



Opening the Door to the Needs of Carers in Ratho

Queensferry Care

March 2013

Registered Charity SCO21833

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Summary of Findings

In general the characteristics of carers identified in the Ratho area, through this survey, are similar to those presenting in national surveys. The following table outlines the predominant characteristics of our 24 respondent carers.

Table 1

Gender of carer	Female
Age of carer	Over 65
Number of hours providing care	Over 50 hours
Duration of care	Over 5 Years
Relationship to person being cared for	Family member
Health of carer	50% having ok or poor health
Gender of person being cared for	Equal between genders
Age of person being cared for	Over 70
Number of people providing care for	One

15 carers requested contact support from the Queensferry Care (QCCC) Carer Support Worker, including provision of information, receiving a newsletter, signposting, help completing forms and interest in attending a Carer Support Group. This is significant progress, given that over the past 12 years, QCCC has endeavoured, with limited success, to engage with carers and to understand the needs of the community in terms of services that the organisation could deliver locally. In these 12 years, 56 households have engaged with the organisation, and prior to this piece of work there were only 5 carers in contact with QCCC.

The need for Carer Support has never been greater and demand will continue to increase with national predictions of an ageing population.

Research shows the benefits of providing appropriate and local support to carers in reducing demands on residential and health care services.

QCCC has the experience and knowledge to be able to respond to carer needs identified through this Survey and to contribute to meeting the recommendations outlined in both the Care 21 Report (2006) and the subsequent Caring Together Strategy document (2010). Specifically, this response would be in relation to the importance of advice and information being easily accessible and delivered by local community initiatives.

SECTION 1. Introduction

Queensferry Care formally known as Queensferry Churches Care in the Community (QCCC) is a voluntary organisation established in 1993 to provide quality support services to older people and carers in Rural North West Edinburgh. This includes Queensferry, Dalmeny, Kirkliston, Ratho, Ratho Station and Newbridge. It is a registered charity (SCO21833) and company limited by guarantee and is governed by a Board of Directors.

The organisation provides the following services; daycare for older people, including provision for people diagnosed with dementia; befriending, offering companionship for older people in their own homes; volunteering opportunities and carer support to all adult carers. All of the services complement each other to ensure as far as possible that support is provided for those who need it in the geographical area covered.

Carer Service (QCCC)

The Carer Support Service was established in 2000 and has evolved over time to meet the growing needs of carers in the area. The main objectives of the service are as follows:

- To identify and reach carers from within Rural North West Edinburgh.
- To encourage carers to identify their own needs.
- To support existing group meetings and set up new groups as and when a need is identified or requested by carers.
- To encourage carers to become involved in relevant planning groups and forums.
- To facilitate directly or indirectly learning opportunities for carers' identified needs.
- To offer support to individual carers at a time of particular crisis.

- To make carers aware of any changes to policies that may directly affect them, their rights, benefits and entitlements and when appropriate offer to support them to complete applications.

These objectives are met through the following activities:

- Monthly evening carer support group
- Monthly carer drop- in service
- Sunshine Club
- Direct contact with Carer Support Worker
- Carers – Have your Say – Monthly Group meetings
- Carers’ telephone link line
- Newsletters

The service is well received in the locality and highly regarded by other agencies working in the field.

Need for this report

While the geographical spread of service delivery by QCCC is fairly comprehensive, it had been identified by the organisation that few referrals were received from the Ratho area to access day care services. Little was known about the number of carers and their support needs, despite numerous attempts over the past twelve years to obtain both information from, and engagement by the community.

In consultation with NHS Lothian, the Carer Support Worker of QCCC submitted an application for funding to the Carer Information Strategy managed by NHS Lothian fund. The purpose of the submission was to carry out a survey of the Ratho area to both make contact with carers, and, discover their needs. The bid was successful and a consultant was commissioned to carry out the Survey.

Ratho

The area of Ratho is located in Rural North West Edinburgh, 8 miles west of the city centre. It lies in both Pentland and Almond wards of the local authority area of Edinburgh.

The Census 2001 gives a population of 2531 for the settlements of Ratho and Ratho Station, which is set to increase with a number of new housing developments at Ratho, Ratho Station and Newbridge.

Ratho is served by two primary schools, a library, a doctor's surgery, 2 pubs, 2 community centres, a shop and a number of churches. It has relatively good transport links, being in close proximity to the M8, M9 and Edinburgh by pass. There is a limited bus service into the city centre.

National Perspective

There are an estimated 657,300 unpaid carers in Scotland (Scottish Household Survey 2007-08), which equates to around 1:8 of the population. An estimated £10.3 billion a year is saved through the provision of unpaid carers (Carers UK and University of Leeds 2011).

The Care 21: The Future of Unpaid Care in Scotland Report (2006) talks about a constant message emerging "unpaid carers are the largest group of care providers; largest component of the Scottish Care workforce, making an enormous contribution to society". The Report goes on to recognise the need to improve the quality of life of unpaid carers through its 22 recommendations. Along with "Caring Together – the Carers Strategy for Scotland 2010-2015" (2010) both documents recognise the need to identify carers in communities and to improve the provision of information, advice and support.

It is hoped that this Survey will help to identify and encourage engagement of unpaid carers in the Ratho area. With information gathered through the questionnaire and follow up by the Carer Support Worker, services can be planned better to meet the needs of carers and contribute to improving their quality of life.

Methodology

Contact was made with Ratho GP Surgery and it was agreed that the Survey would be delivered in partnership with them. A questionnaire was designed in conjunction with the Carer Support Worker, aligning questions as much as possible with data that is available in the public domain in relation to characteristics of the population and unpaid care duties.

For the purposes of the Survey the following definition was used: “a carer is a person of any age who provides unpaid help and support to a relative, friend or neighbour who cannot manage to live independently without the carer’s help due to frailty, illness, disability or addiction”.

The questionnaire was sent via post to every household on the database of the GP Surgery at Ratho accompanied by a covering letter from QCCC and NHS Lothian. (Appendix 1 and 2). A prepaid return envelope was provided to optimise response rates. The geographical area covered by the surgery includes Ratho, Ratho Station, Newbridge and some parts of Gogarbank and Ingliston. In total 1100 questionnaires were sent out in January 2013 to households registered at the GP surgery. A window of two weeks was given to return completed questionnaires.

It should be noted that the sample population for this survey are people who were registered with a specific GP Surgery in contrast to national statistical surveys geographical boundaries. In relation to this report census locality areas of Ratho and Ratho Station have been used to compare with survey responses.

In addition to the questionnaire, research and background work was undertaken to understand the local area and current trends within the care field.

SECTION 2. Results

1100 surveys were sent out to all households registered with the GP Surgery at Ratho. By the closing date 32 responses had been received. While the questionnaire asked for respondents to complete the questionnaire only if they considered themselves to be a carer, some questionnaires were returned by people who were not carers or who were being cared for by paid workers. These responses have been removed from the statistical analysis that follows and in total 24 responses have been treated as valid for the purpose of these results (Appendix 3). The Scottish Household Survey identifies 11% of households with someone providing unpaid care. Using this statistic with the 1100 households which received our questionnaire then, we would expect there to be 121 households with an unpaid carer. As we received 24 responses then our return rate was 19.8%.

This section presents the results from the Survey Questionnaires as well as presenting data available from national and local surveys.

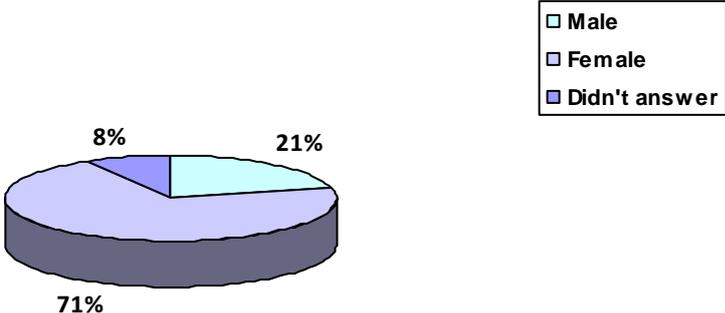
Carers

As previously stated, 1 in 8 of the population of Scotland identified themselves as unpaid carers (Census 2001). In Edinburgh this figure is 8.67% of the population and for Ratho 8.96% and Ratho Station 11.94% (appendix 4a and 4b). The total number of carers identified in the 2001 Census for Ratho and Ratho Station is 257.

The first section of the Questionnaire focused on gathering information about the carers themselves.

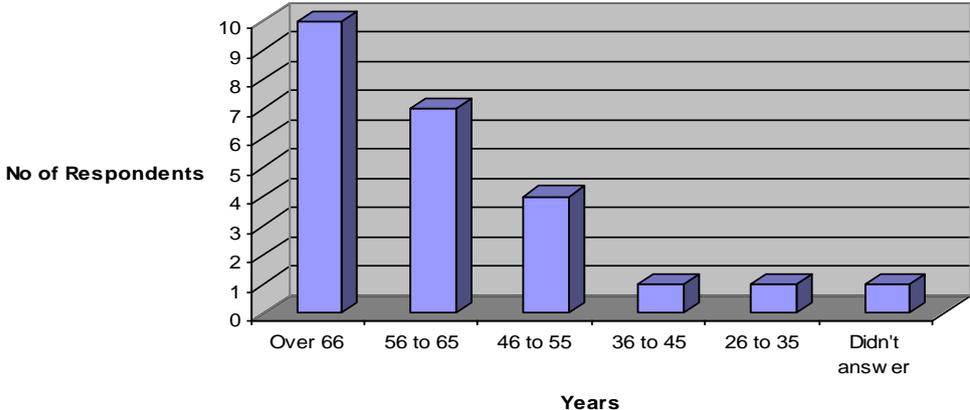
The majority of people who responded were female (71%). The 2001 Census indicates a ratio of 60:40 female/male carers in Scotland. For Ratho and Ratho Station the proportion of female carers identified in the 2001 Census was 57.35% and 57.85 % respectively.

**Table 2
Gender of Respondents**



By far the largest numbers of respondents (70%) were over 55, with 42% being over 65, compared to the findings of the 2001 Census, where 67% of the population who considered themselves carers, were over 50. The Census data for localities compares the age of carers over pensionable age and for Ratho and Ratho Station this was 16.91% and 17.36% respectively.

**Table 3
Age of Respondents**



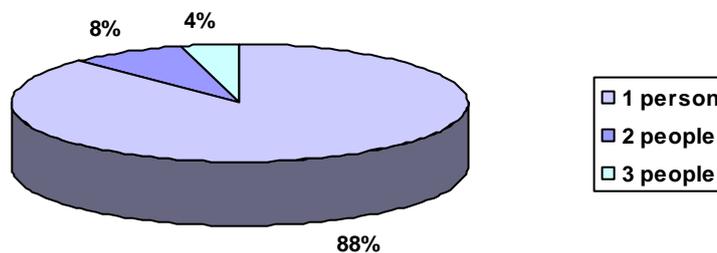
Respondents were asked about the state of their health. 12% of those who responded said that their health was poor, comparing favourably with the Scottish Health Survey 2008 that shows 12% of carers indicating that they have poor health. While the Scottish Health Survey (2008) shows 70% of carers assessing their health as very good or good, only 50% of respondents to this survey indicated a good or very good state of health.

Table 4
Health of Respondents



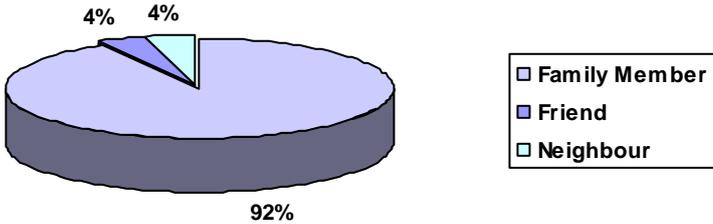
88% of respondents look after one person, with 12% looking after more than one person. The Scottish Household Survey (2007-08) indicates that 96% of carers provide care for one person.

Table 5
No of people respondents act as carer for



The overwhelming majority of respondents (92%) cared for a family member; only 8% cared for a friend or neighbour. The Carers Strategy for Scotland (2010-15) quotes that the majority of carers provide care to a parent or other relative.

Table 6
Relationship to person cared for

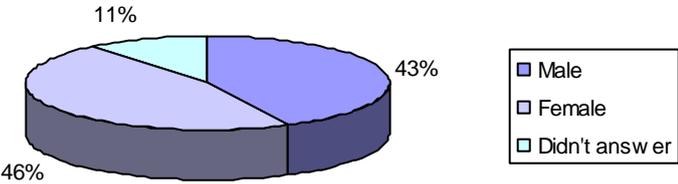


Characteristics of Persons Cared for

Gender

In Scotland 52% of those that are cared for by an unpaid carer are female (census 2001). The Survey results are comparative to this with 52% of those that answered caring for a female.

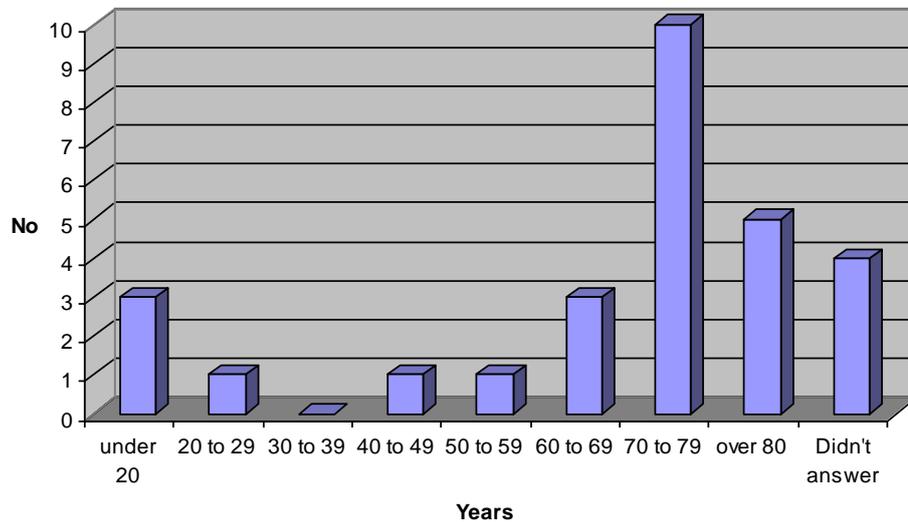
Table 7
Gender of persons being cared for



Age

Most (62%) of those persons cared for by our respondents were in their 70's or 80's.

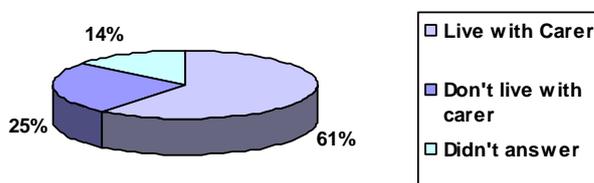
Table 8
Age of person being cared for



Residence

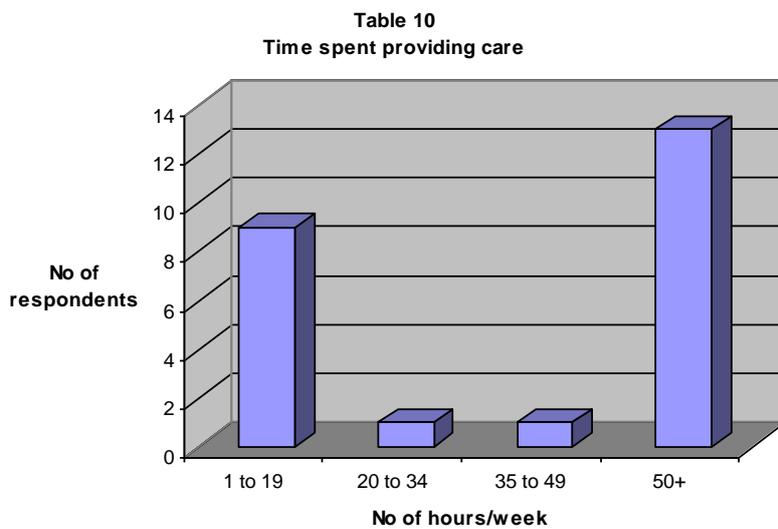
The majority of those being cared for lived with the respondent, with the majority of both respondents and persons being cared for living in the Ratho area.

Table 9
Residence of person being cared for

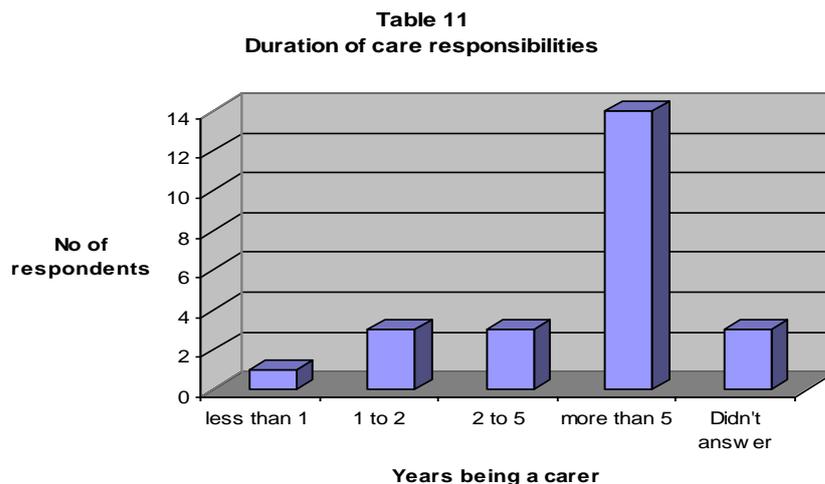


Care Responsibilities

The Survey asked how many hours a week the respondent provided care. The most prevalent answers were either the lowest category of 1 to 19 hours (38%) or the highest one of over 50 hours (54%), with only two respondents (8%) providing care between 19 and 50 hours. The 2001 Census shows that for Ratho 86% of carers do this for less than 19 hours and 8% for more than 50 hours. For Ratho Station 58% provide care for less than 19 hours and 26% for more than 50 hours.



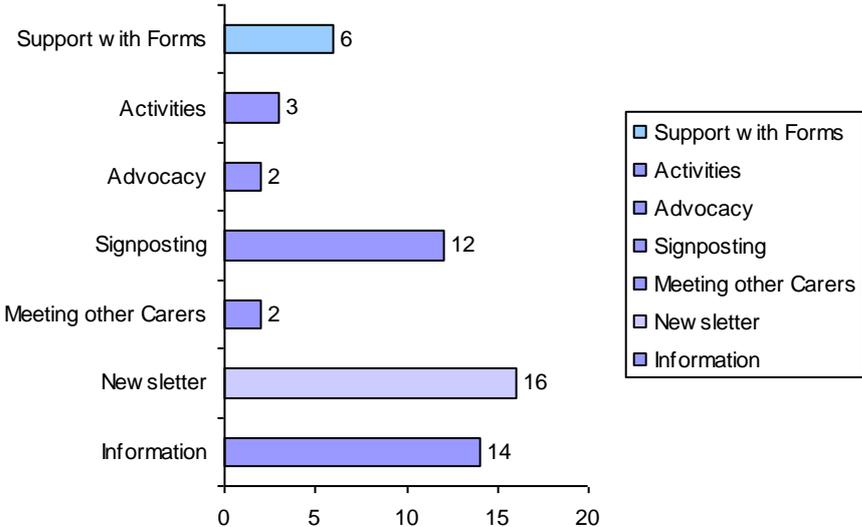
58% of our respondents have provided care for over 5 years.



Support

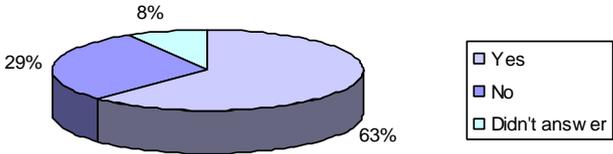
Respondents were asked what support services they would be interested in receiving. Overwhelmingly provision of information and receiving a newsletter were chosen, followed by signposting and support with completing forms. Other suggestions included help with travel and provision of overnight respite.

Table 12
What support services would you engage with?



Lastly respondents were asked to indicate if they were happy for the Carer Support Worker to contact them. 15 people were happy to receive contact.

Table 13
Do You Want the Support Worker to Contact You?



Section 3. Overview of Results

The sample population of 24 valid responses is relatively small, however the characteristics of carers and of those they care for are generally comparable with data collected in both Census 2001(census) and Scottish Household Survey 2007-08 (SHS). Variations to this are outlined below. It should be noted that the questionnaire was distributed to patients registered at Ratho Surgery and not by exact geographical areas as with Census and SHS data. Therefore there may be carers based in the Ratho area registered with GPs outwith Ratho, for instance Kirkliston, Winchburgh and Strathbrock in Broxburn. This might explain the extrapolation figure of 121 households having a carer (national proportion of carers in households/number of households surveyed) resident in our sample with the actual number of the population identifying themselves as carers in the 2001 census for Ratho and Ratho localities as 257. In addition, care should be taken when comparing population with household data sources.

Carers

The Census data for Ratho and Ratho Station localities (appendix 4a and 4b) shows the % of unpaid carers as 8.96 and 11.94 respectively. It is interesting to note that nearly 3% more of the population in Ratho Station classify themselves as carers compared to those in Ratho and Edinburgh (8.67%). The total number of the population identifying themselves as carers in the 2001 census was 257. This Survey has identified 9.3% (24 carers) of the potential population of carers in Ratho as identified in 2001. Data collected through the SHS indicates that there may be a much larger number of carers who do not identify themselves as being carers, highlighting that while 33% of households presented as having someone with a long term illness or disability in the household, only 14% presented as having a person who is cared for.

Census data for both Ratho (57.35%) and Ratho Station (57.85%) show a significantly lower % of female carers than identified in this survey (70%).

42% of respondents to this survey were over 65. Census data shows that only 16.91% and 17.36% respectively for Ratho and Ratho Station were of

pensionable age. It is interesting to note that the % of carers above pensionable age in the Ratho locality is nearly 4% lower than that for Edinburgh (21.23%).

12.5% of respondents indicated having poor health, which compares well with data from the SHS (12%) captured in the “Caring in Scotland: Analysis of Existing data Sources of Unpaid Carers in Scotland”

88% of respondents cared for one person, the SHS data gives a figure of 96% of carers providing care for one person. One respondent cared for both her parents and son.

92% of respondents cared for a family member, which again compares well with SHS data, where the majority of carers provide support to a parent, followed closely by other relatives.

Characteristics of Person being Cared For

The gender of those cared for by our survey respondents was fairly evenly spread, with a slight majority of those answering the question caring for a female (52%). The overwhelming majority of those being cared for were over 70 and lived with the person caring for them (61%).

Care Responsibilities

Interestingly, our respondents Care responsibility responses varied greatly from data provided by the census 2001 for Ratho and Ratho Station localities. The table below shows that our Survey had far more respondents providing care for more than 50 hours. People responding to the Survey in the Ratho and Ratho Station areas presented as predominantly providing care for 19 or less hours. This may be attributed to the increased awareness of carers since the 2001 Census and their own recognition of the extent of their care duties. The 2001 Census asked for the first time whether people in households had care responsibilities and the extent of those responsibilities. It is anticipated that the results of the 2011 Census will show greater numbers of people that provide unpaid care and the duration and extent of that care.

Table 14 Comparison of Data on Hours Providing Care

Hours Providing Care	Respondents %	Ratho Census 2001	Ratho Station Census 2001
1 to 19	38%	86%	58%
20 to 49 hours	8%	6%	16%
50+ hours	54%	8%	26%

The majority (58%) of our respondents have provided unpaid care for over 5 years. This compares well with SHS (2007-08) where over 70% of carers have provided unpaid care for over 5 years.

Support Needs Identified

15 of those who responded were happy for the QCCC Carer Support Worker to contact them to discuss what support they might like to engage with. Generally respondents were interested in receiving support in the form of information, newsletters, signposting and help with completing forms.

Section 4. Conclusions

Respondents to this Survey presented similar characteristics to carers identified in national surveys and specifically the 2001 Census and Scottish Household Survey 2007-08. Significant variations to this include a greater number of female carers identified and a greater number of those responding as carers being over 65. In addition the number of hours that respondents provided care was in sharp contrast to figures provided by the 2001 Census. For the Ratho and Ratho Station localities, respondents in the main provide over 50 hours of care a week compared to the majority providing less than 19 hours indicated in the census data.

The need to provide support to carers is likely to increase over the next two decades. Information provided in the Caring Together report, predicts that by 2037 the number of unpaid carers in Scotland will grow to 1 million. In addition the population that is over 65 in Scotland is predicted to rise by 62% by 2031. This would mean larger numbers of very old people, and, a proportionally smaller group of young workers able to provide care and pay taxes. This alone would see demand for health and social care services increase by 25%.

Why should support be provided to carers? Carers UK say that by providing training for carers, this can enable patients to be supported longer in the community and delay a move to residential care. Carers Scotland recognises that “carers provided with support and training are less likely to present with their own health issues”.

QCCC is very well placed to provide the support needed to carers in the Ratho area. As a local voluntary organisation, it contributes to the vision identified in Care 21 that unpaid carers will be able to access a range of support provided by local community initiatives. The importance of this is also mentioned in the Report where “many carers found the route for information, advice and emotional support through local voluntary sector organisations easier and more accessible than direct approaches to statutory agencies”.

In order to ensure that carers in Ratho are not disadvantaged in their participation in society and that their quality of life can be improved, appropriate and adequate support needs to be provided and preferably through the means of a local voluntary organisation.

What Next?

This Survey has verified that carers in the Ratho area have similar characteristics to those identified in national surveys. It has identified a group of 15 carers who are receptive to receiving support from the QCCC Carer Support Worker through a number of methods, including the setting up of a carer support group. Support groups for carers was highlighted in the 2011 Vocal Customer Satisfaction Survey with 89% of carers who answered saying that support groups were important.

The next stage is for the Carer Support Worker to make contact with those carers identified. In addition the regular Carer Support Newsletter, as well as that of QCCC, will be circulated to those respondents happy to receive information.

Following on from this it is proposed that:

- An initial meeting of those who have already shown interest and further advertising will be arranged in a local venue at Ratho. This may take place over a number of sessions both in the day and evening to ensure that it is accessible for those interested in attending.
- It is hoped that from this initial group a Carer Support Group can be set up and through continued word of mouth, local advertising and specifically linking with the GP Surgery, that further carers can be identified.
- In addition it is hoped that as well as the profile of QCCC being raised in relation to carer support that awareness of other services delivered by the organisation, and specifically day care services can be achieved with the view to responding to any additional needs identified.

Appendix 1

QUEENSFERRY CARE is a registered charity working with communities in the rural north west of Edinburgh to deliver quality support services to older people and carers. We are currently trying to understand the support needs of carers in the Ratho area.

A **Carer** provides unpaid care to family members, other relatives, partners, friends and neighbours of any age who are affected by physical or mental illness (often long-term), disability, frailty or substance misuse.

If you are a carer living in the Ratho area or caring for someone who lives in the Ratho area then we are keen to hear from you. We would be grateful if you could spare 10 minutes to fill out this questionnaire and return it in the **freepost envelope provided by 31 January 2013**. If you are not a carer then thank you for your time in reading this. You can find out more about the work of **Queensferry Care** at www.qccc.org.uk

The information provided on this questionnaire will be used for the purpose of understanding the support needs of carers and responses will not be attributed to any one individual.

Queensferry Care would like to let carers know of events and activities that they may organise, including newsletters. If you would like to receive this information please tick this box.

ABOUT YOU

Title

Surname

Forename

Address

Post Code

Email

Telephone

Male/Female (please delete as appropriate)

Are you aged 26 to 35 36 to 45 46 to 55

56 to 65 over 66

How would you describe your health? Very Good Good

OK

Poor

ABOUT YOUR CARE RESPONSIBILITIES

Do you care for more than one person? Yes/No if yes how many?

Please respond for all those you care for

Who do you care for?

Family Member Please indicate their relationship to you

Friend Neighbour

Is the person you care for **Male/Female**? (Please delete as appropriate)

How old are they?

Do they live in your family home? **Yes/No**

If no do they live in the Ratho area? **Yes/No**

If no where do they live?

How many hours a week do you provide help and support to the person you care for?

1 to 19 20 to 34 35 to 49 50 or more

Can you describe the support needs of the person you care for?

Approximately how long have you been a carer?

Helping you in your role as carer

Would you be interested in any of the following to help you in your role as carer?

Information Newsletter Meeting other carers

Signposting to available services Advocacy

Activities that you can participate in with the person you care for

Support with filling in forms Other

If a local support group were to be set up what time of day would be most suitable for you to attend?

Morning Afternoon Evening

Would you be happy for the QCCC Care Support Worker to contact you to talk about which support services are available? **Yes/No**

Thank you for completing this questionnaire Please return in the freepost envelope provided. Please contact Gillian on 0131 3315570 or email gillian@qccc.org.uk if you would like to discuss anything or receive further information about the work of QCCC.

Appendix 2



Queensferry Care, 25B Burgess Road,
South Queensferry,
EH30 9JA. Tel: 0131 331 5570.



Ratho Surgery,
11 Baird Road,
Ratho, EH28 8RA.
Tel: 0131 333 1062.

14 January 2013

Dear Patient

Ratho Surgery is engaged in a piece of work with Queensferry Care to identify carers who are registered with the Practice.

Carers provide unpaid care to family members, other relatives, partners, friends and neighbours of any age who are affected by physical or mental illness (often long-term), disability, frailty or substance misuse. The person you care for does not have to live with you.

It is well recognised that caring can have significant health implications: we would like to do all we can to help you manage this. The carer support worker with Queensferry Care is keen to provide a **local** service for carers, but would like to know who you are and what your needs are.

We would appreciate it if anyone who provides unpaid care could take a few minutes to complete the attached questionnaire and return this in the FREEPOST envelope. Please respond by 31 January 2013.

You may not need support or advice at the moment, but you might like to know what is going on – locally and city wide. In this instance the Carer Support Worker will add you to the mailing list and you will receive a Newsletter up to three times per year – no other contact unless you request this.

We look forward to finding out how many carers live locally and then being able to provide appropriate information and support to you.

Yours sincerely

Gillian Smith
Carer Support & Development Worker

Questionnaire Results

About You - The Carer

(No of Respondents)

Gender			Age	
Male	5		Over 66	10
Female	17		56 to 65	7
Didn't answer	2		46 to 55	4
			36 to 45	1
			26 to 35	1
			Didn't answer	1
Health				
very good	5			
good	7			
ok	8			
poor	3			
Didn't answer	1			

About the Person you Care For

Gender			Age	
Male	12		under 20	3
Female	13		20 to 29	1
Didn't answer	3		30 to 39	0
			40 to 49	1
			50 to 59	1
Live with Carer	17		60 to 69	3
Don't live with carer	7		70 to 79	10
Didn't answer	4		over 80	5
			Didn't answer	4

Care Responsibilities

No of people you care for			Relationship	
1 person	21		Family Member	22
2 people	2		Friend	1
3 people	1		Neighbour	1
Duration of Care Responsibilities			Hours Providing Care/Week	
less than 1	1		1 to 19	9
1 to 2	3		20 to 34	1
2 to 5	3		35 to 49	1
more than 5	14		50+	13
Didn't answer	3			

Support

Contact from CSW			Type of Support	
Yes	15		Information	14
No	7		Newsletter	16
Didn't answer	2		Meeting other Carers	2
			Signposting	12
			Advocacy	2
			Activities	3
			Support with Forms	6

Appendix 4a

Census 2001

Comparative Health Profile:	Edinburgh	Ratho Locality
Interesting facts	Edinburgh	Ratho
Average age of a person with good health	33.41	33.27
Average age of a person with a limiting long term illness	58.18	56.22
Average age of carer	48.49	49.99
Percentage of economically inactive people who are permanently sick/disabled	15.51	13.99
Percentage of households with one or more carers resident	14.85	16.46
General Health	Edinburgh	Ratho
Total resident population	448624	1518
- % Good	71.91	76.68
- % Fairly good	20.02	17.65
- % Not good	8.07	5.67
Limiting Long Term Illness	Edinburgh	Ratho
Total resident population	448624	1518
- % Has a limiting long term illness	17.2	12.78
- % Does not have a limiting long term illness	82.8	87.22
Provision of unpaid care	Edinburgh	Ratho
Total resident population	448624	1518
- % not providing care	91.33	91.04
- % providing 1-19 hours of care a week	6.02	7.71
- % providing 20-49 hours of care a week	0.89	0.53
- % providing 50 or more hours of care a week	1.76	0.72
Carers	Edinburgh	Ratho
Total number of carers	38876	136
- % Carers who are female	60.07	57.35
- % Carers who are employed (excluding full-time students)	53.84	69.85
- % Carers aged under 16	2.01	0.74
- % Carers above pensionable age	21.23	16.91

Appendix 4b

Census 2001

Comparative Health Profile:	Edinburgh	Ratho Station Locality
Interesting facts	Edinburgh	Ratho Station
Average age of a person with good health	33.41	36.05
Average age of a person with a limiting long term illness	58.18	58.09
Average age of carer	48.49	47.44
Percentage of economically inactive people who are permanently sick/disabled	15.51	17.87
Percentage of households with one or more carers resident	14.85	19.81
General Health	Edinburgh	Ratho Station
Total resident population	448624	1013
- % Good	71.91	68.41
- % Fairly good	20.02	23.99
- % Not good	8.07	7.6
Limiting Long Term Illness	Edinburgh	Ratho Station
Total resident population	448624	1013
- % Has a limiting long term illness	17.2	18.95
- % Does not have a limiting long term illness	82.8	81.05
Provision of unpaid care	Edinburgh	Ratho Station
Total resident population	448624	1013
- % not providing care	91.33	88.06
- % providing 1-19 hours of care a week	6.02	6.91
- % providing 20-49 hours of care a week	0.89	1.88
- % providing 50 or more hours of care a week	1.76	3.16
Carers	Edinburgh	Ratho Station
Total number of carers	38876	121
- % Carers who are female	60.07	57.85
- % Carers who are employed (excluding full-time students)	53.84	61.98
- % Carers aged under 16	2.01	2.48
- % Carers above pensionable age	21.23	17.36

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Acknowledgments

Funders	Scottish Government (NHS Lothian) – Carer Information Strategy Fund
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