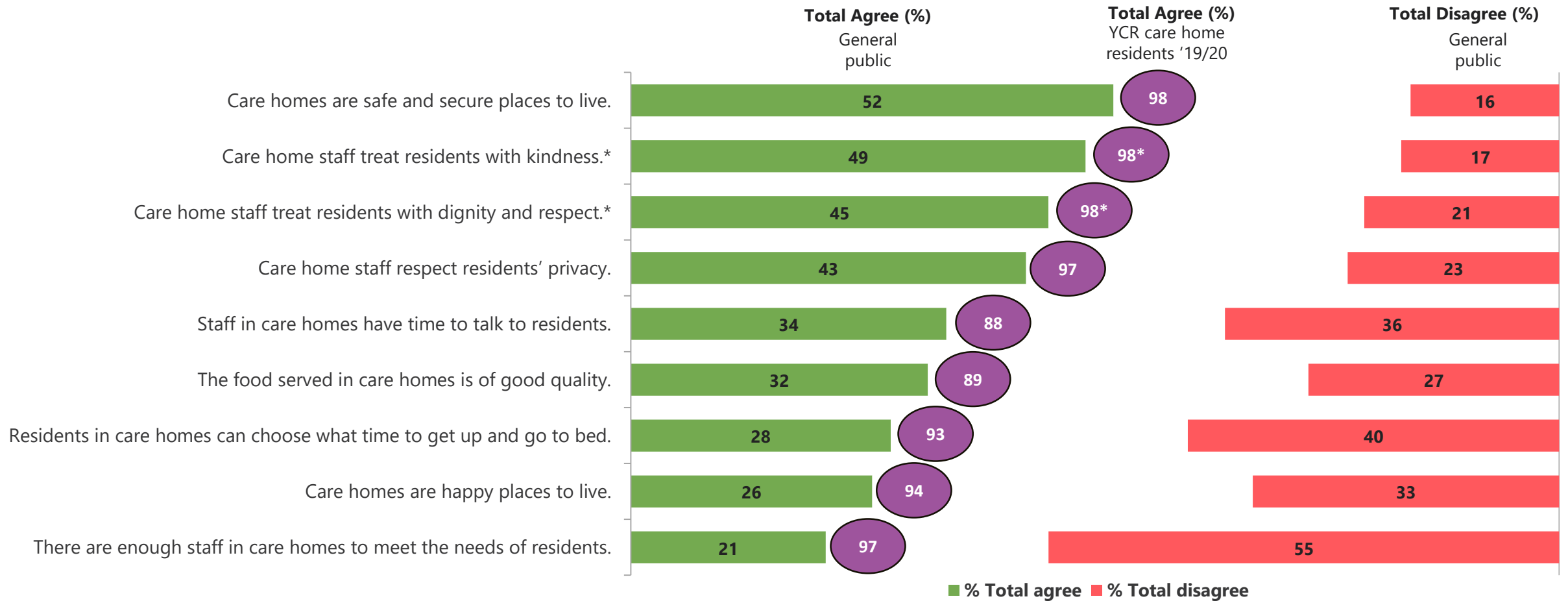


# British perceptions of care homes

Your Care Rating 2019/20 omnibus survey data

# Public perception versus residents' views

Findings from a poll of the general public shows that the experiences of residents in the care homes taking part in YCR are more positive than perceptions about care homes among the general public.

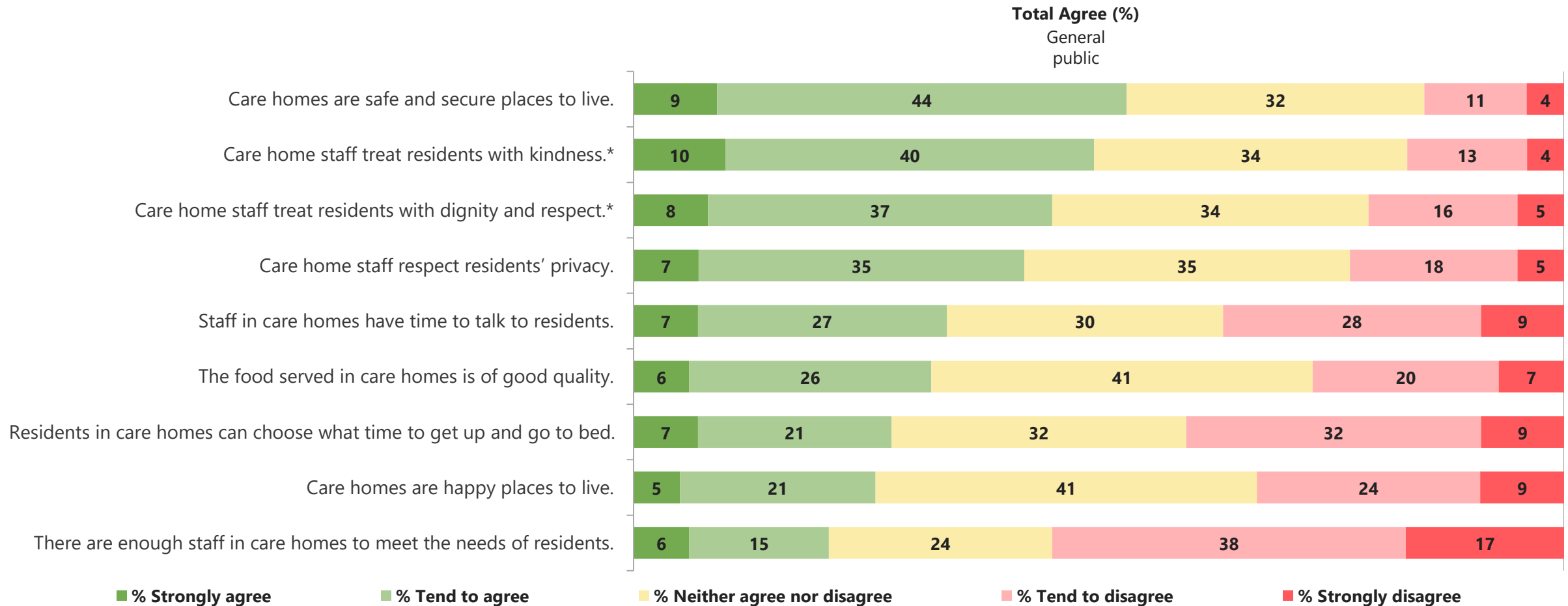


Data in the 'YCR average' purple bubbles reflects the responses across 14 care home providers who participated in the most recent wave of the Your Care Rating Residents' postal survey, with a total of 7,633 residents taking part across 362 homes between early September to late October 2019. Data in the bar chart reflects responses that members of the public aged 16-75 gave to an online survey based on similar questions to those asked in the Your Care Rating Residents' survey. Fieldwork was conducted by Ipsos MORI between 7<sup>th</sup> and 10<sup>th</sup> February 2020. These results should be used indicatively, rather than direct comparisons, due to differences in methodology and questionnaire design. In this chart, 'Strongly agree' and 'Tend to agree' response options have been combined, as have their 'Disagree' counterparts. 'Neither' responses have been hidden, and 'Don't know' responses have been removed from the base in order to maximise comparability with the Your Care Rating Residents' survey. Source: Ipsos MORI Omnibus (online), 7<sup>th</sup> – 9<sup>th</sup> February; YCR Residents' Survey (postal and online), early September – late October 2019. Base: Adults aged 16-75 in United Kingdom (n=1,129), base after removing don't know varied from 847 to 980; All adults who took part in YCR Residents' survey, minus care homes with fewer than 5 responses (n=7,598). \* The YCR Residents' survey combined the statements about 'kindness', 'dignity and respect' into one statement: 'Staff treat me with kindness, dignity and respect'.



# Public perception versus residents' views (full breakdown)

Findings from a poll of the general public shows that the experiences of residents in the care homes taking part in YCR are more positive than perceptions about care homes among the general public but that around a third of the public neither agree or disagree on most statements.



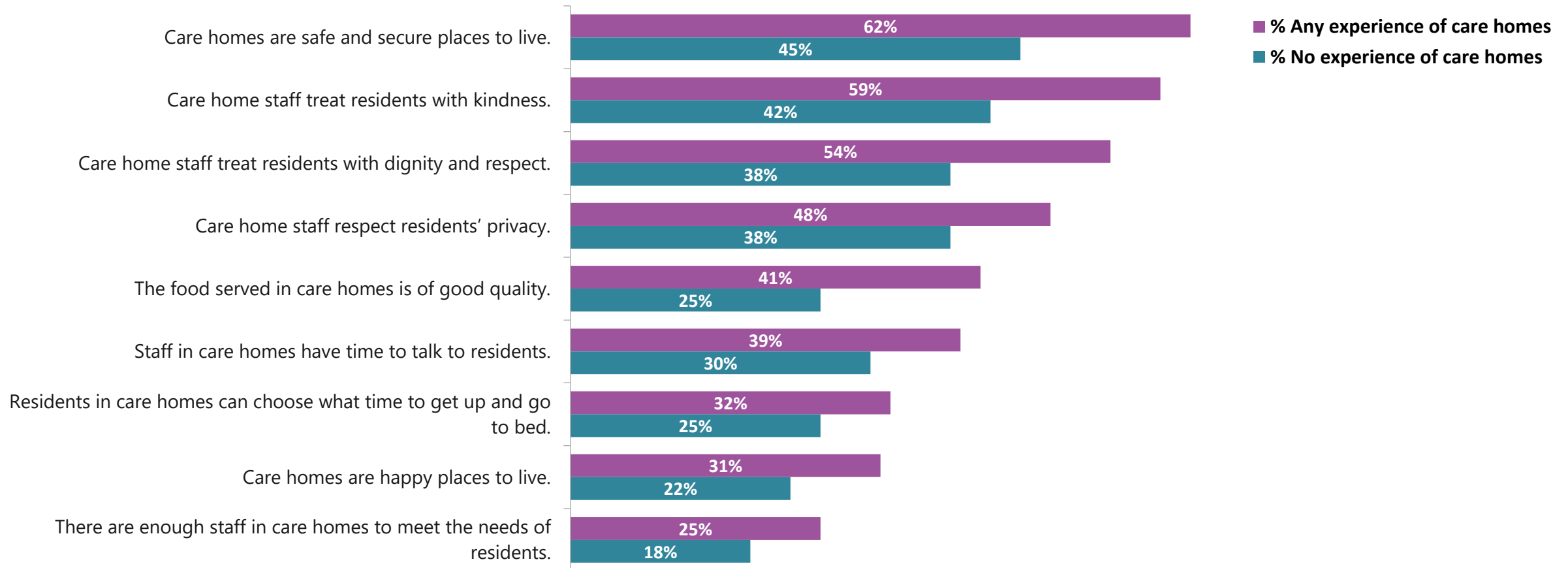
Data in the chart reflects responses that members of the public aged 16-75 gave to an online survey based on similar questions to those asked in the Your Care Rating Residents' survey. Fieldwork was conducted by Ipsos MORI between 7<sup>th</sup> and 10<sup>th</sup> February 2020. Where figures do not sum to 100% this is due to computer rounding. 'Don't know' responses have been removed from the base in order to maximise comparability with the Your Care Rating Residents' survey. Source: Ipsos MORI Omnibus (online), 7<sup>th</sup> – 9<sup>th</sup> February; YCR Residents' Survey (postal and online), early September – late October 2019. Base: Adults aged 16-75 in United Kingdom (n=1,129), base after removing don't know varied from 847 to 980.

\* The YCR Residents' survey combined the statements about 'kindness', 'dignity and respect' into one statement: 'Staff treat me with kindness, dignity and respect'.

# Experience versus no experience of care homes

Findings from a poll of the general public shows that those with previous experience of care homes through a family member or friend, work or volunteering have more positive views of care homes than those with no previous experience.

Total Agree (%) for each statement: General public



Data reflects responses that members of the public aged 16-75 gave to an online survey based on similar questions to those asked in the Your Care Rating Residents' survey. Fieldwork was conducted by Ipsos MORI between 7th and 10th February 2020. In this chart, 'Strongly agree' and 'Tend to agree' response options have been combined into a '% Agree'. 'Disagree' and 'Neither' responses have been hidden. 'Don't know' responses have been removed from the base in order to maximise comparability with the Your Care Rating Residents' survey. Source: Ipsos MORI Omnibus (online), 7th – 9th February. Base: Adults aged 16-75 in United Kingdom who have any experience of care homes (n=440, 386 to 431 after removing don't know); Adults aged 16-75 who have no experience of care homes (n=689, 462 to 549 after removing don't know). 'Experience of care homes' was classified as anyone who responded 'Yes' to the following statements: 'I have a family member who lives or used to live in a care home'; 'I have a friend who lives or used to live in a care home'; 'I work/ have worked in a care home, e.g. as a care worker'; 'I am or was a volunteer in a care home'; 'Other direct experience'.

