AH	-	-	-	-	1% iK	-	*	2% IKIP	-	-	*
Mean Score		3.48	3.42	3.67	3.45	3.83 Ac	3.66 a	3.45	3.31	3.72 A	3.32	3.56 iKNO	3.31	3.47 no	3.43	3.25	3.18	3.43

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q15 And overall how easy or difficult would you say it was for you to find all the information or advice that you needed in relation to care and support services?

Base: All respondents

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET																	
Easy	519	98	34	14	42	109	23	3	89	149	67	150	173	238	55	24	227
	58%	57%	61%	51%	68%	64%	62%	41%	63%	53%	60%	53%	58%	58%	55%	49%	57%
				c													
Difficult	219	48	9	4	8	28	8	2	23	87	23	87	80	103	30	16	107
	24%	28%	17%	16%	14%	17%	21%	26%	17%	31%	20%	31%	27%	25%	30%	33%	27%
		DEH								Jm		J		j		j	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q15 And overall how easy or difficult would you say it was for you to find all the information or advice that you needed in relation to care and support services?

Base: All respondents

	Total	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m	
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M	
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460	
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very easy	(5.0)	171 19%	45 17%	105 20%	14 29% a	6 15%	2 22%	120 20%	19 18%	25 14%	7 39%	18 33%	4 14%	48 23%	106 23%
Fairly easy	(4.0)	349 39%	86 32%	219 41%	21 44%	18 48%	3 39%	242 41%	36 34%	64 36%	6 36%	21 37%	12 44%	79 39%	178 39%
Neither easy nor difficult	(3.0)	148 17%	54 21% Bc	79 15%	4 8%	8 21%	1 13%	94 16%	21 20%	30 17%	1 6%	10 18%	4 15%	36 17%	72 16%
Fairly difficult	(2.0)	169 19%	53 20%	101 19%	8 16%	5 14%	2 26%	98 17%	24 23%	45 26% F	2 12%	4 7%	7 25% J	27 13%	72 16%
Very difficult	(1.0)	50 6%	22 8% bd	26 5%	1 3%	* 1%	- -	32 5%	5 5%	12 7%	- -	2 3%	1 2%	12 6%	24 5%
Don't know		7 1%	5 2% b	2 *	- -	* 1%	- -	5 1%	- -	1 1%	2 9%	1 3%	- -	4 2%	5 1%
Mean Score	3.48	3.31	3.52 A	3.80 A	3.62 a	3.58	3.55 H	3.37	3.25	4.11	3.92 K	3.42	3.61	3.60	

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q15 And overall how easy or difficult would you say it was for you to find all the information or advice that you needed in relation to care and support services?

Base: All respondents

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
Total	a	b	c	d	*e	f	g	h	*i	j	k	l	m	
	A	B	C	D	*E	F	G	H	*I	J	K	L	M	
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET														
Easy	519	130	323	35	24	5	362	55	89	13	39	16	127	284
	58%	49%	61%	73%	63%	61%	61%	52%	50%	74%	69%	58%	62%	62%
		A	A	a			gH							
Difficult	219	74	128	9	6	2	130	29	57	2	6	8	39	96
	24%	28%	24%	19%	15%	26%	22%	28%	32%	12%	10%	27%	19%	21%
		d						F			J			

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q16 Which, if any, of the following sources have you consulted for information or advice in relation to care and support services in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Friends and family	474	474	-	29	445	138	29	189	199	60	90	83	80	75	95	25	13	1	254	209
	53%	53%	-	63%	53%	59%	51%	55%	53%	55%	48%	54%	52%	53%	59%	43%	59%	100%	51%	54%
														JOr						o
The local council by telephone or face-to-face (including individual social worker)	390	390	-	23	367	102	43	180	178	48	73	58	82	67	74	25	11	-	213	177
	44%	44%	-	49%	43%	43%	74%	52%	48%	45%	38%	37%	53%	47%	46%	43%	50%	-	43%	46%
							EGHI	E						JKR	jk					jk
A GP	345	345	-	19	325	88	21	147	158	51	67	65	57	48	69	25	6	-	189	148
	39%	39%	-	43%	38%	37%	36%	43%	42%	47%	35%	42%	37%	34%	43%	42%	29%	-	38%	39%
									e											
A care provider (e.g. care home or home care agency staff)	216	216	-	3	213	112	15	93	68	34	35	37	34	41	38	21	8	-	107	109
	24%	24%	-	7%	25%	48%	26%	27%	18%	31%	18%	24%	22%	29%	24%	36%	39%	-	21%	28%
				C		FGHI		H		H				Jr	JkLNR	Jr				JR
Staff at a hospital	203	203	-	6	196	64	8	104	110	35	33	31	41	27	46	16	6	-	106	95
	23%	23%	-	14%	23%	27%	14%	30%	30%	33%	18%	20%	27%	19%	28%	28%	28%	-	21%	25%
				c		F		F	F	F				J	JkMr	j				j
The local council website	168	168	-	4	165	44	16	69	69	23	35	32	28	33	27	13	-	-	95	72
	19%	19%	-	8%	19%	19%	27%	20%	19%	22%	18%	21%	18%	23%	17%	21%	-	-	19%	19%
				C							p	P	p	P	p	P			P	P

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q16 Which, if any, of the following sources have you consulted for information or advice in relation to care and support services in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Charity websites (e.g. Age UK, Alzheimer's Society, Citizen's Advice)	166	166	-	2	163	39	5	58	58	32	27	42	18	26	33	16	3	-	87	78
	19%	19%	-	5%	19%	16%	9%	17%	16%	30%	14%	27%	12%	18%	21%	27%	13%	-	17%	20%
				C				f	EFGH		JLmRs		I	L	JLr				I	L
A district or other community nurse	149	149	-	5	144	46	11	77	83	25	31	23	30	25	9	4	-	84	63	
	17%	17%	-	10%	17%	19%	20%	22%	22%	24%	16%	15%	20%	17%	16%	15%	20%	-	17%	16%
A physio or occupational therapist	101	101	-	8	93	16	10	40	67	14	18	27	19	15	11	4	3	-	64	33
	11%	11%	-	17%	11%	7%	17%	12%	18%	13%	10%	18%	12%	10%	7%	7%	12%	-	13%	9%
							E	e	EG	e		JmNOS							NS	
Charities by telephone or face-to-face (e.g Alzheimer's Society, Citizen's Advice).	97	97	-	3	94	16	12	40	39	24	34	16	16	16	7	7	*	-	66	29
	11%	11%	-	7%	11%	7%	20%	12%	10%	22%	18%	11%	10%	11%	4%	11%	2%	-	13%	8%
							EgH	e	EGH	kLmNpS	N	N	N	N	N				NS	
Other internet sites - please specify	64	64	-	1	63	22	1	29	24	8	12	21	9	5	5	4	2	-	43	16
	7%	7%	-	2%	7%	9%	1%	8%	6%	8%	6%	14%	6%	4%	3%	8%	9%	-	9%	4%
					F		f	f	f		JLMNrS								MNS	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q16 Which, if any, of the following sources have you consulted for information or advice in relation to care and support services in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
Sig Level: 90%	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Care Quality Commission (CQC)	35	35	-	1	34	18	2	10	5	4	14	6	2	3	7	3	-	-	22	14
	4%	4%	-	2%	4%	8%	3%	3%	1%	4%	7%	4%	1%	2%	5%	5%	-	-	4%	4%
					GH						LMS			l	l			l		
Other	37	37	-	3	34	6	3	14	23	4	9	8	8	3	7	1	1	-	26	12
	4%	4%	-	7%	4%	3%	4%	4%	6%	4%	5%	5%	5%	2%	4%	1%	6%	-	5%	3%
									e											
Don't know /not stated	2	2	-	-	2	-	-	-	2	-	2	-	-	-	-	-	-	-	2	-
	*	*	-	-	*	-	-	-	*	-	1%	-	-	-	-	-	-	-	*	-
											s									
NET																				
Any	892	892	-	46	846	235	57	346	370	107	188	154	154	142	161	59	22	1	496	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%
																				j
Charity	223	223	-	6	218	45	15	73	81	44	45	49	32	36	38	17	3	-	126	94
	25%	25%	-	12%	26%	19%	26%	21%	22%	41%	24%	32%	21%	25%	24%	29%	15%	-	25%	24%
					C					EFGH		jLns								
Council	461	461	-	25	436	120	45	209	209	60	81	75	89	81	90	31	11	-	246	213
	52%	52%	-	54%	51%	51%	78%	60%	56%	56%	43%	49%	58%	57%	56%	54%	50%	-	49%	55%
							EGHI	E					Jr	J	J					Jr

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q16 Which, if any, of the following sources have you consulted for information or advice in relation to care and support services in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Friends and family	474	163	136	115	39	20	131	93	74	18	7	76	58	59	11	7	275	112	277	149
	53%	57%	68%	49%	40%	39%	57%	68%	44%	29%	24%	62%	57%	70%	37%	47%	53%	51%	54%	48%
		cDE	ACDE				HIJ	FHIJ	IJ			HIJ	N	INo					s	
The local council by telephone or face-to-face (including individual social worker)	390	78	116	161	36	19	52	86	120	20	7	60	32	43	23	1	213	110	244	124
	44%	27%	58%	68%	36%	36%	23%	63%	72%	33%	23%	48%	32%	51%	73%	10%	41%	50%	48%	40%
			ADE	ABDE				FIJK	FgIJK			FIJ	o	LO	LMO			P	S	
A GP	345	94	89	90	57	20	69	58	63	37	7	56	37	30	15	7	203	87	215	106
	39%	33%	44%	38%	58%	37%	30%	42%	38%	62%	22%	45%	36%	35%	48%	46%	39%	40%	42%	34%
			A		ABCE			FJ		FGHJK		FJ							S	
A care provider (e.g. care home or home care agency staff)	216	83	64	50	32	9	63	39	27	16	3	43	54	40	13	4	122	61	133	74
	24%	29%	32%	21%	33%	16%	27%	28%	16%	27%	9%	35%	53%	48%	41%	24%	24%	28%	26%	24%
		Ce	CE		CE		HJ	HJ		hj		HJ	O	o						
Staff at a hospital	203	63	55	66	50	5	37	24	34	30	2	53	20	22	10	12	102	58	118	58
	23%	22%	28%	28%	51%	10%	16%	18%	21%	50%	6%	43%	19%	26%	33%	83%	20%	26%	23%	19%
		e	E	E	ABCE				j	FGHJ		FGHJ				LMN		P		
The local council website	168	46	51	49	12	7	39	40	40	7	2	17	18	18	6	1	92	47	110	53
	19%	16%	25%	21%	12%	12%	17%	29%	24%	12%	7%	14%	18%	21%	19%	6%	18%	21%	22%	17%
			ADe	d				FIJK	fiJK											

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q16 Which, if any, of the following sources have you consulted for information or advice in relation to care and support services in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
Sig Level: 95%	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Charity websites (e.g. Age UK, Alzheimer's Society, Citizen's Advice)	166 19%	58 20% BC	22 11%	31 13%	18 18% b	16 30% BC	48 21% Gh	12 9%	22 14%	10 17% g	13 42% FGHIK	18 15%	21 20% m	9 10%	6 20% m	1 8% n	81 16% p	60 27% q	101 20% r	43 14% s
A district or other community nurse	149 17%	43 15%	44 22%	42 18%	39 39% A	8 15% ABCE	32 14%	27 19%	21 13%	26 43% FGHJK	3 10% FHj	31 25%	16 16%	18 21%	6 21% L	6 38% L	79 15% p	46 21% q	90 18% r	49 16% s
A physio or occupational therapist	101 11%	36 13%	22 11%	27 12%	19 19% aBC	7 14% aBC	26 11%	11 8%	13 8%	12 20% fGH	6 20% gH	20 16% GH	3 3%	8 10% I	3 10% m	1 9% n	51 10% p	30 14% q	62 12% r	33 11% s
Charities by telephone or face-to-face (e.g Alzheimer's Society, Citizen's Advice).	97 11%	24 9%	14 7%	19 8%	13 13% b	17 33% ABCD	18 8%	11 8%	12 7%	6 10% FGHIK	13 42% FGHIK	12 10%	9 9%	3 3%	2 5% m	2 13% m	47 9% p	32 15% q	59 12% r	28 9% s
Other internet sites - please specify	64 7%	27 9% cDe	18 9% de	13 5%	3 3%	1 1%	25 11% HJK	15 11% Hjk	8 5%	3 4%	- - - 5%	6 5%	9 9%	10 12%	2 5% n	* 3% o	38 7% p	16 7% q	38 8% r	22 7% s

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q16 Which, if any, of the following sources have you consulted for information or advice in relation to care and support services in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned	
Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Care Quality Commission (CQC)	35 4%	14 5%	10 5%	6 3%	4 4%	1 1%	11 5%	5 4%	3 2%	3 5%	- -	6 5%	10 10%	7 9%	- -	1 5%	26 5%	6 3%	22 4%	10 3%
Other	37 4%	14 5%	8 4%	9 4%	6 6%	4 7%	13 6%	5 4%	5 3%	2 4%	2 7%	7 5%	2 2%	2 3%	1 4%	- -	16 3%	8 4%	20 4%	12 4%
Don't know /not stated	2 *	2 1%	- -	- -	- -	- -	2 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	2 *
																				r
NET																				
Any	892 100%	284 99%	200 100%	236 100%	98 100%	53 100%	228 99%	137 100%	166 100%	60 100%	31 100%	124 100%	101 100%	85 100%	31 100%	15 100%	519 100%	219 100%	508 100%	308 100%
Charity	223 25%	72 25%	31 16%	40 17%	26 27%	23 43%	58 25%	20 15%	28 17%	14 23%	16 51%	26 21%	25 25%	10 12%	6 20%	2 15%	108 21%	77 35%	139 27%	56 18%
		BC			BC	ABCD	GH				FGHIK	M					P	S		
Council	461 52%	106 37%	138 69%	173 73%	40 41%	20 39%	75 33%	101 74%	128 77%	21 35%	7 23%	70 56%	40 40%	52 61%	23 75%	1 10%	252 49%	129 59%	290 57%	146 47%
			ADE	ADE				FIJK	FIJK			FIJ	O	LO	LO		P	S		

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q16 Which, if any, of the following sources have you consulted for information or advice in relation to care and support services in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Friends and family	474	99	24	10	29	78	21	4	63	167	61	152	177	217	57	28	217	
	53%	58%	44%	36%	47%	46%	56%	57%	45%	59%	55%	53%	59%	53%	57%	56%	54%	
		bCEH								m								
The local council by telephone or face-to-face (including individual social worker)	390	62	30	10	34	57	7	2	68	115	70	149	172	200	40	25	212	
	44%	36%	54%	37%	56%	33%	17%	23%	48%	41%	63%	52%	57%	49%	40%	52%	53%	
		F	AEF	f	AcEF	f		AEF		IkMNP	IN	IMN	I			IN		
A GP	345	63	22	9	18	50	19	5	41	108	52	128	129	169	50	25	165	
	39%	37%	40%	33%	30%	30%	52%	69%	29%	38%	46%	45%	43%	41%	50%	50%	41%	
							DEH								I	i		
A care provider (e.g. care home or home care agency staff)	216	73	5	8	9	6	5	2	29	131	35	86	80	70	30	17	107	
	24%	43%	10%	29%	15%	3%	13%	33%	20%	46%	31%	30%	26%	17%	30%	35%	27%	
		BDEFH	e	BE	E		E	bE		JKLMNP	M	M	M		M	M	M	
Staff at a hospital	203	34	6	5	7	30	13	1	22	73	23	87	76	110	38	17	108	
	23%	20%	12%	19%	12%	18%	35%	8%	16%	26%	21%	30%	25%	27%	38%	34%	27%	
							aBDEH					j		IJLMP	j			
The local council website	168	28	15	4	13	27	11	1	27	51	25	54	58	72	27	9	76	
	19%	16%	27%	14%	22%	16%	30%	8%	19%	18%	22%	19%	19%	17%	27%	18%	19%	
			ae				ae								iklMp			

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q16 Which, if any, of the following sources have you consulted for information or advice in relation to care and support services in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Charity websites (e.g. Age UK, Alzheimer's Society, Citizen's Advice)	166	31	6	4	8	21	19	2	28	57	23	53	52	65	31	10	68	
	19%	18%	10%	15%	13%	13%	52%	27%	20%	20%	20%	18%	17%	16%	31%	21%	17%	
A district or other community nurse	149	23	4	5	4	15	4	2	17	52	21	77	65	86	23	16	89	
	17%	14%	7%	20%	7%	9%	12%	30%	12%	18%	19%	27%	22%	21%	23%	31%	22%	
			bde									ijm				ijlm		
A physio or occupational therapist	101	9	7	3	5	35	3	1	11	19	15	33	23	65	13	8	40	
	11%	5%	12%	11%	8%	21%	7%	16%	8%	7%	14%	12%	8%	16%	13%	16%	10%	
			a			ADfH					ll	ll		ILP	ll	IL		
Charities by telephone or face-to-face (e.g. Alzheimer's Society, Citizen's Advice).	97	11	12	-	8	12	5	1	21	18	18	36	45	46	16	9	51	
	11%	6%	21%	-	12%	7%	13%	19%	15%	7%	16%	13%	15%	11%	16%	19%	13%	
			ACE		C		C		ACE		I	I	I	I	I	lm	I	
Other internet sites - please specify	64	18	5	-	4	9	4	1	9	29	8	16	16	24	8	4	24	
	7%	11%	10%	-	7%	5%	10%	8%	6%	10%	7%	6%	5%	6%	8%	8%	6%	
		Ce	c				c			KLMP								

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q16 Which, if any, of the following sources have you consulted for information or advice in relation to care and support services in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
The Care Quality Commission (CQC)	35	16	3	2	2	2	2	-	7	20	6	9	9	5	3	1	12	
	4%	9%	6%	6%	3%	1%	5%	-	5%	7%	5%	3%	3%	1%	3%	1%	3%	
		E	E	e					E	KLMP	M	m	m				m	
Other	37	5	1	2	*	12	1	-	4	8	3	15	6	24	4	4	17	
	4%	3%	3%	9%	1%	7%	2%	-	3%	3%	3%	5%	2%	6%	4%	8%	4%	
				D		aDh						L		iL		iL		
Don't know /not stated	2	-	-	-	-	2	-	-	-	-	-	-	-	2	-	-	-	
	*	-	-	-	-	1%	-	-	-	-	-	-	-	*	-	-	-	
NET																		
Any	892	171	55	27	61	168	37	7	141	282	112	285	300	410	100	49	401	
	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Charity	223	36	17	4	14	30	23	3	35	64	38	65	73	92	41	18	91	
	25%	21%	31%	15%	22%	18%	61%	46%	25%	23%	34%	23%	24%	22%	41%	36%	23%	
			cE				ABCDEH				IKLMP				IKLMP	IKIMP		
Council	461	71	32	13	38	67	15	2	77	138	76	176	197	231	55	27	247	
	52%	42%	58%	47%	62%	39%	40%	23%	55%	49%	68%	62%	66%	56%	55%	54%	62%	
			AE		AEF			AE			IMno	I	IMno	i			Im	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q16 Which, if any, of the following sources have you consulted for information or advice in relation to care and support services in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Friends and family	474	128	291	20	24	5	307	47	110	7	57	-	57	178
	53%	49%	55%	42%	65%	67%	52%	45%	62%	38%	100%	-	27%	39%
			a		AC			FG			K			L
The local council by telephone or face-to-face (including individual social worker)	390	106	246	31	6	2	241	50	91	8	-	-	43	131
	44%	40%	46%	64%	17%	20%	41%	48%	51%	44%	-	-	21%	29%
		D	aD	ABD				F					L	
A GP	345	77	226	20	22	-	206	54	78	6	-	-	21	79
	39%	29%	43%	41%	58%	-	35%	52%	44%	35%	-	-	10%	17%
			A		AB			F	F					L
A care provider (e.g. care home or home care agency staff)	216	54	137	15	11	-	102	41	70	3	-	-	18	65
	24%	20%	26%	31%	28%	-	17%	39%	39%	19%	-	-	9%	14%
			a		F			F	F				I	
Staff at a hospital	203	105	86	4	4	3	134	22	44	3	-	-	16	53
	23%	40%	16%	8%	11%	39%	23%	21%	25%	17%	-	-	8%	12%
		BCD												
The local council website	168	37	109	16	5	1	101	21	38	8	-	16	11	38
	19%	14%	21%	34%	13%	13%	17%	20%	22%	42%	-	55%	5%	8%
			A	AbD								J		

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q16 Which, if any, of the following sources have you consulted for information or advice in relation to care and support services in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	d	*e	f	g	h	*i	j	k	l	m
		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Charity websites (e.g. Age UK, Alzheimer's Society, Citizen's Advice)	166	38	108	9	7	4	98	16	43	9	-	13	8	39
	19%	14%	20%	18%	19%	52%	17%	15%	24%	50%	-	46%	4%	9%
			A					Fg			J		L	
A district or other community nurse	149	57	79	9	4	-	101	20	27	*	-	-	10	27
	17%	22%	15%	18%	11%	-	17%	19%	15%	3%	-	-	5%	6%
		Bd												
A physio or occupational therapist	101	45	44	5	6	*	85	6	10	*	-	-	2	13
	11%	17%	8%	10%	16%	6%	14%	5%	5%	3%	-	-	1%	3%
		B			b		GH							
Charities by telephone or face-to-face (e.g Alzheimer's Society, Citizen's Advice)	97	23	62	7	5	2	66	14	17	-	-	-	3	31
	11%	9%	12%	14%	12%	20%	11%	14%	9%	-	-	-	2%	7%
													L	
Other internet sites - please specify	64	23	28	4	7	-	39	13	11	-	-	6	4	18
	7%	9%	5%	8%	19%	-	7%	12%	6%	-	-	20%	2%	4%
		b			AB			Fh			J			

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q16 Which, if any, of the following sources have you consulted for information or advice in relation to care and support services in the last two years?

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	d	*e	f	g	h	*i	j	k	l	m
		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The Care Quality Commission (CQC)	35	7	22	7	-	-	14	13	6	2	-	-	4	14
	4%	3%	4%	14%	-	-	2%	12%	3%	13%	-	-	2%	3%
				ABD				FH						
Other	37	12	23	-	2	-	27	6	5	-	-	-	10	20
	4%	5%	4%	-	6%	-	5%	5%	3%	-	-	-	5%	4%
Don't know /not stated	2	2	-	-	-	-	-	-	-	2	-	-	-	-
	*	1%	-	-	-	-	-	-	-	9%	-	-	-	-
		b												
NET														
Any	892	262	532	48	37	8	591	105	177	17	57	29	206	457
	100%	99%	100%	100%	100%	100%	100%	100%	100%	91%	100%	100%	100%	100%
			a											
Charity	223	50	141	15	12	6	139	26	49	9	-	13	11	56
	25%	19%	26%	31%	31%	72%	24%	25%	27%	50%	-	46%	5%	12%
			A	a	a							J		L
Council	461	115	299	35	9	3	289	57	104	11	-	16	53	158
	52%	44%	56%	73%	24%	33%	49%	54%	59%	61%	-	55%	26%	35%
		D	AD	ABD					F			J		L

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - friends and family

Base: All respondents who consulted friends and family at Q16

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	*p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	*P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	483	483	-	444	131	38	194	217	63	95	84	79	85	93	28	9	1	258	216	
Total	474	474	-	445	138	29	189	199	60	90	83	80	75	95	25	13	1	254	209	
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very useful	(4.0)	261	261	-	241	84	12	101	105	33	55	50	47	48	33	10	9	1	152	100
		55%	55%	-	54%	61%	41%	54%	53%	56%	61%	60%	59%	63%	35%	38%	69%	100%	60%	48%
					D	F					NOS	NOs	Nos	NOS				NOS	N	
Fairly useful	(3.0)	164	164	-	159	39	14	69	80	22	26	29	31	21	42	13	-	-	86	76
		35%	35%	-	36%	28%	48%	37%	40%	37%	29%	35%	38%	28%	45%	51%	-	-	34%	36%
					C	E			E					JMr	JMr					
Not very useful	(2.0)	31	31	-	28	13	3	16	13	4	7	4	2	3	10	3	2	-	14	17
		7%	7%	-	6%	9%	11%	8%	6%	7%	8%	5%	3%	3%	10%	11%	16%	-	5%	8%
														lm	l					
Not at all useful	(1.0)	2	2	-	2	*	-	1	2	-	*	1	-	1	-	-	-	-	1	1
		*	*	-	1%	*	-	*	1%	-	*	1%	-	2%	-	-	-	-	*	1%
Don't know		16	16	-	16	3	-	2	-	-	1	-	-	3	10	-	2	-	1	15
		3%	3%	-	3%	2%	-	1%	-	-	1%	-	-	3%	11%	-	15%	-	*	7%
					H									kLR	JKLmoR				JKLR	
NETS																				
Useful	425	425	-	399	122	26	170	184	55	82	78	78	69	75	22	9	1	238	176	
	90%	90%	-	90%	88%	89%	90%	93%	93%	91%	94%	97%	91%	79%	89%	69%	100%	94%	84%	
										N	NS	jNoS	N					NS		
Not useful	33	33	-	30	13	3	17	14	4	8	5	2	4	10	3	2	-	15	18	
	7%	7%	-	7%	10%	11%	9%	7%	7%	8%	6%	3%	5%	10%	11%	16%	-	6%	9%	
														l	l				l	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - friends and family

Base: All respondents who consulted friends and family at Q16

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	*p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	*P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	483	483	-	39	444	131	38	194	217	63	95	84	79	85	93	28	9	1	258	216
Total	474	474	-	29	445	138	29	189	199	60	90	83	80	75	95	25	13	1	254	209
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean Score	3.49	3.49	-	3.59	3.49	3.52	3.30	3.45	3.45	3.49	3.53	3.53	3.56	3.59	3.27	3.27	3.61	4.00	3.54	3.41
					f						No	No	NOS	NOS					NOS	n

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - friends and family

Base: All respondents who consulted friends and family at Q16

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs			
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned	
Sig Level: 90%		a	b	c	d	e	f	g	h	i	*j	k	l	m	n	*o	p	q	r	s	
Sig Level: 95%		A	B	C	D	E	F	G	H	I	*J	K	L	M	N	*O	P	Q	R	S	
Unweighted row	483	144	143	131	51	22	112	96	86	23	9	82	39	63	15	10	268	126	309	135	
Total	474	163	136	115	39	20	131	93	74	18	7	76	58	59	11	7	275	112	277	149	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very useful	(4.0)	261 55%	99 61% dE	73 54%	62 54%	18 46% 38%	8	92 70% GK	52 55% K	46 62% K	9 53% 31%	2 39%	30	38 65%	35 59%	7 60% 44%	3	184 67% Q	39 35% 35%	155 56%	84 57%
Fairly useful	(3.0)	164 35%	52 32%	52 38%	42 36%	19 48% 44% A	9	34 26%	35 37% f	24 32%	7 37% 52%	4 48% FH	36	15 26%	17 29%	4 36% 41%	3	75 27% P	49 44% 35%	98 35%	52 35%
Not very useful	(2.0)	31 7%	11 7%	8 6%	9 7%	2 5% 15%	3	5 4%	5 5%	2 2%	1 8% 9%	1 9%	10 13% FgH	5 9%	5 8%	* 4% 10%	1	3 1% 17% P	20 17% 7%	21 7%	8 6%
Not at all useful	(1.0)	2 *	* *	* *	1 1%	* 1% 3%	1	* *	- -	* 1%	* 2% 8%	1 1%	* 1%	- -	- -	- 6%	*	2 2% P	* *	1 1%	
Don't know		16 3%	- -	3 2% a	2 2%	- -	-	3 3% f	2 3% f	- -	- -	-	-	3 4%	- -	-	13 5% 3%	3 3%	3 1%	3 2%	
NETS																					
Useful		425 90%	152 93% e	126 92%	104 90%	37 94% 82%	17	126 96% K	86 92%	70 94% k	16 90% 83%	6 83% 87%	66	52 91%	52 88%	11 96% 85%	6	258 94% Q	88 78%	253 91%	136 92%

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - friends and family

Base: All respondents who consulted friends and family at Q16

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Total	a	b	c	d	e	f	g	h	i	*j	k	l	m	n	*o	p	q	r	s	
	A	B	C	D	E	F	G	H	I	*J	K	L	M	N	*O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	483	144	143	131	51	22	112	96	86	23	9	82	39	63	15	10	268	126	309	135
Total	474	163	136	115	39	20	131	93	74	18	7	76	58	59	11	7	275	112	277	149
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not useful	33	11	8	9	2	4	6	5	2	2	1	10	5	5	*	1	4	21	21	10
	7%	7%	6%	8%	6%	18%	4%	5%	3%	10%	17%	13%	9%	8%	4%	15%	1%	19%	8%	7%
						aB						FgH					P			
Mean Score	3.49	3.54	3.48	3.46	3.39	3.17	3.66	3.52	3.60	3.41	3.06	3.25	3.56	3.53	3.56	3.23	3.68	3.14	3.49	3.50
		E	E	e			gIK	K	K								Q			

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - friends and family

Base: All respondents who consulted friends and family at Q16

	Total	Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%		a	b	*c	d	e	*f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%		A	B	*C	D	E	*F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	483	91	25	13	31	80	14	5	68	165	65	171	188	239	57	33	236	
Total	474	99	24	10	29	78	21	4	63	167	61	152	177	217	57	28	217	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very useful	(4.0)	261	64	12	5	20	43	13	2	38	98	28	82	97	115	28	10	117
		55%	65%	50%	47%	69%	55%	63%	42%	60%	59%	46%	54%	55%	53%	50%	38%	54%
Fairly useful	(3.0)	164	24	7	4	7	32	1	1	19	52	24	57	65	85	17	15	82
		35%	24%	30%	41%	25%	41%	3%	33%	30%	31%	39%	37%	37%	39%	31%	54%	38%
Not very useful	(2.0)	31	8	-	1	2	3	-	1	6	13	4	13	15	15	3	2	18
		7%	8%	-	13%	7%	4%	-	25%	10%	8%	7%	9%	8%	7%	5%	8%	8%
Not at all useful	(1.0)	2	*	-	-	-	1	-	-	-	1	-	1	-	2	-	-	1
		*	*	-	-	-	1%	-	-	-	*	-	1%	-	1%	-	-	*
Don't know		16	3	5	-	-	-	7	-	-	3	5	-	-	1	8	-	-
		3%	3%	21%	-	-	-	34%	-	-	2%	8%	-	-	*	14%	-	-
				ADEH							lp	IKLMoP				IKLMOP		
NETS																		
Useful		425	88	19	9	27	74	14	3	57	150	52	138	162	200	46	25	198
		90%	89%	79%	87%	93%	95%	66%	75%	90%	90%	85%	91%	92%	92%	81%	92%	91%
							B				n		N	N	jN			N
Not useful		33	8	-	1	2	4	-	1	6	14	4	14	15	17	3	2	19
		7%	8%	-	13%	7%	5%	-	25%	10%	9%	7%	9%	8%	8%	5%	8%	9%
Mean Score		3.49	3.58	3.63	3.34	3.62	3.49	3.96	3.17	3.50	3.50	3.43	3.44	3.46	3.45	3.53	3.30	3.45
											o					o		

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - friends and family

Base: All respondents who consulted friends and family at Q16

	Total	Primary reason for first needing care					Primary care need				Only consulted		Consulted	
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	d	*e	f	g	h	*i	j	*k	l	m
		A	B	C	D	*E	F	G	H	*I	J	*K	L	M
Unweighted row	483	135	293	18	31	3	325	48	106	3	47	-	47	174
Total	474	128	291	20	24	5	307	47	110	7	57	-	57	178
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
Very useful	(4.0) 261 55%	70 55%	149 51%	13 67%	20 84%	5 100%	173 56%	27 58%	52 47%	6 93%	35 62%	-	35 62%	96 54%
Fairly useful	(3.0) 164 35%	46 36%	108 37%	5 25%	3 11%	-	114 37%	17 36%	33 29%	-	21 37%	-	21 37%	73 41%
Not very useful	(2.0) 31 7%	7 5%	22 7%	2 8%	1 5%	-	15 5%	3 6%	13 11%	* 7%	1 1%	-	1 1%	8 5%
Not at all useful	(1.0) 2 *	1 1%	1 *	-	-	-	1 *	* 1%	* *	-	-	-	-	* *
Don't know	16 3%	5 4%	11 4%	-	-	-	3 1%	-	13 12%	-	-	-	-	1 *
NETS														
Useful	425 90%	116 90%	258 88%	18 92%	23 95%	5 100%	288 94%	44 93%	85 77%	6 93%	56 99%	-	56 99%	169 95%
Not useful	33 7%	8 6%	23 8%	2 8%	1 5%	-	17 5%	3 7%	13 12%	* 7%	1 1%	-	1 1%	9 5%

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - friends and family

Base: All respondents who consulted friends and family at Q16

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
Total	a	b	c	d	*e	f	g	h	*i	j	*k	l	m	
Sig Level: 90%	A	B	C	D	*E	F	G	H	*I	J	*K	L	M	
Sig Level: 95%														
Unweighted row	483	135	293	18	31	3	325	48	106	3	47	-	47	174
Total	474	128	291	20	24	5	307	47	110	7	57	-	57	178
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
Mean Score	3.49	3.49	3.45	3.59	3.80	4.00	3.51	3.50	3.40	3.86	3.61	-	3.61	3.49
					AB									

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - charities

Base: All respondents who consulted charities at Q16

		Care and support services		Person requiring services		Services arranged					Age of person requiring services									
		Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
		a	*b	*c	d	e	f	g	h	i	j	k	l	m	n	o	*p	*q	r	s
		A	*B	*C	D	E	F	G	H	I	J	K	L	M	N	O	*P	*Q	R	S
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row		225	-	9	216	49	16	76	89	43	41	50	30	41	38	20	3	-	121	102
Total		223	-	6	218	45	15	73	81	44	45	49	32	36	38	17	3	-	126	94
		100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
Very useful	(4.0)	100	-	1	99	14	5	35	32	26	31	19	15	14	18	4	*	-	64	36
		45%	-	18%	46%	31%	35%	48%	39%	59%	68%	38%	47%	39%	47%	24%	13%	-	51%	39%
							e			EH	KIMnOrS									
Fairly useful	(3.0)	92	-	4	88	23	7	27	33	8	10	25	12	15	18	9	2	-	47	43
		41%	-	69%	40%	50%	47%	37%	41%	19%	22%	50%	38%	43%	48%	50%	47%	-	37%	46%
						l	l	l	l			J		J	J	J			j	J
Not very useful	(2.0)	13	-	1	12	4	1	5	7	5	1	3	-	2	1	2	1	-	4	7
		6%	-	13%	6%	9%	5%	6%	8%	10%	3%	6%	-	6%	2%	14%	41%	-	3%	7%
Not at all useful	(1.0)	5	-	-	5	1	-	2	2	2	2	2	-	*	1	1	-	-	4	2
		2%	-	-	2%	3%	-	2%	3%	4%	4%	4%	-	1%	1%	3%	-	-	3%	2%
Don't know		13	-	-	13	3	2	5	7	3	2	1	5	4	1	1	-	-	7	6
		6%	-	-	6%	7%	14%	6%	9%	7%	4%	2%	15%	11%	1%	8%	-	-	6%	6%
													jKNr	kn						
NETS																				
Useful		192	-	5	187	36	12	62	65	34	40	44	27	29	36	13	2	-	111	80
		86%	-	87%	86%	80%	81%	85%	80%	78%	89%	88%	85%	82%	95%	75%	59%	-	88%	85%
															mO					
Not useful		18	-	1	17	6	1	6	9	6	3	5	-	3	1	3	1	-	8	8
		8%	-	13%	8%	12%	5%	9%	11%	15%	7%	10%	-	7%	4%	17%	41%	-	6%	9%
												l			Lnr				l	
Mean Score		3.37	-	3.05	3.38	3.17	3.34	3.39	3.28	3.43	3.59	3.24	3.55	3.34	3.42	3.04	2.72	-	3.44	3.30
											KOS		kOs		o				O	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - charities

Base: All respondents who consulted charities at Q16

		Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
		Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
		a	b	c	d	e	f	g	h	i	*j	k	l	m	*n	*o	p	q	r	s	
		A	B	C	D	E	F	G	H	I	*J	K	L	M	*N	*O	P	Q	R	S	
Sig Level: 90%																					
Sig Level: 95%																					
Unweighted row		225	66	38	48	33	21	52	25	33	17	14	30	20	15	7	4	97	83	146	57
Total		223	72	31	40	26	23	58	20	28	14	16	26	25	10	6	2	108	77	139	56
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very useful	(4.0)	100	24	12	18	9	16	19	9	15	4	13	9	7	2	4	1	72	16	46	33
		45%	32%	39%	45%	33%	73%	33%	45%	54%	28%	81%	34%	27%	22%	63%	48%	67%	20%	33%	59%
							ABCD			fi								Q		R	
Fairly useful	(3.0)	92	35	13	15	10	5	29	7	9	7	2	11	13	6	2	1	28	48	69	18
		41%	49%	42%	37%	39%	22%	49%	33%	31%	46%	15%	44%	51%	57%	37%	29%	26%	62%	50%	32%
			E															P		S	
Not very useful	(2.0)	13	7	1	3	3	1	7	1	1	-	3	3	1	-	-	2	6	10	1	
		6%	10%	2%	7%	12%	3%	11%	3%	2%	9%	-	13%	13%	5%	-	-	2%	8%	7%	1%
						b							h					p		s	
Not at all useful	(1.0)	5	3	1	2	1	1	2	-	2	-	1	1	1	-	-	1	5	4	2	
		2%	4%	2%	5%	2%	3%	4%	-	7%	-	4%	2%	5%	-	-	-	1%	6%	3%	3%
																		P			
Don't know		13	3	5	3	3	-	1	4	2	2	-	2	1	2	-	1	5	3	10	3
		6%	5%	15%	6%	13%	-	2%	20%	6%	16%	-	8%	5%	16%	-	22%	4%	4%	7%	5%
				ae		e		F		F											
NETS																					
Useful		192	59	25	33	19	21	48	16	24	11	15	20	19	8	6	2	100	64	114	51
		86%	81%	81%	82%	72%	95%	82%	78%	85%	75%	96%	77%	77%	79%	100%	78%	93%	83%	82%	91%
							D											Q			

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - charities

Base: All respondents who consulted charities at Q16

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned
	a	b	c	d	e	f	g	h	i	*j	k	l	m	*n	*o	p	q	r	s	
	A	B	C	D	E	F	G	H	I	*J	K	L	M	*N	*O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	225	66	38	48	33	21	52	25	33	17	14	30	20	15	7	4	97	83	146	57
Total	223	72	31	40	26	23	58	20	28	14	16	26	25	10	6	2	108	77	139	56
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not useful	18	10	1	5	4	1	9	1	2	1	1	4	4	1	-	-	3	11	14	2
	8%	14%	4%	12%	15%	5%	15%	3%	8%	9%	4%	15%	18%	5%	-	-	3%	14%	10%	4%
		b															P			
Mean Score	3.37	3.15	3.39	3.31	3.19	3.65	3.15	3.53	3.42	3.23	3.74	3.18	3.04	3.20	3.63	3.62	3.67	3.00	3.22	3.56
					AD			f									Q			R

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - charities

Base: All respondents who consulted charities at Q16

		Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
		a	b	*c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
		A	B	*C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row		225	38	15	7	16	31	16	3	38	68	33	75	81	101	40	22	104
Total		223	36	17	4	14	30	23	3	35	64	38	65	73	92	41	18	91
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very useful	(4.0)	100	13	8	-	9	10	14	1	20	22	19	32	45	41	20	8	49
		45%	36%	47%	-	64%	34%	61%	18%	58%	35%	49%	49%	61%	44%	48%	47%	53%
						ae		ae	AE				i	IM			I	
Fairly useful	(3.0)	92	18	8	2	5	16	5	3	11	31	14	21	21	36	12	7	30
		41%	50%	45%	58%	36%	54%	20%	82%	32%	48%	37%	33%	29%	39%	29%	40%	33%
			F			Fh				kLNP								
Not very useful	(2.0)	13	2	-	1	-	1	2	-	1	4	3	5	3	7	3	2	6
		6%	7%	-	28%	-	2%	10%	-	3%	6%	7%	8%	4%	7%	8%	9%	7%
Not at all useful	(1.0)	5	1	-	1	-	1	1	-	1	2	-	2	-	2	2	-	2
		2%	3%	-	14%	-	2%	6%	-	2%	4%	-	3%	-	2%	5%	-	2%
			I							I					I			
Don't know		13	1	1	-	-	2	1	-	2	5	3	5	4	7	4	1	5
		6%	4%	7%	-	-	8%	2%	-	5%	7%	7%	7%	5%	7%	11%	4%	5%
NETS																		
Useful		192	31	16	2	14	26	19	3	31	53	33	53	66	77	31	16	79
		86%	86%	93%	58%	100%	88%	81%	100%	91%	83%	86%	82%	91%	83%	76%	88%	86%
					f								N					
Not useful		18	4	-	2	-	1	4	-	2	6	3	7	3	9	5	2	8
		8%	10%	-	42%	-	4%	16%	-	5%	10%	7%	11%	4%	10%	13%	9%	9%
														I				
Mean Score		3.37	3.23	3.51	2.44	3.64	3.30	3.41	3.18	3.55	3.23	3.44	3.39	3.60	3.34	3.34	3.40	3.45
					ae			a						IkMn			i	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - charities

Base: All respondents who consulted charities at Q16

	Total	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
		a	b	*c	*d	*e	f	g	h	*i	*j	k	*l	m	
		A	B	*C	*D	*E	F	G	H	*I	*J	K	*L	M	
Sig Level: 90%															
Sig Level: 95%															
Unweighted row	225	55	142	11	14	3	143	27	51	4	-	16	13	58	
Total	223	50	141	15	12	6	139	26	49	9	-	13	11	56	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	
Very useful	(4.0)	100	18	60	11	7	4	64	8	21	7	-	3	3	28
		45%	36%	43%	73%	62%	72%	46%	29%	44%	82%	-	24%	31%	50%
Fairly useful	(3.0)	92	25	61	3	2	2	63	11	16	2	-	9	8	26
		41%	49%	43%	18%	16%	28%	45%	43%	33%	18%	-	72%	69%	47%
Not very useful	(2.0)	13	1	9	1	2	-	4	2	7	-	-	1	-	1
		6%	1%	7%	9%	14%	-	3%	6%	14%	-	-	4%	-	1%
Not at all useful	(1.0)	5	2	3	-	-	-	2	3	1	-	-	-	-	-
		2%	4%	2%	-	-	-	1%	12%	1%	-	-	-	-	-
Don't know		13	5	7	-	1	-	7	3	4	-	-	-	-	1
		6%	10%	5%	-	8%	-	5%	11%	8%	-	-	-	-	2%
NETS															
Useful		192	43	121	14	9	6	127	19	38	9	-	13	11	54
		86%	85%	86%	91%	78%	100%	91%	72%	77%	100%	-	96%	100%	97%
Not useful		18	3	13	1	2	-	6	5	7	-	-	1	-	1
		8%	5%	9%	9%	14%	-	4%	18%	15%	-	-	4%	-	1%
Mean Score		3.37	3.30	3.33	3.64	3.52	3.72	3.42	3.00	3.30	3.82	-	3.19	3.31	3.50
								G							

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - the local council

Base: All respondents who consulted the local council at Q16

	Care and support services		Person requiring services		Services arranged					Age of person requiring services											
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+		
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	*p	*q	r	s		
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	*P	*Q	R	S		
Sig Level: 90%																					
Sig Level: 95%																					
Unweighted row	493	493	-	33	459	131	48	217	237	65	78	85	91	91	99	37	10	-	254	237	
Total	461	461	-	25	436	120	45	209	209	60	81	75	89	81	90	31	11	-	246	213	
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	
Very useful	(4.0)	189	189	-	14	174	41	24	80	74	16	39	30	45	33	30	7	4	-	114	75
		41%	41%	-	56%	40%	34%	53%	38%	35%	27%	47%	40%	50%	41%	34%	22%	34%	-	46%	35%
					d			EgHl	i	nOS		o	NOS	O					NOS		
Fairly useful	(3.0)	187	187	-	9	178	44	17	92	98	36	36	29	30	28	45	19	2	-	94	93
		41%	41%	-	38%	41%	37%	38%	44%	47%	59%	44%	38%	33%	35%	50%	59%	14%	-	38%	43%
									e	EFGh					LMr	KLMRs				I	
Not very useful	(2.0)	41	41	-	1	40	19	1	14	15	5	4	4	10	11	5	3	3	-	18	23
		9%	9%	-	4%	9%	16%	2%	7%	7%	8%	5%	6%	11%	13%	6%	11%	32%	-	7%	11%
							FGH								jknr						
Not at all useful	(1.0)	28	28	-	-	28	8	2	17	17	3	2	8	4	2	7	1	1	-	15	12
		6%	6%	-	-	6%	7%	4%	8%	8%	5%	3%	11%	5%	3%	8%	4%	12%	-	6%	6%
													JMs								
Don't know		16	16	-	1	15	7	2	6	5	1	1	3	1	6	3	1	1	-	5	11
		3%	3%	-	2%	4%	6%	3%	3%	3%	1%	1%	5%	1%	8%	3%	4%	7%	-	2%	5%
							h								JLR					jlR	
NETS																					
Useful		376	376	-	23	352	85	41	172	172	52	75	59	74	61	75	26	5	-	208	167
		82%	82%	-	94%	81%	71%	90%	82%	82%	86%	92%	79%	83%	76%	83%	81%	48%	-	85%	78%
					d			E	E	E	E	KMnS								ms	
Not useful		69	69	-	1	68	27	3	31	32	8	6	13	14	13	12	5	5	-	33	35
		15%	15%	-	4%	16%	23%	6%	15%	15%	13%	8%	17%	16%	17%	14%	15%	45%	-	13%	16%
					c		Fghi			f				j	j					j	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - the local council

Base: All respondents who consulted the local council at Q16

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	*p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	*P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	493	493	-	33	459	131	48	217	237	65	78	85	91	91	99	37	10	-	254	237
Total	461	461	-	25	436	120	45	209	209	60	81	75	89	81	90	31	11	-	246	213
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
Mean Score	3.20	3.20	-	3.53	3.19	3.06	3.44	3.16	3.13	3.10	3.38	3.13	3.30	3.24	3.13	3.04	2.75	-	3.27	3.14
			D				EGHI				KNOS							s		

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - the local council

Base: All respondents who consulted the local council at Q16

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs			
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%		a	b	c	d	e	f	g	h	i	*j	k	l	m	n	*o	p	q	r	s	
Sig Level: 95%		A	B	C	D	E	F	G	H	I	*J	K	L	M	N	*O	P	Q	R	S	
Unweighted row	493	100	157	197	42	24	67	110	146	20	10	80	31	63	29	3	258	147	319	146	
Total	461	106	138	173	40	20	75	101	128	21	7	70	40	52	23	1	252	129	290	146	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very useful	(4.0)	189	27	55	76	14	7	24	43	65	11	5	17	11	18	9	1	147	19	103	75
		41%	26%	40%	44%	36%	36%	31%	43%	50%	52%	73%	25%	28%	36%	38%	42%	58%	15%	36%	51%
			A	A	A			K	FK	fK				Q					R		
Fairly useful	(3.0)	187	42	58	84	15	10	26	37	55	4	1	40	10	21	11	*	82	56	123	55
		41%	40%	42%	48%	36%	48%	34%	37%	43%	21%	19%	57%	26%	41%	48%	26%	33%	43%	42%	38%
										i			FGHl			l			P		
Not very useful	(2.0)	41	18	13	6	4	1	14	10	3	1	-	5	12	6	1	-	10	27	31	7
		9%	17%	9%	3%	9%	3%	18%	10%	2%	6%	-	7%	31%	12%	2%	-	4%	21%	11%	5%
			bCe	C	c			Hk	H				h	MN					P	S	
Not at all useful	(1.0)	28	13	4	4	8	3	9	3	2	5	1	6	5	1	1	*	2	25	23	2
		6%	13%	3%	2%	19%	13%	12%	3%	1%	21%	7%	8%	13%	2%	5%	32%	1%	19%	8%	2%
			BC			BC	BC	GH			GHk		H	M					P	S	
Don't know		16	5	9	4	-	-	3	7	4	-	-	2	1	5	2	-	12	2	10	6
		3%	5%	6%	2%	-	-	4%	7%	3%	-	-	3%	3%	9%	6%	-	5%	2%	3%	4%
				Cd																	
NETS																					
Useful		376	69	112	160	29	17	49	81	120	15	7	57	21	39	20	1	229	75	226	130
		82%	66%	81%	92%	72%	84%	66%	80%	94%	72%	93%	81%	54%	76%	86%	68%	91%	58%	78%	89%
			A	ABD		a		F	FGIK			F		L	L		Q		R		

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - the local council

Base: All respondents who consulted the local council at Q16

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Total	a	b	c	d	e	f	g	h	i	*j	k	l	m	n	*o	p	q	r	s	
	A	B	C	D	E	F	G	H	I	*J	K	L	M	N	*O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	493	100	157	197	42	24	67	110	146	20	10	80	31	63	29	3	258	147	319	146
Total	461	106	138	173	40	20	75	101	128	21	7	70	40	52	23	1	252	129	290	146
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not useful	69	32	17	9	11	3	23	13	5	6	1	11	17	7	2	*	11	52	55	10
	15%	30%	12%	5%	28%	16%	30%	13%	4%	28%	7%	16%	43%	14%	8%	32%	4%	40%	19%	7%
		BC	C		BC	C	GHK	H		H		H	MN				P	S		
Mean Score	3.20	2.83	3.26	3.37	2.89	3.06	2.88	3.28	3.47	3.03	3.59	3.01	2.71	3.21	3.27	2.78	3.56	2.54	3.09	3.45
		AD	ADE					FK	FGIK				L	L			Q		R	R

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - the local council

Base: All respondents who consulted the local council at Q16

	Total	Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%		a	b	*c	d	e	*f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%		A	B	*C	D	E	*F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	493	83	34	14	35	75	13	2	74	154	78	194	207	256	61	32	261	
Total	461	71	32	13	38	67	15	2	77	138	76	176	197	231	55	27	247	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very useful	(4.0)	189	31	19	7	19	29	7	1	37	43	34	67	74	87	15	3	97
		41%	43%	59%	60%	49%	44%	50%	37%	48%	32%	45%	38%	37%	38%	28%	12%	39%
											O	INO	O	O	O	o	nO	
Fairly useful	(3.0)	187	21	11	5	13	24	6	1	28	58	34	76	87	102	30	19	105
		41%	30%	35%	40%	34%	37%	39%	63%	36%	42%	45%	43%	44%	44%	55%	70%	43%
																ip	IJKLMP	
Not very useful	(2.0)	41	11	1	-	3	6	2	-	5	20	5	16	16	18	7	3	20
		9%	15%	3%	-	9%	9%	11%	-	6%	15%	6%	9%	8%	8%	12%	12%	8%
			bh								jIMP							
Not at all useful	(1.0)	28	3	1	-	2	6	-	-	4	8	1	12	16	18	2	2	18
		6%	4%	2%	-	7%	10%	-	-	5%	6%	1%	7%	8%	8%	4%	7%	7%
											j		j	J	J		J	
Don't know		16	6	-	-	1	1	-	-	3	9	3	6	5	5	1	-	7
		3%	8%	-	-	1%	1%	-	-	4%	7%	4%	3%	2%	2%	1%	-	3%
			bE								IMp							
NETS																		
Useful		376	52	30	13	31	54	13	2	65	101	68	143	161	189	45	22	202
		82%	73%	94%	100%	83%	80%	89%	100%	84%	73%	89%	81%	81%	82%	82%	81%	82%
				Ae						a		Ik	i	i	l		l	
Not useful		69	14	2	-	6	12	2	-	9	28	5	28	32	36	9	5	38
		15%	19%	6%	-	15%	19%	11%	-	11%	20%	7%	16%	16%	16%	16%	19%	15%
			b				b				J		j	J	J	j	j	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - the local council

Base: All respondents who consulted the local council at Q16

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%	a	b	*c	d	e	*f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%	A	B	*C	D	E	*F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	493	83	34	14	35	75	13	2	74	154	78	194	207	256	61	32	261
Total	461	71	32	13	38	67	15	2	77	138	76	176	197	231	55	27	247
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean Score	3.20	3.21	3.51	3.60	3.28	3.16	3.39	3.37	3.33	3.06	3.38	3.16	3.14	3.14	3.08	2.86	3.17
			ae								IKLMNOp	o	o	o		o	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - the local council

Base: All respondents who consulted the local council at Q16

	Total	Primary reason for first needing care					Primary care need				Only consulted		Consulted	
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	c	*d	*e	f	g	h	*i	*j	k	l	m
		A	B	C	*D	*E	F	G	H	*I	*J	K	L	M
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	493	141	314	23	13	2	318	59	110	6	-	15	53	165
Total	461	115	299	35	9	3	289	57	104	11	-	16	53	158
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%
Very useful	(4.0)	189	49	121	13	6	129	24	32	5	-	8	24	71
		41%	43%	40%	36%	69%	45%	41%	30%	41%	-	52%	46%	45%
Fairly useful	(3.0)	187	48	120	15	2	115	23	44	5	-	6	21	63
		41%	42%	40%	44%	27%	40%	40%	42%	44%	-	38%	40%	40%
Not very useful	(2.0)	41	10	27	2	*	17	6	17	2	-	2	3	9
		9%	8%	9%	6%	5%	6%	10%	16%	14%	-	10%	6%	6%
Not at all useful	(1.0)	28	6	23	-	-	13	5	10	-	-	-	3	10
		6%	5%	8%	-	-	5%	9%	10%	-	-	-	6%	6%
Don't know		16	3	8	5	-	14	-	2	-	-	-	2	5
		3%	3%	3%	14%	-	5%	-	2%	-	-	-	3%	3%
				AB			g							
NETS														
Useful		376	97	241	28	8	244	47	76	9	-	14	46	134
		82%	84%	81%	80%	95%	85%	81%	73%	86%	-	90%	85%	85%
Not useful		69	15	50	2	*	30	11	27	2	-	2	6	19
		15%	13%	17%	6%	5%	11%	19%	26%	14%	-	10%	12%	12%
								f	F					

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - the local council

Base: All respondents who consulted the local council at Q16

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
Total	a	b	c	*d	*e	f	g	h	*i	*j	k	l	m	
Sig Level: 90%	A	B	C	*D	*E	F	G	H	*I	*J	K	L	M	
Sig Level: 95%														
Unweighted row	493	141	314	23	13	2	318	59	110	6	-	15	53	165
Total	461	115	299	35	9	3	289	57	104	11	-	16	53	158
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%
Mean Score	3.20	3.25	3.16	3.36	3.64	2.40	3.31	3.14	2.95	3.27	-	3.42	3.29	3.27
							H							

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - other internet sites

Base: All respondents who consulted other internet sites at Q16

	Care and support services		Person requiring services		Services arranged					Age of person requiring services											
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+		
Total	a	*b	*c	d	e	*f	g	h	*i	*j	*k	*l	*m	*n	*o	*p	*q	r	s		
	A	*B	*C	D	E	*F	G	H	*I	*J	*K	*L	*M	*N	*O	*P	*Q	R	S		
Sig Level: 90%																					
Sig Level: 95%																					
Unweighted row	60	60	-	2	58	20	1	23	22	8	14	13	8	9	5	6	1	-	35	21	
Total	64	64	-	1	63	22	1	29	24	8	12	21	9	5	5	4	2	-	43	16	
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	
Very useful	(4.0)	30	30	-	1	30	10	1	16	14	2	6	12	3	4	1	2	-	-	21	6
		47%	47%	-	56%	47%	44%	100%	53%	57%	25%	50%	56%	35%	74%	13%	45%	-	-	50%	40%
Fairly useful	(3.0)	26	26	-	*	25	8	-	11	7	5	5	8	5	*	2	-	2	-	18	5
		40%	40%	-	44%	40%	37%	-	38%	30%	59%	38%	38%	58%	8%	50%	-	100%	-	42%	29%
Not very useful	(2.0)	6	6	-	-	6	4	-	2	2	1	1	-	1	-	2	2	-	-	2	4
		10%	10%	-	-	10%	17%	-	6%	8%	16%	11%	-	7%	-	37%	55%	-	-	5%	26%
																					R
Not at all useful	(1.0)	*	*	-	-	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	*
		1%	1%	-	-	1%	2%	-	-	-	-	-	-	-	7%	-	-	-	-	-	2%
Don't know		2	2	-	-	2	-	-	1	1	-	-	1	-	-	-	-	-	-	1	1
		3%	3%	-	-	3%	-	-	2%	6%	-	-	6%	-	11%	-	-	-	-	3%	3%
NETS																					
Useful		56	56	-	1	55	18	1	27	21	7	10	20	9	4	3	2	2	-	39	11
		87%	87%	-	100%	87%	82%	100%	92%	87%	84%	89%	94%	93%	82%	63%	45%	100%	-	92%	68%
																					S
Not useful		7	7	-	-	7	4	-	2	2	1	1	-	1	*	2	2	-	-	2	5
		10%	10%	-	-	10%	18%	-	6%	8%	16%	11%	-	7%	7%	37%	55%	-	-	5%	28%
																					R
Mean Score	3.37	3.37	-	3.56	3.37	3.24	4.00	3.48	3.52	3.10	3.39	3.60	3.27	3.66	2.77	2.90	3.00	-	3.47	3.09	
																					s

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - other internet sites

Base: All respondents who consulted other internet sites at Q16

	Funding (Any across all services)						Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%		a	b	c	*d	*e	f	*g	*h	*i	*j	*k	*l	*m	*n	*o	p	q	r	s	
Sig Level: 95%		A	B	C	*D	*E	F	*G	*H	*I	*J	*K	*L	*M	*N	*O	P	Q	R	S	
Unweighted row	60	20	16	15	3	1	18	13	10	2	-	6	7	9	3	1	34	18	40	15	
Total	64	27	18	13	3	1	25	15	8	3	-	6	9	10	2	*	38	16	38	22	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very useful	(4.0)	30	16	7	4	-	1	16	6	2	-	-	2	6	3	1	-	25	2	13	13
		47%	60%	38%	28%	-	100%	65%	40%	25%	-	-	28%	62%	31%	39%	-	66%	15%	34%	61%
		c															Q		r		
Fairly useful	(3.0)	26	9	8	6	3	-	7	7	3	2	-	3	4	4	*	-	10	8	18	8
		40%	33%	44%	43%	87%	-	27%	49%	44%	85%	-	48%	38%	40%	25%	-	25%	52%	46%	36%
																	p				
Not very useful	(2.0)	6	-	3	4	-	-	-	2	2	-	-	1	-	3	1	-	1	5	6	1
		10%	-	17%	29%	-	-	-	12%	31%	-	-	24%	-	30%	36%	-	4%	31%	15%	3%
				a	A												P				
Not at all useful	(1.0)	*	-	-	-	*	-	-	-	-	*	-	-	-	-	-	*	-	*	-	-
		1%	-	-	-	13%	-	-	-	-	15%	-	-	-	-	100%	-	2%	-	-	
Don't know		2	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	2	-
		3%	7%	-	-	-	-	7%	-	-	-	-	-	-	-	-	-	5%	-	5%	-
NETS																					
Useful		56	25	15	9	3	1	23	13	5	2	-	4	9	7	1	-	35	11	31	21
		87%	93%	83%	71%	87%	100%	93%	88%	69%	85%	-	76%	100%	70%	64%	-	92%	67%	80%	97%
			c														Q				
Not useful		7	-	3	4	*	-	-	2	2	*	-	1	-	3	1	*	1	5	6	1
		10%	-	17%	29%	13%	-	-	12%	31%	15%	-	24%	-	30%	36%	100%	4%	33%	15%	3%
				a	A												P				

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - other internet sites

Base: All respondents who consulted other internet sites at Q16

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%	a	b	c	*d	*e	f	*g	*h	*i	*j	*k	*l	*m	*n	*o	p	q	r	s	
Sig Level: 95%	A	B	C	*D	*E	F	*G	*H	*I	*J	*K	*L	*M	*N	*O	P	Q	R	S	
Unweighted row	60	20	16	15	3	1	18	13	10	2	-	6	7	9	3	1	34	18	40	15
Total	64	27	18	13	3	1	25	15	8	3	-	6	9	10	2	*	38	16	38	22
	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean Score	3.37	3.65 BC	3.21	2.98	2.75	4.00	3.70	3.28	2.94	2.70	-	3.05	3.62	3.01	3.03	1.00	3.66 Q	2.80	3.20	3.59 r

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - other internet sites

Base: All respondents who consulted other internet sites at Q16

	Total	Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	l	m	*n	*o	p	
Sig Level: 95%		A	*B	*C	*D	*E	*F	*G	*H	I	*J	*K	L	M	*N	*O	P	
Unweighted row	60	16	4	-	7	9	2	1	10	28	6	14	18	23	7	5	24	
Total	64	18	5	-	4	9	4	1	9	29	8	16	16	24	8	4	24	
	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very useful	(4.0)	30	8	3	-	3	4	-	1	3	12	3	7	9	14	2	1	14
		47%	46%	55%	-	74%	45%	-	100%	37%	41%	35%	45%	54%	56%	26%	31%	58%
Fairly useful	(3.0)	26	7	2	-	1	4	2	-	5	12	4	7	6	9	5	3	8
		40%	36%	45%	-	14%	40%	64%	-	57%	40%	49%	44%	34%	36%	59%	69%	32%
Not very useful	(2.0)	6	3	-	-	-	-	1	-	-	5	1	2	1	1	1	-	2
		10%	16%	-	-	-	-	36%	-	-	17%	16%	12%	8%	2%	16%	-	8%
Not at all useful	(1.0)	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
		1%	2%	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
Don't know		2	-	-	-	1	1	-	-	1	-	-	-	1	1	-	-	1
		3%	-	-	-	12%	15%	-	-	6%	-	-	-	3%	5%	-	-	2%
NETS																		
Useful		56	15	5	-	4	8	2	1	8	23	7	14	14	22	7	4	22
		87%	82%	100%	-	88%	85%	64%	100%	94%	82%	84%	88%	88%	92%	84%	100%	90%
Not useful		7	3	-	-	-	-	1	-	-	5	1	2	1	1	1	-	2
		10%	18%	-	-	-	-	36%	-	-	18%	16%	12%	8%	2%	16%	-	8%
Mean Score	3.37	3.25	3.55	-	3.84	3.53	2.64	4.00	3.40	3.22	3.18	3.33	3.48	3.57	3.10	3.31	3.51	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - other internet sites

Base: All respondents who consulted other internet sites at Q16

	Total	Primary reason for first needing care					Primary care need				Only consulted		Consulted	
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	m
		A	B	*C	*D	*E	F	*G	*H	*I	*J	*K	*L	M
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	60	19	27	3	9	-	39	9	11	-	-	8	5	19
Total	64	23	28	4	7	-	39	13	11	-	-	6	4	18
	100%	100%	100%	100%	100%	-	100%	100%	100%	-	-	100%	100%	100%
Very useful	(4.0)	30	11	14	-	4	21	6	2	-	-	4	3	10
		47%	48%	49%	-	53%	54%	44%	15%	-	-	72%	73%	55%
Fairly useful	(3.0)	26	8	10	4	3	13	6	7	-	-	1	1	6
		40%	36%	35%	100%	47%	33%	46%	65%	-	-	19%	27%	32%
Not very useful	(2.0)	6	3	3	-	-	3	1	2	-	-	-	-	2
		10%	15%	10%	-	-	8%	10%	16%	-	-	-	-	9%
Not at all useful	(1.0)	*	*	-	-	-	-	-	*	-	-	-	-	-
		1%	2%	-	-	-	-	-	4%	-	-	-	-	-
Don't know		2	-	2	-	-	2	-	-	-	-	1	-	1
		3%	-	7%	-	-	5%	-	-	-	9%	-	-	3%
NETS														
Useful		56	19	23	4	7	34	12	8	-	-	5	4	16
		87%	84%	83%	100%	100%	87%	90%	80%	-	-	91%	100%	88%
Not useful		7	4	3	-	-	3	1	2	-	-	-	-	2
		10%	16%	10%	-	-	8%	10%	20%	-	-	-	-	9%
Mean Score		3.37	3.30	3.41	3.00	3.53	3.48	3.33	2.92	-	-	3.79	3.73	3.47

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a care provider (e.g. a care home or home care agency staff)

Base: All respondents who consulted a care provider (e.g. a care home or home care agency staff) at Q16

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs			
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned	
Sig Level: 90%		a	b	c	d	*e	f	g	h	i	*j	k	l	m	n	*o	p	q	r	s	
Sig Level: 95%		A	B	C	D	*E	F	G	H	I	*J	K	L	M	N	*O	P	Q	R	S	
Unweighted row	221	72	74	62	35	9	51	43	32	15	3	51	38	44	17	6	117	65	141	67	
Total	216	83	64	50	32	9	63	39	27	16	3	43	54	40	13	4	122	61	133	74	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very useful	(4.0)	101	46	30	19	12	3	39	18	14	4	1	16	29	19	8	*	76	13	49	49
		47%	56%	47%	39%	38%	40%	63%	46%	50%	27%	47%	37%	54%	47%	66%	11%	62%	21%	37%	66%
			Cd					IK									Q		R		
Fairly useful	(3.0)	89	30	26	26	11	3	19	14	12	5	-	23	20	16	4	3	39	33	67	20
		41%	36%	40%	52%	33%	30%	31%	37%	45%	29%	-	53%	36%	39%	31%	79%	32%	54%	50%	27%
					ad								F					P	S		
Not very useful	(2.0)	10	4	4	4	2	1	2	2	*	-	-	5	3	2	-	-	2	4	7	1
		4%	5%	6%	7%	7%	14%	3%	6%	2%	-	-	10%	6%	5%	-	-	1%	6%	5%	1%
																		p			
Not at all useful	(1.0)	3	1	-	-	*	1	1	-	-	*	1	-	1	-	-	*	-	3	1	-
		1%	2%	-	-	1%	16%	2%	-	-	2%	53%	-	2%	-	-	11%	-	5%	1%	-
																		P			
Don't know		14	1	4	1	7	-	1	4	1	7	-	-	1	3	*	-	5	8	9	4
		6%	1%	7%	2%	20%	-	2%	11%	4%	41%	-	-	2%	8%	3%	-	4%	13%	7%	5%
				a		ABC		fK			FGHK							P			
NETS																					
Useful		190	76	56	45	23	6	58	32	26	9	1	39	49	35	12	3	115	47	116	69
		88%	92%	87%	91%	72%	69%	93%	83%	95%	57%	47%	90%	90%	87%	97%	89%	94%	76%	87%	94%
			D	d	D			l	l	l		l	l	l	l	l	l	Q			

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a care provider (e.g. a care home or home care agency staff)

Base: All respondents who consulted a care provider (e.g. a care home or home care agency staff) at Q16

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Unconcerned	
Sig Level: 90%	a	b	c	d	*e	f	g	h	i	*j	k	l	m	n	*o	p	q	r	s	
Sig Level: 95%	A	B	C	D	*E	F	G	H	I	*J	K	L	M	N	*O	P	Q	R	S	
Unweighted row	221	72	74	62	35	9	51	43	32	15	3	51	38	44	17	6	117	65	141	67
Total	216	83	64	50	32	9	63	39	27	16	3	43	54	40	13	4	122	61	133	74
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not useful	13	6	4	4	3	3	3	2	*	*	1	5	4	2	-	*	2	7	8	1
	6%	7%	6%	7%	8%	31%	5%	6%	2%	2%	53%	10%	8%	5%	-	11%	1%	11%	6%	1%
																	P		s	
Mean Score	3.42	3.49	3.43	3.32	3.37	2.92	3.56	3.45	3.50	3.38	2.40	3.27	3.44	3.47	3.68	2.89	3.64	3.06	3.32	3.69
							K		k								Q			R

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a care provider (e.g. a care home or home care agency staff)

Base: All respondents who consulted a care provider (e.g. a care home or home care agency staff) at Q16

	Total	Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%		a	*b	*c	*d	*e	*f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%		A	*B	*C	*D	*E	*F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	221	68	5	9	12	8	5	3	33	126	31	91	85	81	36	23	114	
Total	216	73	5	8	9	6	5	2	29	131	35	86	80	70	30	17	107	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very useful	(4.0)	101	37	4	4	7	3	2	-	18	60	12	38	39	27	12	4	51
		47%	51%	66%	46%	74%	53%	46%	-	63%	46%	35%	45%	49%	38%	39%	25%	48%
											o		o	O				O
Fairly useful	(3.0)	89	24	2	2	2	2	3	2	7	55	21	34	31	33	16	11	42
		41%	33%	34%	21%	26%	40%	54%	100%	23%	42%	60%	40%	39%	46%	53%	62%	40%
												ikLP					ikLp	
Not very useful	(2.0)	10	3	-	1	-	-	-	-	1	6	2	6	4	6	2	2	7
		4%	4%	-	15%	-	-	-	-	4%	4%	5%	7%	5%	8%	6%	13%	7%
																	i	
Not at all useful	(1.0)	3	2	-	1	-	-	-	-	1	2	-	1	-	-	-	-	1
		1%	2%	-	18%	-	-	-	-	5%	1%	-	2%	-	-	-	-	1%
Don't know		14	8	-	-	-	*	-	-	1	8	-	5	5	5	1	-	5
		6%	10%	-	-	-	7%	-	-	5%	6%	-	6%	7%	7%	2%	-	5%
NETS																		
Useful		190	62	5	5	9	5	5	2	25	116	33	73	70	59	27	15	93
		88%	84%	100%	67%	100%	93%	100%	100%	86%	88%	95%	85%	88%	85%	92%	87%	87%
Not useful		13	4	-	3	-	-	-	-	3	7	2	8	4	6	2	2	8
		6%	6%	-	33%	-	-	-	-	9%	6%	5%	9%	5%	8%	6%	13%	8%
Mean Score	3.42	3.47	3.66	2.94	3.74	3.57	3.46	3.00	3.52	3.42	3.30	3.36	3.47	3.32	3.33	3.12	3.40	
											O			O				o

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a care provider (e.g. a care home or home care agency staff)

Base: All respondents who consulted a care provider (e.g. a care home or home care agency staff) at Q16

	Total	Primary reason for first needing care					Primary care need				Only consulted		Consulted	
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	*c	*d	*e	f	g	h	*i	*j	*k	l	m
		A	B	*C	*D	*E	F	G	H	*I	*J	*K	L	M
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	221	66	129	13	13	-	112	38	70	1	-	-	19	70
Total	216	54	137	15	11	-	102	41	70	3	-	-	18	65
	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	-	-	100%	100%
Very useful	(4.0)	101	27	59	7	8	55	19	27	-	-	-	12	36
		47%	51%	43%	46%	78%	54%	46%	38%	-	-	-	69%	55%
Fairly useful	(3.0)	89	16	63	8	2	36	18	31	3	-	-	3	26
		41%	30%	46%	52%	18%	35%	45%	45%	100%	-	-	19%	40%
Not very useful	(2.0)	10	3	7	-	-	3	1	6	-	-	-	1	1
		4%	5%	5%	-	-	3%	2%	9%	-	-	-	3%	2%
Not at all useful	(1.0)	3	2	1	-	-	1	1	*	-	-	-	1	1
		1%	3%	1%	-	-	1%	3%	1%	-	-	-	8%	2%
Don't know		14	6	7	*	*	7	2	5	-	-	-	-	1
		6%	11%	5%	3%	4%	7%	5%	7%	-	-	-	-	1%
NETS														
Useful		190	44	122	14	10	91	37	58	3	-	-	16	61
		88%	81%	89%	97%	96%	89%	90%	83%	100%	-	-	89%	95%
Not useful		13	4	8	-	-	4	2	7	-	-	-	2	2
		6%	8%	6%	-	-	4%	5%	9%	-	-	-	11%	4%
Mean Score		3.42	3.44	3.38	3.47	3.81	3.52	3.39	3.31	3.00	-	-	3.50	3.50
							H							

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - the Care Quality Commission (CQC)

Base: All respondents who consulted the Care Quality Commission (CQC) at Q16

	Care and support services		Person requiring services		Services arranged					Age of person requiring services											
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+		
Total	a	*b	*c	d	e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o	*p	*q	r	s		
	A	*B	*C	D	E	*F	*G	*H	*I	*J	*K	*L	*M	*N	*O	*P	*Q	R	S		
Sig Level: 90%																					
Sig Level: 95%																					
Unweighted row	36	36	-	2	34	17	3	12	6	4	11	6	3	6	7	3	-	-	20	16	
Total	35	35	-	1	34	18	2	10	5	4	14	6	2	3	7	3	-	-	22	14	
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	100%	100%	
Very useful	(4.0)	18	18	-	*	17	12	-	3	2	1	7	5	*	1	4	-	-	12	5	
		50%	50%	-	39%	50%	64%	-	31%	38%	36%	48%	88%	23%	31%	55%	-	-	57%	38%	
Fairly useful	(3.0)	8	8	-	-	8	3	-	5	1	2	3	1	-	2	-	-	-	4	4	
		23%	23%	-	-	23%	15%	-	46%	27%	52%	24%	12%	-	58%	-	73%	-	19%	30%	
Not very useful	(2.0)	2	2	-	-	2	2	*	1	-	-	1	-	-	*	*	1	-	-	1	2
		6%	6%	-	-	6%	9%	29%	5%	-	-	4%	-	-	11%	6%	27%	-	2%	12%	
Not at all useful	(1.0)	1	1	-	-	1	-	-	1	1	1	-	-	1	-	-	-	-	1	-	
		1%	1%	-	-	1%	-	-	5%	10%	13%	-	-	28%	-	-	-	-	2%	-	
Don't know		7	7	-	1	6	2	1	1	1	-	3	-	1	-	3	-	-	4	3	
		20%	20%	-	61%	19%	13%	71%	13%	25%	-	24%	-	49%	-	38%	-	-	19%	21%	
NETS																					
Useful		26	26	-	*	25	14	-	8	3	3	10	6	*	3	4	2	-	16	9	
		73%	73%	-	39%	74%	78%	-	77%	64%	87%	72%	100%	23%	89%	55%	73%	-	76%	68%	
Not useful		3	3	-	-	3	2	*	1	1	1	1	-	1	*	*	1	-	1	2	
		7%	7%	-	-	8%	9%	29%	10%	10%	13%	4%	-	28%	11%	6%	27%	-	5%	12%	
Mean Score		3.51	3.51	-	4.00	3.50	3.63	2.00	3.18	3.23	3.10	3.58	3.88	2.34	3.20	3.80	2.73	-	3.62	3.33	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - the Care Quality Commission (CQC)

Base: All respondents who consulted the Care Quality Commission (CQC) at Q16

	Funding (Any across all services)						Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o	p	*q	r	*s	
Sig Level: 95%		*A	*B	*C	*D	*E	*F	*G	*H	*I	*J	*K	*L	*M	*N	*O	P	*Q	R	*S	
Unweighted row	36	13	13	4	8	1	8	7	2	6	-	8	6	9	-	2	23	9	23	10	
Total	35	14	10	6	4	1	11	5	3	3	-	6	10	7	-	1	26	6	22	10	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	-	100%	100%	100%	100%	100%	
Very useful	(4.0)	18	7	5	1	2	-	7	3	-	1	-	2	6	5	-	*	13	2	11	4
		50%	49%	51%	23%	46%	-	60%	64%	-	45%	-	31%	61%	68%	-	50%	48%	30%	48%	43%
Fairly useful	(3.0)	8	1	3	5	1	-	1	1	3	1	-	1	1	2	-	-	5	3	7	1
		23%	6%	25%	77%	33%	-	7%	24%	100%	44%	-	22%	8%	26%	-	-	20%	46%	33%	7%
Not very useful	(2.0)	2	2	*	-	*	1	1	-	-	*	-	1	1	*	-	*	1	1	2	-
		6%	12%	5%	-	9%	100%	7%	-	-	12%	-	17%	7%	6%	-	50%	5%	16%	8%	-
Not at all useful	(1.0)	1	1	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	1	1	-
		1%	4%	-	-	12%	-	-	-	-	-	8%	-	-	-	-	-	-	9%	2%	-
Don't know		7	4	2	-	-	-	3	1	-	-	-	1	2	-	-	-	7	-	2	5
		20%	30%	19%	-	-	-	26%	12%	-	-	-	24%	-	-	-	-	27%	-	8%	50%
NETS																					
Useful		26	8	8	6	3	-	8	4	3	3	-	3	7	7	-	*	18	4	18	5
		73%	54%	77%	100%	79%	-	67%	88%	100%	88%	-	54%	69%	94%	-	50%	69%	76%	81%	50%
Not useful		3	2	*	-	1	1	1	-	-	*	-	2	1	*	-	*	1	1	2	-
		7%	16%	5%	-	21%	100%	7%	-	-	12%	-	25%	7%	6%	-	50%	5%	24%	10%	-
Mean Score		3.51	3.41	3.57	3.23	3.13	2.00	3.73	3.73	3.00	3.33	-	2.97	3.71	3.62	-	3.00	3.60	2.97	3.39	3.86

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - the Care Quality Commission (CQC)

Base: All respondents who consulted the Care Quality Commission (CQC) at Q16

	Total	Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%		a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*l	*m	*n	*o	*p	
Sig Level: 95%		A	*B	*C	*D	*E	*F	*G	*H	I	*J	*K	*L	*M	*N	*O	*P	
Unweighted row	36	15	4	3	1	1	2	-	8	19	7	11	9	5	3	1	13	
Total	35	16	3	2	2	2	2	-	7	20	6	9	9	5	3	1	12	
	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very useful	(4.0)	18	11	-	2	-	2	-	3	12	-	5	3	3	1	-	5	
	50%	69%	-	100%	-	100%	-	-	45%	63%	-	53%	31%	66%	41%	-	40%	
Fairly useful	(3.0)	8	1	-	-	2	-	2	3	3	1	3	5	-	2	-	5	
	23%	9%	-	-	100%	-	100%	-	47%	14%	22%	31%	49%	-	59%	-	40%	
Not very useful	(2.0)	2	1	-	-	-	-	-	1	2	*	1	1	-	-	-	1	
	6%	7%	-	-	-	-	-	-	8%	8%	8%	6%	6%	-	-	-	5%	
Not at all useful	(1.0)	1	-	-	-	-	-	-	-	1	-	1	1	1	-	1	1	
	1%	-	-	-	-	-	-	-	-	3%	-	6%	5%	10%	-	100%	4%	
Don't know		7	2	3	-	-	-	-	-	2	4	*	1	1	-	-	1	
	20%	15%	100%	-	-	-	-	-	-	12%	70%	5%	9%	24%	-	-	11%	
NETS																		
Useful		26	12	-	2	2	2	2	-	7	15	1	7	8	3	3	-	9
	73%	78%	-	100%	100%	100%	100%	-	92%	77%	22%	84%	80%	66%	100%	-	80%	
Not useful		3	1	-	-	-	-	-	1	2	*	1	1	1	-	1	1	
	7%	7%	-	-	-	-	-	-	8%	11%	8%	12%	11%	10%	-	100%	9%	
Mean Score	3.51	3.73	-	4.00	3.00	4.00	3.00	-	3.38	3.57	2.74	3.37	3.16	3.61	3.41	1.00	3.29	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - the Care Quality Commission (CQC)

Base: All respondents who consulted the Care Quality Commission (CQC) at Q16

	Total	Primary reason for first needing care					Primary care need				Only consulted		Consulted	
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		*a	b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	*m
Sig Level: 95%		*A	B	*C	*D	*E	F	*G	*H	*I	*J	*K	*L	*M
Unweighted row	36	7	24	5	-	-	15	13	7	1	-	-	3	12
Total	35	7	22	7	-	-	14	13	6	2	-	-	4	14
	100%	100%	100%	100%	-	-	100%	100%	100%	100%	-	-	100%	100%
Very useful	(4.0)	18	3	10	5	-	8	7	3	-	-	-	1	9
	50%	37%	48%	70%	-	-	55%	54%	47%	-	-	-	39%	61%
Fairly useful	(3.0)	8	3	3	2	-	4	2	3	-	-	-	-	-
	23%	38%	16%	30%	-	-	25%	15%	46%	-	-	-	-	-
Not very useful	(2.0)	2	1	1	-	-	1	1	*	-	-	-	-	-
	6%	16%	5%	-	-	-	4%	9%	7%	-	-	-	-	-
Not at all useful	(1.0)	1	-	1	-	-	-	1	-	-	-	-	-	-
	1%	-	2%	-	-	-	-	4%	-	-	-	-	-	-
Don't know		7	1	7	-	-	2	2	-	2	-	-	2	6
	20%	8%	30%	-	-	-	17%	17%	-	100%	-	-	61%	39%
NETS														
Useful		26	5	14	7	-	11	9	5	-	-	-	1	9
	73%	76%	63%	100%	-	-	80%	69%	93%	-	-	-	39%	61%
Not useful		3	1	2	-	-	1	2	*	-	-	-	-	-
	7%	16%	7%	-	-	-	4%	13%	7%	-	-	-	-	-
Mean Score	3.51	3.23	3.55	3.70	-	-	3.62	3.45	3.40	-	-	-	4.00	4.00

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a GP

Base: All respondents who consulted a GP at Q16

		Care and support services		Person requiring services		Services arranged					Age of person requiring services									
		Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
		a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	*p	*q	r	s
		A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	*P	*Q	R	S
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row		348	-	22	325	92	22	153	175	55	63	62	62	56	67	28	3	-	187	154
Total		345	-	19	325	88	21	147	158	51	67	65	57	48	69	25	6	-	189	148
		100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
Very useful	(4.0)	215	-	12	202	52	11	80	92	26	53	37	32	32	41	13	1	-	121	86
		62%	-	64%	62%	60%	53%	54%	58%	52%	79%	57%	55%	66%	60%	53%	12%	-	64%	58%
		KLNORS																		
Fairly useful	(3.0)	104	-	3	100	28	8	56	54	21	10	24	22	11	20	11	6	-	56	48
		30%	-	18%	31%	32%	37%	38%	34%	42%	15%	38%	38%	24%	29%	43%	88%	-	30%	32%
												J	Jm		J	Jm			J	J
Not very useful	(2.0)	13	-	3	10	4	2	5	4	1	2	3	-	4	4	*	-	-	4	8
		4%	-	15%	3%	4%	10%	3%	2%	1%	3%	4%	-	8%	6%	2%	-	-	2%	6%
				D			hi						Lr	L						I
Not at all useful	(1.0)	5	-	-	5	2	-	2	4	2	1	-	1	2	2	-	-	-	2	3
		2%	-	-	2%	2%	-	2%	2%	4%	2%	-	1%	3%	3%	-	-	-	1%	2%
Don't know		8	-	1	7	2	-	4	4	1	1	1	4	-	2	1	-	-	6	2
		2%	-	4%	2%	2%	-	3%	3%	1%	2%	1%	6%	-	2%	2%	-	-	3%	2%
													ms							
NETS																				
Useful		319	-	16	302	81	19	136	147	48	62	61	53	43	61	24	6	-	177	134
		92%	-	82%	93%	92%	90%	92%	93%	94%	93%	95%	93%	89%	89%	96%	100%	-	94%	91%
					c															
Not useful		18	-	3	15	5	2	7	7	2	3	3	1	5	6	*	-	-	6	12
		5%	-	15%	5%	6%	10%	5%	5%	5%	5%	4%	1%	11%	9%	2%	-	-	3%	8%
				D										LR	Lr					Lr
Mean Score		3.57	-	3.51	3.57	3.53	3.43	3.49	3.53	3.44	3.73	3.54	3.57	3.51	3.49	3.52	3.12	-	3.62	3.49
											kmnS								s	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a GP

Base: All respondents who consulted a GP at Q16

		Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
		Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
		a	b	c	d	e	f	g	h	i	*j	k	l	m	n	*o	p	q	r	s	
		A	B	C	D	E	F	G	H	I	*J	K	L	M	N	*O	P	Q	R	S	
Sig Level: 90%																					
Sig Level: 95%																					
Unweighted row		348	82	106	106	57	19	55	68	73	36	6	63	26	40	19	7	187	102	230	97
Total		345	94	89	90	57	20	69	58	63	37	7	56	37	30	15	7	203	87	215	106
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very useful	(4.0)	215	64	47	46	34	11	54	35	35	27	5	22	20	18	9	6	154	30	122	74
		62%	68%	52%	52%	60%	54%	79%	61%	56%	71%	67%	39%	55%	60%	59%	85%	76%	34%	57%	70%
			BC					GHK	K	k	K							Q		R	
Fairly useful	(3.0)	104	24	36	31	22	8	13	20	18	10	2	28	14	9	5	1	41	41	74	26
		30%	26%	41%	35%	39%	40%	18%	35%	29%	28%	33%	50%	38%	30%	32%	10%	20%	47%	34%	25%
				A					F			FgHI						P		s	
Not very useful	(2.0)	13	4	2	4	-	1	2	2	3	-	-	2	1	2	1	-	4	9	8	4
		4%	4%	2%	5%	-	6%	3%	3%	4%	-	-	3%	3%	6%	5%	-	2%	11%	4%	4%
					d		d											P			
Not at all useful	(1.0)	5	2	1	3	1	-	-	-	3	*	-	2	1	-	-	*	-	4	3	2
		2%	2%	1%	3%	2%	-	-	-	5%	1%	-	3%	3%	-	-	6%	-	5%	1%	2%
										fg								P			
Don't know		8	1	3	5	-	-	-	*	4	-	-	3	-	1	1	-	4	3	8	-
		2%	1%	3%	5%	-	-	-	1%	6%	-	-	5%	-	4%	5%	-	2%	3%	4%	-
					ad					fg										s	
NETS																					
Useful		319	88	83	78	56	18	67	56	53	37	7	50	34	27	13	6	195	71	196	100
		92%	93%	93%	86%	98%	94%	97%	96%	85%	99%	100%	89%	93%	90%	91%	94%	96%	81%	91%	94%
				c		C		Hk	Hk		Hk							Q			

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a GP

Base: All respondents who consulted a GP at Q16

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Total	a	b	c	d	e	f	g	h	i	*j	k	l	m	n	*o	p	q	r	s	
	A	B	C	D	E	F	G	H	I	*J	K	L	M	N	*O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	348	82	106	106	57	19	55	68	73	36	6	63	26	40	19	7	187	102	230	97
Total	345	94	89	90	57	20	69	58	63	37	7	56	37	30	15	7	203	87	215	106
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not useful	18	6	3	7	1	1	2	2	6	*	-	4	2	2	1	*	4	13	11	6
	5%	6%	3%	8%	2%	6%	3%	3%	9%	1%	-	6%	7%	6%	5%	6%	2%	15%	5%	6%
			d													P				
Mean Score	3.57	3.60	3.50	3.42	3.56	3.47	3.76	3.59	3.44	3.69	3.67	3.31	3.45	3.57	3.57	3.73	3.76	3.15	3.53	3.63
		c					gHK	K		hK						Q				

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a GP

Base: All respondents who consulted a GP at Q16

		Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
		a	b	*c	d	e	*f	*g	h	i	j	k	l	m	n	o	p	
		A	B	*C	D	E	*F	*G	H	I	J	K	L	M	N	O	P	
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row		348	60	20	11	19	55	13	5	44	109	51	143	137	183	49	30	177
Total		345	63	22	9	18	50	19	5	41	108	52	128	129	169	50	25	165
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very useful	(4.0)	215	38	16	7	14	35	17	3	29	62	34	70	74	99	30	9	95
		62%	61%	74%	78%	76%	70%	87%	53%	70%	57%	65%	55%	57%	58%	61%	35%	57%
											O	O	O	O	O	O	O	O
Fairly useful	(3.0)	104	20	5	1	3	10	1	2	9	38	15	51	48	54	17	15	61
		30%	32%	23%	16%	17%	19%	6%	47%	22%	36%	29%	40%	37%	32%	34%	61%	37%
																		IJKLMNP
Not very useful	(2.0)	13	3	1	1	-	4	-	-	2	4	2	3	3	7	1	-	4
		4%	5%	4%	6%	-	8%	-	-	5%	3%	4%	2%	2%	4%	1%	-	2%
Not at all useful	(1.0)	5	*	-	-	-	-	1	-	-	2	1	1	2	4	1	1	2
		2%	1%	-	-	-	-	7%	-	-	2%	2%	*	2%	2%	3%	2%	1%
Don't know		8	1	-	-	1	1	-	-	1	2	-	3	2	6	1	1	4
		2%	2%	-	-	7%	3%	-	-	3%	2%	-	2%	1%	3%	1%	2%	2%
NETS																		
Useful		319	58	21	8	17	45	18	5	38	101	48	121	122	153	47	24	155
		92%	93%	96%	94%	93%	89%	93%	100%	92%	93%	93%	95%	95%	90%	95%	95%	94%
Not useful		18	3	1	1	-	4	1	-	2	6	3	4	5	11	2	1	6
		5%	5%	4%	6%	-	8%	7%	-	5%	5%	7%	3%	4%	6%	4%	2%	4%
Mean Score		3.57	3.56	3.70	3.72	3.82	3.64	3.73	3.53	3.68	3.51	3.56	3.53	3.52	3.52	3.55	3.31	3.54
																		o
																		o

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a GP

Base: All respondents who consulted a GP at Q16

	Total	Primary reason for first needing care					Primary care need				Only consulted		Consulted	
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	*c	d	*e	f	g	h	*i	*j	*k	l	m
Sig Level: 95%		A	B	*C	D	*E	F	G	H	*I	*J	*K	L	M
Unweighted row	348	83	231	12	22	-	214	53	78	3	-	-	18	81
Total	345	77	226	20	22	-	206	54	78	6	-	-	21	79
	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	-	-	100%	100%
Very useful	(4.0)	215	52	128	14	20	135	34	40	6	-	-	19	56
		62%	67%	57%	72%	94%	66%	63%	51%	92%	-	-	89%	71%
			b		AB		H							
Fairly useful	(3.0)	104	22	78	4	-	57	17	30	-	-	-	2	16
		30%	28%	35%	19%	-	28%	32%	38%	-	-	-	11%	20%
			D	D					f					
Not very useful	(2.0)	13	1	10	2	1	7	-	6	*	-	-	-	2
		4%	1%	4%	9%	3%	3%	-	7%	8%	-	-	-	2%
									G					
Not at all useful	(1.0)	5	2	4	-	-	1	2	2	-	-	-	-	-
		2%	2%	2%	-	-	1%	3%	3%	-	-	-	-	-
								f						
Don't know		8	1	6	-	1	6	1	1	-	-	-	-	5
		2%	1%	3%	-	3%	3%	2%	1%	-	-	-	-	6%
NETS														
Useful		319	74	206	18	20	192	51	70	6	-	-	21	72
		92%	96%	91%	91%	94%	93%	95%	89%	92%	-	-	100%	92%
Not useful		18	2	13	2	1	8	2	8	*	-	-	-	2
		5%	3%	6%	9%	3%	4%	3%	10%	8%	-	-	-	2%
								F						
Mean Score		3.57	3.63	3.51	3.63	3.94	3.63	3.57	3.38	3.85	-	-	3.89	3.73
						AB	H							

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - staff at a hospital

Base: All respondents who consulted staff at a hospital at Q16

	Care and support services		Person requiring services		Services arranged					Age of person requiring services											
	Looked in last 2 yrs	Need to look in next 2yrs	Them- /family member selves	Partner /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+		
	a	*b	*c	d	e	*f	g	h	i	j	k	l	m	n	o	*p	*q	r	s		
	A	*B	*C	D	E	*F	G	H	I	J	K	L	M	N	O	*P	*Q	R	S		
Sig Level: 90%																					
Sig Level: 95%																					
Unweighted row	210	210	-	8	202	73	12	103	115	40	36	29	44	34	40	19	5	-	109	98	
Total	203	203	-	6	196	64	8	104	110	35	33	31	41	27	46	16	6	-	106	95	
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	
Very useful	(4.0)	107	107	-	4	103	35	4	53	50	20	24	12	21	13	21	10	3	-	58	48
		53%	53%	-	66%	52%	55%	44%	51%	45%	58%	73%	40%	51%	49%	46%	63%	55%	-	55%	50%
												KIMNRS									
Fairly useful	(3.0)	67	67	-	2	65	18	3	42	46	12	7	15	14	10	12	5	3	-	37	30
		33%	33%	-	34%	33%	28%	38%	40%	42%	33%	22%	50%	34%	37%	25%	33%	45%	-	35%	31%
												JNs									
Not very useful	(2.0)	12	12	-	-	12	8	1	4	8	2	-	3	3	1	4	1	-	-	6	6
		6%	6%	-	-	6%	12%	9%	4%	7%	7%	-	11%	7%	4%	9%	4%	-	-	6%	6%
												j									
Not at all useful	(1.0)	5	5	-	-	5	2	1	2	2	1	-	-	1	3	1	-	-	-	1	4
		2%	2%	-	-	2%	2%	9%	2%	2%	1%	-	-	2%	10%	2%	-	-	-	1%	4%
												jkR									
Don't know		12	12	-	-	12	2	-	3	4	-	2	-	2	-	8	-	-	-	4	8
		6%	6%	-	-	6%	3%	-	3%	4%	-	5%	-	4%	-	18%	-	-	-	3%	9%
												jKIMoR									
NETS																					
Useful		174	174	-	6	168	53	7	95	96	32	32	28	35	23	32	16	6	-	95	78
		86%	86%	-	100%	86%	82%	82%	92%	87%	92%	95%	89%	86%	86%	71%	96%	100%	-	90%	82%
												Ns n N									
Not useful		17	17	-	-	17	10	2	6	10	3	-	3	4	4	5	1	-	-	7	9
		8%	8%	-	-	8%	15%	18%	6%	9%	8%	-	11%	10%	14%	11%	4%	-	-	7%	10%
												j j J J									

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - staff at a hospital

Base: All respondents who consulted staff at a hospital at Q16

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	*c	d	e	*f	g	h	i	j	k	l	m	n	o	*p	*q	r	s	
	A	*B	*C	D	E	*F	G	H	I	J	K	L	M	N	O	*P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	210	210	-	8	202	73	12	103	115	40	36	29	44	34	40	19	5	-	109	98
Total	203	203	-	6	196	64	8	104	110	35	33	31	41	27	46	16	6	-	106	95
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
Mean Score	3.45	3.45	-	3.66	3.44	3.39	3.16	3.44	3.35	3.48	3.77	3.29	3.41	3.26	3.40	3.59	3.55	-	3.49	3.40
											KLMNRS									

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - staff at a hospital

Base: All respondents who consulted staff at a hospital at Q16

	Total	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
		Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%		a	b	c	d	*e	f	g	h	i	*j	k	*l	m	n	*o	p	q	r	s	
Sig Level: 95%		A	B	C	D	*E	F	G	H	I	*J	K	*L	M	N	*O	P	Q	R	S	
Unweighted row	210	56	64	76	55	7	30	31	38	31	3	59	14	30	15	14	105	65	133	58	
Total	203	63	55	66	50	5	37	24	34	30	2	53	20	22	10	12	102	58	118	58	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very useful	(4.0)	107	30	19	35	33	3	22	7	21	23	1	22	11	9	6	9	67	15	51	41
		53%	48%	34%	53%	66%	55%	57%	30%	61%	76%	60%	42%	57%	41%	54%	78%	65%	26%	43%	70%
				B	AB		G		Gk	GK							Q		R		
Fairly useful	(3.0)	67	24	27	23	14	2	11	13	11	6	1	21	3	8	4	2	24	29	46	16
		33%	38%	49%	34%	29%	45%	30%	55%	33%	21%	40%	41%	16%	36%	42%	19%	24%	50%	39%	27%
				cD					fhl				i					P			
Not very useful	(2.0)	12	8	4	5	1	-	5	1	-	-	-	6	5	3	-	-	3	7	11	1
		6%	13%	7%	7%	2%	-	12%	5%	-	-	-	12%	28%	12%	-	-	2%	12%	9%	2%
			D		HI								Hi					P			
Not at all useful	(1.0)	5	1	1	2	1	-	-	-	*	1	-	2	-	1	*	*	1	4	4	-
		2%	1%	2%	3%	3%	-	-	-	1%	3%	-	4%	-	4%	4%	3%	1%	6%	4%	-
																		P			
Don't know		12	-	4	2	-	-	-	3	2	-	-	1	-	2	-	-	8	3	6	-
		6%	-	6%	3%	-	-	-	11%	5%	-	-	2%	-	8%	-	-	7%	5%	5%	-
				ad					fik										s		
NETS																					
Useful	174	54	46	58	47	5	33	21	32	29	2	44	14	17	10	12	91	44	97	56	
	86%	86%	84%	88%	95%	100%	88%	85%	94%	97%	100%	83%	72%	77%	96%	97%	89%	76%	82%	98%	
				B					gk								Q		R		

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - staff at a hospital

Base: All respondents who consulted staff at a hospital at Q16

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Total	a	b	c	d	*e	f	g	h	i	*j	k	*l	m	n	*o	p	q	r	s	
	A	B	C	D	*E	F	G	H	I	*J	K	*L	M	N	*O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	210	56	64	76	55	7	30	31	38	31	3	59	14	30	15	14	105	65	133	58
Total	203	63	55	66	50	5	37	24	34	30	2	53	20	22	10	12	102	58	118	58
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not useful	17	9	6	6	2	-	5	1	*	1	-	8	5	3	*	*	3	11	15	1
	8%	14%	10%	10%	5%	-	12%	5%	1%	3%	-	15%	28%	15%	4%	3%	3%	19%	13%	2%
							h				Hi					P		S		
Mean Score	3.45	3.33	3.23	3.42	3.59	3.55	3.45	3.28	3.62	3.71	3.60	3.24	3.29	3.24	3.46	3.71	3.66	3.01	3.29	3.68
					aB			GK	GK							Q		R		

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - staff at a hospital

Base: All respondents who consulted staff at a hospital at Q16

		Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%		a	*b	*c	*d	e	*f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%		A	*B	*C	*D	E	*F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row		210	42	4	7	10	34	6	1	25	83	24	91	78	118	35	22	112
Total		203	34	6	5	7	30	13	1	22	73	23	87	76	110	38	17	108
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very useful	(4.0)	107	19	4	4	5	19	7	-	15	40	15	41	38	52	22	8	52
		53%	56%	60%	74%	69%	61%	53%	-	69%	55%	62%	47%	50%	47%	58%	49%	49%
Fairly useful	(3.0)	67	11	3	1	2	9	2	1	5	20	5	32	28	44	10	7	41
		33%	32%	40%	26%	23%	29%	15%	100%	22%	28%	22%	36%	37%	40%	26%	42%	38%
Not very useful	(2.0)	12	2	-	-	-	1	-	-	-	8	1	7	6	8	2	1	7
		6%	5%	-	-	-	5%	-	-	-	12%	5%	8%	8%	7%	5%	6%	7%
Not at all useful	(1.0)	5	1	-	-	-	-	-	-	1	2	1	4	3	2	-	1	4
		2%	2%	-	-	-	-	-	-	7%	3%	3%	4%	4%	2%	-	3%	4%
Don't know		12	2	-	-	1	2	4	-	1	2	2	3	2	4	4	-	3
		6%	4%	-	-	8%	6%	32%	-	3%	3%	7%	3%	2%	3%	11%	-	3%
																klmp		
NETS																		
Useful		174	30	6	5	7	27	9	1	20	60	20	73	66	96	32	15	93
		86%	88%	100%	100%	92%	89%	68%	100%	91%	82%	84%	84%	86%	87%	84%	91%	86%
Not useful		17	3	-	-	-	1	-	-	1	11	2	11	9	10	2	2	11
		8%	7%	-	-	-	5%	-	-	7%	14%	9%	13%	11%	9%	5%	9%	10%
Mean Score		3.45	3.49	3.60	3.74	3.75	3.59	3.79	3.00	3.57	3.39	3.54	3.31	3.36	3.37	3.60	3.37	3.36
																km		

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - staff at a hospital

Base: All respondents who consulted staff at a hospital at Q16

	Total	Primary reason for first needing care					Primary care need				Only consulted		Consulted	
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		a	b	*c	*d	*e	f	g	h	*i	*j	*k	l	m
		A	B	*C	*D	*E	F	G	H	*I	*J	*K	L	M
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	210	113	85	4	7	1	143	21	45	1	-	-	16	62
Total	203	105	86	4	4	3	134	22	44	3	-	-	16	53
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	100%	100%
Very useful	(4.0)	107	53	44	3	3	71	15	18	3	-	-	10	30
		53%	51%	51%	83%	76%	53%	71%	41%	100%	-	-	64%	57%
Fairly useful	(3.0)	67	41	24	1	1	50	2	15	-	-	-	4	18
		33%	39%	28%	17%	24%	37%	11%	34%	-	-	-	23%	33%
Not very useful	(2.0)	12	6	6	-	-	7	-	5	-	-	-	2	4
		6%	6%	7%	-	-	5%	-	12%	-	-	-	13%	7%
Not at all useful	(1.0)	5	3	1	-	-	3	1	1	-	-	-	-	2
		2%	3%	1%	-	-	3%	2%	2%	-	-	-	-	4%
Don't know		12	1	11	-	-	4	3	5	-	-	-	-	-
		6%	1%	13%	-	-	3%	16%	11%	-	-	-	-	-
				A				F	F					
NETS														
Useful		174	95	68	4	4	120	18	33	3	-	-	14	48
		86%	90%	79%	100%	100%	90%	82%	76%	100%	-	-	87%	90%
Not useful		17	10	7	-	-	10	1	6	-	-	-	2	5
		8%	9%	8%	-	-	8%	2%	13%	-	-	-	13%	10%
Mean Score		3.45	3.39	3.47	3.83	3.76	3.44	3.78	3.29	4.00	-	-	3.51	3.43
								fH						

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a district or other community nurse

Base: All respondents who consulted a district or other community nurse at Q16

	Care and support services		Person requiring services		Services arranged					Age of person requiring services											
	Total	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
	a	*b	*c	d	e	*f	g	h	i	j	k	l	m	n	*o	*p	*q	r	s		
	A	*B	*C	D	E	*F	G	H	I	J	K	L	M	N	*O	*P	*Q	R	S		
Sig Level: 90%																					
Sig Level: 95%																					
Unweighted row	150	150	-	6	143	46	13	73	85	32	29	19	32	27	25	12	3	-	80	67	
Total	149	149	-	5	144	46	11	77	83	25	31	23	30	25	9	4	-	84	63		
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%		
Very useful	(4.0)	86	86	-	3	82	27	5	41	43	14	24	7	18	19	13	4	1	-	49	36
		58%	58%	-	74%	57%	59%	48%	53%	52%	57%	76%	33%	58%	77%	52%	41%	18%	-	58%	58%
												Knrs		k	Knrs					k	k
Fairly useful	(3.0)	55	55	-	1	54	17	6	33	36	8	7	13	12	4	11	4	4	-	31	23
		37%	37%	-	26%	38%	37%	52%	43%	43%	33%	21%	57%	38%	18%	44%	46%	82%	-	37%	36%
												JM	m	jM						m	m
Not very useful	(2.0)	4	4	-	-	4	1	-	1	1	2	-	2	1	1	*	-	-	-	3	1
		3%	3%	-	-	3%	3%	-	1%	1%	8%	-	8%	3%	3%	2%	-	-	-	3%	2%
																					gh
Not at all useful	(1.0)	1	1	-	-	1	-	-	1	1	-	-	1	-	1	-	-	-	-	1	1
		1%	1%	-	-	1%	-	-	1%	1%	-	-	3%	-	2%	-	-	-	-	1%	1%
Don't know		3	3	-	-	3	1	-	1	2	1	1	-	-	1	-	-	-	-	1	2
		2%	2%	-	-	2%	1%	-	2%	2%	3%	2%	-	-	3%	-	13%	-	-	1%	3%
NETS																					
Useful		142	142	-	5	137	44	11	74	79	23	30	20	29	23	24	7	4	-	80	59
		95%	95%	-	100%	95%	96%	100%	97%	96%	89%	98%	90%	97%	95%	96%	87%	100%	-	95%	94%
Not useful		5	5	-	-	5	1	-	1	2	2	-	2	1	1	1	-	-	-	3	2
		3%	3%	-	-	4%	3%	-	2%	2%	8%	-	10%	3%	3%	4%	-	-	-	4%	3%
													j								
Mean Score	3.55	3.55	-	3.74	3.54	3.57	3.48	3.52	3.51	3.50	3.78	3.20	3.55	3.77	3.45	3.47	3.18	-	3.54	3.56	
											KINrs		k	Knr					K	K	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a district or other community nurse

Base: All respondents who consulted a district or other community nurse at Q16

	Funding (Any across all services)						Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%		a	b	c	d	*e	f	g	h	i	*j	k	*l	m	*n	*o	p	q	r	s	
Sig Level: 95%		A	B	C	D	*E	F	G	H	I	*J	K	*L	M	*N	*O	P	Q	R	S	
Unweighted row	150	36	51	48	36	10	24	31	24	20	5	36	10	23	9	4	79	43	89	49	
Total	149	43	44	42	39	8	32	27	21	26	3	31	16	18	6	6	79	46	90	49	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very useful	(4.0)	86	23	25	20	28	4	17	16	10	22	1	17	9	10	2	5	63	15	46	33
		58%	54%	56%	48%	72%	46%	55%	59%	46%	84%	39%	53%	59%	59%	34%	88%	81%	32%	50%	69%
						C				FgHK							Q		R		
Fairly useful	(3.0)	55	19	17	20	9	3	14	9	11	4	1	13	7	6	4	1	13	29	40	13
		37%	43%	39%	49%	23%	38%	44%	32%	52%	16%	22%	41%	41%	34%	59%	12%	17%	63%	44%	26%
			d		D			i		I		i						P		S	
Not very useful	(2.0)	4	-	2	2	1	1	-	2	*	-	1	1	-	1	*	-	1	1	3	1
		3%	-	4%	4%	3%	9%	-	6%	2%	-	21%	3%	-	4%	8%	-	1%	1%	3%	2%
Not at all useful	(1.0)	1	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	1	-	1
		1%	-	-	-	-	7%	-	-	-	-	18%	-	-	-	-	-	-	3%	-	2%
Don't know		3	1	1	-	1	-	*	1	-	-	-	1	-	1	-	-	1	1	2	*
		2%	3%	1%	-	2%	-	1%	2%	-	-	-	2%	-	4%	-	-	1%	1%	2%	1%
NETS																					
Useful		142	42	42	40	37	7	31	24	21	26	2	29	16	16	6	6	77	44	85	46
		95%	97%	95%	96%	95%	84%	99%	91%	98%	100%	61%	94%	100%	93%	92%	100%	98%	95%	95%	94%
Not useful		5	-	2	2	1	1	-	2	*	-	1	1	-	1	*	-	1	2	3	2
		3%	-	4%	4%	3%	16%	-	6%	2%	-	39%	3%	-	4%	8%	-	1%	4%	3%	5%
Mean Score	3.55	3.55	3.53	3.44	3.71	3.23		3.56	3.54	3.44	3.84	2.82	3.51	3.59	3.57	3.26	3.88	3.81	3.26	3.49	3.62
					C						FgHK						Q				

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a district or other community nurse

Base: All respondents who consulted a district or other community nurse at Q16

	Total	Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%		a	*b	*c	*d	e	*f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%		A	*B	*C	*D	E	*F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	150	23	5	5	5	18	4	3	15	55	22	74	63	89	28	22	86	
Total	149	23	4	5	4	15	4	2	17	52	21	77	65	86	23	16	89	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very useful	(4.0)	86	16	3	4	3	11	1	12	31	7	40	35	47	12	9	48	
		58%	69%	71%	74%	72%	74%	16%	54%	59%	34%	52%	55%	55%	54%	56%	54%	
Fairly useful	(3.0)	55	6	1	-	1	3	3	-	3	19	13	33	27	36	9	4	38
		37%	26%	29%	-	28%	19%	67%	-	17%	36%	63%	43%	42%	41%	38%	26%	42%
Not very useful	(2.0)	4	1	-	1	-	-	-	1	1	2	1	2	1	1	1	2	2
		3%	5%	-	13%	-	-	-	46%	4%	3%	2%	2%	2%	1%	2%	13%	2%
Not at all useful	(1.0)	1	-	-	-	1	-	-	-	-	-	-	1	1	1	-	-	1
		1%	-	-	-	4%	-	-	-	-	-	-	1%	1%	1%	-	-	1%
Don't know		3	-	-	1	-	*	1	-	1	1	-	1	1	1	1	1	1
		2%	-	-	13%	-	3%	17%	-	4%	1%	-	2%	1%	1%	6%	4%	2%
NETS																		
Useful		142	22	4	4	4	14	4	1	15	50	20	73	62	83	21	13	86
		95%	95%	100%	74%	100%	93%	83%	54%	92%	96%	98%	95%	96%	96%	92%	83%	96%
Not useful		5	1	-	1	-	1	-	1	1	2	1	2	2	2	1	2	2
		3%	5%	-	13%	-	4%	-	46%	4%	3%	2%	3%	3%	3%	2%	13%	3%
Mean Score		3.55	3.64	3.71	3.70	3.72	3.69	3.19	3.07	3.74	3.57	3.32	3.49	3.52	3.52	3.55	3.45	3.51

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a district or other community nurse

Base: All respondents who consulted a district or other community nurse at Q16

	Total	Primary reason for first needing care					Primary care need				Only consulted		Consulted	
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	*c	*d	*e	f	g	h	*i	*j	*k	*l	m
Sig Level: 95%		A	B	*C	*D	*E	F	G	H	*I	*J	*K	*L	M
Unweighted row	150	57	82	7	4	-	102	19	28	1	-	-	9	27
Total	149	57	79	9	4	-	101	20	27	*	-	-	10	27
	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	-	-	100%	100%
Very useful	(4.0)	86	36	44	4	2	65	13	8	-	-	-	8	21
		58%	64%	56%	45%	40%	64%	65%	29%	-	-	-	84%	78%
Fairly useful	(3.0)	55	20	30	4	2	32	6	17	*	-	-	1	5
		37%	35%	38%	44%	41%	31%	31%	61%	100%	-	-	12%	20%
Not very useful	(2.0)	4	*	2	1	-	2	-	2	-	-	-	-	-
		3%	1%	3%	12%	-	2%	-	8%	-	-	-	-	-
Not at all useful	(1.0)	1	1	1	-	-	1	-	1	-	-	-	-	-
		1%	1%	1%	-	-	1%	-	2%	-	-	-	-	-
Don't know		3	-	2	-	1	2	1	-	-	-	-	*	*
		2%	-	2%	-	19%	2%	3%	-	-	-	-	4%	2%
NETS														
Useful		142	56	75	8	3	97	20	25	*	-	-	10	26
		95%	98%	94%	88%	81%	96%	97%	90%	100%	-	-	96%	98%
Not useful		5	1	3	1	-	2	-	3	-	-	-	-	-
		3%	2%	4%	12%	-	2%	-	10%	-	-	-	-	-
Mean Score		3.55	3.61	3.53	3.33	3.50	3.63	3.67	3.17	3.00	-	-	3.88	3.80
							H	H						

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a physio or occupational therapist

Base: All respondents who consulted a physio or occupational therapist at Q16

	Care and support services		Person requiring services		Services arranged					Age of person requiring services											
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+		
Total	a	*b	*c	d	e	*f	g	h	i	j	k	l	m	*n	*o	*p	*q	r	s		
	A	*B	*C	D	E	*F	G	H	I	J	K	L	M	*N	*O	*P	*Q	R	S		
Sig Level: 90%																					
Sig Level: 95%																					
Unweighted row	110	110	-	10	100	19	12	43	72	21	28	17	18	14	6	2	-	66	40		
Total	101	101	-	8	93	16	10	40	67	18	27	19	15	11	4	3	-	64	33		
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%		
Very useful	(4.0)	60	60	-	6	54	4	7	16	40	4	11	11	16	8	9	-	3	-	38	20
		59%	59%	-	79%	58%	28%	72%	41%	60%	27%	59%	42%	83%	55%	78%	-	100%	-	59%	60%
									EGL												
Fairly useful	(3.0)	29	29	-	2	27	5	1	17	19	7	5	14	1	2	2	3	-	-	21	7
		28%	28%	-	21%	29%	33%	15%	43%	28%	49%	27%	53%	8%	11%	22%	63%	-	-	32%	20%
									h												
Not very useful	(2.0)	4	4	-	-	4	2	1	1	2	1	1	1	-	2	-	-	-	-	2	2
		4%	4%	-	-	4%	10%	13%	3%	4%	8%	3%	4%	-	14%	-	-	-	-	3%	6%
Not at all useful	(1.0)	1	1	-	-	1	*	-	*	*	-	-	*	-	-	-	-	-	-	*	*
		1%	1%	-	-	1%	3%	-	1%	1%	-	-	2%	-	3%	-	-	-	-	1%	1%
Don't know		8	8	-	-	8	4	-	5	5	2	2	-	2	3	-	2	-	-	4	4
		8%	8%	-	-	8%	26%	-	12%	8%	16%	11%	-	9%	18%	-	37%	-	-	6%	12%
							H					k			K						k
NETS																					
Useful		88	88	-	8	81	10	9	34	59	10	16	26	17	10	11	3	3	-	58	26
		88%	88%	-	100%	87%	60%	87%	84%	88%	76%	86%	94%	91%	66%	100%	63%	100%	-	91%	80%
									E	E			Ms	m						M	
Not useful		5	5	-	-	5	2	1	2	3	1	1	2	-	2	-	-	-	-	2	2
		5%	5%	-	-	5%	13%	13%	4%	4%	8%	3%	6%	-	16%	-	-	-	-	3%	7%
Mean Score		3.58	3.58	-	3.79	3.57	3.16	3.58	3.41	3.60	3.23	3.63	3.35	3.91	3.44	3.78	3.00	4.00	-	3.58	3.59
										El				jKmRs						k	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a physio or occupational therapist

Base: All respondents who consulted a physio or occupational therapist at Q16

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs			
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%		a	b	c	d	*e	f	*g	h	*i	*j	k	*l	*m	*n	*o	p	q	r	s	
Sig Level: 95%		A	B	C	D	*E	F	*G	H	*I	*J	K	*L	*M	*N	*O	P	Q	R	S	
Unweighted row	110	34	25	38	25	7	22	10	19	14	5	27	2	10	4	2	53	35	69	34	
Total	101	36	22	27	19	7	26	11	13	12	6	20	3	8	3	1	51	30	62	33	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very useful	(4.0)	60	23	5	11	13	7	17	1	7	10	6	8	1	1	1	-	34	9	38	18
		59%	63%	23%	41%	67%	92%	67%	12%	54%	79%	100%	39%	42%	12%	48%	-	68%	30%	61%	55%
			Bc		BC		k										Q				
Fairly useful	(3.0)	29	9	13	11	3	1	7	7	4	1	-	8	-	4	2	-	9	17	18	9
		28%	26%	58%	39%	17%	8%	27%	59%	34%	9%	-	39%	-	46%	52%	-	18%	59%	30%	26%
				AD	d													P			
Not very useful	(2.0)	4	-	1	2	2	-	-	1	*	1	-	2	-	1	-	1	-	3	3	1
		4%	-	6%	8%	10%	-	-	5%	3%	7%	-	9%	-	9%	-	66%	-	9%	5%	2%
					a	a												P			
Not at all useful	(1.0)	1	-	*	*	*	-	-	-	*	-	*	-	-	-	*	-	-	1	-	1
		1%	-	2%	1%	2%	-	-	-	4%	-	2%	-	-	-	34%	-	-	3%	-	3%
Don't know		8	4	3	3	1	-	2	3	1	-	2	2	2	3	-	1	7	-	3	5
		8%	11%	12%	10%	4%	-	6%	24%	10%	-	11%	58%	32%	-	-	14%	-	5%	15%	
					a	A											Q			r	
NETS																					
Useful		88	32	18	22	16	7	24	8	12	11	6	16	1	5	3	-	44	26	56	27
		88%	89%	81%	80%	84%	100%	94%	71%	87%	89%	100%	78%	42%	58%	100%	-	86%	88%	90%	81%
Not useful		5	-	2	3	2	-	-	1	*	1	-	2	-	1	-	1	-	3	3	1
		5%	-	8%	9%	13%	-	-	5%	3%	11%	-	11%	-	9%	-	100%	-	12%	5%	4%
					a	A												P			

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a physio or occupational therapist

Base: All respondents who consulted a physio or occupational therapist at Q16

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%	a	b	c	d	*e	f	*g	h	*i	*j	k	*l	*m	*n	*o	p	q	r	s	
Sig Level: 95%	A	B	C	D	*E	F	*G	H	*I	*J	K	*L	*M	*N	*O	P	Q	R	S	
Unweighted row	110	34	25	38	25	7	22	10	19	14	5	27	2	10	4	2	53	35	69	34
Total	101	36	22	27	19	7	26	11	13	12	6	20	3	8	3	1	51	30	62	33
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mean Score	3.58	3.71	3.15	3.34	3.54	3.92	3.72	3.09	3.56	3.64	4.00	3.30	4.00	3.04	3.48	1.66	3.79	3.15	3.58	3.56
		BC			b		K										Q			

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a physio or occupational therapist

Base: All respondents who consulted a physio or occupational therapist at Q16

	Total	Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%		*a	*b	*c	*d	e	*f	*g	*h	i	j	k	l	m	n	*o	p	
Sig Level: 95%		*A	*B	*C	*D	E	*F	*G	*H	I	J	K	L	M	N	*O	P	
Unweighted row	110	11	6	4	7	33	3	2	13	24	18	36	28	69	16	11	47	
Total	101	9	7	3	5	35	3	1	11	19	15	33	23	65	13	8	40	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very useful	(4.0)	60	3	7	2	5	28	1	1	7	6	9	11	10	40	5	2	17
	59%	31%	100%	55%	100%	80%	28%	100%	59%	30%	59%	34%	45%	62%	35%	23%	43%	
											ik			IKnP				
Fairly useful	(3.0)	29	2	-	1	-	6	2	-	4	6	3	16	10	18	6	3	17
	28%	24%	-	22%	-	16%	72%	-	32%	34%	18%	49%	45%	27%	44%	36%	43%	
												JM	jm			jm		
Not very useful	(2.0)	4	1	-	-	-	-	-	*	2	2	2	2	2	2	1	1	2
	4%	10%	-	-	-	-	-	-	4%	11%	12%	7%	10%	4%	4%	13%	5%	
Not at all useful	(1.0)	1	*	-	-	-	-	-	-	*	*	-	*	-	*	-	-	*
	1%	5%	-	-	-	-	-	-	-	2%	-	1%	-	1%	-	-	1%	
Don't know		8	3	-	1	-	1	-	1	4	4	2	3	-	4	2	2	3
	8%	30%	-	23%	-	4%	-	-	6%	23%	11%	10%	-	7%	17%	28%	8%	
										LMp	I	I		L				
NETS																		
Useful		88	5	7	2	5	34	3	1	10	12	12	27	20	58	10	5	35
	88%	55%	100%	77%	100%	96%	100%	100%	90%	64%	77%	83%	90%	89%	79%	59%	86%	
													I	I			I	
Not useful		5	1	-	-	-	-	-	*	3	3	2	3	2	3	1	1	3
	5%	15%	-	-	-	-	-	-	4%	14%	12%	8%	10%	4%	4%	13%	6%	
Mean Score	3.58	3.15	4.00	3.72	4.00	3.84	3.28	4.00	3.59	3.18	3.53	3.28	3.36	3.61	3.38	3.13	3.39	
														IKIp				

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - a physio or occupational therapist

Base: All respondents who consulted a physio or occupational therapist at Q16

	Total	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
Sig Level: 90%		a	b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	m	
Sig Level: 95%		A	B	*C	*D	*E	F	*G	*H	*I	*J	*K	*L	M	
Unweighted row	110	46	52	3	8	1	88	8	13	1	-	-	2	15	
Total	101	45	44	5	6	*	85	6	10	*	-	-	2	13	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	100%	100%	
Very useful	(4.0)	60	25	27	1	6	-	55	-	4	-	-	2	10	
	59%	56%	61%	24%	100%	-	65%	-	47%	-	-	-	100%	74%	
Fairly useful	(3.0)	29	14	11	4	-	*	20	5	3	*	-	-	1	
	28%	31%	24%	76%	-	100%	24%	92%	30%	100%	-	-	-	11%	
Not very useful	(2.0)	4	1	2	-	-	-	4	-	-	-	-	-	1	
	4%	3%	5%	-	-	-	4%	-	-	-	-	-	-	4%	
Not at all useful	(1.0)	1	1	-	-	-	-	*	*	-	-	-	-	-	
	1%	2%	-	-	-	-	*	8%	-	-	-	-	-	-	
Don't know		8	3	4	-	-	-	6	-	2	-	-	-	1	
	8%	8%	10%	-	-	-	7%	-	23%	-	-	-	-	11%	
NETS															
Useful		88	39	38	5	6	*	75	5	7	*	-	-	2	11
	88%	87%	85%	100%	100%	100%	89%	92%	77%	100%	-	-	100%	85%	
Not useful		5	2	2	-	-	-	4	*	-	-	-	-	1	
	5%	5%	5%	-	-	-	5%	8%	-	-	-	-	-	4%	
Mean Score	3.58	3.53	3.62	3.24	4.00	3.00	3.64	2.84	3.61	3.00	-	-	4.00	3.79	

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - other

Base: All respondents who consulted other at Q16

	Care and support services		Person requiring services		Services arranged					Age of person requiring services											
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+		
Total	a	*b	*c	d	*e	*f	g	h	*i	*j	*k	*l	*m	*n	*o	*p	*q	r	s		
	A	*B	*C	D	*E	*F	G	H	*I	*J	*K	*L	*M	*N	*O	*P	*Q	R	S		
Unweighted row	45	45	-	5	40	8	4	15	25	6	10	7	12	6	7	1	2	-	29	16	
Total	37	37	-	3	34	6	3	14	23	4	9	8	8	3	7	1	1	-	26	12	
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	
Very useful	(4.0)	20	20	-	2	18	4	1	8	12	4	8	3	4	2	1	1	-	15	5	
		54%	54%	-	60%	53%	64%	40%	61%	54%	100%	89%	34%	50%	59%	21%	100%	100%	-	58%	45%
Fairly useful	(3.0)	8	8	-	-	8	2	2	2	3	-	1	2	1	2	-	-	-	5	3	
		20%	20%	-	-	22%	28%	60%	14%	12%	-	11%	29%	17%	25%	29%	-	-	19%	23%	
Not very useful	(2.0)	1	1	-	-	1	1	-	-	-	-	-	-	-	1	-	-	-	-	1	
		1%	1%	-	-	2%	8%	-	-	-	-	-	-	-	16%	-	-	-	-	4%	
Not at all useful	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know		9	9	-	1	8	-	-	3	8	-	-	3	3	-	3	-	-	6	3	
		25%	25%	-	40%	23%	-	-	25%	34%	-	-	37%	33%	-	50%	-	-	23%	28%	
NETS																					
Useful		28	28	-	2	26	6	3	10	15	4	9	5	6	3	3	1	1	-	20	8
		74%	74%	-	60%	75%	92%	100%	75%	66%	100%	100%	63%	67%	84%	50%	100%	100%	-	77%	67%
Not useful		1	1	-	-	1	1	-	-	-	-	-	-	-	1	-	-	-	-	1	
		1%	1%	-	-	2%	8%	-	-	-	-	-	-	-	16%	-	-	-	-	4%	
Mean Score		3.69	3.69	-	4.00	3.67	3.56	3.40	3.81	3.82	4.00	3.89	3.54	3.74	3.43	3.42	4.00	4.00	-	3.75	3.56

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - other

Base: All respondents who consulted other at Q16

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs			
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%		a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o	p	*q	r	*s	
Sig Level: 95%		A	*B	*C	*D	*E	*F	*G	*H	*I	*J	*K	*L	*M	*N	*O	P	*Q	R	*S	
Unweighted row	45	15	12	10	8	4	14	8	5	2	2	9	1	4	2	-	21	11	27	12	
Total	37	14	8	9	6	4	13	5	5	2	2	7	2	2	1	-	16	8	20	12	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	
Very useful	(4.0)	20	7	3	6	4	4	2	4	1	2	5	-	2	1	-	11	3	9	9	
		54%	49%	41%	66%	62%	100%	47%	43%	76%	24%	100%	71%	-	79%	100%	-	74%	38%	45%	70%
Fairly useful	(3.0)	8	2	3	2	1	-	-	-	-	-	2	2	-	-	-	-	4	6	1	
		20%	16%	39%	21%	9%	-	-	-	-	-	29%	100%	-	-	-	-	42%	28%	11%	
Not very useful	(2.0)	1	-	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	1	-	
		1%	-	6%	-	-	-	10%	-	-	-	-	-	21%	-	-	-	6%	3%	-	
Not at all useful	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know		9	5	1	1	2	-	-	-	-	-	-	-	-	-	-	4	1	5	2	
		25%	35%	13%	12%	29%	-	-	24%	76%	-	-	-	-	-	-	26%	13%	25%	19%	
NETS																					
Useful		28	9	7	8	4	4	4	4	1	2	7	2	2	1	-	11	7	15	10	
		74%	65%	80%	88%	71%	100%	64%	69%	76%	24%	100%	100%	79%	100%	-	74%	80%	72%	81%	
Not useful		1	-	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	1	-	
		1%	-	6%	-	-	-	10%	-	-	-	-	-	21%	-	-	-	6%	3%	-	
Mean Score		3.69	3.76	3.41	3.76	3.87	4.00	3.74	3.43	4.00	4.00	3.71	3.00	3.58	4.00	-	4.00	3.37	3.56	3.87	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - other

Base: All respondents who consulted other at Q16

		Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	k	*l	m	*n	*o	p	
		*A	*B	*C	*D	*E	*F	*G	*H	*I	*J	K	*L	M	*N	*O	P	
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row		45	6	2	2	1	13	1	-	4	12	5	18	9	27	6	6	21
Total		37	5	1	2	*	12	1	-	4	8	3	15	6	24	4	4	17
		100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very useful	(4.0)	20	2	1	2	*	6	1	-	3	4	2	8	2	13	4	4	10
		54%	38%	36%	100%	100%	48%	100%	-	71%	51%	56%	54%	36%	53%	100%	100%	59%
Fairly useful	(3.0)	8	2	1	-	-	1	-	-	-	3	2	3	3	3	-	-	3
		20%	51%	64%	-	-	7%	-	-	-	38%	44%	22%	40%	14%	-	-	20%
Not very useful	(2.0)	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		1%	11%	-	-	-	-	-	-	-	6%	-	-	-	-	-	-	-
Not at all useful	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		9	-	-	-	-	5	-	-	1	*	-	4	2	8	-	-	4
		25%	-	-	-	-	45%	-	-	29%	5%	-	24%	24%	33%	-	-	22%
NETS																		
Useful		28	4	1	2	*	7	1	-	3	7	3	12	5	16	4	4	13
		74%	89%	100%	100%	100%	55%	100%	-	71%	89%	100%	76%	76%	67%	100%	100%	78%
Not useful		1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
		1%	11%	-	-	-	-	-	-	-	6%	-	-	-	-	-	-	-
Mean Score		3.69	3.27	3.36	4.00	4.00	3.88	4.00	-	4.00	3.47	3.56	3.71	3.47	3.79	4.00	4.00	3.75

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q17 And how useful were each of these sources in terms of the information or advice they provided? - other

Base: All respondents who consulted other at Q16

	Total	Primary reason for first needing care					Primary care need				Only consulted		Consulted	
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
		*a	b	*c	*d	*e	f	*g	*h	*i	*j	*k	*l	m
		*A	B	*C	*D	*E	F	*G	*H	*I	*J	*K	*L	M
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	45	14	27	-	4	-	31	7	7	-	-	-	10	22
Total	37	12	23	-	2	-	27	6	5	-	-	-	10	20
	100%	100%	100%	-	100%	-	100%	100%	100%	-	-	-	100%	100%
Very useful	(4.0)	20	9	10	-	1	-	15	2	3	-	-	7	12
		54%	74%	45%	-	37%	-	57%	40%	50%	-	-	69%	62%
Fairly useful	(3.0)	8	1	5	-	1	-	2	3	2	-	-	2	2
		20%	8%	22%	-	63%	-	8%	60%	40%	-	-	18%	11%
Not very useful	(2.0)	1	-	1	-	-	-	-	-	1	-	-	-	-
		1%	-	2%	-	-	-	-	-	10%	-	-	-	-
Not at all useful	(1.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know		9	2	7	-	-	-	9	-	-	-	-	1	5
		25%	18%	30%	-	-	-	35%	-	-	-	-	13%	27%
NETS														
Useful		28	10	16	-	2	-	17	6	5	-	-	8	14
		74%	82%	67%	-	100%	-	65%	100%	90%	-	-	87%	73%
Not useful		1	-	1	-	-	-	-	-	1	-	-	-	-
		1%	-	2%	-	-	-	-	-	10%	-	-	-	-
Mean Score		3.69	3.90	3.61	-	3.37	-	3.88	3.40	3.40	-	-	3.80	3.85

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The different types of services that are available

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services									
	Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S
Sig Level: 90%																			
Sig Level: 95%																			
Unweighted row	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy (5.0)	157	-	7	150	55	9	67	53	19	41	26	27	18	37	4	3	1	94	63
	18%	-	15%	18%	24%	16%	19%	14%	17%	22%	17%	17%	13%	23%	6%	14%	100%	19%	16%
					H		h			MO	O	O		MOs				mO	O
Fairly easy (4.0)	386	-	22	364	95	29	150	157	38	80	64	72	67	65	28	8	-	215	167
	43%	-	48%	43%	40%	51%	43%	42%	35%	42%	42%	46%	47%	40%	47%	36%	-	43%	44%
					I														
Not easy nor difficult (3.0)	122	-	4	118	32	5	47	54	18	14	19	21	16	26	12	9	-	54	63
	14%	-	9%	14%	14%	9%	14%	15%	17%	7%	12%	14%	11%	16%	20%	41%	-	11%	16%
												j		Jr	JmR	JKLmNoRS			JR
Fairly difficult (2.0)	105	-	5	100	34	5	38	48	18	15	31	15	17	18	5	1	-	62	42
	12%	-	11%	12%	14%	8%	11%	13%	17%	8%	20%	10%	12%	11%	9%	6%	-	12%	11%
									fg		JLmNORS								
Very difficult (1.0)	35	-	2	34	15	1	18	15	6	7	5	3	12	4	3	1	-	16	19
	4%	-	4%	4%	6%	1%	5%	4%	6%	4%	3%	2%	8%	3%	4%	3%	-	3%	5%
												jkLNR							
Not applicable	89	-	6	83	3	9	26	44	8	31	9	16	12	11	8	-	-	56	31
	10%	-	13%	10%	1%	15%	7%	12%	8%	16%	6%	10%	8%	7%	14%	-	-	11%	8%
						Eg	E	EG	E	KMNprS					Kn			k	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The different types of services that are available

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NETS																				
Easy	542	542	-	29	513	150	39	216	210	56	121	90	98	85	102	31	11	1	309	230
	61%	61%	-	64%	61%	64%	hl	67%	57%	53%	64%	58%	64%	60%	63%	53%	50%	100%	62%	60%
							i	62%												
Difficult	140	140	-	7	134	49	5	56	63	25	23	36	19	29	22	8	2	-	78	61
	16%	16%	-	15%	16%	21%	10%	16%	17%	23%	12%	24%	12%	21%	14%	13%	9%	-	16%	16%
						F				F										
Mean Score	3.65	3.65	-	3.69	3.65	3.61	3.85	3.65	3.56	3.45	3.83	3.51	3.74	3.47	3.75	3.49	3.51	5.00	3.70	3.60
							hl				KMOS		kMo		kM				kM	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The different types of services that are available

Base: All respondents who have sought information about care and support services in the last two years

	Total	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
		Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290	
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very easy	(5.0)	157	53	39	32	13	21	48	29	22	8	12	18	28	18	5	4	141	6	60	81
		18%	18%	19%	14%	13%	40%	21%	21%	13%	14%	39%	15%	28%	21%	15%	30%	27%	3%	12%	26%
				c			ABCD	H	h			FGHIK					Q		R		
Fairly easy	(4.0)	386	109	93	110	36	16	87	66	81	20	10	50	39	39	13	4	272	51	227	133
		43%	38%	47%	47%	37%	31%	38%	48%	49%	34%	32%	41%	39%	46%	41%	28%	52%	23%	45%	43%
				aE	AdE			fi	Fij									Q			
Not easy nor difficult	(3.0)	122	32	31	32	20	10	19	19	22	14	6	22	9	11	9	1	36	37	82	29
		14%	11%	15%	14%	20%	19%	8%	14%	13%	24%	18%	18%	9%	13%	28%	9%	7%	17%	16%	9%
						Ac		f			Fgh	f	F			LM		P		S	
Fairly difficult	(2.0)	105	41	24	27	14	2	30	13	13	6	1	22	15	12	3	4	11	85	79	18
		12%	14%	12%	11%	14%	4%	13%	9%	8%	10%	2%	18%	15%	14%	11%	26%	2%	39%	15%	6%
			e			e		hj					GHJ					P		S	
Very difficult	(1.0)	35	10	8	7	8	1	9	4	4	7	1	6	8	4	1	*	8	26	27	8
		4%	3%	4%	3%	8%	2%	4%	3%	2%	11%	2%	5%	8%	4%	4%	3%	2%	12%	5%	3%
						AC					FGH							P		s	
Not applicable		89	41	6	27	7	2	37	6	24	5	2	5	1	1	*	1	52	13	33	40
		10%	15%	3%	11%	7%	4%	16%	4%	15%	8%	7%	4%	1%	2%	1%	3%	10%	6%	7%	13%
			BdE		B	b		GK		GK								q			R

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The different types of services that are available

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NETS																				
Easy	542 61%	162 57%	132 66%	143 60%	49 50%	38 71%	136 59%	95 70%	103 62%	29 48%	22 71%	69 55%	68 67%	57 67%	17 56%	8 58%	412 79%	57 26%	287 56%	214 69%
			AD	d		aD		FIK	I		I						Q		R	
Difficult	140 16%	51 18%	32 16%	35 15%	22 22%	3 6%	39 17%	17 12%	17 10%	13 21%	1 4%	28 23%	23 23%	16 18%	5 15%	4 29%	19 4%	111 51%	106 21%	26 8%
		E	e		cE		Hj			HJ		GHJ					P		S	
Mean Score	3.65	3.63	3.67	3.63	3.35	4.06	3.70	3.79	3.74	3.32	4.12	3.44	3.65	3.67	3.52	3.58	4.13	2.64	3.45	3.97
		D	D	D		ABCD	Ik	IK	IK		fHIK						Q		R	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The different types of services that are available

Base: All respondents who have sought information about care and support services in the last two years

	Total	Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
		a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
		A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very easy	(5.0)	157	40	7	2	5	23	10	1	30	55	14	51	58	57	15	5	71
		18%	23%	12%	9%	9%	13%	27%	8%	21%	20%	12%	18%	19%	14%	15%	11%	18%
			bcDE					bcDe	De	jM			m					
Fairly easy	(4.0)	386	71	20	13	30	74	9	2	63	128	47	134	135	179	35	17	183
		43%	41%	37%	49%	50%	43%	25%	33%	45%	46%	42%	47%	45%	43%	35%	34%	46%
			f		F	f			f	n			No	n			No	
Not easy nor difficult	(3.0)	122	25	8	5	13	17	4	2	22	40	17	36	43	58	18	8	55
		14%	15%	15%	17%	21%	10%	12%	24%	16%	14%	15%	13%	14%	14%	18%	16%	14%
					E													
Fairly difficult	(2.0)	105	20	5	1	3	20	6	2	6	39	14	34	32	56	19	11	45
		12%	12%	9%	2%	5%	12%	17%	26%	4%	14%	13%	12%	11%	13%	19%	23%	11%
			cH			cH		CdH							kLP	ijKLmP		
Very difficult	(1.0)	35	12	2	1	1	2	2	-	3	15	3	16	12	15	7	3	18
		4%	7%	3%	3%	1%	1%	4%	-	2%	5%	3%	6%	4%	4%	7%	6%	5%
			Eh															
Not applicable		89	3	13	5	8	35	6	1	17	3	17	14	21	47	7	5	28
		10%	2%	24%	19%	14%	21%	15%	8%	12%	1%	15%	5%	7%	11%	7%	10%	7%
				AH	A	A	AH	A	A			IKLnP	I	I	IKLP	I	I	I
NETS																		
Easy		542	111	27	16	36	96	19	3	93	184	61	184	192	236	50	22	254
		61%	65%	49%	59%	59%	57%	52%	41%	66%	65%	54%	65%	64%	57%	50%	45%	63%
			B						Be	JMNO			jMNO	jmNO	o		jmNO	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The different types of services that are available

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Total	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Sig Level: 90%																	
Sig Level: 95%																	
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	140	32	7	1	4	22	8	2	9	55	18	50	44	71	25	14	64
	16%	19%	12%	5%	7%	13%	21%	26%	7%	19%	16%	18%	15%	17%	25%	29%	16%
		CDH				h	CDH							jkLmP		iJKLMP	
Mean Score	3.65	3.64	3.60	3.75	3.69	3.70	3.63	3.25	3.89	3.61	3.56	3.62	3.69	3.57	3.36	3.23	3.66
								ab	nO	o	NO	NO	nO			NO	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The different types of services that are available

Base: All respondents who have sought information about care and support services in the last two years

		Primary reason for first needing care					Primary care need				Only consulted		Consulted		
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	
		A	B	C	D	*E	F	G	H	*I	J	K	L	M	
Sig Level: 90%															
Sig Level: 95%															
Unweighted row		906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total		893	264	532	48	37	8	591	105	177	18	57	29	206	457
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	157	43	104	9	2	-	117	9	28	2	18	1	33	82
		18%	16%	20%	18%	4%	-	20%	9%	16%	13%	32%	3%	16%	18%
			D	D	D			G	g		K				
Fairly easy	(4.0)	386	106	239	23	18	-	271	45	67	3	19	14	80	192
		43%	40%	45%	48%	47%	-	46%	42%	38%	19%	33%	47%	39%	42%
								h							
Not easy nor difficult	(3.0)	122	38	64	7	9	2	59	15	45	*	5	2	24	58
		14%	14%	12%	14%	25%	20%	10%	14%	25%	3%	9%	6%	12%	13%
					aB					FG					
Fairly difficult	(2.0)	105	35	63	2	4	1	62	16	26	1	5	6	21	44
		12%	13%	12%	4%	11%	19%	10%	16%	15%	6%	9%	23%	10%	10%
Very difficult	(1.0)	35	13	21	1	-	-	21	5	9	2	-	2	5	15
		4%	5%	4%	1%	-	-	3%	4%	5%	9%	-	8%	3%	3%
												j			
Not applicable		89	30	41	7	5	5	62	15	3	9	10	4	43	66
		10%	11%	8%	15%	12%	61%	10%	14%	2%	51%	17%	13%	21%	14%
								H	H					M	
NETS															
Easy		542	148	343	32	19	-	387	54	95	6	37	14	112	274
		61%	56%	64%	66%	52%	-	66%	51%	53%	32%	65%	50%	55%	60%
				Ad				GH							

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The different types of services that are available

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	140	48	84	3	4	1	82	21	34	3	5	9	26	59
	16%	18%	16%	6%	11%	19%	14%	20%	19%	15%	9%	31%	13%	13%
		C	c					f			J			
Mean Score	3.65	3.55	3.70	3.90	3.51	2.52	3.76	3.42	3.46	3.44	4.06	3.17	3.70	3.72
		a	a	aD			GH				K			

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The quality of different providers (e.g care homes, care agencies, products)

Base: All respondents who have sought information about care and support services in the last two years

		Care and support services		Person requiring services		Services arranged					Age of person requiring services									
		Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
		a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s
		A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row		906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total		893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
		100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	83	-	4	79	31	6	35	24	14	22	8	13	13	20	3	2	1	43	39
		9%	-	8%	9%	13%	11%	10%	7%	13%	12%	5%	8%	9%	13%	5%	9%	100%	9%	10%
						H		h		H	Ko			Ko						k
Fairly easy	(4.0)	274	-	14	260	94	24	109	85	29	52	38	53	48	58	19	6	-	144	130
		31%	-	31%	31%	40%	41%	32%	23%	27%	28%	25%	34%	34%	36%	33%	27%	-	29%	34%
						GHI	Hi	H					k	k	Kr					K
Not easy nor difficult	(3.0)	147	-	2	145	49	5	54	66	24	24	24	29	24	23	13	7	-	77	67
		16%	-	5%	17%	21%	8%	16%	18%	22%	13%	16%	19%	17%	14%	22%	32%	-	15%	17%
					C	F			F	F					j	Jknr				
Fairly difficult	(2.0)	102	-	3	99	44	5	46	41	11	14	24	9	14	30	8	3	-	47	56
		11%	-	7%	12%	19%	9%	13%	11%	10%	7%	16%	6%	10%	18%	14%	15%	-	9%	14%
						fgHI						JLR		JLMR	jL					JLR
Very difficult	(1.0)	34	-	2	32	16	1	16	11	5	2	8	10	7	5	2	1	-	20	15
		4%	-	5%	4%	7%	3%	5%	3%	5%	1%	5%	6%	5%	3%	4%	3%	-	4%	4%
						H						j	J	j					j	j
Not applicable		253	-	20	232	*	17	85	144	25	75	52	41	36	25	13	3	-	167	77
		28%	-	45%	27%	*	29%	25%	39%	23%	39%	34%	27%	26%	16%	22%	14%	-	34%	20%
				D			E	E	EGI	E	LMNOPS	NopS	Ns	N					mNopS	
NETS																				
Easy		357	-	18	339	125	30	145	109	43	75	47	66	61	78	22	8	1	187	170
		40%	-	39%	40%	53%	52%	42%	29%	40%	39%	30%	43%	43%	48%	37%	36%	100%	38%	44%
						GHI	H	H		H	k		K	K	jKR					KR

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The quality of different providers (e.g care homes, care agencies, products)

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services									
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
Sig Level: 90%	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s
Sig Level: 95%	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S
Unweighted row	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	137	-	5	131	61	7	62	52	16	16	31	19	21	35	11	4	-	66	70
	15%	-	12%	16%	26%	11%	18%	14%	15%	8%	20%	12%	15%	22%	18%	18%	-	13%	18%
					FGHI						JIR		j	JLR	J			j	JIR
Mean Score	3.42	-	3.56	3.41	3.34	3.69	3.39	3.31	3.43	3.69	3.15	3.44	3.44	3.43	3.25	3.27	5.00	3.44	3.40
						egH				KlmnORS		k	K	k				K	K

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The quality of different providers (e.g care homes, care agencies, products)

Base: All respondents who have sought information about care and support services in the last two years

	Total	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
		Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290	
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very easy	(5.0)	83 9%	37 13% BCd	12 6%	18 8%	6 7% ABCD	14 27%	35 15% GHIK	8 6%	10 6%	3 4%	9 30% fGHIK	11 9%	20 20% M	5 6%	4 14%	1 8%	78 15% Q	2 1% Q	34 7% R	46 15% R
Fairly easy	(4.0)	274 31%	78 27%	81 40% ACDE	69 29%	23 23%	12 23%	63 27%	62 45% FHJK	50 30%	12 19%	7 24%	32 26%	32 32%	45 53% LO	12 39%	3 24%	207 40% Q	30 14% Q	141 28% R	109 35% R
Not easy nor difficult	(3.0)	147 16%	48 17%	35 17%	47 20%	16 17%	9 17%	30 13%	18 13%	31 19%	9 15%	3 11%	32 26% FGj	22 22%	11 13%	9 30%	6 42% M IM	61 12% p	36 17% p	107 21% S	35 11% S
Fairly difficult	(2.0)	102 11%	37 13% e	35 18% CE	23 10%	13 14% e	2 3%	25 11%	22 16% HJ	12 7%	8 13%	1 2%	22 18% fHJ	18 18%	19 23%	4 14%	2 17%	30 6% P	62 28% P	73 14% S	21 7% S
Very difficult	(1.0)	34 4%	14 5%	7 4%	6 3%	4 4%	1 3%	12 5%	3 2%	4 2%	* 1%	1 5%	7 5%	9 9%	4 5%	1 3%	1 9%	4 1% P	27 12% P	28 6% S	5 2% S
Not applicable		253 28%	72 25% B	30 15%	72 31% B	36 36% AB	15 28% B	64 28% GK	24 18%	59 35% GK	29 48% FGhJK	9 29%	20 16%	- -	* 1%	- -	- -	140 27% P	60 28% P	126 25% r	95 31% r

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The quality of different providers (e.g care homes, care agencies, products)

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NETS																				
Easy	357 40%	115 40%	93 47%	87 37%	29 30%	26 49%	98 43%	70 51%	60 36%	14 23%	17 54%	43 35%	52 51%	50 59%	17 54%	5 32%	285 55%	33 15%	175 34%	154 50%
		d	CD			D	I	HIK	i		hik			O			Q		R	
Difficult	137 15%	51 18%	42 21%	30 12%	17 17%	3 6%	37 16%	25 18%	16 10%	8 14%	2 7%	29 23%	27 27%	24 28%	5 16%	4 26%	34 6%	89 41%	101 20%	26 8%
		cE	CE		e		h	H			HJ						P		S	
Mean Score	3.42	3.41	3.33	3.43	3.24	3.93	3.51	3.45	3.47	3.25	4.02	3.18	3.35	3.33	3.49	3.05	3.86	2.49	3.21	3.79
						ABCD	K	K	K		fGHIK						Q		R	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The quality of different providers (e.g care homes, care agencies, products)

Base: All respondents who have sought information about care and support services in the last two years

		Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
		a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
		A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row		906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total		893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	83	25	3	4	7	9	2	-	23	31	6	32	28	26	5	3	41
		9%	15%	5%	16%	11%	5%	5%	-	17%	11%	5%	11%	9%	6%	5%	6%	10%
			bE		E					BE	jMn		jMn				jM	
Fairly easy	(4.0)	274	74	16	3	17	26	14	1	39	121	46	83	101	97	31	13	122
		31%	43%	29%	11%	28%	15%	36%	21%	27%	43%	41%	29%	34%	24%	31%	26%	30%
			bCDEH		cE			CE		cE	KLMNOP		KMoP		m	M	M	
Not easy nor difficult	(3.0)	147	39	6	2	12	19	4	1	20	58	14	44	55	70	24	9	67
		16%	23%	10%	8%	20%	11%	10%	18%	14%	21%	13%	15%	18%	17%	24%	19%	17%
			BcEH		e					jk					JKmp			
Fairly difficult	(2.0)	102	25	4	2	3	11	3	1	7	52	14	44	38	48	9	10	53
		11%	15%	8%	6%	5%	7%	7%	19%	5%	19%	12%	15%	13%	12%	9%	20%	13%
			DEH							IMNp						mn		
Very difficult	(1.0)	34	7	1	3	1	1	2	-	6	17	4	17	11	11	8	6	20
		4%	4%	3%	11%	2%	1%	4%	-	5%	6%	4%	6%	4%	3%	8%	11%	5%
			E		adE					E	M		M		IM	JLMP	m	
Not applicable		253	*	24	13	20	104	14	3	46	2	28	65	67	160	23	9	98
		28%	*	45%	47%	33%	61%	37%	43%	32%	1%	25%	23%	22%	39%	23%	18%	24%
			A	A	A	ABDFH	A	A	A			I	I	I	IJKLNOP	I	I	I
NETS																		
Easy		357	99	19	7	24	34	15	1	62	153	52	115	130	123	36	16	163
		40%	58%	34%	27%	39%	20%	41%	21%	44%	54%	46%	40%	43%	30%	36%	32%	41%
			BCDEFH		E			E		cE	KLMNOP		Mo		M	M	M	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The quality of different providers (e.g care homes, care agencies, products)

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	137	32	6	5	4	12	4	1	13	69	18	61	50	59	17	15	73
	15%	19%	11%	18%	7%	7%	12%	19%	10%	25%	16%	21%	17%	14%	17%	31%	18%
		DEH	e							jLMP		M			JLMNP		
Mean Score	3.42	3.50	3.48	3.26	3.61	3.45	3.48	3.03	3.69	3.35	3.42	3.31	3.42	3.31	3.21	2.95	3.37
										O	O	O	O	O			O

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The quality of different providers (e.g care homes, care agencies, products)

Base: All respondents who have sought information about care and support services in the last two years

		Primary reason for first needing care					Primary care need				Only consulted		Consulted		
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	
		A	B	C	D	*E	F	G	H	*I	J	K	L	M	
Sig Level: 90%															
Sig Level: 95%															
Unweighted row		906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total		893	264	532	48	37	8	591	105	177	18	57	29	206	457
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	83	26	51	6	*	-	60	7	13	2	8	1	15	49
		9%	10%	10%	12%	1%	-	10%	7%	7%	13%	14%	2%	7%	11%
			d	d	D							k			
Fairly easy	(4.0)	274	71	173	20	9	-	171	37	63	3	14	6	44	115
		31%	27%	33%	42%	24%	-	29%	35%	36%	19%	25%	19%	21%	25%
					ad					f					
Not easy nor difficult	(3.0)	147	46	82	8	11	-	94	21	32	*	13	2	28	71
		16%	17%	15%	17%	29%	-	16%	20%	18%	3%	22%	7%	14%	16%
					aB							k			
Fairly difficult	(2.0)	102	29	70	1	2	*	47	15	40	-	3	1	12	37
		11%	11%	13%	1%	5%	6%	8%	14%	23%	-	6%	5%	6%	8%
			c	C					F	Fg					
Very difficult	(1.0)	34	14	20	-	*	-	22	5	6	2	1	2	7	17
		4%	5%	4%	-	1%	-	4%	5%	3%	9%	1%	8%	3%	4%
Not applicable		253	78	136	13	15	8	197	21	24	10	18	17	100	167
		28%	30%	26%	28%	39%	94%	33%	20%	13%	57%	32%	60%	49%	37%
					b			GH				J		M	
NETS															
Easy		357	97	224	26	9	-	231	44	76	6	22	6	59	164
		40%	37%	42%	54%	25%	-	39%	42%	43%	32%	38%	21%	29%	36%
				D	AD										I

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The quality of different providers (e.g care homes, care agencies, products)

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	137	43	90	1	2	*	69	20	46	2	4	4	19	54
	15%	16%	17%	1%	7%	6%	12%	19%	26%	9%	7%	13%	9%	12%
		Cd	Cd					F	F					
Mean Score	3.42	3.36	3.41	3.89	3.30	2.00	3.51	3.32	3.24	3.63	3.65	3.06	3.46	3.49
				ABD			H				k			

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support expected from the local council in terms of arranging services

Base: All respondents who have sought information about care and support services in the last two years

		Care and support services		Person requiring services		Services arranged					Age of person requiring services									
		Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
		a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s
		A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row		906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total		893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
		100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	79	-	8	71	12	11	27	35	10	23	9	11	12	17	5	1	1	43	36
		9%	-	18%	8%	5%	19%	8%	9%	10%	12%	6%	7%	8%	11%	8%	5%	100%	9%	9%
				D			EGHi		e		k									
Fairly easy	(4.0)	264	-	15	249	73	25	121	108	32	53	37	48	54	47	20	5	-	138	126
		30%	-	33%	29%	31%	44%	35%	29%	30%	28%	24%	31%	38%	29%	34%	23%	-	28%	33%
				EHi	h									JKR						Kr
Not easy nor difficult	(3.0)	145	-	4	141	48	10	64	65	18	29	25	32	21	24	11	4	-	85	60
		16%	-	9%	17%	21%	17%	19%	17%	17%	15%	16%	21%	15%	15%	19%	16%	-	17%	16%
Fairly difficult	(2.0)	88	-	2	87	28	4	43	35	13	11	27	16	13	17	2	2	-	54	34
		10%	-	4%	10%	12%	8%	12%	10%	12%	6%	18%	11%	9%	10%	4%	9%	-	11%	9%
				c																Jo
Very difficult	(1.0)	46	-	1	45	16	2	22	23	7	7	8	4	9	10	3	3	-	19	25
		5%	-	3%	5%	7%	4%	6%	6%	7%	4%	5%	2%	6%	6%	6%	13%	-	4%	7%
														l	l		jLr			Lr
Not applicable		271	-	15	255	57	5	68	105	27	67	48	43	33	45	17	7	-	159	103
		30%	-	34%	30%	24%	8%	20%	28%	25%	35%	31%	28%	23%	28%	30%	33%	-	32%	27%
				F		F		F	FG	F	MS								Ms	
NETS																				
Easy		343	-	23	320	86	36	148	143	42	76	46	59	65	65	25	6	1	180	163
		38%	-	51%	38%	37%	63%	43%	39%	39%	40%	30%	38%	46%	40%	43%	29%	100%	36%	42%
				D			EGHI				k			KR	k	k				Kr

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support expected from the local council in terms of arranging services

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services									
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
Sig Level: 90%	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s
Sig Level: 95%	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S
Unweighted row	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	134	-	3	131	44	7	65	58	20	18	35	20	22	27	5	5	-	73	59
	15%	-	7%	15%	19%	12%	19%	16%	19%	10%	23%	13%	16%	17%	9%	22%	-	15%	15%
				c							JLmORS		j	J				j	j
Mean Score	3.39	-	3.89	3.36	3.22	3.72	3.31	3.36	3.31	3.59	3.10	3.42	3.42	3.39	3.51	2.99	5.00	3.38	3.41
			D			EGHI				Kr		K	K	k	K			K	K

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support expected from the local council in terms of arranging services

Base: All respondents who have sought information about care and support services in the last two years

	Total	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
		Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290	
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very easy	(5.0)	79 9%	12 4%	18 9%	37 16%	7 7%	6 11%	11 5%	13 10%	29 17%	5 8%	4 14%	9 7%	3 3%	4 4%	3 11%	2 13%	68 13%	5 2%	30 6%	42 14%
				A	ABD	A		f	FGIK	F						I	Q		R		
Fairly easy	(4.0)	264 30%	57 20%	90 45%	93 39%	24 25%	7 13%	44 19%	60 44%	68 41%	14 23%	5 15%	39 31%	17 17%	40 47%	14 44%	2 16%	186 36%	39 18%	155 31%	100 32%
				ADE	ADE	e		FIJK	FIJk					LO	LO		Q				
Not easy nor difficult	(3.0)	145 16%	37 13%	45 23%	46 20%	19 19%	12 23%	25 11%	32 23%	31 19%	10 17%	3 9%	30 24%	19 18%	20 24%	5 18%	3 22%	67 13%	30 14%	91 18%	46 15%
				A	A	a		Fj	F												
Fairly difficult	(2.0)	88 10%	29 10%	27 13%	24 10%	11 11%	5 9%	13 6%	16 12%	11 7%	3 5%	1 3%	24 19%	14 14%	9 11%	4 12%	* 3%	11 2%	58 27%	63 12%	18 6%
								Fh				FgHIJ					P		S		
Very difficult	(1.0)	46 5%	16 6%	7 3%	13 6%	8 8%	1 2%	14 6%	4 3%	9 5%	7 12%	1 2%	6 5%	7 7%	4 5%	2 6%	1 6%	7 1%	38 17%	35 7%	8 3%
										Gh							P		S		
Not applicable		271 30%	134 47%	13 7%	23 10%	29 30%	22 41%	124 54%	11 8%	18 11%	21 35%	18 57%	16 13%	40 40%	8 9%	3 9%	6 41%	179 35%	49 22%	133 26%	96 31%
			BCD			BC	GHIK			GhK	GHiK	MN			MN	Q					

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support expected from the local council in terms of arranging services

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NETS																				
Easy	343 38%	69 24%	108 54%	130 55%	32 32%	13 24%	55 24%	74 54%	97 59%	19 31%	9 29%	48 39%	21 20%	44 52%	17 55%	4 29%	255 49%	44 20%	185 36%	142 46%
			ADE	ADE				FIJK	FIJK			F		Lo	Lo		Q		R	
Difficult	134 15%	45 16%	34 17%	37 16%	18 19%	6 11%	26 11%	20 15%	20 12%	10 17%	2 5%	30 24%	22 22%	13 16%	6 19%	1 8%	18 4%	96 44%	98 19%	26 8%
												FGHJ					P		S	
Mean Score	3.39	3.13	3.46 Ad	3.55 AD	3.19	3.37	3.24	3.50 fiK	3.66 FIK	3.17	3.84 fiK	3.20	2.91	3.39 L	3.45 L	3.48	3.88 Q	2.50	3.22	3.70 R

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support expected from the local council in terms of arranging services

Base: All respondents who have sought information about care and support services in the last two years

	Total	Had looked only at each service								Had looked at service							
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical
		a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p
		A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy (5.0)	79 9%	9 5%	8 15%	3 12%	6 10%	18 11%	3 8%	1 8%	12 9%	18 6%	18 16%	27 10%	21 7%	40 10%	8 8%	1 2%	35 9%
			A			a					IkLmnOP		o	O		o	
Fairly easy (4.0)	264 30%	46 27%	19 34%	9 34%	16 27%	33 19%	7 20%	4 58%	45 32%	86 30%	41 36%	101 35%	111 37%	118 29%	26 26%	14 29%	139 35%
		e	E	e					E			mn	iMN			mn	
Not easy nor difficult (3.0)	145 16%	32 19%	12 22%	4 17%	12 20%	22 13%	3 8%	- -	21 15%	54 19%	26 23%	47 17%	47 16%	67 16%	22 22%	9 19%	63 16%
											lp						
Fairly difficult (2.0)	88 10%	18 10%	1 2%	1 4%	7 12%	8 5%	5 14%	1 8%	14 10%	32 11%	7 6%	32 11%	43 14%	40 10%	13 13%	10 20%	50 12%
		be			be		be		be				JM			iJKM	j
Very difficult (1.0)	46 5%	11 6%	1 3%	2 6%	1 2%	6 4%	- -	- -	4 3%	18 6%	4 3%	22 8%	16 5%	26 6%	7 7%	5 10%	27 7%
																j	
Not applicable	271 30%	55 32%	13 25%	8 28%	18 29%	83 49%	19 51%	2 26%	44 31%	73 26%	17 15%	55 19%	62 21%	120 29%	25 25%	10 21%	87 22%
						ABCDH	aBcDH			JK				JKLP	j		
NETS																	
Easy	343 38%	55 32%	27 48%	12 46%	22 36%	51 30%	10 28%	5 66%	57 40%	104 37%	58 52%	129 45%	132 44%	158 38%	34 34%	15 31%	174 44%
			Aef	e					E		IMNOp	ImNO	ino			ino	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support expected from the local council in terms of arranging services

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	134	28	3	3	9	14	5	1	19	50	11	54	59	66	19	14	77
	15%	16%	5%	10%	14%	8%	14%	8%	13%	18%	10%	19%	20%	16%	19%	29%	19%
		BE								J		J	J	j	J	IJKlMp	J
Mean Score	3.39	3.22	3.73	3.58	3.42	3.55	3.44	3.90	3.47	3.26	3.65	3.34	3.32	3.36	3.21	2.93	3.34
		A			A			a		o	IKLMNOP	O	O	O		O	O

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support expected from the local council in terms of arranging services

Base: All respondents who have sought information about care and support services in the last two years

		Primary reason for first needing care					Primary care need				Only consulted		Consulted		
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	
		A	B	C	D	*E	F	G	H	*I	J	K	L	M	
Unweighted row		906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total		893	264	532	48	37	8	591	105	177	18	57	29	206	457
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	79	27	41	11	-	-	54	6	11	8	1	1	18	43
		9%	10%	8%	24%	-	-	9%	6%	6%	44%	2%	3%	9%	10%
			D	d	ABD										
Fairly easy	(4.0)	264	61	179	18	5	-	179	31	54	-	10	10	53	110
		30%	23%	34%	38%	14%	-	30%	29%	31%	-	18%	37%	26%	24%
			AD	AD	AD							j			
Not easy nor difficult	(3.0)	145	41	93	7	3	1	85	21	38	1	7	4	22	58
		16%	16%	18%	15%	7%	13%	14%	20%	21%	6%	13%	15%	11%	13%
			d					F							
Fairly difficult	(2.0)	88	26	56	1	4	2	48	17	21	2	2	6	14	42
		10%	10%	11%	1%	10%	26%	8%	16%	12%	12%	4%	20%	7%	9%
			c	c	c				F			J			
Very difficult	(1.0)	46	17	27	1	*	-	25	5	16	-	-	-	10	19
		5%	6%	5%	3%	1%	-	4%	5%	9%	-	-	-	5%	4%
										F					
Not applicable		271	92	136	9	25	5	199	25	37	7	36	7	89	184
		30%	35%	26%	20%	68%	61%	34%	24%	21%	39%	63%	25%	43%	40%
			Bc		ABC			GH				K			
NETS															
Easy		343	88	220	30	5	-	233	37	66	8	11	11	70	153
		38%	33%	41%	62%	14%	-	39%	35%	37%	44%	20%	40%	34%	34%
			D	AD	ABD							j			

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support expected from the local council in terms of arranging services

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	134	43	84	2	4	2	73	22	37	2	2	6	25	61
	15%	16%	16%	4%	11%	26%	12%	21%	21%	12%	4%	20%	12%	13%
		C	C					F	F		J			
Mean Score	3.39	3.33	3.38	3.98	3.05	2.34	3.48	3.19	3.17	4.25	3.51	3.32	3.45	3.43
				ABD			GH							

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support expected from the local council in terms of funding services

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services											
	Total	Looked in last 2 yrs	Need to look in next 2yrs	Them- /family member selves	Partner /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Sig Level: 90%		a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
Sig Level: 95%		A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411	
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384	
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very easy (5.0)	81	81	-	11	70	16	8	33	38	7	14	11	16	16	15	7	1	-	42	39	
	9%	9%	-	24%	8%	7%	15%	9%	10%	7%	8%	7%	10%	11%	10%	12%	5%	-	8%	10%	
				D	Ei																
Fairly easy (4.0)	235	235	-	11	223	77	18	112	95	25	46	32	47	43	45	16	5	-	126	109	
	26%	26%	-	25%	26%	33%	31%	32%	25%	24%	25%	21%	30%	30%	28%	27%	25%	-	25%	28%	
				hi	Hi								k	k						k	
Not easy nor difficult (3.0)	138	138	-	4	134	40	11	61	58	17	27	22	27	24	25	10	3	-	75	63	
	15%	15%	-	9%	16%	17%	20%	18%	16%	16%	14%	14%	18%	17%	16%	17%	13%	-	15%	16%	
Fairly difficult (2.0)	85	85	-	2	83	25	6	45	41	12	12	26	15	13	14	2	2	-	53	32	
	9%	9%	-	4%	10%	11%	11%	13%	11%	11%	6%	17%	10%	9%	9%	4%	9%	-	11%	8%	
											JIMNORS										jo
Very difficult (1.0)	51	51	-	2	49	19	2	22	25	9	5	11	7	10	11	3	3	-	23	27	
	6%	6%	-	4%	6%	8%	4%	7%	7%	8%	3%	7%	4%	7%	7%	5%	13%	-	5%	7%	
												j		j	j		J			J	
Not applicable	304	304	-	16	288	58	12	73	115	38	85	52	43	35	50	20	8	1	180	115	
	34%	34%	-	35%	34%	25%	20%	21%	31%	35%	45%	34%	28%	25%	31%	34%	35%	100%	36%	30%	
									efG	EFG	KLMNRS										IMS
												m									
NETS																					
Easy	316	316	-	22	293	92	26	145	132	32	61	43	63	59	60	23	7	-	167	148	
	35%	35%	-	49%	35%	39%	45%	42%	36%	30%	32%	28%	41%	41%	37%	39%	30%	-	34%	39%	
				D	i		l	hl					K	jKr	k					K	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support expected from the local council in terms of funding services

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services									
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S
Sig Level: 90%																			
Sig Level: 95%																			
Unweighted row	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	136	-	4	132	45	8	67	67	21	17	37	22	24	25	5	5	-	76	59
	15%	-	8%	16%	19%	14%	19%	18%	19%	9%	24%	14%	17%	16%	9%	22%	-	15%	15%
											JLnORS		J	j		j		J	J
Mean Score	3.36	-	3.92	3.33	3.25	3.52	3.32	3.30	3.14	3.51	3.07	3.45	3.38	3.36	3.55	3.02	-	3.35	3.38
			D			i				K		K	K	k	K			K	K

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support expected from the local council in terms of funding services

Base: All respondents who have sought information about care and support services in the last two years

	Total	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
		Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290	
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very easy	(5.0)	81 9%	7 2%	26 13%	34 15%	8 8%	7 13%	6 2%	20 15%	26 15%	6 10%	5 17%	10 8%	4 4%	5 6%	4 14%	2 13%	62 12%	11 5%	34 7%	41 13%
				A	Ad	A	A		Fk	Fk	F	F	F		I			Q		R	
Fairly easy	(4.0)	235 26%	42 15%	83 41%	94 40%	19 20%	8 16%	31 14%	57 42%	72 44%	9 15%	5 15%	36 29%	16 16%	43 51%	15 48%	2 15%	173 33%	34 16%	141 28%	89 29%
				ADE	ADE				FIJK	FIJK			FI	LO	LO		Q				
Not easy nor difficult	(3.0)	138 15%	38 13%	38 19%	44 18%	14 14%	7 14%	28 12%	26 19%	32 19%	8 12%	2 6%	23 19%	16 16%	15 18%	7 24%	1 7%	59 11%	27 12%	87 17%	41 13%
				a					fj	fj			j								
Fairly difficult	(2.0)	85 9%	31 11%	26 13%	22 9%	17 17%	6 11%	14 6%	14 10%	7 4%	10 17%	2 5%	27 22%	13 13%	8 10%	1 3%	3 18%	13 2%	54 25%	67 13%	10 3%
						C			H		FH		FGHJ	n		N		P		S	
Very difficult	(1.0)	51 6%	16 6%	15 7%	16 7%	6 6%	2 4%	11 5%	9 7%	11 7%	3 4%	- -	10 8%	9 9%	6 7%	3 8%	* 3%	4 1%	41 19%	36 7%	14 4%
																	P				
Not applicable		304 34%	151 53%	12 6%	26 11%	34 34%	22 42%	140 61%	10 7%	19 11%	25 41%	18 58%	18 14%	43 43%	7 9%	1 4%	6 43%	209 40%	52 24%	144 28%	114 37%
			BCD		B	BC	BC	GHIK			GHK	GHK	G	MN			MN	Q		R	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support expected from the local council in terms of funding services

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NETS																				
Easy	316 35%	49 17%	109 54%	128 54%	27 28%	15 29%	37 16%	77 57%	98 59%	15 25%	10 32%	46 37%	20 20%	49 57%	19 62%	4 28%	235 45%	45 20%	175 34%	130 42%
			ADE	ADE	A	a		FIJK	FIJK		F	Fi		LO	LO		Q		R	
Difficult	136 15%	47 17%	41 20%	38 16%	23 23%	8 16%	25 11%	23 17%	18 11%	13 21%	2 5%	37 30%	22 22%	14 16%	3 11%	3 21%	17 3%	95 43%	103 20%	24 8%
								fh		FHJ		FGHJ					P		S	
Mean Score	3.36	2.95	3.42	3.51	3.10	3.37	3.08	3.51	3.65	3.15	4.02	3.09	2.87	3.44	3.59	3.30	3.89	2.52	3.19	3.69
			AD	AD		a		FiK	FIK		FgIK			L	L		Q		R	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support expected from the local council in terms of funding services

Base: All respondents who have sought information about care and support services in the last two years

	Total	Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%		a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%		A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very easy	(5.0)	81	10	5	4	9	17	3	1	17	19	13	31	28	43	7	3	43
		9%	6%	8%	14%	16%	10%	7%	8%	12%	7%	12%	11%	9%	10%	7%	6%	11%
					a	A			A			i	i		i		i	
Fairly easy	(4.0)	235	51	8	8	14	33	6	1	39	89	27	91	97	107	23	10	124
		26%	30%	14%	31%	22%	20%	16%	21%	28%	32%	24%	32%	32%	26%	23%	21%	31%
			BE		b				Be		no		mno	jmno			mno	
Not easy nor difficult	(3.0)	138	29	14	3	14	18	3	-	20	48	25	43	52	59	23	10	65
		15%	17%	25%	11%	24%	11%	7%	-	14%	17%	22%	15%	17%	14%	23%	21%	16%
				EFh		Efh						kM				kM		
Fairly difficult	(2.0)	85	15	2	1	5	8	1	2	13	27	8	38	45	43	7	9	51
		9%	9%	4%	2%	8%	5%	3%	26%	9%	10%	7%	13%	15%	11%	7%	17%	13%
									e				jn	iJmN			iJN	j
Very difficult	(1.0)	51	12	2	1	2	9	2	-	4	22	6	18	16	28	10	6	24
		6%	7%	4%	4%	3%	5%	4%	-	3%	8%	5%	6%	5%	7%	10%	13%	6%
																	jkLP	
Not applicable		304	55	24	11	17	85	24	3	47	77	34	64	62	131	31	11	94
		34%	32%	45%	39%	27%	50%	63%	45%	34%	27%	30%	22%	21%	32%	31%	23%	23%
				ad			ADH	AcDH			I	L			KLP	kL		
NETS																		
Easy		316	61	12	12	23	50	9	2	56	107	40	122	126	150	29	13	167
		35%	35%	22%	45%	38%	29%	23%	29%	40%	38%	36%	43%	42%	36%	29%	26%	42%
			b		Bef	b			BEf		no		mNO	NO				NO

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support expected from the local council in terms of funding services

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	136	27	5	2	7	17	3	2	17	49	13	56	61	72	17	15	75
	15%	16%	8%	6%	11%	10%	7%	26%	12%	17%	12%	20%	20%	17%	17%	30%	19%
												j	J		IJKlMnP	j	
Mean Score	3.36	3.27	3.32	3.81	3.54	3.49	3.52	3.20	3.55	3.27	3.44	3.36	3.32	3.33	3.13	2.86	3.36
			A					a		O	nO	O	O	O		O	O

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support expected from the local council in terms of funding services

Base: All respondents who have sought information about care and support services in the last two years

		Primary reason for first needing care					Primary care need				Only consulted		Consulted		
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	
		A	B	C	D	*E	F	G	H	*I	J	K	L	M	
Sig Level: 90%															
Sig Level: 95%															
Unweighted row		906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total		893	264	532	48	37	8	591	105	177	18	57	29	206	457
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	81	32	44	4	1	-	58	9	14	-	-	1	16	36
		9%	12%	8%	8%	3%	-	10%	9%	8%	-	-	4%	8%	8%
			bd												
Fairly easy	(4.0)	235	57	157	16	5	-	166	18	51	-	11	8	45	100
		26%	21%	29%	34%	12%	-	28%	17%	29%	-	20%	29%	22%	22%
				AD	aD			G		G					
Not easy nor difficult	(3.0)	138	39	88	7	2	2	76	29	33	-	7	3	24	60
		15%	15%	17%	16%	6%	20%	13%	28%	19%	-	12%	9%	12%	13%
				d					Fh	F					
Fairly difficult	(2.0)	85	22	58	-	3	1	45	14	25	2	1	2	8	36
		9%	8%	11%	-	9%	19%	8%	13%	14%	8%	2%	7%	4%	8%
			c	C		c			f	F				L	L
Very difficult	(1.0)	51	15	34	1	*	-	28	5	16	2	1	2	5	14
		6%	6%	6%	3%	1%	-	5%	5%	9%	9%	2%	6%	3%	3%
										F					
Not applicable		304	100	151	19	26	5	219	30	38	15	36	13	108	210
		34%	38%	28%	40%	69%	61%	37%	28%	21%	83%	64%	44%	53%	46%
			B			ABC		gH				k			
NETS															
Easy		316	89	200	20	6	-	223	27	66	-	11	9	61	136
		35%	34%	38%	42%	15%	-	38%	26%	37%	-	20%	33%	29%	30%
			D	D	D			G		g					

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support expected from the local council in terms of funding services

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	136	36	93	1	4	1	73	19	41	3	2	4	13	51
	15%	14%	17%	3%	10%	19%	12%	18%	23%	17%	4%	13%	6%	11%
		c	C					f	F					I
Mean Score	3.36	3.43	3.31	3.74	3.22	2.52	3.49	3.15	3.16	1.49	3.40	3.34	3.60	3.43
				bd			GH							

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support available for unpaid carers (e.g. relatives)

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Total	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy (5.0)	67	67	-	4	64	6	2	38	31	11	28	5	13	5	7	7	*	-	46	19
	8%	8%	-	8%	8%	3%	3%	11%	8%	10%	15%	3%	9%	3%	4%	12%	2%	-	9%	5%
								EF	E	Ef	KIMNRS		Km		KMNS				KMNS	
Fairly easy (4.0)	191	191	-	9	181	42	18	92	65	16	31	30	32	32	41	15	8	-	93	96
	21%	21%	-	20%	21%	18%	31%	27%	17%	15%	17%	19%	21%	23%	25%	26%	37%	-	19%	25%
							EHI	EHI						Jr	j	Jkr			JR	
Not easy nor difficult (3.0)	130	130	-	2	128	41	8	49	58	24	20	19	29	23	25	9	4	-	68	61
	15%	15%	-	4%	15%	17%	14%	14%	16%	22%	11%	12%	19%	16%	15%	16%	20%	-	14%	16%
										g			J							j
Fairly difficult (2.0)	88	88	-	4	84	39	5	37	36	9	18	20	18	13	17	2	1	-	55	33
	10%	10%	-	9%	10%	17%	8%	11%	10%	9%	9%	13%	11%	9%	11%	3%	6%	-	11%	9%
						GHI						O	O		o				O	
Very difficult (1.0)	48	48	-	-	48	16	1	29	26	10	8	10	7	7	8	5	2	-	25	22
	5%	5%	-	-	6%	7%	1%	8%	7%	10%	4%	6%	4%	5%	5%	8%	10%	-	5%	6%
					c	f		F	f	F										
Not applicable	369	369	-	27	342	91	24	101	155	37	83	71	55	62	63	20	6	1	210	153
	41%	41%	-	59%	40%	39%	42%	29%	42%	35%	44%	46%	36%	44%	39%	34%	26%	100%	42%	40%
				D		G	G		G			lo								
NETS																				
Easy	258	258	-	13	245	48	20	130	96	27	60	34	45	37	48	23	8	-	139	116
	29%	29%	-	28%	29%	20%	34%	38%	26%	25%	31%	22%	30%	26%	30%	39%	39%	-	28%	30%
							E	EHI			k					Kmr				k

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support available for unpaid carers (e.g. relatives)

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services									
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S
Sig Level: 90%																			
Sig Level: 95%																			
Unweighted row	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	136	-	4	132	56	6	66	63	20	26	29	24	20	25	7	3	-	80	55
	15%	-	9%	16%	24%	10%	19%	17%	18%	14%	19%	16%	14%	16%	12%	16%	-	16%	14%
					FH	f													
Mean Score	3.27	-	3.68	3.25	2.87	3.45	3.30	3.17	3.11	3.50	3.01	3.28	3.19	3.22	3.47	3.20	-	3.28	3.25
			d			E	E	E		Kmns					K			k	k

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support available for unpaid carers (e.g. relatives)

Base: All respondents who have sought information about care and support services in the last two years

	Total	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
		Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290	
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very easy	(5.0)	67 8%	23 8%	11 6%	19 8%	8 8%	12 8%	8 6%	12 7%	6 9%	10 32%	9 8%	3 3%	1 1%	2 6%	- -	57 11%	5 2%	29 6%	38 12%	
																	Q		R		
Fairly easy	(4.0)	191 21%	41 15%	52 26%	54 23%	17 17%	8 14%	5 31%	17 28%	14 14%	5 15%	17 14%	15 15%	17 20%	9 29%	1 10%	150 29%	18 8%	119 23%	57 18%	
				Ad	A	A		F	F	F	F	F					Q		s		
Not easy nor difficult	(3.0)	130 15%	30 10%	32 16%	52 22%	18 19%	10 18%	15 7%	22 16%	35 21%	11 19%	4 14%	25 21%	11 11%	15 18%	11 34%	2 16%	52 10%	30 14%	85 17%	37 12%
				a	A	A		F	F	F	F	F					LM		s		
Fairly difficult	(2.0)	88 10%	37 13%	26 13%	19 8%	11 11%	4 7%	22 10%	12 9%	6 3%	6 9%	1 2%	28 23%	23 23%	13 15%	- -	3 21%	28 5%	49 22%	65 13%	17 6%
			c	c				H	H	h		FGHIJ	N	N		N		P	S		
Very difficult	(1.0)	48 5%	18 6%	14 7%	11 5%	9 9%	3 6%	15 6%	8 6%	6 4%	6 10%	2 6%	8 7%	7 7%	7 8%	1 3%	1 6%	13 3%	31 14%	33 7%	11 4%
										H							P	s			
Not applicable		369 41%	137 48%	64 32%	82 35%	35 36%	16 29%	126 55%	44 32%	61 37%	23 38%	9 30%	36 29%	41 41%	33 39%	9 28%	7 47%	220 42%	86 39%	177 35%	150 48%
			BCDE					GHIJK										R			

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support available for unpaid carers (e.g. relatives)

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NETS																				
Easy	258 29%	64 22%	63 32%	73 31%	25 25%	20 39%	51 22%	51 37%	58 35%	14 23%	15 48%	27 22%	18 18%	18 21%	11 35%	1 10%	207 40%	23 11%	147 29%	95 31%
			A	A		Ad		FIK	FIK		FIK				LmO		Q			
Difficult	136 15%	55 19%	40 20%	30 13%	20 20%	7 14%	37 16%	20 14%	12 7%	12 20%	3 8%	36 29%	30 30%	19 23%	1 3%	4 27%	41 8%	79 36%	98 19%	28 9%
		C	C		c		H	H		H		FGHJ	N	N		N		P	S	
Mean Score	3.27	3.10	3.15	3.33	3.06	3.60	3.17	3.34	3.49	3.05	3.94	2.90	2.73	2.85	3.51	2.55	3.70	2.39	3.13	3.59
				a		ABD		K	FIK		FGhIK				LM		Q			R

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support available for unpaid carers (e.g. relatives)

Base: All respondents who have sought information about care and support services in the last two years

		Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
		a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
		A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row		906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total		893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	67	5	1	1	5	16	5	1	26	5	4	32	37	30	8	1	41
		8%	3%	2%	5%	7%	9%	13%	8%	19%	2%	3%	11%	12%	7%	8%	3%	10%
					a	Ab	AB		ABcDE			IjMO	IJMNO	I	I		IJo	
Fairly easy	(4.0)	191	34	14	8	19	18	12	1	42	53	32	70	85	71	20	10	102
		21%	20%	26%	30%	32%	11%	32%	21%	30%	19%	28%	25%	28%	17%	20%	21%	26%
			E	E	E	AE		E	AE		IM	iM	IMn				IM	
Not easy nor difficult	(3.0)	130	29	5	4	11	17	2	2	20	49	17	40	48	64	20	10	60
		15%	17%	9%	14%	18%	10%	5%	28%	14%	17%	15%	14%	16%	16%	20%	21%	15%
			ef		ef													
Fairly difficult	(2.0)	88	16	4	1	4	8	3	1	7	43	14	34	32	40	14	9	47
		10%	10%	6%	2%	6%	5%	8%	8%	5%	15%	13%	12%	11%	10%	14%	17%	12%
			e							IM						m		
Very difficult	(1.0)	48	11	1	3	2	5	-	-	6	20	1	29	15	28	9	4	31
		5%	6%	1%	11%	3%	3%	-	-	4%	7%	1%	10%	5%	7%	9%	9%	8%
				bdEf							J		JL	j	J	J	J	J
Not applicable		369	77	30	10	20	106	16	3	40	111	44	80	83	178	29	14	119
		41%	45%	55%	38%	33%	62%	43%	35%	28%	40%	39%	28%	27%	43%	29%	29%	30%
			dH	DH		ACDFH				KLnP	KLp			KLNOP				
NETS																		
Easy		258	38	15	9	24	34	17	2	68	58	35	102	122	101	28	12	143
		29%	22%	28%	35%	39%	20%	45%	28%	48%	21%	32%	36%	41%	25%	28%	24%	36%
				e	AE		AE		ABE		I	IMo	IjMNO	ABE			IMo	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support available for unpaid carers (e.g. relatives)

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Total	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Sig Level: 90%																	
Sig Level: 95%																	
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	136	27	4	4	6	13	3	1	13	63	16	63	48	68	22	13	78
	15%	16%	8%	13%	9%	8%	8%	8%	9%	22%	14%	22%	16%	17%	23%	26%	19%
		Eh							jLm			jLm			JLm		
Mean Score	3.27	3.05	3.45	3.26	3.52	3.50	3.87	3.44	3.75	2.89	3.32	3.21	3.44	3.15	3.08	2.88	3.27
				A	A	A		Ac		IO		I	IKMNO	I		IO	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support available for unpaid carers (e.g. relatives)

Base: All respondents who have sought information about care and support services in the last two years

		Primary reason for first needing care					Primary care need				Only consulted		Consulted		
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	
		A	B	C	D	*E	F	G	H	*I	J	K	L	M	
Sig Level: 90%															
Sig Level: 95%															
Unweighted row		906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total		893	264	532	48	37	8	591	105	177	18	57	29	206	457
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	67	14	46	3	4	-	54	7	6	-	3	2	12	35
		8%	5%	9%	7%	11%	-	9%	6%	4%	-	5%	5%	6%	8%
			a					H							
Fairly easy	(4.0)	191	41	131	12	6	-	131	21	38	-	5	8	28	59
		21%	15%	25%	26%	16%	-	22%	20%	22%	-	8%	27%	14%	13%
			A									J			
Not easy nor difficult	(3.0)	130	40	80	7	2	-	68	19	43	-	8	1	26	66
		15%	15%	15%	14%	6%	-	12%	18%	24%	-	15%	4%	13%	14%
			d	d					f	F					
Fairly difficult	(2.0)	88	26	57	1	5	*	43	16	28	2	4	2	10	39
		10%	10%	11%	1%	13%	6%	7%	15%	16%	12%	7%	6%	5%	8%
			c	c		c			F	F					
Very difficult	(1.0)	48	17	29	1	*	-	30	5	13	-	-	-	8	16
		5%	7%	5%	3%	1%	-	5%	5%	7%	-	-	-	4%	4%
Not applicable		369	126	189	24	20	8	264	37	50	16	37	17	122	241
		41%	48%	35%	49%	53%	94%	45%	36%	28%	88%	65%	58%	59%	53%
			B		b	B		gH							
NETS															
Easy		258	55	177	16	10	-	185	28	45	-	7	9	40	95
		29%	21%	33%	33%	27%	-	31%	26%	25%	-	13%	32%	19%	21%
				A								J			

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - The support available for unpaid carers (e.g. relatives)

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	136	43	85	2	5	*	73	21	40	2	4	2	18	55
	15%	16%	16%	4%	14%	6%	12%	20%	23%	12%	7%	6%	9%	12%
		C	C					F	F					
Mean Score	3.27	3.06	3.32	3.65	3.48	2.00	3.42	3.12	2.99	2.00	3.31	3.76	3.31	3.27
			A	A			gH							

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Entitlement to benefits

Base: All respondents who have sought information about care and support services in the last two years

		Care and support services		Person requiring services		Services arranged					Age of person requiring services										
		Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
		a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
		A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																					
Sig Level: 95%																					
Unweighted row		906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411	
Total		893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384	
		100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	107	-	12	95	15	17	49	59	8	31	8	17	18	22	8	3	1	56	52	
		12%	-	27%	11%	6%	29%	14%	16%	8%	16%	5%	11%	12%	14%	13%	14%	100%	11%	13%	
				D			EGHI	Ei	EI		Kr		k	K	K	K			K	K	
Fairly easy	(4.0)	312	-	15	297	88	22	130	104	34	64	41	59	53	61	22	10	-	164	146	
		35%	-	33%	35%	37%	38%	38%	28%	32%	34%	27%	38%	38%	38%	38%	46%	-	33%	38%	
				H		H		H					K	K	K	k	k		K	K	
Not easy nor difficult	(3.0)	131	-	4	126	33	9	52	66	20	28	23	26	19	21	10	2	-	77	52	
		15%	-	10%	15%	14%	15%	15%	18%	19%	15%	15%	17%	14%	13%	17%	10%	-	16%	14%	
Fairly difficult	(2.0)	88	-	5	83	29	2	41	48	8	18	22	12	12	19	3	2	-	52	35	
		10%	-	10%	10%	12%	3%	12%	13%	8%	10%	14%	8%	8%	12%	5%	9%	-	11%	9%	
				F		F		F					ImOs								
Very difficult	(1.0)	39	-	*	39	16	3	20	13	6	3	14	5	9	5	2	1	-	22	17	
		4%	-	1%	5%	7%	6%	6%	4%	6%	2%	9%	3%	6%	3%	3%	7%	-	4%	4%	
				h								JLNRS	J						j	j	
Not applicable		216	-	9	207	54	5	54	81	31	45	46	35	31	34	14	3	-	126	82	
		24%	-	20%	24%	23%	9%	16%	22%	29%	24%	30%	23%	22%	21%	24%	14%	-	25%	21%	
				FG		FG		FG	FG			mnS									
NETS																					
Easy		420	-	27	392	103	38	179	163	42	95	49	76	71	83	30	13	1	220	198	
		47%	-	60%	46%	44%	67%	52%	44%	39%	50%	32%	49%	50%	51%	51%	60%	100%	44%	51%	
				D			EGHI	eHI			K		K	K	K	K	K		K	KR	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Entitlement to benefits

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- /family member selves	Partner /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	127	127	-	5	122	45	5	61	62	14	21	36	17	21	24	5	3	-	75	53
	14%	14%	-	11%	14%	19%	9%	18%	17%	13%	11%	23%	11%	15%	15%	8%	16%	-	15%	14%
					F		f				JLMnORS									
Mean Score	3.53	3.53	-	3.93	3.51	3.31	3.90	3.51	3.50	3.39	3.70	3.07	3.59	3.53	3.60	3.69	3.61	5.00	3.48	3.59
				D			EGHI	e	e		KR		K	K	K	K			K	K

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Entitlement to benefits

Base: All respondents who have sought information about care and support services in the last two years

		Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
		Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned	
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Sig Level: 90%																					
Sig Level: 95%																					
Unweighted row		906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total		893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	107	26	24	41	15	11	20	18	34	7	7	17	3	7	3	1	95	5	52	47
		12%	9%	12%	17%	15%	21%	9%	13%	21%	11%	21%	14%	3%	8%	10%	9%	18%	2%	10%	15%
				A	a	Ab			Fg	F								Q		R	
Fairly easy	(4.0)	312	69	80	90	34	16	55	56	70	24	12	36	28	35	18	8	211	62	176	118
		35%	24%	40%	38%	34%	30%	24%	41%	42%	39%	39%	29%	28%	41%	56%	53%	41%	29%	35%	38%
				A	A	A			FK	FK	F	f			I	L	L	Q			
Not easy nor difficult	(3.0)	131	43	31	37	24	4	30	19	21	14	2	26	11	13	7	1	57	29	79	36
		15%	15%	16%	16%	25%	7%	13%	14%	13%	23%	5%	21%	11%	15%	24%	8%	11%	13%	16%	12%
					ABCE						fhJ		fhJ			I					
Fairly difficult	(2.0)	88	30	21	23	11	6	20	14	9	7	3	20	14	10	1	2	25	45	66	18
		10%	10%	11%	10%	12%	11%	9%	10%	6%	12%	9%	16%	14%	12%	2%	15%	5%	21%	13%	6%
									h		h		FH	n	n	n		P		S	
Very difficult	(1.0)	39	16	9	10	4	3	13	6	7	3	2	6	10	4	1	2	2	35	34	3
		4%	6%	5%	4%	5%	6%	6%	4%	4%	5%	6%	5%	10%	5%	3%	12%	*	16%	7%	1%
																		P		S	
Not applicable		216	101	34	35	9	13	92	24	24	6	6	20	34	16	2	1	130	42	101	89
		24%	35%	17%	15%	9%	24%	40%	18%	14%	9%	19%	16%	34%	19%	5%	4%	25%	19%	20%	29%
			BCD	d		cD		GHIJK					MNO	N			q			R	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Entitlement to benefits

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned	
Total	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NETS																				
Easy	420 47%	95 33%	104 52%	131 55%	49 50%	27 52%	75 33%	74 54%	104 63%	31 50%	19 60%	53 43%	31 31%	42 49%	21 66%	9 62%	306 59%	67 31%	228 45%	164 53%
		A	A	A	A	A	Fk	FIK	F	Fk	f	L	Lm	L	Q			R		
Difficult	127 14%	46 16%	31 15%	33 14%	16 16%	9 17%	33 14%	20 14%	16 10%	10 17%	5 15%	26 21%	23 23%	14 16%	2 5%	4 26%	27 5%	80 37%	100 20%	21 7%
											H	N	n	N	P			S		
Mean Score	3.53	3.32	3.53	3.64	3.49	3.66	3.35	3.59	3.81	3.44	3.74	3.37	3.03	3.45	3.72	3.34	3.95	2.76	3.36	3.84
		a	A	A			f	FglK					L	L	Q			R		

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Entitlement to benefits

Base: All respondents who have sought information about care and support services in the last two years

		Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
		a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
		A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row		906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total		893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	107	10	11	4	6	26	1	-	20	18	19	40	42	60	6	4	54
		12%	6%	20%	15%	10%	15%	3%	-	14%	6%	17%	14%	14%	15%	6%	7%	13%
				AF	af	Af			Af			INo	IN	IN	IN			IN
Fairly easy	(4.0)	312	69	26	10	22	44	15	3	54	105	45	110	105	115	35	14	142
		35%	40%	48%	36%	37%	26%	40%	38%	38%	37%	41%	38%	35%	28%	35%	28%	35%
			E	E	e	e			E	M	M	M	M				M	
Not easy nor difficult	(3.0)	131	19	6	1	11	19	4	2	20	44	20	42	55	70	19	11	66
		15%	11%	10%	3%	18%	11%	10%	26%	14%	16%	18%	15%	18%	17%	19%	23%	16%
					C	C			c									
Fairly difficult	(2.0)	88	16	2	3	4	12	2	-	12	33	9	34	39	52	10	4	50
		10%	10%	3%	11%	7%	7%	6%	-	9%	12%	8%	12%	13%	13%	10%	7%	13%
Very difficult	(1.0)	39	11	1	2	4	5	-	-	8	17	5	15	13	15	6	3	20
		4%	7%	3%	9%	7%	3%	-	-	6%	6%	4%	5%	4%	4%	6%	7%	5%
			e	e	e				e									
Not applicable		216	46	9	7	13	65	16	3	26	64	14	45	47	99	25	14	69
		24%	27%	16%	26%	21%	38%	42%	35%	19%	23%	12%	16%	16%	24%	25%	28%	17%
			h			ABDH	BDH			JKLp				JKLP	JKLP	JKLP		
NETS																		
Easy		420	79	37	14	29	69	16	3	74	124	64	149	147	175	41	18	196
		47%	46%	68%	51%	47%	41%	43%	38%	53%	44%	58%	52%	49%	43%	41%	36%	49%
			ADEFH						E		IMNOp	IMNO	mo				mo	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Entitlement to benefits

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service							
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Sig Level: 90%	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
Sig Level: 95%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	127	28	3	5	8	16	2	-	20	50	13	49	52	67	16	7	70
	14%	16%	6%	20%	14%	10%	6%	-	14%	18%	12%	17%	17%	16%	16%	14%	17%
		be		Be					b								
Mean Score	3.53	3.40	3.95	3.51	3.47	3.71	3.67	3.59	3.58	3.35	3.67	3.52	3.49	3.49	3.32	3.30	3.48
			ADH			A					INo		i				

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Entitlement to benefits

Base: All respondents who have sought information about care and support services in the last two years

		Primary reason for first needing care					Primary care need				Only consulted		Consulted		
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	
		A	B	C	D	*E	F	G	H	*I	J	K	L	M	
Sig Level: 90%															
Sig Level: 95%															
Unweighted row		906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total		893	264	532	48	37	8	591	105	177	18	57	29	206	457
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	107	24	76	7	-	-	85	8	10	5	6	2	20	56
		12%	9%	14%	15%	-	-	14%	7%	6%	25%	10%	8%	10%	12%
			D	AD	D			gH							
Fairly easy	(4.0)	312	87	190	20	16	-	204	43	66	-	6	10	53	134
		35%	33%	36%	42%	42%	-	35%	41%	37%	-	11%	36%	26%	29%
												J			
Not easy nor difficult	(3.0)	131	42	76	9	3	-	75	11	42	3	6	1	24	57
		15%	16%	14%	19%	8%	-	13%	10%	24%	19%	11%	4%	12%	12%
										FG					
Fairly difficult	(2.0)	88	28	54	2	1	2	50	12	24	2	3	2	17	43
		10%	11%	10%	5%	4%	26%	9%	11%	13%	12%	6%	7%	8%	9%
										f					
Very difficult	(1.0)	39	16	23	1	*	-	22	5	12	-	-	-	4	14
		4%	6%	4%	1%	1%	-	4%	5%	7%	-	-	-	2%	3%
Not applicable		216	67	114	9	17	6	155	27	25	8	35	13	88	153
		24%	25%	21%	18%	45%	74%	26%	25%	14%	45%	62%	45%	43%	34%
						ABC		H	H					M	
NETS															
Easy		420	111	265	27	16	-	289	50	76	5	12	13	73	189
		47%	42%	50%	57%	42%	-	49%	48%	43%	25%	20%	44%	36%	41%
				A	a							J			

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Entitlement to benefits

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
Total	a	b	c	d	*e	f	g	h	*i	j	k	l	m	
	A	B	C	D	*E	F	G	H	*I	J	K	L	M	
Sig Level: 90%														
Sig Level: 95%														
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	127	44	77	3	2	2	73	17	35	2	3	2	21	57
	14%	17%	14%	6%	5%	26%	12%	16%	20%	12%	6%	7%	10%	13%
		cD	d					F						
Mean Score	3.53	3.38	3.58	3.79	3.65	2.00	3.64	3.45	3.25	3.70	3.65	3.81	3.58	3.57
		A	a				H							

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Financial advice (e.g. selling a house or paying for care)

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services									
	Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S
Unweighted row	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy (5.0)	28 3%	-	2 5%	25 3%	16 7%	2 3%	8 2%	4 1%	2 2%	3 2%	4 2%	3 2%	4 3%	12 7%	2 3%	*	-	9 2%	18 5%
Fairly easy (4.0)	121 14%	-	8 17%	114 13%	57 24%	3 5%	41 12%	37 10%	17 16%	26 14%	13 8%	21 13%	21 14%	25 16%	9 15%	7 32%	-	60 12%	61 16%
Not easy nor difficult (3.0)	75 8%	-	1 3%	74 9%	24 10%	5 9%	32 9%	31 8%	10 9%	11 6%	8 5%	20 13%	15 10%	11 7%	8 14%	3 13%	-	38 8%	37 10%
Fairly difficult (2.0)	68 8%	-	3 6%	65 8%	36 15%	7 11%	27 8%	24 6%	6 5%	10 5%	21 14%	5 3%	13 9%	14 9%	1 2%	4 18%	-	36 7%	33 8%
Very difficult (1.0)	24 3%	-	* 1%	24 3%	13 5%	-	14 4%	8 2%	4 4%	2 1%	9 6%	2 1%	4 3%	6 4%	2 4%	-	-	12 2%	12 3%
Not applicable	577 65%	-	31 69%	546 64%	89 38%	41 72%	224 65%	267 72%	69 65%	138 73%	100 65%	105 68%	85 60%	93 58%	36 62%	8 35%	1 100%	342 69%	223 58%
NETS																			
Easy	149 17%	-	10 21%	139 16%	73 31%	5 8%	49 14%	41 11%	19 17%	29 15%	17 11%	23 15%	25 18%	37 23%	11 18%	7 34%	-	69 14%	80 21%

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Financial advice (e.g. selling a house or paying for care)

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	92	92	-	3	89	49	7	41	32	10	12	30	7	17	20	3	4	-	48	45
	10%	10%	-	7%	11%	21%	11%	12%	9%	9%	6%	19%	4%	12%	13%	6%	18%	-	10%	12%
					fGHI						JLmORS		jL	JL		jLo		L	JL	
Mean Score	3.19	3.19	-	3.59	3.17	3.19	2.97	3.02	3.05	3.17	3.37	2.67	3.36	3.15	3.33	3.30	3.26	-	3.12	3.26
				d							K		K	K	K	K		K	K	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Financial advice (e.g. selling a house or paying for care)

Base: All respondents who have sought information about care and support services in the last two years

	Total	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
		Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned	
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290	
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very easy	(5.0)	28 3%	15 5%	5 3%	6 3%	2 2%	1 1%	14 6%	4 3%	6 3%	- -	1 2%	2 1%	12 12%	2 2%	1 3%	1 10%	23 4%	1 1%	10 2%	17 6%
Fairly easy	(4.0)	121 14%	40 14%	33 16%	33 14%	9 9%	1 2%	32 14%	23 17%	27 16%	7 11%	- -	13 11%	27 27%	18 21%	11 37%	1 6%	85 16%	19 9%	76 15%	42 14%
Not easy nor difficult	(3.0)	75 8%	21 7%	26 13%	18 8%	11 11%	2 3%	12 5%	20 15%	11 7%	6 10%	2 6%	13 10%	4 4%	13 15%	5 17%	2 12%	34 7%	15 7%	47 9%	21 7%
Fairly difficult	(2.0)	68 8%	31 11%	21 10%	13 6%	6 6%	4 7%	20 9%	9 7%	5 3%	4 7%	1 4%	19 15%	21 21%	12 14%	2 5%	- -	19 4%	41 19%	49 10%	19 6%
Very difficult	(1.0)	24 3%	10 3%	7 4%	5 2%	5 5%	1 1%	8 3%	5 4%	3 2%	3 6%	- -	4 3%	5 5%	5 6%	1 4%	1 10%	4 1%	18 8%	22 4%	2 1%
Not applicable		577 65%	169 59%	108 54%	160 68%	66 67%	44 84%	144 63%	75 55%	114 69%	40 67%	27 88%	74 59%	32 32%	35 41%	11 35%	9 62%	355 68%	125 57%	305 60%	209 67%
					AB	B	ABCD			Gk		FGHIK			Ln		Q			R	

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Financial advice (e.g. selling a house or paying for care)

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NETS																				
Easy	149 17%	54 19%	38 19%	40 17%	11 11%	2 4%	46 20%	27 20%	32 20%	7 11%	1 2%	15 12%	39 39%	20 23%	12 39%	2 15%	108 21%	20 9%	86 17%	60 19%
		dE	dE	E			Jk	Jk	Jk				Mo		mo		Q			
Difficult	92 10%	41 14%	28 14%	18 8%	11 11%	5 9%	28 12%	14 10%	8 5%	7 12%	1 4%	23 18%	26 25%	17 20%	3 9%	1 10%	23 4%	58 27%	71 14%	20 7%
		C	C				H	h		H		gHJ	N				P		S	
Mean Score	3.19	3.16	3.08	3.31 d	2.90	2.69	3.29 K	3.21 K	3.53 glK	2.79	3.09	2.81	3.30	2.98	3.43 m	3.15	3.64 Q	2.42	3.02	3.55 R

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Financial advice (e.g. selling a house or paying for care)

Base: All respondents who have sought information about care and support services in the last two years

		Had looked only at each service								Had looked at service								
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
		a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p	
		A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P	
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row		906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total		893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	28	10	-	2	4	2	1	-	7	16	3	9	10	4	1	*	14
		3%	6%	-	7%	6%	1%	2%	-	5%	6%	2%	3%	3%	1%	1%	1%	4%
			bE		bE	bE			bE	Mn		m	M				M	
Fairly easy	(4.0)	121	45	8	3	2	9	5	*	11	68	21	35	34	41	15	8	43
		14%	26%	14%	10%	3%	6%	12%	6%	8%	24%	19%	12%	11%	10%	15%	16%	11%
			bCDEH	DE			d			KLMNP	KLMP							
Not easy nor difficult	(3.0)	75	19	2	2	8	9	1	1	14	34	9	26	28	34	8	5	39
		8%	11%	4%	6%	14%	5%	3%	14%	10%	12%	8%	9%	9%	8%	8%	11%	10%
			E		bE					m								
Fairly difficult	(2.0)	68	21	3	1	5	5	-	1	6	38	10	22	27	29	6	2	33
		8%	12%	5%	2%	7%	3%	-	8%	4%	14%	9%	8%	9%	7%	6%	4%	8%
			cEFH							KIMNOP								
Very difficult	(1.0)	24	11	-	-	3	*	-	-	3	16	1	10	10	8	4	3	13
		3%	6%	-	-	5%	*	-	-	2%	6%	1%	3%	3%	2%	4%	6%	3%
			bEh		E					JM							jm	
Not applicable		577	65	42	20	40	143	31	5	99	110	68	184	191	295	66	31	258
		65%	38%	77%	74%	65%	85%	83%	72%	71%	39%	61%	64%	63%	72%	67%	62%	64%
			A	A	A	A	ADH	Ad	A		I	I	I	IJKLP	I	I	I	
NETS																		
Easy		149	55	8	5	6	12	5	*	19	84	24	44	44	46	16	8	58
		17%	32%	14%	17%	9%	7%	14%	6%	13%	30%	21%	15%	15%	11%	16%	17%	14%
			BcDEFH	e	E				e	jKLMNOP	lMp	m						

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Financial advice (e.g. selling a house or paying for care)

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	
Total	a	b	c	d	e	f	*g	h		i	j	k	l	m	n	o	p	
	A	B	C	D	E	F	*G	H		I	J	K	L	M	N	O	P	
Sig Level: 90%																		
Sig Level: 95%																		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Difficult	92	32	3	1	7	6	-	1	9	54	11	32	37	37	9	5	46	
	10%	19%	5%	2%	12%	3%	-	8%	6%	19%	10%	11%	12%	9%	9%	10%	11%	
		B	C	E	F	H				J	K	L	M	N	O	P		
Mean Score	3.19	3.20	3.41	3.85	2.97	3.29	3.95	2.95	3.33	3.18	3.32	3.10	3.07	3.04	3.14	3.03	3.09	

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Financial advice (e.g. selling a house or paying for care)

Base: All respondents who have sought information about care and support services in the last two years

		Primary reason for first needing care					Primary care need				Only consulted		Consulted		
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	
		A	B	C	D	*E	F	G	H	*I	J	K	L	M	
Sig Level: 90%															
Sig Level: 95%															
Unweighted row		906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total		893	264	532	48	37	8	591	105	177	18	57	29	206	457
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	28	3	24	1	-	-	15	2	8	2	5	-	9	17
		3%	1%	4%	1%	-	-	3%	2%	4%	13%	9%	-	4%	4%
			A									k			
Fairly easy	(4.0)	121	33	76	8	4	-	69	24	27	-	3	5	21	43
		14%	13%	14%	16%	10%	-	12%	23%	15%	-	5%	17%	10%	10%
									F			j			
Not easy nor difficult	(3.0)	75	22	47	3	3	-	42	9	24	-	3	-	12	38
		8%	8%	9%	5%	8%	-	7%	8%	13%	-	6%	-	6%	8%
										F					
Fairly difficult	(2.0)	68	17	44	4	3	-	32	9	27	-	2	1	5	23
		8%	6%	8%	9%	7%	-	5%	9%	15%	-	3%	4%	3%	5%
										F					
Very difficult	(1.0)	24	6	18	-	*	-	13	3	8	-	-	-	1	5
		3%	2%	3%	-	1%	-	2%	3%	5%	-	-	-	1%	1%
										f					
Not applicable		577	182	323	33	28	8	420	57	83	16	43	22	157	329
		65%	69%	61%	68%	74%	100%	71%	54%	47%	87%	77%	79%	76%	72%
			B			b		GH							
NETS															
Easy		149	37	100	8	4	-	84	27	35	2	8	5	30	61
		17%	14%	19%	17%	10%	-	14%	25%	20%	13%	15%	17%	15%	13%
				a					F	f					

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Financial advice (e.g. selling a house or paying for care)

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	92	23	62	4	3	-	44	13	35	-	2	1	7	28
	10%	9%	12%	9%	8%	-	8%	12%	20%	-	3%	4%	3%	6%
								F						
Mean Score	3.19	3.13	3.21	3.31	3.04	-	3.25	3.26	3.00	5.00	3.89	3.61	3.64	3.35
							h						m	

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Legal matters (e.g. how to apply for Lasting Power of Attorney)

Base: All respondents who have sought information about care and support services in the last two years

		Care and support services		Person requiring services		Services arranged					Age of person requiring services									
		Looked in last 2 yrs	Need to look in next 2yrs	Them-selves	Partner /family member /friend	Care home	Shel tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+
		a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s
		A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row		906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total		893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
		100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	45	-	2	43	22	1	23	19	8	5	5	3	10	13	10	-	-	13	32
		5%	-	3%	5%	9%	1%	7%	5%	7%	3%	3%	2%	7%	8%	17%	-	-	3%	8%
						FH		f		f			jLR	JkLR	JKLMNpRS					JKLR
Fairly easy	(4.0)	113	-	4	109	53	3	47	33	14	24	11	17	22	26	8	5	-	53	60
		13%	-	9%	13%	23%	6%	14%	9%	13%	13%	7%	11%	15%	16%	13%	22%	-	11%	16%
						FGHI		fH					K	Kr		k				KR
Not easy nor difficult	(3.0)	82	-	4	78	26	8	33	29	11	13	13	25	16	7	4	3	-	51	31
		9%	-	10%	9%	11%	14%	9%	8%	10%	7%	8%	16%	11%	4%	7%	16%	-	10%	8%
													JKNoRS	N		N			N	
Fairly difficult	(2.0)	45	-	2	44	29	3	13	15	3	7	15	4	5	11	2	2	-	25	20
		5%	-	4%	5%	12%	6%	4%	4%	3%	3%	9%	3%	3%	7%	3%	9%	-	5%	5%
						GHI							JLMoRs		I					
Very difficult	(1.0)	29	-	-	29	12	-	17	11	5	2	10	3	4	7	3	1	-	15	14
		3%	-	-	3%	5%	-	5%	3%	5%	1%	7%	2%	3%	4%	4%	3%	-	3%	4%
						f		f		f			JLR		j	j				j
Not applicable		579	-	34	545	93	42	212	264	66	138	101	102	86	97	32	11	1	341	227
		65%	-	74%	64%	40%	73%	61%	71%	61%	73%	65%	66%	60%	60%	55%	50%	100%	69%	59%
						Eg	E	EGI	E		MNOPS								mnOS	

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Legal matters (e.g. how to apply for Lasting Power of Attorney)

Base: All respondents who have sought information about care and support services in the last two years

	Care and support services		Person requiring services		Services arranged					Age of person requiring services										
	Looked in last 2 yrs	Need to look in next 2yrs	Them- selves	Partner /family member /friend	Care home	Shel-tered /supported housing	Home care workers	Mobility aids	Care services	65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+	65-80	81+	
Total	a	*b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	*q	r	s	
	A	*B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	*Q	R	S	
Sig Level: 90%																				
Sig Level: 95%																				
Unweighted row	906	906	-	62	843	230	64	346	396	113	180	150	155	163	162	68	17	1	485	411
Total	893	893	-	46	847	235	57	346	372	107	189	154	154	142	161	59	22	1	498	384
	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NETS																				
Easy	158	158	-	6	152	75	4	71	52	22	29	16	20	31	39	18	5	-	66	92
	18%	18%	-	12%	18%	32%	7%	20%	14%	20%	15%	10%	13%	22%	24%	30%	22%	-	13%	24%
					FGHI			FH		Fh			KLR	JKLR	JKLR					JKLR
Difficult	74	74	-	2	73	41	3	31	26	9	9	25	7	9	18	4	3	-	40	34
	8%	8%	-	4%	9%	18%	6%	9%	7%	8%	4%	16%	4%	6%	11%	7%	13%	-	8%	9%
					FGHI							JLMoRS		JL						jl
Mean Score	3.32	3.32	-	3.47	3.31	3.30	3.11	3.34	3.31	3.37	3.47	2.74	3.27	3.50	3.41	3.78	3.12	-	3.15	3.48
											Kr		K	KR	K	KLR			K	KR

Columns Tested: A,B - C,D - E,F,G,H,I - J,K,L,M,N,O,P,Q,R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Legal matters (e.g. how to apply for Lasting Power of Attorney)

Base: All respondents who have sought information about care and support services in the last two years

	Total	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
		Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Diff icult	Conc erned	Un- conc erned	
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290	
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very easy	(5.0)	45 5%	23 8% C	10 5%	8 3%	8 8% C	2 3%	19 8% H	8 6%	4 3%	5 8% h	- -	7 6%	14 14% m	5 6%	2 6%	1 6%	32 6%	10 5%	24 5%	21 7%
Fairly easy	(4.0)	113 13%	44 15% E	28 14% E	27 12% e	12 13% e	2 4%	35 15% j	19 14% j	23 14% j	9 14% j	1 2%	13 10% m	28 27% m	13 15%	12 38% MO	1 9%	81 16% Q	14 7%	69 14%	41 13%
Not easy nor difficult	(3.0)	82 9%	22 8%	23 12%	30 13% a	10 10% a	3 5%	14 6% a	16 12% f	20 12% F	4 7% F	2 6% F	15 12% F	6 6% L	14 16% L	5 16% I	1 5%	39 8% Q	20 9%	55 11%	23 7%
Fairly difficult	(2.0)	45 5%	17 6%	14 7%	10 4%	3 3% b	4 8%	11 5% h	7 5% h	4 2% K	1 1% K	2 7% FGiK	13 10% fHI	12 12% fHI	12 14% fHI	2 6% LN	2 12%	9 2% Q	29 13% P	34 7% S	11 3% S
Very difficult	(1.0)	29 3%	11 4%	12 6% c	6 3%	4 4% c	1 2%	9 4% h	6 4% h	2 1% K	3 5% K	1 2% FGiK	7 5% H	5 5% H	5 6% LN	1 4% LN	1 5%	4 1% Q	22 10% P	24 5% S	3 1% S
Not applicable		579 65%	170 59%	114 57%	155 66% b	62 63% ABcd	41 78%	143 62%	82 60%	113 68% K	39 64% K	26 83% FGiK	70 56%	36 35% LN	37 43% LN	10 31% LN	9 63% LN	353 68% Q	124 57% Q	301 59% R	211 68% R

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Legal matters (e.g. how to apply for Lasting Power of Attorney)

Base: All respondents who have sought information about care and support services in the last two years

	Funding (Any across all services)					Funding (Same only across all services)						Funding of care homes				Ease of finding information and advice		Concern about care costs		
	Total	Privately funded	Partly local council /partly private	Local council	NHS	Other	Privately funded	Partly local council /partly private	Local council	NHS	Other	Mixed funding	Privately funded	Partly local council /partly private	Local council	NHS	Easy	Difficult	Concerned	Un-concerned
Sig Level: 90%		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s
Sig Level: 95%		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
Unweighted row	906	256	220	264	106	50	201	148	187	61	29	133	71	94	41	18	509	233	548	290
Total	893	285	200	236	98	53	230	137	166	60	31	124	101	85	31	15	519	219	508	310
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NETS																				
Easy	158 18%	66 23% CE	38 19% E	35 15%	20 21% E	3 7%	54 23% hJ	26 19% J	27 16% J	13 22% J	1 2% J	20 16% j	42 42% MO	17 20% MO	13 43% MO	2 15%	114 22% Q	25 11% Q	94 18% Q	62 20% Q
Difficult	74 8%	27 10%	25 13% Cd	16 7%	6 6% Cd	6 10%	20 9% H	13 9% H	6 3% K	4 6%	3 9%	19 16% fHi	18 17%	17 20%	3 10%	2 17%	13 3% P	51 23% P	58 11% S	14 4% S
Mean Score	3.32	3.44 b	3.14	3.24	3.50	2.86	3.50	3.29	3.45	3.55	2.53	3.02	3.51 M	3.00	3.50 m	2.95	3.77 Q	2.61	3.17	3.66 R

Columns Tested: A,B,C,D,E - F,G,H,I,J,K - L,M,N,O - P,Q - R,S

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Legal matters (e.g. how to apply for Lasting Power of Attorney)

Base: All respondents who have sought information about care and support services in the last two years

	Total	Had looked only at each service								Had looked at service							
		A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical
		a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p
		A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P
Sig Level: 90%																	
Sig Level: 95%																	
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	45	14	-	1	3	2	-	6	24	2	21	22	18	7	2	27
		5%	8%	-	3%	5%	1%	-	4%	9%	2%	8%	7%	4%	7%	3%	7%
			BE		e				e	JM		Jm	Jm		j		jm
Fairly easy	(4.0)	113	42	1	3	5	5	5	15	62	13	44	42	37	13	7	56
		13%	24%	2%	11%	8%	3%	12%	6%	22%	12%	15%	14%	9%	13%	13%	14%
			BDEH		bE			bE	bE	JKLMnP		M	M				M
Not easy nor difficult	(3.0)	82	21	7	2	8	9	2	13	34	16	27	27	33	9	5	38
		9%	12%	12%	9%	12%	5%	6%	14%	12%	14%	9%	9%	8%	9%	10%	9%
			E	e	e					m	m						
Fairly difficult	(2.0)	45	15	1	1	1	6	-	3	32	6	14	10	17	3	2	18
		5%	9%	1%	2%	1%	3%	-	2%	11%	6%	5%	3%	4%	3%	5%	4%
			bDEfH							jKLMNP							
Very difficult	(1.0)	29	11	-	1	3	1	-	5	14	1	14	12	12	5	4	17
		3%	6%	-	4%	5%	*	-	4%	5%	*	5%	4%	3%	5%	8%	4%
			bE		e	E			E	J		J	j		J	JM	j
Not applicable		579	69	46	19	42	147	31	98	115	73	166	188	295	63	30	245
		65%	40%	84%	71%	70%	87%	82%	72%	41%	66%	58%	63%	72%	63%	60%	61%
				AdH	A	A	ACDH	A	A	I	I	I	I	IKLnoP	I	I	I

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Legal matters (e.g. how to apply for Lasting Power of Attorney)

Base: All respondents who have sought information about care and support services in the last two years

	Had looked only at each service									Had looked at service								
	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical	A care home	Sheltered/ supported housing	Assist with personal care tasks	Assist with practical tasks	Mobility or living aids	A day care service, such as a day centre	A respite care service	NET - Personal & Practical		
Total	a	b	c	d	e	f	*g	h	i	j	k	l	m	n	o	p		
Sig Level: 90%	A	B	C	D	E	F	*G	H	I	J	K	L	M	N	O	P		
Sig Level: 95%																		
Unweighted row	906	165	54	34	66	176	29	9	144	283	115	304	311	438	105	61	421	
Total	893	171	55	27	61	170	37	7	141	282	112	285	300	411	100	49	401	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
NETS																		
Easy	158	56	1	4	8	8	5	*	22	86	16	65	64	55	20	8	84	
	18%	32%	2%	14%	12%	4%	12%	6%	15%	31%	14%	23%	21%	13%	20%	17%	21%	
		BCDEFH		BE	BE		be		BE	JKLMNOP		JM	jM		m		jM	
Difficult	74	26	1	2	3	6	-	1	8	47	7	28	22	28	8	6	34	
	8%	15%	1%	6%	5%	4%	-	8%	6%	17%	6%	10%	7%	7%	8%	13%	9%	
		BDEFH								JKLMNP								
Mean Score	3.32	3.32	3.08	3.24	3.24	3.11	3.68	2.95	3.34	3.30	3.27	3.37	3.46	3.27	3.37	2.98	3.38	
													o					

Columns Tested: A,B,C,D,E,F,G,H - I,J,K,L,M,N,O,P

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Legal matters (e.g. how to apply for Lasting Power of Attorney)

Base: All respondents who have sought information about care and support services in the last two years

		Primary reason for first needing care					Primary care need				Only consulted		Consulted		
		Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources	
		a	b	c	d	*e	f	g	h	*i	j	k	l	m	
		A	B	C	D	*E	F	G	H	*I	J	K	L	M	
Sig Level: 90%															
Sig Level: 95%															
Unweighted row		906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total		893	264	532	48	37	8	591	105	177	18	57	29	206	457
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very easy	(5.0)	45	5	39	1	-	-	18	9	15	2	5	-	10	19
		5%	2%	7%	1%	-	-	3%	9%	8%	13%	9%	-	5%	4%
			Ad						F	F		k			
Fairly easy	(4.0)	113	30	74	5	4	-	64	23	26	-	4	1	22	48
		13%	11%	14%	11%	11%	-	11%	22%	15%	-	7%	5%	11%	11%
									F						
Not easy nor difficult	(3.0)	82	28	45	6	2	-	45	11	26	-	2	-	12	35
		9%	11%	9%	12%	6%	-	8%	11%	14%	-	4%	-	6%	8%
										F					
Fairly difficult	(2.0)	45	13	27	3	3	-	19	7	19	-	2	*	3	20
		5%	5%	5%	6%	8%	-	3%	7%	11%	-	3%	2%	2%	4%
									f	F					l
Very difficult	(1.0)	29	11	18	-	*	-	19	5	5	-	1	1	2	8
		3%	4%	3%	-	1%	-	3%	5%	3%	-	1%	2%	1%	2%
Not applicable		579	177	329	34	27	8	425	50	87	16	43	26	157	327
		65%	67%	62%	70%	73%	100%	72%	47%	49%	87%	76%	92%	76%	72%
								GH				j			
NETS															
Easy		158	35	113	6	4	-	83	32	41	2	9	1	32	67
		18%	13%	21%	12%	11%	-	14%	30%	23%	13%	16%	5%	16%	15%
				A					F	F					

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M

Care and support services

Face to Face Fieldwork : 17th Aug 2013 - 13th Sep 2013

Q18 Please could you tell me how easy or difficult it was for you to find useful information or advice about each of the following matters in particular? - Legal matters (e.g. how to apply for Lasting Power of Attorney)

Base: All respondents who have sought information about care and support services in the last two years

	Primary reason for first needing care					Primary care need				Only consulted		Consulted		
	Total	Sudden medical event	Process that meant increasing need for such services	Another event that happened	Planning for the future	Other	A physical condition	A mental health condition	Physical and mental health conditions	Other	Friends & family	Internet Connection	One source	Two or less sources
Sig Level: 90%		a	b	c	d	*e	f	g	h	*i	j	k	l	m
Sig Level: 95%		A	B	C	D	*E	F	G	H	*I	J	K	L	M
Unweighted row	906	281	532	38	47	5	614	105	177	9	47	31	195	460
Total	893	264	532	48	37	8	591	105	177	18	57	29	206	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult	74 8%	24 9%	45 8%	3 6%	4 9%	- -	38 6%	12 12%	24 14%	- -	2 4%	1 3%	6 3%	27 6%
Mean Score	3.32	3.07	3.44 A	3.26	3.03	-	3.27	3.44	3.29	5.00	3.86	2.91	3.69 m	3.40

Columns Tested: A,B,C,D,E - F,G,H,I - J,K - L,M