

NHS AT 70

6

SOCIAL

CARE



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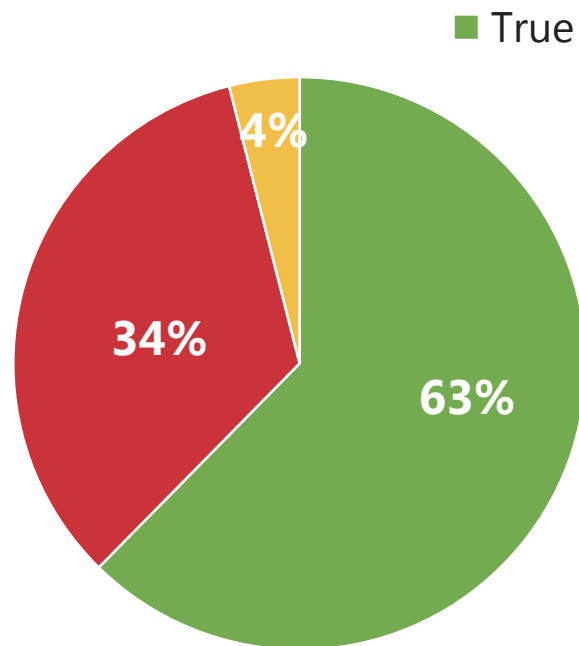
**The public's
understanding of social
care is limited**



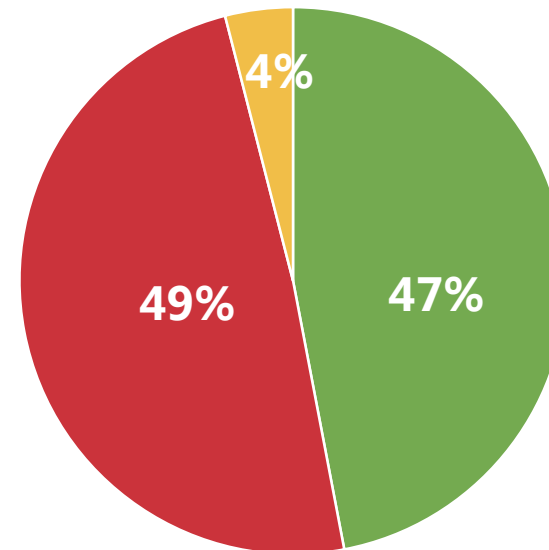
Just under half wrongly think social care services are free

and two thirds think they are provided by the NHS

I am now going to read out a couple of statements. For each one, please can you tell me whether you think it is true or false...



The NHS provides social care services for older people



Social care services are free at the point of need

* Social care services are defined as the provision of services to support people to be independent, play a full part in society and protect them in vulnerable situations. It includes practical help in the home, day centres, residential and nursing care homes, as well as advice and guidance

Base: 1,071 GB adults 15+, fieldwork 18-28 August 2017

Deliberative research suggests people have some idea what social care is – but lack confidence about the details

- Participants were able to describe social care in broad terms – mentioning residential and in-home care, though not other services
- Most also knew these services were distinct from the NHS
- But there was very little knowledge about the management and delivery of social care, particularly the role of local authorities
 - Some confusion between specific NHS and social care services
 - GPs considered a key gatekeeper for access to social care
- Those using social care personally or as a carer tended to know more, but often not much more beyond their specific circumstances

The biggest thing I found is no one seems to know where to get help. Not knowing where to go, or who to get advice from, to get everything started. There doesn't seem to be any one place."

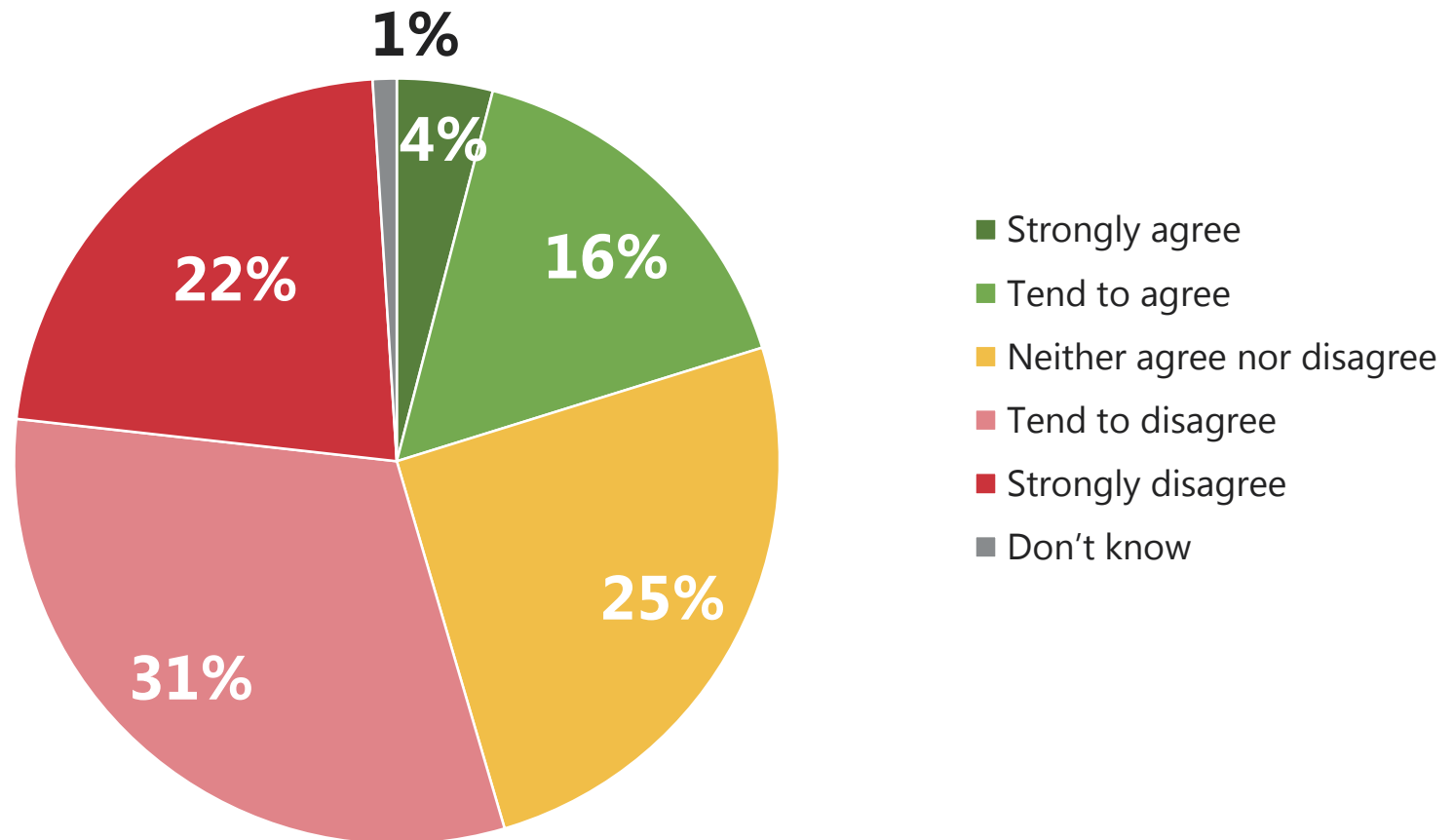
You don't know until you need it. Then, even when you've researched, you still don't know enough."

There is low satisfaction with social care services



Only one in five think the government has the right policies about social care for older people...

To what extent do you agree or disagree with the following statements...
The Government has the right policies about social care for older people in the UK

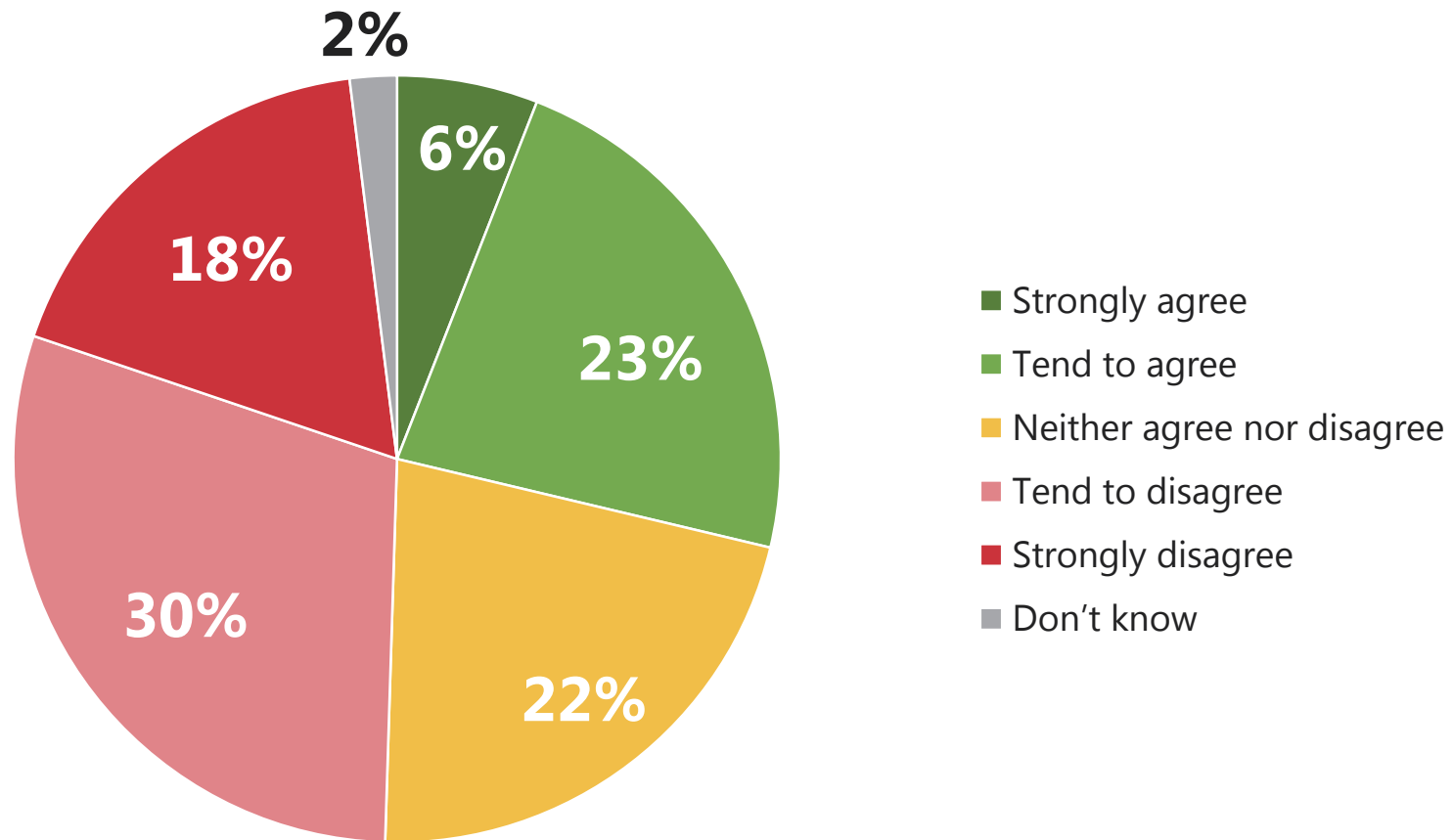


Base: 1,071 GB adults 15+, fieldwork 18-28 August 2017

And three in ten think local authorities are providing good social care services for older people

To what extent do you agree or disagree with the following statements...

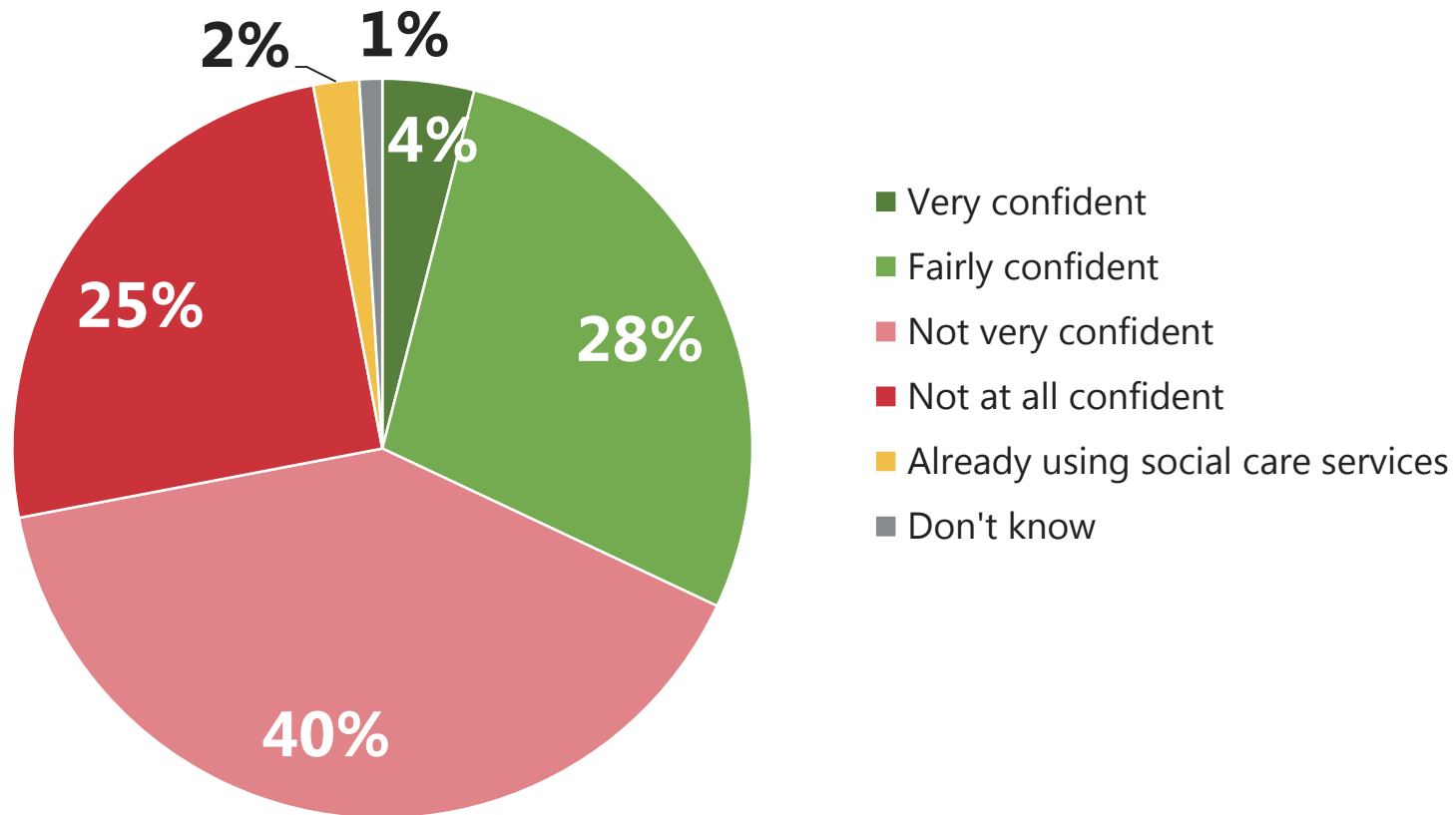
Overall, local authorities in the UK are providing good social care services for older people who need support



Base: 1,071 GB adults 15+, fieldwork 18-28 August 2017

Two-thirds do not feel confident that social care services will be available when they need them

How confident or not do you feel that there will be social care services available to support you when you need them?



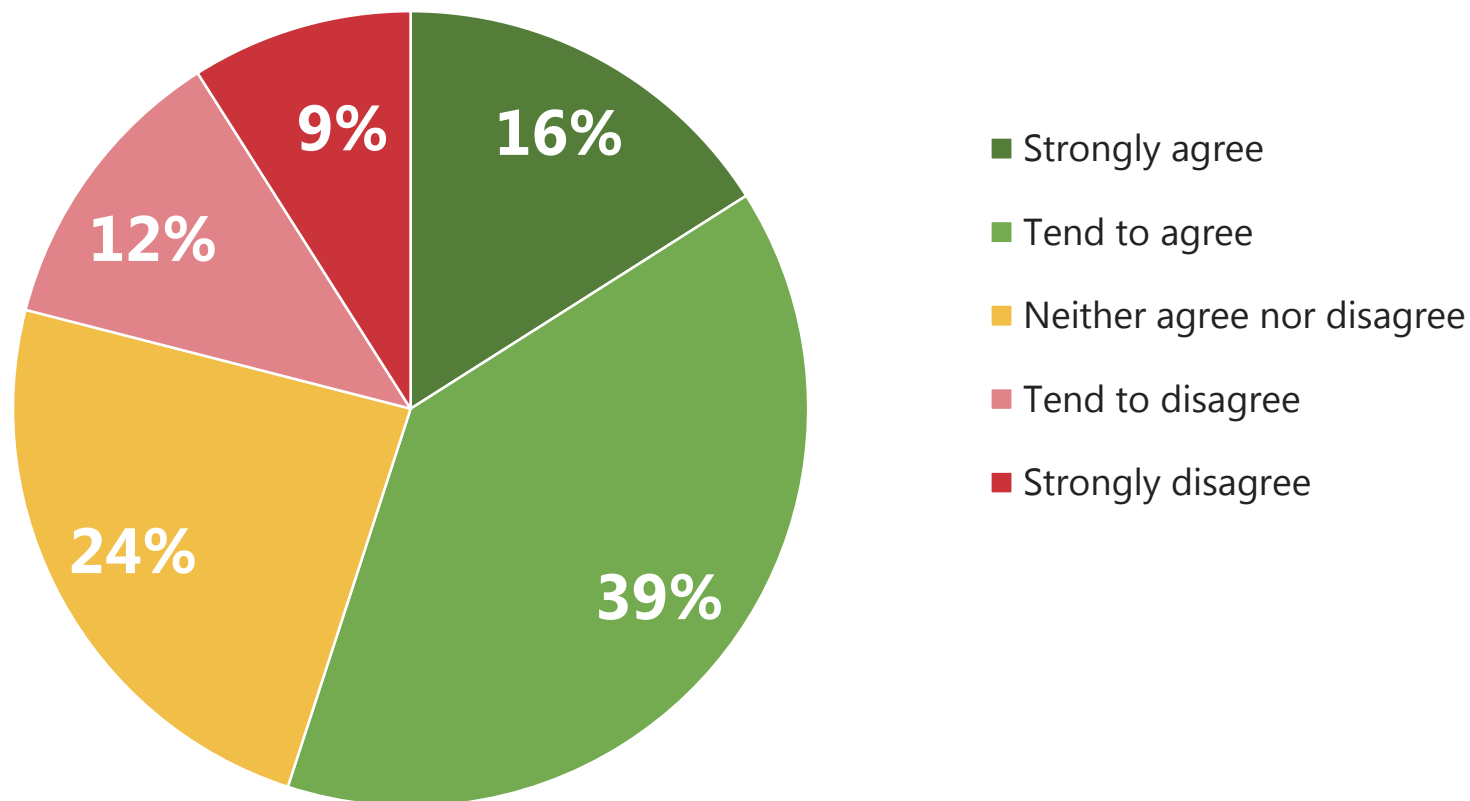
Base: 1,071 GB adults 15+, fieldwork 18-28 August 2017

**There is also limited
financial preparation
for social care**



Over half agree it is their own responsibility to save for their social care in the future

And please tell me whether you agree or disagree with the following statement. It is my responsibility to save or make other financial plans so that I can pay towards my care when I am older?

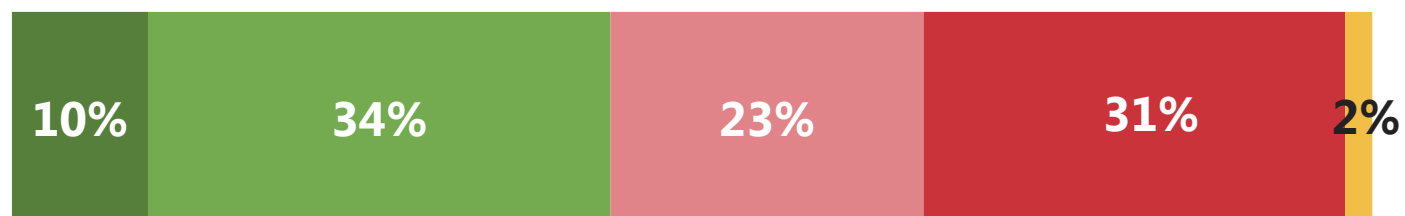


Base: 1,071 GB adults 15+, fieldwork 18-28 August 2017

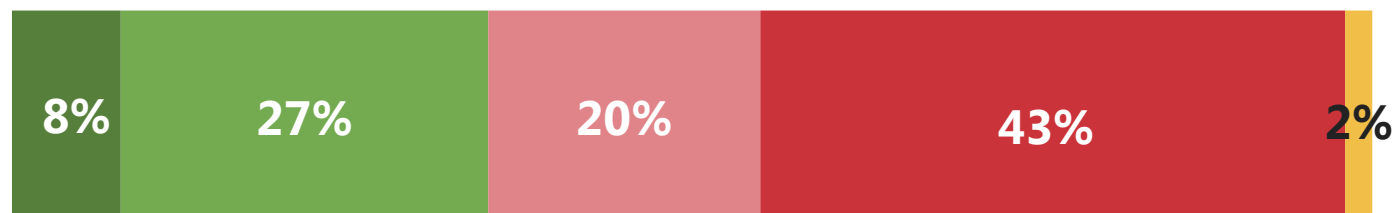
But only a minority say they are preparing financially – or are even thinking about preparing financially

Many people will require social care services when they are older and it is likely that they may have to contribute towards the cost. Before today, to what extent, if at all, had you thought about preparing financially / already preparing financially to pay for social care services you might need when you are older?

Thought about preparing financially to pay for social care services



Already financially preparing to pay for social care services



■ To a great extent ■ To some extent ■ Not very much ■ Not at all ■ Already using social care services

Base: 1,071 GB adults 15+, fieldwork 18-28 August 2017

Qualitative research has revealed more detail about why some older people are not preparing for care needs

Unpredictability of care needs

Low awareness of how care and support needs are funded

Lack of advance information available even when people knew the importance of planning

Being on low income/living in a low income household

Mindset:

- Not being old enough
- Wanting to live for the present

But I haven't really planned ahead for anything, no, because, no, I'm a get up and do what you're doing today sort of person.

*Female, age group 60 - 69;
living alone for a long time*

You can't plan anything. No, it's just how your body is at a particular time.

*Female, age group 80 - 89;
living alone for a long time*

And funding is not well understood according to qualitative research

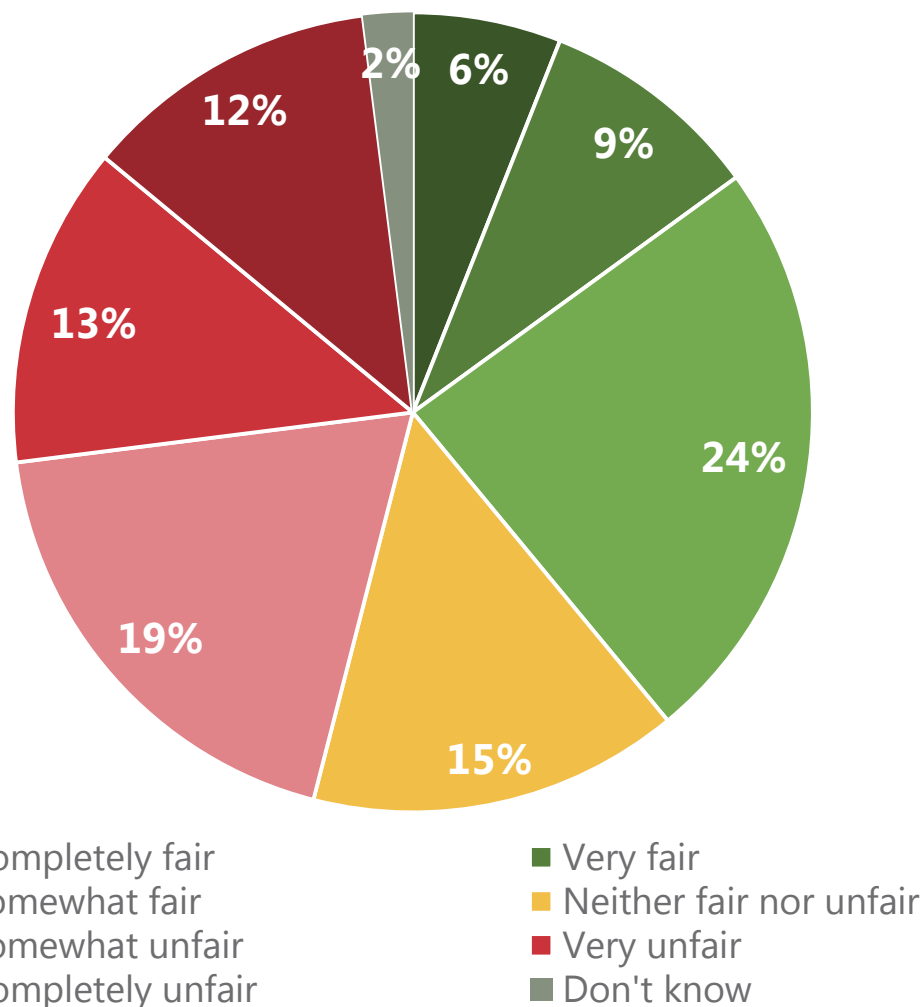
- Knowledge of how social care is funded was very limited
 - Many assumed the care they need would be paid for by government, through taxes and National Insurance – although some knew individuals had to pay
 - None reported making specific preparations for paying for social care needs
- Overall, very few were familiar with the existence or level of the thresholds or the role of local authorities in assessing means
- Participants with direct experience knew about their situation, and were aware that individuals may fund their own care, often at high cost
 - But they had not always stepped back to think about what individuals paying meant for funding overall – it was just something they had to deal with

There is a strong preference for state funding of social care and concerns about fairness to older people and those who have built housing assets



There is no real consensus over the fairness of the means testing system for social care

Social care is largely means tested/Some elements of social care are means tested. How fair or unfair do you think this is?



Over two in five people (44%) feel the system of means testing is unfair, while 38% think it is at least somewhat fair.

Base: 2,083 adults 15+ in the UK, 11 – 29 May 2018

In qualitative research there was a strong preference for state responsibility – but with some arguing for contributions from wealthy people

Individuals are responsible for paying for everything

Those who can pay should pay for everything; those who can't pay should receive support

Almost all participants

Those who can pay should be responsible for paying for some of their costs

The state is responsible for paying for everything

A small number of wealthier participants who would expect to pay, and would be happy to do so

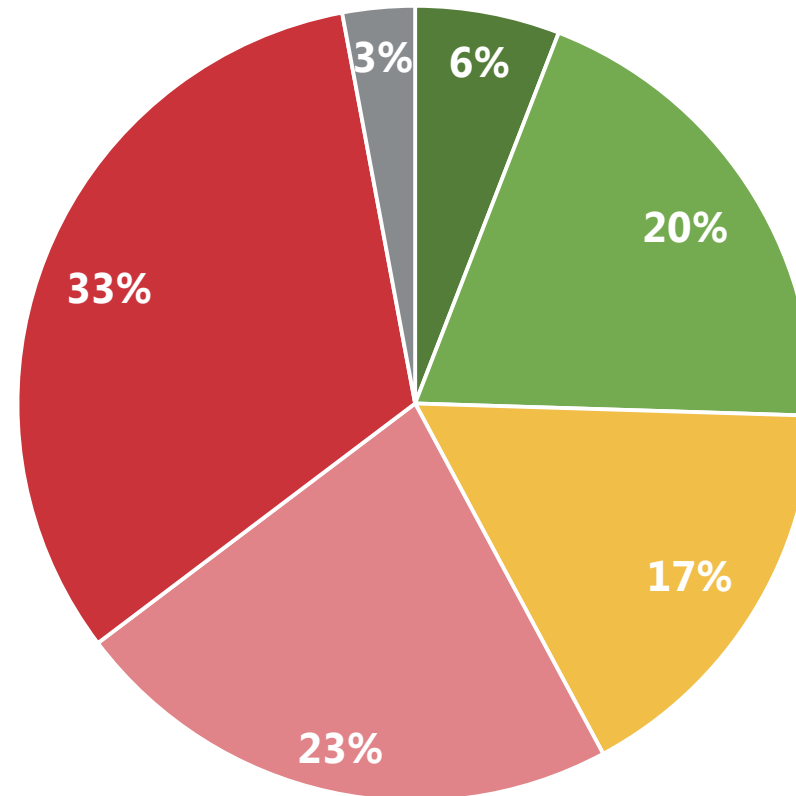
'Very wealthy' people should have to pay something – but defining who difficult

Basic care should be provided to all, with those who can afford to able to pay for better care

Similar to the NHS, funded through taxes, with everyone entitled to support if they need it

There is resistance towards using the value of someone's home to help pay for social care

To what extent, if at all, do you think it is acceptable or unacceptable that homeowners who need social care have to use some of the value of their home to pay for their social care?



■ Completely acceptable
■ Somewhat unacceptable

■ Somewhat acceptable
■ Completely unacceptable

■ Neither acceptable nor unacceptable
■ Don't know

Base: 2,083 adults 15+ in the UK, 11 – 29 May 2018

And in qualitative research, participants were concerned about fairness (older people and those with housing asset priorities)

- Participants had two key concerns they kept coming back to throughout the discussions:
 1. Being fair to **older people** who thought their social care needs would be met through their tax and NI contributions over many years
 2. Being fair to those who had worked hard to build up **housing assets** that they wanted to protect and pass on to the next generation
- These were seen as more important than other types of fairness discussed – even after further debate

Fairness: older people and housing assets key priorities

It's unfair to pay for a house that you want to pass to children, but you lose it".

It's frustrating, especially when you've paid tax all your life, not to get anything back at the end of that".

I'm surprised there is not enough information out there to get people to think about and prepare for their future social care needs. There should be some education".

The older generation didn't realise any of this, because it's never been discussed."

And this shaped views of other types of fairness

Generational fairness



- Participants recognised the pressures on young people, and were worried about the additional burden from social care
- But 'generational fairness' did not resonate, and even when explained further, concerns about fairness to older people and those with housing assets were more important
- They felt that it as a country we have to 'start somewhere'

Fairness based on ability to pay



- Some argued that wealthier people pay more tax and should be entitled to access care, as with the NHS – and that increasing taxes would mean they contribute even more
- Others were uncomfortable with the state paying for those who could afford their own care
- They either supported a means-test or expected that wealthy people would not want to access state care

And this shaped views of other types of fairness

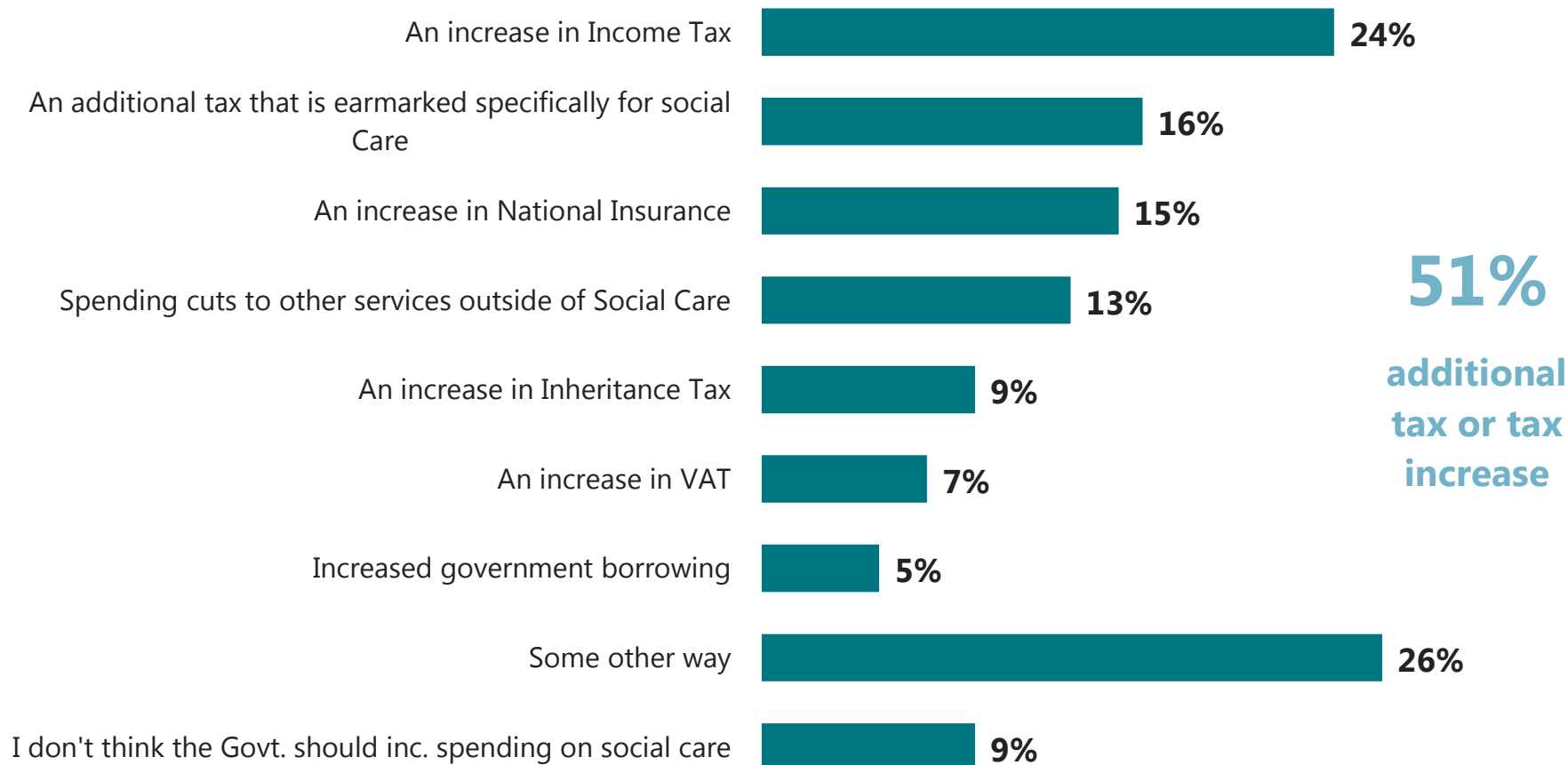
Just forget about touching people's houses. You work for that. It's for generations to come. It's yours. You can find other ways of raising money, and leave people's houses."

We don't live in a fair society anyway. It would just be another bit of unfairness. I think young people should be contributing."

What's going to happen is a means-test. It's inevitable. There's no way that there's enough money in the pot. There's no way that there will be enough money in the pot."

Around half would be in favour of additional taxation to increase social care funding

If the government decided to increase spending on social care, how do you think this should be funded?



Base: 2,083 adults 15+ in the UK, 11 – 29 May 2018

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Anna Quigley

✉ Anna.Quigley@ipsos.com

Kate Duxbury

✉ Kate.Duxbury@ipsos.com

www.ipsos-mori.com/



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