

**CARP Aging At Home Report
July 3, 2012**

Key Findings

One quarter of members use home care, or have someone in their family or who they know who does. While members in general are not very satisfied with the quality of home care in their provinces (about one third satisfied), those who actually use home care services are more satisfied (about one half satisfied).

Most care received is assisted living, light housekeeping, companionship, dressing and hygiene. Few receive actual medical care. Suggestions for provincial improvements to home care include more assisted living funding, more coordination between home care and medical care and more nurse practitioner visits.

Majorities agree Canada can set a goal of building no more nursing homes, as well as believing major illnesses can be treated/cared for in the home. Members expect to receive both initial assessments for home care and the initial care visit within just less than a week. The plurality of members expect to be able to receive home care if needed in their provinces, but about one fifth do not, and many do not know if they can.

Members agree CARP polling accurately reflects their views and that it is CARP's duty to convey these views to those in power. Three quarters approve of CARP's strategy with respect to OAS.

There is little awareness of Seniors' Month and it is seen to be of little use. There is also little awareness of Elder Abuse Awareness Month, but it is seen to be more useful.

While very few members report suffering elder abuse, as many as a fifth have a family member or someone they know who has. In most cases, the abuse wasn't reported.

While the Conservatives lead in member voter preference, their stock is down recently, and the NDP is firmly in second place.

AGING AT HOME

There is a split in opinion on satisfaction with home care services in their province among all members; one third are satisfied (31%) and one third are not (32%), while slightly more do not know (38%).

How satisfied are you with the home care services your province provides?

SATISFIED	31%
Very satisfied	5%
Somewhat satisfied	26%
NOT SATISFIED	32%
Not very satisfied	22%
Not at all satisfied	9%
DON'T KNOW	38%

In total, one quarter of members are themselves, have family members or friends using home care (27%), and this more likely to be family (11%) or friend (13%) than the respondent (3%).

Are you, a member of your family or anyone you know currently receiving provincially paid home care?

YES	27%
Yes, me	3%
Yes, family	11%
Yes, someone I know	13%
NO	73%

Satisfaction with home care among those only who use it is substantially higher than satisfaction among all members (53% satisfied vs 31% satisfied).. Just more than one third are not satisfied with care received (36%).

How satisfied, personally, are you or they with the home care service received?

SATISFIED	53%
Very satisfied	19%
Somewhat satisfied	34%
NOT SATISFIED	36%
Not very satisfied	22%
Not at all satisfied	14%
DON'T KNOW	11%

One half of those receiving care get assisted living, dressing and hygiene (51%), while fewer than half this proportion get light housekeeping and companionship (20%). Medical home care is characteristic of about one tenth of recipients (11%), while very few get full hospital care (3%).

How would you describe the level of home care you or they are receiving?

Assisted living, dressing, hygiene	51%
Light housekeeping, errands, companionship	20%
Medical care, doctor, nurse visits	11%
Full care, doctors, nurses, equipment	3%
OTHER	15%

Members are equally likely to say funding for assisted living and more coordination between home care and medical care are the best ways to improve their province's home care (21% each), while just fewer opt for more nurse practitioner housecalls (15%).

How could home care in your province be improved?

More funding for assisted living - personal care	21%
Coordination of assisted living and medical care	21%
Nurse practitioners making housecalls	15%
Funding for light housekeeping, companionship	9%
Doctors making housecalls	5%
Respite services for caregivers	4%
OTHER	2%
DON'T KNOW	24%

Three quarters believe Canada can set a goal of building no more nursing homes (like Denmark - 72%).

In Denmark, no old age homes or long term care facilities have been built in a decade because of the widespread availability of home care. How much do you agree this is a realistic goal for Canada?

AGREE	72%
Agree strongly	28%
Agree	44%
DISAGREE	18%
Disagree	14%
Disagree strongly	4%
DON'T KNOW	10%

The majority of members believe home care is capable of handling the most serious conditions and diseases (56%).

Do you believe that the level of medical care and assisted living services necessary to deal with a serious chronic condition like cancer or heart disease can be achieved in the home?

Yes	56%
No	26%
DON'T KNOW	18%

In the case of both the initial assessment and the first home call, members would expect an elapsed time of, on average, less than a week.

If you or a member of your family required in-home medical care and assisted living services, how long would you be willing to wait between the initial referral and the first assessment visit?/And how long would you be willing to wait between the assessment visit and the beginning of in-home care?

	Assessment	Care
Within 24 hours	14%	14%
A few days	40%	39%
A week	21%	24%
Two weeks	15%	15%
More than two weeks	3%	3%
DON'T KNOW	7%	5%
AVERAGE	4 days	4 days

The vast majority of members believe PSWs should be certified (95%).

Do you agree that any personal services workers (PSWs) who are engaged to provide assisted living services should be certified?

Yes	95%
No	3%
DON'T KNOW	2%

The vast majority also agree PSWs should be bonded (94%).

Do you agree PSWs should be bonded before being sent into the home?

Yes	94%
No	2%
DON'T KNOW	4%

The plurality of members think they or their families could access home care (40%), but few think immediately (5%). One fifth don't think they can access home care (20%).

If you or a member of your family required home care, would you be able to get it immediately in your province?

YES	40%
Yes, immediately	5%
Yes, not immediately	35%
No	20%
DON'T KNOW	39%

CARP ADVOCACY

The wide majority of members agree CARP polling accurately reflects their views (80%) although most say they “agree” (60%) rather than “agree strongly” (20%).

How much do you agree that CARP Polls provide an accurate snapshot of the views of CARP members?

AGREE	80%
Agree strongly	20%
Agree	60%
DISAGREE	9%
Disagree	6%
Disagree strongly	2%
DON'T KNOW	12%

Virtually all CARP members agree the organization has a duty to raise issues with those in power (96%) and the majority express this opinion strongly (“agree strongly” - 60%).

How much do you agree it is CARP's duty as an advocacy organization for older Canadians to poll its members on their opinions, and report these opinions to those in power?

AGREE	96%
Agree strongly	60%
Agree	36%
DISAGREE	2%
Disagree	2%
Disagree strongly	1%
DON'T KNOW	2%

The majority of members disagree CARP is a ‘special interest group’ with its own agenda (59%).

How much do you agree CARP is a ‘special interest group’ with an agenda different from that of all older Canadians?

AGREE	29%
Agree strongly	10%
Agree	19%
DISAGREE	59%
Disagree	43%
Disagree strongly	16%
DON'T KNOW	12%

Three quarters of members believe CARP’s strategy in its OAS advocacy has been correct (72%).

CARP has been criticized by some who say we are not doing enough to fight the OAS changes. But CARP has also been accused of “whining over the loss of our handout”. What do you think?

CARP is doing the right thing raising OAS issue	72%
CARP is whining over lost hand-outs	10%
CARP isn’t doing enough to fight OAS	9%
DON'T KNOW	9%

The majority of members are more likely to vote for politicians who support CARP’s position (57%) for a margin in favour of +55.

Are you more likely, less likely or neither more nor less likely to vote for a politician who supports the position of CARP members?

More likely	57%
Neither more nor less likely	35%
Less likely	2%
MARGIN IN FAVOUR OF “MORE”	+55
DON'T KNOW	6%

SENIORS' MONTH

There is relatively little awareness of Seniors' Month (30%).

June is Seniors' Month. Were you aware of this?

Yes	30%
No	70%

More members think 'Seniors' Month' is not useful (45%) than think it is (35%).

Do you think declaring Seniors' Month is an effective way of highlighting seniors' issues?

Yes	35%
No	45%
DON'T KNOW	20%

ELDER ABUSE MONTH

There is similarly little awareness of Elder Abuse Awareness Month (32%).

June is also Elder Abuse Awareness month. Were you aware of this?

Yes	32%
No	68%

Relatively equal proportions of members think the designation of a month for this purpose is useful (41%) or not (38%).

Do you think declaring Elder Abuse Awareness Month is an effective way of highlighting the issue of elder abuse?

Yes	41%
No	38%
DON'T KNOW	20%

While very few members themselves report being abused as older Canadians (1%), as many one fifth know someone or have someone in their family who has been abused (21%).

Have you, a member of your family or someone you know ever been subjected to elder abuse?

YES	22%
Yes, me	1%
Yes, family	9%
Yes, someone I know	12%
No	78%

Among those who experienced or know someone who experienced abuse, about one third reported it (35%), primarily to the care home administrator (10%) or the police (9%). In one half of cases, abuse wasn't reported (47%).

Was this incident reported to the authorities?

YES	35%
Yes, care home administrator	10%
Yes, police	9%
Yes, social worker	3%
Yes. Province	2%
Yes, OTHER	11%
No	47%
DON'T KNOW	18%

December 2011

A very small percentage of members (2%) report personally suffering elder abuse, and this compares with a figure of 7% found in a previous survey in which different wording was used. A further one third know someone who has been the victim of abuse (32%) and this is identical to figures recorded earlier, and may indicate substantial underreporting.

Elder abuse can be physical abuse, verbal and psychological abuse, financial abuse or neglect. Have you, or has anyone you know ever been a victim of elder abuse?/), while skHave you, a member of your family or someone you know ever been subjected to elder abuse?

	December 2011	June 2012
YES	34%	22%
Me	2%	1%
Someone I know	32%	21%
NO	66%	78%

June 2011

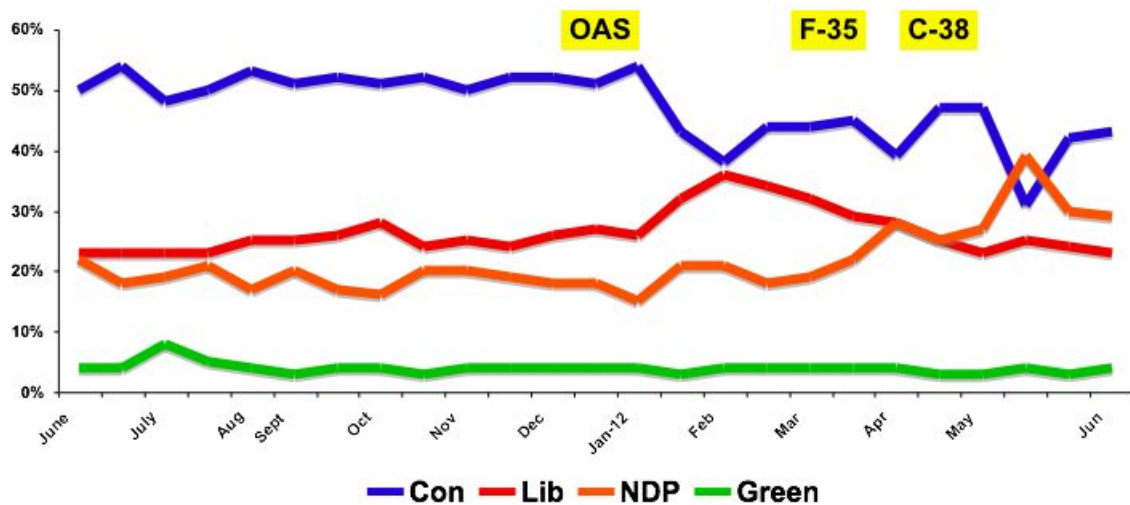
Just fewer than one tenth of CARP members say they have suffered elder abuse (7%), and this is comparable to our findings from a similar poll two years ago (9%).

Elder abuse can include physical abuse, such as beatings, sexual abuse, such as molesting, verbal abuse, such as cursing and swearing, financial abuse, including fraud and misappropriation of funds and neglect of the basic necessities of life. Have you personally ever experienced ANY of these forms of elder abuse?

	June 2009	June 2011
Yes	9%	7%
No	91%	93%

ELECTORAL PREFERENCE

The Conservative Party leads (43%), but at a diminished level since the OAS, F-35 and Bill C-38 issues made news. After leading the Conservatives for one polling cycle, the NDP (29%) have outstripped the Liberals (23%) and are firmly in second place.



More than 1700 CARP Poll™ panel members responded to this poll between June 15 and 17. The margin of error for a probability sample this size is plus or minus 2.4%, 19 times out of 20. That is, if you asked all members of the CARP Poll™ panel the identical questions, their responses would be within 3%, either up or down, of the results shown here, 95% of the time