

YouGov / Wright Hassall

Care

Sample Size: 876 UK adults with a relative in an elderly care facility

Fieldwork: 9th - 17th June 2015

Total	Gender		Age					Social Grade		Region								
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	North	Midlands	East	London	South	England	Wales	Scotland	Northern Ireland

Previously you said that you have a relative in an elderly care facility...

Which ONE, if any, of the following types of facility is your relative currently living in? (If you have more than one relative in an elderly care facility, please think about the one you spend the most time with)

Base: All UK Adults who have a relative in an elderly care facility

	876	445	431	9	97	102	141	527	586	290	180	138	64	95	252	729	49	87	11
An NHS hospital (e.g. geriatric ward etc.)	2%	2%	2%	-	3%	3%	1%	2%	2%	2%	1%	1%	3%	2%	1%	2%	4%	2%	9%
A residential or nursing home – publicly funded (by local council)	34%	35%	33%	33%	37%	34%	34%	34%	33%	36%	31%	38%	27%	35%	33%	33%	37%	40%	36%
A residential or nursing home – privately funded by the individual or family	55%	54%	56%	44%	48%	52%	56%	57%	56%	53%	56%	55%	56%	57%	56%	56%	57%	47%	36%
A hospice	1%	0%	1%	-	2%	1%	-	0%	1%	0%	-	-	-	3%	0%	1%	-	-	9%
Other	5%	5%	5%	-	1%	4%	6%	6%	5%	5%	7%	3%	8%	2%	6%	5%	-	5%	9%
Don't know/ unsure	3%	4%	3%	22%	8%	6%	3%	2%	3%	4%	6%	2%	6%	1%	2%	3%	2%	6%	-

Still thinking about your relative in an elderly care facility...

Overall, how would you describe the standard of care that you think your relative is receiving in the care facility?

Base: All UK Adults who have a relative in an elderly care facility

	876	445	431	9	97	102	141	527	586	290	180	138	64	95	252	729	49	87	11
Very good	39%	39%	39%	33%	21%	31%	32%	46%	39%	40%	39%	35%	36%	40%	44%	40%	45%	30%	45%
Fairly good	39%	40%	38%	44%	43%	41%	41%	37%	40%	37%	41%	38%	41%	37%	37%	38%	37%	47%	27%
Average	16%	14%	17%	22%	21%	19%	20%	13%	16%	15%	14%	21%	19%	14%	13%	16%	14%	16%	18%
Fairly poor	3%	3%	2%	-	2%	5%	3%	2%	2%	3%	2%	4%	3%	3%	2%	2%	2%	5%	9%
Very poor	1%	1%	1%	-	2%	1%	1%	1%	0%	2%	3%	-	-	1%	1%	1%	-	-	-
Don't know	3%	3%	3%	-	11%	3%	4%	1%	3%	2%	2%	3%	2%	5%	4%	3%	2%	2%	-
Net: Good	78%	79%	77%	78%	64%	73%	73%	83%	78%	78%	80%	72%	77%	77%	80%	78%	82%	77%	73%
Net: Poor	4%	4%	3%	-	4%	6%	4%	3%	3%	6%	4%	4%	3%	4%	3%	4%	2%	5%	9%

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Total	Government Region												
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland	Northern Ireland

Previously you said that you have a relative in an elderly care facility...

Which ONE, if any, of the following types of facility is your relative currently living in? (If you have more than one relative in an elderly care facility, please think about the one you spend the most time with)

Base: All UK Adults who have a relative in an elderly care facility	876	23	87	70	64	74	64	95	157	95	729	49	87	11
An NHS hospital (e.g. geriatric ward etc.)	2%	-	-	3%	-	3%	3%	2%	1%	2%	2%	4%	2%	9%
A residential or nursing home – publicly funded (by local council)	34%	52%	28%	27%	41%	36%	27%	35%	31%	37%	33%	37%	40%	36%
A residential or nursing home – privately funded by the individual or family	55%	43%	59%	56%	58%	53%	56%	57%	59%	52%	56%	57%	47%	36%
A hospice	1%	-	-	-	-	-	-	3%	-	1%	1%	-	-	9%
Other	5%	4%	9%	6%	2%	4%	8%	2%	7%	5%	5%	-	5%	9%
Don't know/ unsure	3%	-	5%	9%	-	4%	6%	1%	2%	3%	3%	2%	6%	-

Still thinking about your relative in an elderly care facility...

Overall, how would you describe the standard of care that you think your relative is receiving in the care facility?

Base: All UK Adults who have a relative in an elderly care facility	876	23	87	70	64	74	64	95	157	95	729	49	87	11
Very good	39%	39%	40%	39%	33%	36%	36%	40%	41%	48%	40%	45%	30%	45%
Fairly good	39%	43%	39%	41%	36%	39%	41%	37%	41%	29%	38%	37%	47%	27%
Average	16%	9%	20%	9%	25%	18%	19%	14%	12%	16%	16%	14%	16%	18%
Fairly poor	3%	4%	1%	1%	3%	4%	3%	3%	3%	1%	2%	2%	5%	9%
Very poor	1%	4%	-	6%	-	-	-	1%	1%	1%	1%	-	-	-
Don't know	3%	-	-	4%	3%	3%	2%	5%	3%	4%	3%	2%	2%	-
Net: Good	78%	83%	79%	80%	69%	76%	77%	77%	82%	78%	78%	82%	77%	73%
Net: Poor	4%	9%	1%	7%	3%	4%	3%	4%	3%	2%	4%	2%	5%	9%

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Care

Sample Size: 876 UK adults with a relative in an elderly care facility
Fieldwork: 9th - 17th June 2015

Total	Gender		Age					Social Grade		Region								
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	North	Midlands	East	London	South	England	Wales	Scotland	Northern Ireland

When thinking about the type of care your relative receives at this care facility...

Which, if any, of the following are you currently concerned about?

(Please select all that apply. If you have no concerns about the care given to your relative, please select the 'Not applicable' option. If your answer doesn't appear in the list, please type it in the "other - please specify" box)

Base: All UK Adults who have a relative in an elderly care facility	876	445	431	9	97	102	141	527	586	290	180	138	64	95	252	729	49	87	11
Poor nutrition and/ or not enough to eat	10%	10%	9%	22%	14%	9%	15%	7%	9%	11%	10%	10%	8%	12%	8%	9%	6%	10%	27%
Not having enough fluid to drink	9%	10%	9%	11%	9%	13%	12%	8%	9%	11%	12%	10%	8%	9%	9%	10%	4%	9%	18%
Physical abuse from staff at the facility	1%	2%	0%	-	1%	1%	5%	1%	1%	2%	2%	2%	2%	-	1%	2%	2%	1%	-
Verbal abuse from staff at the facility	2%	3%	1%	-	2%	2%	5%	1%	1%	3%	2%	3%	2%	2%	1%	2%	4%	1%	-
General lack of dignity and respect given by staff at the facility	10%	9%	10%	-	18%	14%	13%	7%	10%	9%	11%	14%	11%	9%	6%	10%	6%	11%	27%
Lack of mental stimulus/ social interaction	34%	33%	34%	33%	48%	35%	40%	29%	36%	30%	37%	35%	36%	38%	29%	34%	33%	36%	18%
Other	9%	9%	10%	-	9%	5%	9%	11%	10%	8%	10%	7%	17%	7%	9%	9%	10%	9%	18%
Don't know	2%	3%	2%	11%	6%	1%	3%	2%	3%	1%	2%	3%	2%	1%	4%	2%	2%	2%	-
Not applicable - I have no concerns about the care given to my relative at the facility	52%	52%	52%	56%	30%	54%	44%	58%	49%	58%	52%	52%	50%	47%	54%	52%	55%	53%	55%

For the following question, please remember that all answers you give are anonymous and never analysed individually. Please imagine that you had concerns about the level of care your relative was receiving in his/ her elderly care facility...

How likely, if at all, do you think you would be to consider installing a secret camera to monitor the behaviour of staff?

Base: All UK Adults who have a relative in an elderly care facility	876	445	431	9	97	102	141	527	586	290	180	138	64	95	252	729	49	87	11
Very likely	15%	13%	16%	11%	12%	10%	18%	15%	13%	17%	18%	14%	8%	19%	12%	14%	14%	16%	27%
Fairly likely	22%	22%	23%	22%	21%	28%	21%	22%	21%	24%	21%	23%	23%	26%	23%	23%	16%	17%	36%
Not very likely	31%	31%	31%	44%	29%	37%	31%	29%	31%	31%	28%	30%	41%	24%	34%	31%	39%	24%	9%
Not at all likely	25%	28%	22%	22%	27%	21%	21%	27%	28%	18%	26%	25%	23%	22%	23%	24%	27%	36%	-
Don't know	7%	7%	8%	-	11%	4%	10%	7%	6%	9%	7%	7%	5%	8%	8%	7%	4%	7%	27%
Net: Likely	37%	35%	39%	33%	33%	38%	39%	37%	35%	42%	39%	38%	31%	45%	35%	38%	31%	33%	64%
Net: Not Likely	56%	58%	53%	67%	56%	58%	51%	56%	59%	49%	54%	56%	64%	46%	57%	55%	65%	60%	9%

Total	Government Region												
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland	Northern Ireland

When thinking about the type of care your relative receives at this care facility...

Which, if any, of the following are you currently concerned about?

(Please select all that apply. If you have no concerns about the care given to your relative, please select the 'Not applicable' option. If your answer doesn't appear in the list, please type it in the "other - please specify" box)

Base: All UK Adults who have a relative in an elderly care facility	876	23	87	70	64	74	64	95	157	95	729	49	87	11
Poor nutrition and/ or not enough to eat	10%	9%	11%	9%	14%	7%	8%	12%	8%	8%	9%	6%	10%	27%
Not having enough fluid to drink	9%	9%	11%	13%	9%	11%	8%	9%	7%	12%	10%	4%	9%	18%
Physical abuse from staff at the facility	1%	-	1%	4%	2%	3%	2%	-	1%	2%	2%	2%	1%	-
Verbal abuse from staff at the facility	2%	-	1%	4%	2%	4%	2%	2%	1%	-	2%	4%	1%	-
General lack of dignity and respect given by staff at the facility	10%	4%	8%	17%	13%	15%	11%	9%	5%	7%	10%	6%	11%	27%
Lack of mental stimulus/ social interaction	34%	35%	38%	36%	33%	36%	36%	38%	30%	28%	34%	33%	36%	18%
Other	9%	13%	11%	7%	6%	8%	17%	7%	10%	6%	9%	10%	9%	18%
Don't know	2%	4%	2%	-	3%	3%	2%	1%	3%	5%	2%	2%	2%	-
Not applicable - I have no concerns about the care given to my relative at the facility	52%	57%	49%	54%	58%	47%	50%	47%	52%	57%	52%	55%	53%	55%

For the following question, please remember that all answers you give are anonymous and never analysed individually. Please imagine that you had concerns about the level of care your relative was receiving in his/ her elderly care facility...

How likely, if at all, do you think you would be to consider installing a secret camera to monitor the behaviour of staff?

Base: All UK Adults who have a relative in an elderly care facility	876	23	87	70	64	74	64	95	157	95	729	49	87	11
Very likely	15%	26%	15%	20%	9%	19%	8%	19%	11%	12%	14%	14%	16%	27%
Fairly likely	22%	17%	20%	24%	30%	18%	23%	26%	22%	26%	23%	16%	17%	36%
Not very likely	31%	39%	28%	26%	28%	32%	41%	24%	32%	37%	31%	39%	24%	9%
Not at all likely	25%	13%	29%	26%	27%	24%	23%	22%	25%	19%	24%	27%	36%	-
Don't know	7%	4%	9%	4%	6%	7%	5%	8%	10%	6%	7%	4%	7%	27%
Net: Likely	37%	43%	34%	44%	39%	36%	31%	45%	33%	38%	38%	31%	33%	64%
Net: Not Likely	56%	52%	56%	51%	55%	57%	64%	46%	57%	56%	55%	65%	60%	9%

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Care

Sample Size: 876 UK adults with a relative in an elderly care facility
Fieldwork: 9th - 17th June 2015

Total	Gender		Age					Social Grade		Region								
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	North	Midlands	East	London	South	England	Wales	Scotland	Northern Ireland

Now thinking about your relative who is receiving regular professional care assistance in their own home (e.g. help with washing, dressing, feeding, toileting etc)...

Overall, how would you describe the standard of professional care that you think your relative is receiving at home? (If you have more than one relative receiving care at home, please think about the one you spend the most time with)

Base: All UK Adults who have a relative receiving care at home

	549	278	271	6	70	57	107	309	387	162	107	90	46	55	140	438	36	68	7
Very good	29%	30%	27%	33%	20%	26%	33%	29%	30%	26%	26%	28%	20%	31%	27%	27%	47%	29%	43%
Fairly good	39%	38%	39%	17%	44%	32%	41%	39%	38%	40%	36%	40%	50%	47%	36%	40%	25%	43%	14%
Average	18%	18%	17%	17%	20%	25%	17%	17%	18%	18%	23%	17%	11%	15%	19%	18%	19%	18%	-
Fairly poor	6%	5%	6%	-	3%	9%	3%	7%	6%	6%	8%	6%	9%	2%	6%	6%	3%	1%	29%
Very poor	2%	1%	3%	-	3%	-	2%	2%	2%	1%	2%	1%	2%	2%	2%	2%	3%	1%	14%
Don't know	7%	6%	7%	33%	10%	9%	5%	6%	6%	9%	5%	9%	9%	4%	9%	7%	3%	7%	-
Net: Good	67%	69%	66%	50%	64%	58%	74%	68%	68%	66%	62%	68%	70%	78%	64%	66%	72%	72%	57%
Net: Poor	8%	6%	9%	-	6%	9%	5%	9%	8%	7%	10%	7%	11%	4%	9%	8%	6%	3%	43%

Still thinking about your relative who is receiving regular professional care assistance in their own home (e.g. help with washing, dressing, feeding, toileting etc)...

Which, if any, of the following are you currently concerned about?

(Please select all that apply. If you have no concerns about the care given to your relative, please select the 'Not applicable' option. If your answer doesn't appear in the list, please type it in the "other - please specify" box)

Base: All UK Adults who have a relative receiving care at home

	549	278	271	6	70	57	107	309	387	162	107	90	46	55	140	438	36	68	7
Poor reliability of staff (e.g. arriving late, forgetting to arrive etc.)	28%	29%	26%	-	29%	26%	29%	28%	27%	28%	32%	26%	26%	27%	30%	29%	19%	22%	43%
Inexperienced staff	30%	30%	31%	33%	31%	39%	25%	30%	31%	28%	36%	34%	28%	22%	28%	31%	33%	24%	43%
Having a different carer visit each time	36%	33%	38%	33%	41%	28%	34%	37%	36%	36%	43%	33%	33%	25%	35%	35%	33%	40%	57%
Physical abuse from care staff	3%	3%	2%	-	7%	2%	4%	1%	2%	3%	3%	3%	-	2%	3%	3%	-	3%	14%
Verbal abuse from care staff	3%	4%	3%	-	7%	4%	5%	2%	3%	3%	4%	3%	2%	5%	4%	4%	-	1%	14%
Money being stolen by care staff	7%	7%	7%	-	10%	11%	6%	6%	6%	8%	7%	6%	2%	9%	9%	7%	6%	6%	14%
General lack of dignity and respect given by the staff	11%	8%	14%	17%	13%	16%	10%	10%	12%	9%	13%	13%	2%	13%	11%	11%	14%	6%	29%
Other	11%	9%	12%	-	7%	9%	10%	12%	12%	7%	7%	11%	15%	5%	8%	9%	11%	21%	14%
Don't know	3%	3%	3%	17%	6%	5%	3%	2%	3%	4%	3%	4%	7%	-	4%	3%	3%	3%	-
Not applicable - I have no concerns about the care given to my relative at home	39%	41%	37%	50%	27%	35%	45%	40%	38%	41%	36%	36%	35%	45%	40%	38%	47%	41%	14%

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Total	Government Region												
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland	Northern Ireland

Now thinking about your relative who is receiving regular professional care assistance in their own home (e.g. help with washing, dressing, feeding, toileting etc)...

Overall, how would you describe the standard of professional care that you think your relative is receiving at home? (If you have more than one relative receiving care at home, please think about the one you spend the most time with)

Base: All UK Adults who have a relative receiving care at home	549	18	47	42	46	44	46	55	87	53	438	36	68	7
Very good	29%	28%	17%	36%	30%	25%	20%	31%	32%	19%	27%	47%	29%	43%
Fairly good	39%	33%	36%	36%	37%	43%	50%	47%	37%	36%	40%	25%	43%	14%
Average	18%	33%	26%	17%	13%	20%	11%	15%	17%	21%	18%	19%	18%	-
Fairly poor	6%	-	17%	2%	7%	5%	9%	2%	5%	9%	6%	3%	1%	29%
Very poor	2%	6%	-	2%	2%	-	2%	2%	2%	2%	2%	3%	1%	14%
Don't know	7%	-	4%	7%	11%	7%	9%	4%	7%	13%	7%	3%	7%	-
Net: Good	67%	61%	53%	71%	67%	68%	70%	78%	69%	55%	66%	72%	72%	57%
Net: Poor	8%	6%	17%	5%	9%	5%	11%	4%	7%	11%	8%	6%	3%	43%

Still thinking about your relative who is receiving regular professional care assistance in their own home (e.g. help with washing, dressing, feeding, toileting etc)...

Which, if any, of the following are you currently concerned about?

(Please select all that apply. If you have no concerns about the care given to your relative, please select the 'Not applicable' option. If your answer doesn't appear in the list, please type it in the "other - please specify" box)

Base: All UK Adults who have a relative receiving care at home	549	18	47	42	46	44	46	55	87	53	438	36	68	7
Poor reliability of staff (e.g. arriving late, forgetting to arrive etc.)	28%	33%	38%	24%	28%	23%	26%	27%	28%	34%	29%	19%	22%	43%
Inexperienced staff	30%	44%	40%	29%	43%	25%	28%	22%	23%	36%	31%	33%	24%	43%
Having a different carer visit each time	36%	72%	45%	29%	35%	32%	33%	25%	32%	40%	35%	33%	40%	57%
Physical abuse from care staff	3%	11%	2%	-	-	7%	-	2%	3%	2%	3%	-	3%	14%
Verbal abuse from care staff	3%	11%	2%	2%	-	7%	2%	5%	6%	-	4%	-	1%	14%
Money being stolen by care staff	7%	11%	9%	5%	7%	5%	2%	9%	7%	11%	7%	6%	6%	14%
General lack of dignity and respect given by the staff	11%	17%	17%	7%	11%	16%	2%	13%	11%	11%	11%	14%	6%	29%
Other	11%	11%	4%	10%	9%	14%	15%	5%	8%	8%	9%	11%	21%	14%
Don't know	3%	-	4%	2%	4%	5%	7%	-	2%	6%	3%	3%	3%	-
Not applicable - I have no concerns about the care given to my relative at home	39%	17%	32%	50%	35%	36%	35%	45%	46%	30%	38%	47%	41%	14%

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Total	Gender		Age					Social Grade		Region								
Base	Male	Female	18-24	25-34	35-44	45-54	55+	ABC1	C2DE	North	Midlands	East	London	South	England	Wales	Scotland	Northern Ireland

Please imagine you had to downsize your home in order to pay for professional elderly care for yourself...

Which, if any, of the following words/ phrases do you think would describe how you would feel about this? (Please select all that apply)

Base: All UK Adults who have a relative receiving care

	1250	636	614	14	140	139	214	743	851	399	251	200	98	131	341	1021	77	139	13
That it's unfair	43%	44%	43%	29%	34%	39%	48%	45%	43%	44%	48%	41%	48%	38%	41%	43%	51%	42%	46%
Indifferent	3%	5%	1%	7%	5%	4%	4%	3%	4%	3%	3%	4%	2%	6%	3%	3%	3%	4%	-
Disappointed	44%	48%	39%	14%	33%	42%	47%	45%	44%	42%	48%	45%	36%	37%	44%	44%	48%	42%	38%
Embarrassed	9%	10%	9%	14%	17%	12%	12%	7%	10%	9%	10%	8%	10%	8%	9%	13%	12%	8%	
Sad	53%	52%	54%	43%	56%	51%	57%	52%	54%	50%	53%	51%	45%	53%	56%	53%	60%	51%	46%
Upset	49%	46%	52%	57%	45%	44%	54%	48%	50%	46%	50%	50%	46%	47%	47%	48%	56%	50%	31%
Proud	2%	2%	2%	7%	1%	1%	1%	2%	2%	1%	2%	3%	2%	1%	1%	2%	3%	1%	8%
Stressed	41%	37%	45%	14%	44%	40%	47%	40%	41%	42%	48%	38%	34%	40%	43%	42%	44%	37%	31%
Worried	40%	36%	44%	21%	43%	37%	47%	39%	40%	42%	44%	37%	35%	40%	39%	40%	47%	42%	38%
Apathetic	1%	2%	1%	-	1%	2%	3%	1%	1%	2%	1%	1%	2%	-	1%	1%	3%	2%	-
None of these	8%	8%	9%	7%	8%	6%	8%	9%	9%	8%	7%	9%	5%	9%	11%	9%	5%	8%	8%
Don't know	5%	4%	6%	14%	7%	10%	5%	4%	5%	6%	5%	9%	3%	5%	4%	5%	4%	5%	-

YouGov / Wright Hassall

Care

Sample Size: 876 UK adults with a relative in an elderly care facility

Fieldwork: 9th - 17th June 2015

Total	Government Region												
Base	North East	North West	Yorkshire and the Humber	East Midlands	West Midlands	East of England	London	South East	South West	England	Wales	Scotland	Northern Ireland

Please imagine you had to downsize your home in order to pay for professional elderly care for yourself...

Which, if any, of the following words/ phrases do you think would describe how you would feel about this?
(Please select all that apply)

	1250	34	116	101	95	105	98	131	211	130	1021	77	139	13
That it's unfair	43%	47%	44%	52%	38%	43%	48%	38%	40%	43%	43%	51%	42%	46%
Indifferent	3%	3%	2%	5%	2%	6%	2%	6%	3%	2%	3%	3%	4%	-
Disappointed	44%	47%	42%	55%	48%	42%	36%	37%	46%	42%	44%	48%	42%	38%
Embarrassed	9%	6%	8%	15%	7%	9%	10%	8%	9%	7%	9%	13%	12%	8%
Sad	53%	50%	47%	60%	56%	46%	45%	53%	56%	57%	53%	60%	51%	46%
Upset	49%	38%	44%	60%	51%	50%	46%	47%	47%	46%	48%	56%	50%	31%
Proud	2%	-	2%	2%	2%	3%	2%	1%	1%	2%	2%	3%	1%	8%
Stressed	41%	47%	41%	56%	40%	35%	34%	40%	44%	43%	42%	44%	37%	31%
Worried	40%	44%	39%	51%	39%	35%	35%	40%	42%	35%	40%	47%	42%	38%
Apathetic	1%	-	1%	1%	1%	1%	2%	-	1%	2%	1%	3%	2%	-
None of these	8%	15%	8%	3%	8%	10%	5%	9%	13%	8%	9%	5%	8%	8%
Don't know	5%	3%	8%	2%	12%	6%	3%	5%	5%	4%	5%	4%	5%	-