



## Carer Satisfaction Survey 2023

### COMPLETE OUR CARER SATISFACTION SURVEY AND BE IN WITH A CHANCE OF WINNING ONE OF THREE £25 SHOPPING VOUCHERS!

We would like to hear about the experiences you have had while using our services during the last 12 months. Your responses are important to us and will help us to review and improve the way that our organisation works.

**Please complete all questions to qualify for the prize draw.**

Please tell us the date you last used our services:.....

#### SERVICES

1. Have you been satisfied with the response time when you have made an enquiry?

Yes     No

.....  
.....

2. What has been your main reason for contacting us?

Advice and information     Support groups     My Time grant     Training  
 Social activities     Other (please specify)

.....  
.....

3. Did staff respond in an appropriate and professional manner?

Yes     No

.....  
.....

4. Would you use our services again?

Yes     No

.....  
.....

#### CARER SUPPORT GROUPS

1. Which, if any, of our support groups do you attend?

.....  
.....

2. If you previously attended a support group and no longer do so, why did you stop attending?

.....  
.....

3. Have you felt at ease and supported at the groups that you have attended?

Yes     No     Not applicable

.....  
.....

## CARER TRAINING/INFORMATION SESSIONS

1. Have you attended any of the training/information sessions that we have offered?  
Yes    No

.....  
.....

2. Which sessions have you found beneficial?

.....  
.....

## MY TIME GRANT

1. Do you know about the 'My Time' grant to provide a break for carers? Yes    No

2. Have you applied for a My Time grant? Yes    No

## CARERS IN EMPLOYMENT

1. If you are in employment, is your employer aware of your caring responsibilities?  
Yes    No    Not Applicable

.....  
.....

2. Is your employer supportive of your carer responsibilities? i.e. offering carer leave, flexible working hours etc.

Yes    No    Not Applicable

.....  
.....

3. Are you happy to leave the name of your employer?

.....  
.....

## DIGITAL SERVICES

1. Do you feel competent using IT e.g. laptops, tablets, phones? Yes    No

.....  
.....

2. Do you have the necessary equipment to be able to go online? Yes    No

.....  
.....

3. Do you know that we have a Digital Champion who can help with this? Yes    No

.....  
.....

# Carer Satisfaction Survey 2023

## VOLUNTEERS

1. Do you know that we use volunteers who support our carers in a number of roles?  
Yes    No

.....  
.....

2. If you have been supported by a volunteer, how have you found this support?

.....  
.....

## OTHER SERVICES

1. Do you find our newsletter useful? Yes    No

2. Have you seen our information in your GP Surgery? Yes    No

Name of your GP surgery.....

.....

3. Do you know that we have Support Workers who support carers with a loved one in a Care Home?

Yes    No

.....  
.....

4. Do you know that we have Support Workers based at Pinderfields who can support you if you have a loved one in hospital?

Yes    No

.....  
.....

5. Are there any services or activities that Carers Wakefield do not already provide that you think we should?

.....  
.....  
.....

6. Is there anything else you would like us to know or any further comments you may have?

.....  
.....  
.....  
.....

7. Would you like to take part in our new Carers Voice group where you can give your opinions and help shape services for carers across Wakefield. If so, please leave an email address or contact number below:

.....

# Carer Satisfaction Survey 2023

If you would like to know more about our services, please tick all the relevant boxes below:

- Training For Carers
- Newsletter
- My Time Grant
- Digital Champion
- Volunteering Opportunities
- Care Home Team
- Hospital Team

If you would like information about one of our Support Groups, please tick the relevant boxes:

- Wakefield Group
- Hemsworth & SESKU Group
- Pontefract & Castleford Group
- Men's Group
- Ladies BAME Group
- Working Carers Group
- Outwood Group
- Ackworth Group
- Knottingley & Ferrybridge Group
- Mental Health Carers Group
- Young Adults Carers Group
- Care Home Support Group

Please provide an email address so that we can send any future newsletters via email:

.....

**If you have requested further information or you want to enter the prize draw then please enter your details below:**

Name.....

Contact Number.....

Address.....

.....

.....

.....Post Code.....

Please return by 10th March and return to the address below:

**Carers Wakefield & District,  
25 King Street, Wakefield  
WF1 2SR**

Alternatively if you would prefer to complete the survey online, please use this link:

**<https://www.smartsurvey.co.uk/s/SXCNKK/>**

**Carers Wakefield & District**  
**25 King Street, Wakefield WF1 2SR Tel: (01924) 305544**  
**E-mail: [info@carerswakefield.org.uk](mailto:info@carerswakefield.org.uk) Website: [www.carerswakefield.org.uk](http://www.carerswakefield.org.uk)**  
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## CARERS GROUPS ACROSS THE DISTRICT

Name	When	Where	Dates & Activities
<b>Ackworth Carers Group</b> (Includes hot soup and sandwich)	3rd Friday each month 1.30pm - 3.30pm	Ackworth Library Bell Lane Ackworth WF7 7JH	17th Feb; 17th Mar; 21st Apr; 19th May
<b>BAME Ladies Carers Group</b> (Includes hot soup and sandwich)	Last Tuesday each month 10.00am - 12.00 noon	Carers Wakefield 25 King Street Wakefield WF1 2SR	28th Feb; From March, the group is then renamed as 'The Ladies Group', open to all ladies who are caring: 28th Mar; 25th Apr
<b>Ferrybridge &amp; Knottingley Carers Group</b>	Last Wednesday each month 10.00am - 12.00 noon	Knottingley Club (British Legion) 29 Hill Top Knottingley WF11 8EX	22nd Feb; 29th Mar; 26th Apr; 31st May
<b>Hemsworth &amp; SESKU (South Emsall, South Kirkby &amp; Upton)</b> (Includes hot soup and sandwich)	1st Thursday each month 12.30pm - 2.30pm	Hemsworth Methodist Church Westfield Road Hemsworth WF9 4QG	2nd Mar; 6th Apr; 4th May
<b>Men's Group</b> (Includes hot soup and sandwich)	Last Friday each month 10.30pm - 12.00 noon	Carers Wakefield 25 King Street Wakefield WF1 2SR	24th Feb; 31st Mar; 28th Apr; 26th May
<b>Mental Health Carers Group</b> (Includes hot soup and sandwich)	1st Tuesday each month 10.30am - 12.00 noon	Please ring to confirm your attendance and for the venue.	Cuppa and a chat; Activities; Speakers  Please ring for dates.
<b>Outwood Carers Group</b> (Includes hot soup and sandwich)	2nd Thursday each month 11.00am - 1.00pm	Bevin Community Centre, Bevin Close, Outwood	9th Mar; 13th Apr; 11th May
<b>Pontefract &amp; Castleford Carers Support Group</b> (Includes hot soup and sandwich)	2nd Tuesday each month 10.30am - 12.00 noon	Baileygate Court Sheltered Housing Complex, North Baileygate, Pontefract	14th Feb; 14th Mar; 11th Apr; 9th May: Speaker from the Library
<b>Wakefield Carers Group</b> (Includes hot soup and sandwich)	Last Thursday each month 10.30am - 12.00 noon	Quaker Meeting House, Thornhill Street, Wakefield	23rd Feb: Wakefield Library Speaker 30th Mar: Air Ambulance Speaker 27th Apr; 25th May
<b>The Evening Carers Group</b> (Formally the Working Carers Group) (Includes hot soup and sandwich)	1st Thursday each month 5.30pm - 7.00pm	Carers Wakefield 25 King Street Wakefield WF1 2SR	2nd Mar; 6th Apr; 4th May
<b>Care Home Carers Support Group For Wakefield</b>	4th Monday each month 10.30am - 12.30pm	Upstairs Training Room Morrisons Supermarket Dewsbury Road Wakefield (There is a lift available in Morrisons to the upstairs room)	27th Feb; 27th Mar; 24th Apr; 22nd May
<b>Online Daytime Support Group</b>	1st Wednesday each month 10.00am - 11.00am	Please call (01924) 305544 for log in details or email <a href="mailto:tracym@carerswakefield.org.uk">tracym@carerswakefield.org.uk</a>	1st Mar; 5th Apr; 3rd May
<b>Online Evening Support Group</b>	3rd Thursday each month 6.00pm - 7.00pm	Please call (01924) 305544 for log in details or email <a href="mailto:tracym@carerswakefield.org.uk">tracym@carerswakefield.org.uk</a>	16th Feb; 16th Mar; 20th Apr; 18th May

**For more information about the Groups or to book on any of the activities,  
please ring Carers Wakefield & District on (01924) 305544.**



# THE LADIES GROUP

In Celebration of international Women's day and to reach out to all Women we are extending our current BAME Group. From Tuesday 28th March 2023 this will become the Ladies Group and as it suggests is open to all ladies who are carers.

**Venue: Carers Wakefield & District, 25 King Street, Wakefield.  
Last Tuesday of every month, 10.30am - 12.30pm.**

We very much want to make this an enjoyable group so are open to ideas. As an example we have a relaxation event for our first session and hope to arrange other activities to suit the needs of the group. Soup and Sandwiches will be available free of charge. The theme for this year's international women's day is to Embrace Equality. This is what Carers Wakefield believe in, unconditionally. Join us in March and every month thereafter and be a part of this exciting new ladies group. For more information and to register your interest, please contact us:

email [info@carerswakefield.org.uk](mailto:info@carerswakefield.org.uk) or telephone (01924) 305544.

## Soup and Sandwich Club

**NEW drop-in session offering a warm space and warm food for carers to relax, meet other carers or speak to a Support Worker.**

**You may also attend with the person you care for.**



**Monday - Friday  
11.00am to 1.00pm  
at our offices at**

**Carers Wakefield & District,  
25 King Street, Wakefield, WF1 2SR.**

**Please email us at  
[info@carerswakefield.org.uk](mailto:info@carerswakefield.org.uk)  
or telephone (01924) 305544  
to let us know you are planning on  
attending and to let us know of any  
special dietary requirements.**



# SUPPORTING EMPLOYERS TO SUPPORT WORKING CARERS

We have received funding from UK Community Renewal Fund to offer free training to a small number of local small to medium employers to improve their knowledge and understanding on working carer issues. The aim is to retain experienced staff in the workplace. This offer will also include some individual life coaching sessions for working carers. If you are an employer or a working carer and would like your employer to become involved, please contact [ruths@carerswakefield.org.uk](mailto:ruths@carerswakefield.org.uk).



UK Government

This project is part-funded by the UK Government through the UK Community Renewal Fund

## YOUNG ADULT CARERS

If you are aged 17 to 25 years and you live with/care for someone who has an illness or disability then come and join us on our fun social events.

Next planned events are:

Thursday 16th February at Xscape 10.00am - 2.00pm

Thursday 16th March to be confirmed (Evening)

Thursday 6th April 10.00am - 5.00pm - Go Ape

If it's your 1st time attending you may be able to bring a friend (numbers depending).

Ring (01924) 305544 to express an interest or email [annab@carerswakefield.org.uk](mailto:annab@carerswakefield.org.uk) or [rebeccav@carerswakefield.org.uk](mailto:rebeccav@carerswakefield.org.uk) and you will be added to our whats app group.

## CARING FOR ME AND YOU

Wakefield  
and 5 Towns  
Recovery College

We will once again be delivering the 'Caring for Me and You' self-management course for carers in partnership with the Wakefield & Five Towns Recovery and Wellbeing college.

The course runs over 6 weeks in 2.5 hour slots and will enable you as a carer to focus on your own health and wellbeing, as well as that of the person you care for. It will give you the confidence and skills to make changes that will be of benefit to you both.

We follow the course up a few months after the event with a coffee morning to chat and see how things are going and give further support/suggestions if required.

Venues, Dates and times to be confirmed, but to register your interest, please contact:

[info@carerswakefield.org.uk](mailto:info@carerswakefield.org.uk)  
or telephone 01924 305544.

## COOK AND EAT

Cook and Eat sessions for carers & carees - running throughout the Wakefield area due to funding from Haribo Happiness Fund.



Next 2 programmes will run from:



West Wakefield Church  
19th April; 3rd, 10th & 17 May,  
10.30am - 12.30pm

25 King Street (main office), Wakefield  
Thursdays 1st - 22nd June  
5.30pm - 7.30pm



To book, please ring our office on:

(01924) 304455  
or email:



[sams@carerswakefield.org.uk](mailto:sams@carerswakefield.org.uk) or  
[rebeccav@carerswakefield.org.uk](mailto:rebeccav@carerswakefield.org.uk)

# VOLUNTEERS WE NEED YOU!

If you have a few hours spare every month and would like to join a committed friendly group of existing volunteers then we would like to hear from you. We are currently looking for individuals who could offer our carers a listening ear and friendly support within our befriending team and this could be offered face to face or over the phone. We are also looking for volunteers at our support groups. If you would like more information or an informal chat, please ring Rebecca on 07717849640 or email [rebeccav@carerswakefield.org.uk](mailto:rebeccav@carerswakefield.org.uk).



## UNDERSTANDING DEMENTIA BETTER

In partnership with Dementia Adventure, Carers Wakefield & District are hosting an information event - **Understanding Dementia Better**.

### Past attendees' report:

- 97% now know how to support family with Dementia.
- 95% now know the support available to them.
- 80% feel better equipped to cope at home.

Free training for friends and family - join us at either venue or from home via zoom for an interactive, informative event. A free lunch will be provided at both venues after the event.

### TO BE HELD ON:

**Wednesday 1st March, 10.30am to 12.30pm**

### VENUES:

**Pontefract Library Cinema Room  
28 Market Place, Pontefract WF8 1BD**

and

**Hepworth Care Home  
City Fields, Stanley, Wakefield WF3 4NG**

or join via zoom.

Booking and information for all events, email [info@carerswakefield.org.uk](mailto:info@carerswakefield.org.uk)

or call **(01924) 305544** at Carers Wakefield & District.

## TRUSTEES WANTED!

We are looking for trustees to work alongside our existing board of trustees. We are looking for individuals who are passionate about ensuring that the carers of Wakefield District are appropriately supported and valued and who would like to have a say in the direction that our organisation takes. If you are able to commit to giving two hours of your time every two months to attend our Trustee meeting, then please get in touch with our CEO Justine Bilton on (01924) 305544 or email [justineb@carerswakefield.org.uk](mailto:justineb@carerswakefield.org.uk) for an informal discussion.

### HELP SAVE POSTAGE COSTS

If you have Internet access, we can send your news-sheet by e-mail, please email: [info@carerswakefield.org.uk](mailto:info@carerswakefield.org.uk) with your name, address and email address.

### IF YOU DON'T WANT TO RECEIVE OUR NEWS-SHEET

If you do not want to receive any further News-sheets, please tel: **(01924) 305544** or E-mail: [info@carerswakefield.org.uk](mailto:info@carerswakefield.org.uk)