

# CARERS' SURVEY REPORT

## SEPTEMBER 2025

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**Later Life Choices Glenrothes**

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## 1.0 Introduction

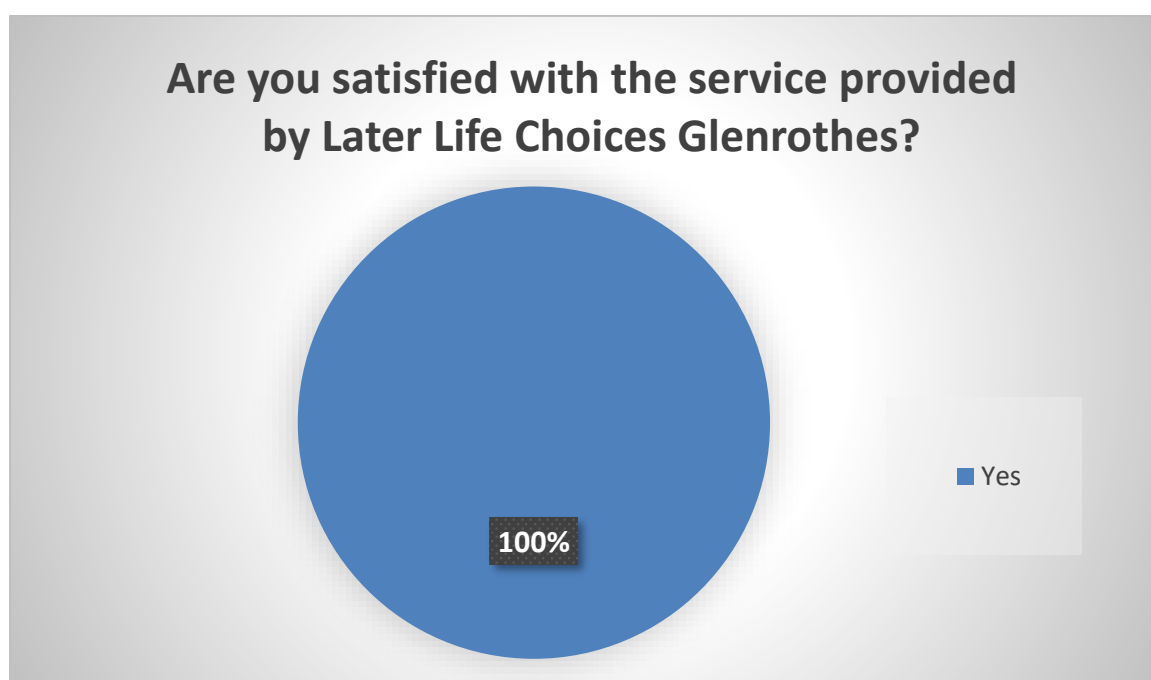
The Later Life Choices Glenrothes (LLCG) Carers' Survey was carried out to collect feedback from carers and assess the support provided, along with identifying any potential gaps. The findings from this survey will be used to inform our funders and improve our service delivery.

## 2.0 Survey Overview

Carers Survey Response	Count of Clients
Total number of clients who responded to this survey	56
Total number of surveys for carers distributed	80
Response rate	70%

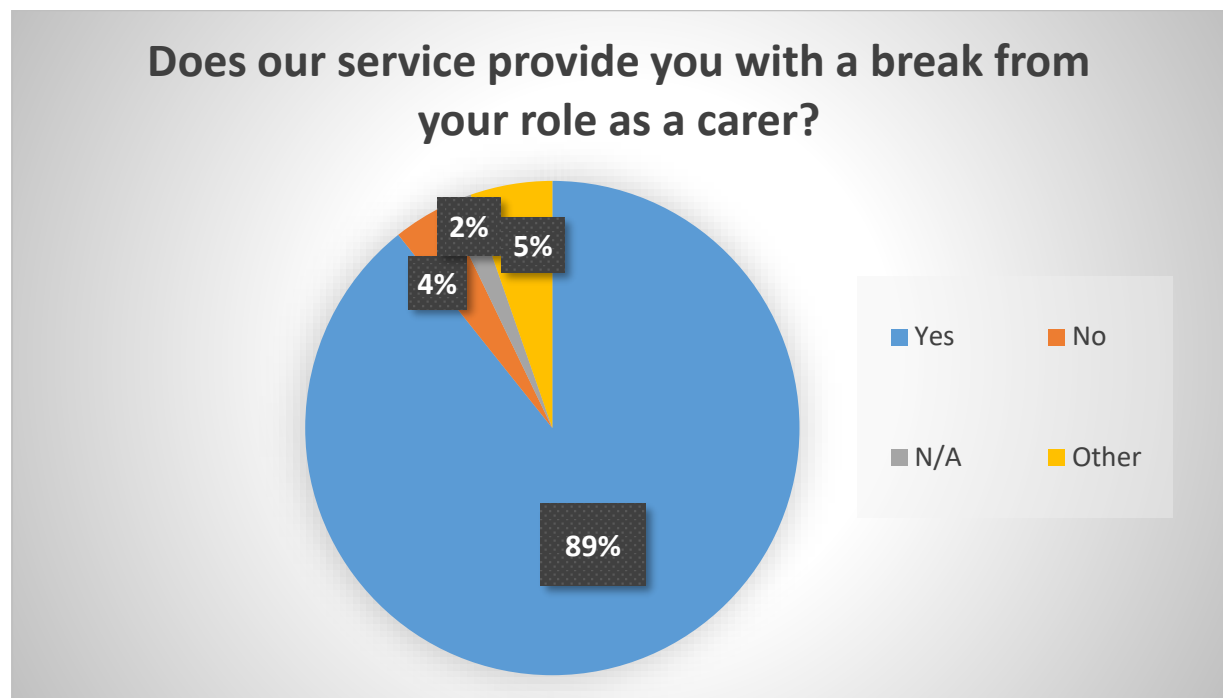
## 3.0 Survey Findings

### 3.1 Question 1 – Service Satisfaction



Yes	56
No	0
Grand Total	56

### 3.2 Question 2 – Carers Respite



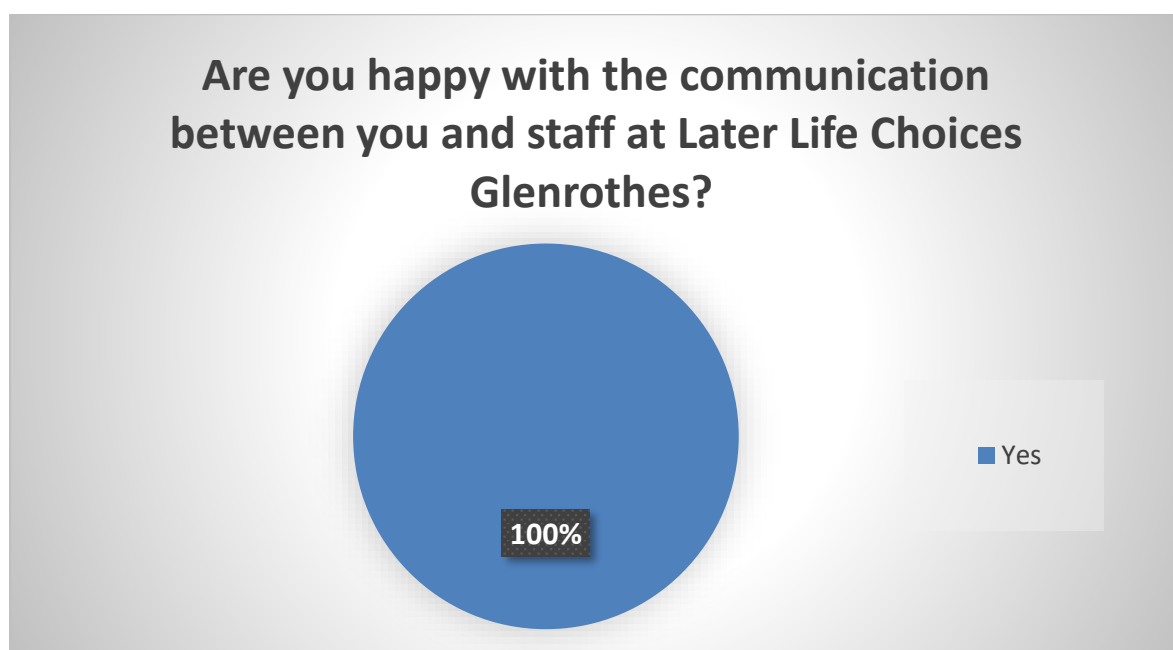
Yes	50
No	2
N/A	1
Other	3
Grand Total	56

#### Feedback Sample:

*"I work full time, but makes me happy that my mum enjoys the club and is seeing different people, not just my sister and I. If she did not have the club, she would be on her own, not dressed and watching telly or doing word searches."*

*"It provides a visitor for my dad on a day he doesn't have family visits."*

### 3.3 Question 3 – Communication



Yes	56
No	0
<b>Grand Total</b>	<b>56</b>

### Feedback

*“Although at times it might be helpful to speak further with staff about how my mum has been.”*

*“The weekly report in our blue book is great.”*

### 3.4 Question 4 – Impact on Carers’ Lives (Feedback Sample)

*“My sister and I have noticed a huge improvement in my mum’s quality of life now she attends the Iris Club and has regular visits. We have much more peace of mind as a result.”*

*“As well as my aunt enjoying the social side of her visit, as carers we appreciate the break and support.”*

*“Time for myself in knowledge that mother is being cared for & having more company as well as food /drink in a safe environment.”*

*“Nothing really to my life, but knowing she enjoys it and is seeing different people makes me feel so much better.”*

*“It allows me some free time to be me.”*

*“Comfort that my mother is being stimulated and looked after for part of the day which maintains her cognitive ability.”*

*“The 3 hours on a Monday are mine alone and I can just read a book uninterrupted or go shopping, meet friends for coffee or just do nothing. Bliss.”*

*“It is comforting to know that my dad has a visitor from LLCG on a Tuesday, otherwise he would be alone.”*

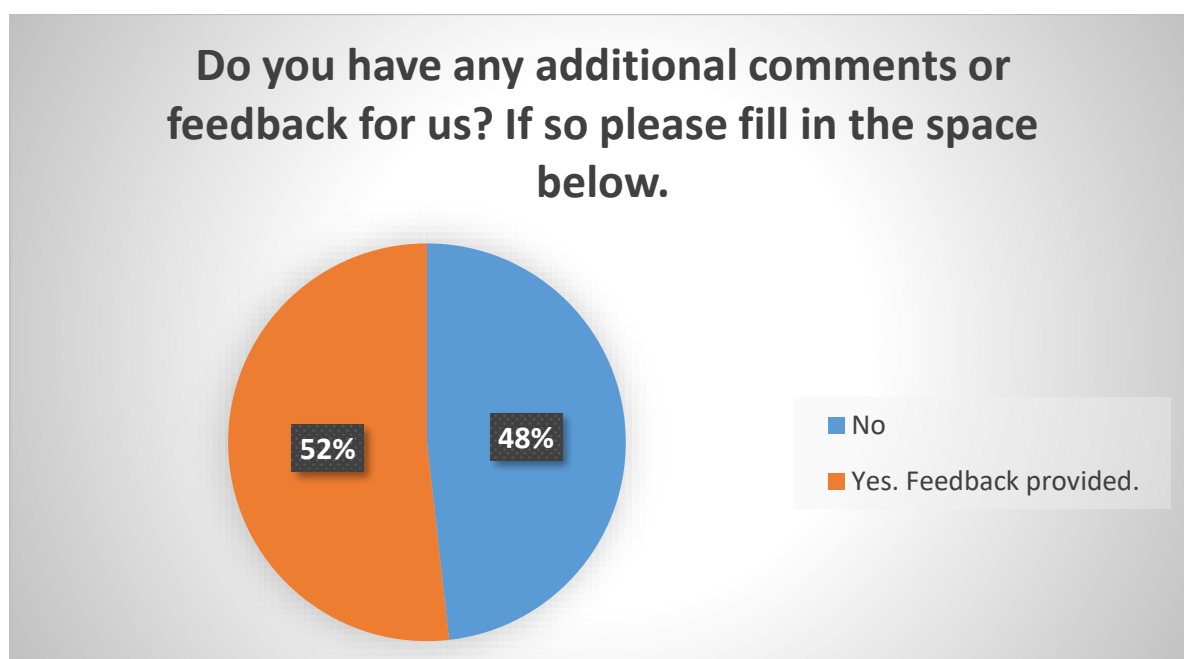
*“Reassuring to know mum has an interesting outing with stimulating company and a good lunch. It’s great that I can make my own plans knowing mum is cared for.”*

*“It is the only 3 hours a week I have no responsibilities. I do not need to be alert to any dangers or needs of my husband.”*

*“I know my mum is having some social time and it makes her so happy to have a bit of social contact geared to her needs. I can go out and meet friends or have some me time, not waiting on a call from her.”*

*“Time to catch up with friends or attend to jobs & shopping which would be impossible without this service.”*

### 3.5 Question 5 – Additional Feedback



## Feedback Sample

*"My dad really enjoys his time at the Iris Group and my mum is relieved to get some time to herself knowing that he is safe."*

*"Another 3 hours a week would be perfect for this great service."*

*"Delighted with the service and the way Evelyn interacts with mum. Reading to her is so lovely."*

*"Staff all pleasant can't do enough for you."*

*"Great place to leave a loved one. Knowing they will be looked after."*

*"LLCG do an amazing job, so glad we found out about it. Thanks so much for making a difference in my mum's life."*

*"I appreciate the email received telling me what has been happening at the Day Centre that day and what the meal has been. I miss it when it has not been sent occasionally."*

*"I could not manage without their help."*

*"The staff at LLCG are fantastic. What a great service."*

*"Jim very much enjoys his morning and looks forward to spending time with friends, lunch all together is great. Jim enjoys music and games. Staff do a wonderful job. Many thanks."*

## 4.0 Key Findings

**100%** of carers surveyed are satisfied with the services provided by LLCG.

**89%** stated that this service provides them with a break from their caring responsibilities.

**100%** reported being satisfied with the communication they have with LLCG staff.

## **5.0 Summary**

The feedback indicates that our services have a positive impact on the lives of carers, providing them with much-needed respite, while ensuring their loved ones are well cared for and engaged in meaningful activities.

Additional feedback emphasizes the high quality of services received by LLCG staff and volunteers. The need for our services to expand to support carers further has also been identified.