

easy  
read



# How care and support services could be better in the future

## What do you think?

Easy Read version of 'The Archbishops' Commission on Reimagining Care survey'



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In this easy read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are blue and underlined. These are links which will go to another website which has more information.

# Introduction



The Archbishops of Canterbury and York have set up a group of people to think about how care services could be better in the future.

The group is called the **Commission on Reimagining Care**.



We want to know what care services should be like in the future.



To help us find out, we have made a **survey**.

A **survey** can also be called a questionnaire. It is a set of questions for people to answer.



We want lots of different people to answer the questions in the survey.



We want to hear from:

- people who get a care service.



- unpaid carers and family members.
- people who work for a care organisation.
- churches and other faith organisations.
- people who buy or pay for care services.
- community groups who support people.

We particularly want to hear from people who often don't get a chance to talk about their lives and tell their stories.

## What do you think?

Please tell us what you think about care services by answering these questions.

We need your answers by Friday, 10 December 2021.



# Keeping your information private



We will keep all your information private and secret.

We will keep your answers safe.



Only our staff will see your answers. They will look at your information and use it when they write a report for the Archbishops of Canterbury and York.

We won't use your name unless you give us your permission to use it.



We won't give your **personal information** to anyone.

Your **personal information** includes your name, your email address, your phone number.

**Question 1:** Do you agree to the way we will use your answers in this survey?



Yes - I agree

No - I don't agree

# Section 1: Your experiences

**Question 2:** How are you involved in care services?

*Please tick all that apply to you.*



- I work in care services. Please say what type of job you do.



- I am an unpaid carer. Please say who you care for.



- I get care or support from a care service. Please say who pays for your care.



- My friend or relative gets care or support from a care service.

- Other - please say.





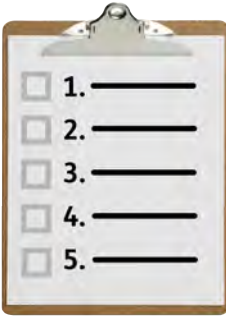
**Question 3:** Please explain what you think 'care and support' means in up to 50 words.





**Question 4:** Please explain your experience of care and support in up to 100 words.





**Question 5:** Please tell us 5 good things about care and support as they are now.

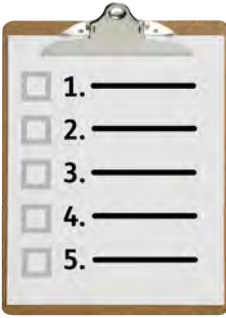
1.

2.

3.

4.

5.



**Question 6:** Please tell us 5 things that are wrong or missing from care and support as they are now.

1.

2.

3.

4.

5.

# Section 2: Communities



**Question 7:** How does your local community help in care and support?



**Question 8:** How does your church or faith group help in care and support?

A large, empty rectangular box with a black border, intended for the user to provide their answer to the question.



**Question 9:** Please tell us about any good ways of giving care and support that you know about. Please tell us where we could get more information about these.

# Section 3: Better care and support in the future



**Question 10:** Please explain what you think care and support should be like.



**Question 11:** What would have to change so that care and support becomes what it should be?

*Please list up to 5 changes and say who should make the change.*



1.	
2.	
3.	
4.	
5.	



**Question 12:** If you could change 1 thing straight away about care and support, what would it be?



# Section 4: Our ideas



- We should focus on happiness and living life well.



- We should be loving and kind to each other.



- We should listen and understand what matters to people.



- We should trust people to make good choices and give people opportunities to take part.



- We will all need to be cared for and to care for others.



- We need to listen to people who are not usually heard and make sure everyone can access the care and support they need.



**Question 13:** What do you think about our ideas? Which are the most important?



A large, empty rectangular box intended for writing answers to the question.

# Section 5: Your final say



**Question 14:** Is there anything else you would like to tell us?



**Question 15:** Is there anyone else we should ask to fill in this survey?





**Question 16:** Are there any other issues we should be thinking about?

# Section 6: About you



**Question 17:** Are you...

- Female
- Male
- Other
- Prefer not to say



**Question 18:** How old are you?

- 18 to 40
- 41 to 60
- 61 to 80
- 80 or over
- Prefer not to say

## Question 19: Are you...



### White

- English, Welsh, Scottish, Northern Irish, British
- Irish
- Gypsy or Irish Traveller
- Any other white background



### Mixed - more than 1 ethnic background

- White and Black Caribbean
- White and Black African
- Any other mixed background



### Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background



### **Black or Black British**

- African
- Caribbean
- Any other Black background



### **Other Ethnic Groups**

- Arab
- Any other Ethnic Group
  
- Prefer not to say



**Question 20:** Which region or country do you live in?

- North East of England
- North West of England
- Yorkshire and the Humber
- East Midlands of England
- West Midlands of England
- East of England
- London
- South East of England
- South West of England
- Scotland
- Wales
- Northern Ireland
- Outside of the UK
- Prefer not to say



**Question 21:** Are you disabled?

- Yes
- No
- Prefer not to say



If you are answering these questions for an organisation...

**Question 22:** What is the type of organisation?



An organisation that is part of the Government



A company or business

A community organisation or charity

Other - please say

**Question 23:** How big is the organisation?



Very small - less than 10 workers

Small - between 10 and 49 workers



Medium sized - between 50 and 249 workers

Large - more than 250 workers

**Question 24:** What does your organisation do?



**Question 25:** What is your organisation's website?



# Can we contact you?



We may want to ask you some more questions.



If you are happy that we contact you to ask more questions, please give us your information here.



Name



Phone number



Email address

# Thank you



Thank you for your answers.

Please now send your answers back to us by:



- post

The Archbishops' Commission on  
Reimagining Care  
Lambeth Palace  
Lambeth Palace Road  
London  
SE1 7JU



- email:

[reimaginingcare@lambethpalace.org.uk](mailto:reimaginingcare@lambethpalace.org.uk)

We need your answers by Friday, 10  
December 2021.



## **Any questions?**

If you have any questions please  
email us at:

[reimaginingcare@lambethpalace.org.uk](mailto:reimaginingcare@lambethpalace.org.uk)