

**Carers Trust Wales
Experiences of Black and Minority Ethnic (BAME)
unpaid carers in Wales: a study**

**Focus groups and in-depth interviews delivered by
Quality Health**

Project information for partner agencies in Wales

Introduction

Carers Trust Wales is carrying out a study on the needs and experiences of Black and Minority Ethnic (BAME) carers in Wales. This will include both a traditional questionnaire/survey, and a range of in-depth interviews and focus groups. Quality Health, an expert social research agency, is carrying out both the quantitative and qualitative research elements in partnership with Carers Trust Wales.

The ultimate aim is to transform the recognition, respect, and support BAME unpaid carers receive in health and social care settings.

In order to reach as many carers as possible from ethnic minority communities, Carers Trust Wales is reaching out to organisations who may be able to help. The project aims to engage with as many carers as possible from ethnic minority communities.

We would be hugely grateful if you can help us engage with BAME carers in Wales for any of the following:

- 1) To take part in an online focus group (there is a £15 incentive for this). This is the key priority.**
- 2) To support the project in testing the questionnaire when it has been developed (end April).**
- 3) To ask BAME carers to complete the questionnaire 'in real life' when it launches in June.**

Focus Groups

The focus group element of this project aims to explore with a small number of BAME carers:

- The experiences of BAME carers in health and social care, together with the pressures they face in these settings and the impact on their own health and wellbeing.
- Suggestions for how to improve the way in which carers are identified, supported, and respected in health care settings.
- Exploring how Social Workers can better support unpaid carers.
- To also test findings from other focus groups which explored issues around carers and health and social care.

On behalf of CTW, Quality Health plans to run two to three focus groups with 4-8 participants in each one. This project will also engage with BAME carers via in-depth interviews, and we can use this method for those who are interested in being involved but who are not available for the focus group. Due to the current COVID-19 pandemic, the groups will be held virtually, through a video conferencing facility, which can be accessed through a smartphone, tablet, PC, or laptop. Each group will have a maximum of eight participants.

More about what a focus group entails

The focus group will last for a maximum of one and a half hours (more likely to be one hour) and participants will attend with other BAME unpaid carers, and two representatives from Quality Health. We would make it clear that Quality Health is working in partnership with CTW to deliver these sessions. Quality Health has unrivalled experience and knowledge of working within this sector to deliver focus groups.

The sessions will be independently managed and facilitated, with no formal health or social care staff in attendance, so participants are able to talk freely about their experiences of the services they have used. It will be made clear to participants that their participation is anonymous and that no names will be attributed to any comments that are passed back to CTW.

In-depth interviews

Like a focus group, an in-depth interview seeks to extract more focused feedback. The in-depth interview takes the focus group method of collecting feedback one step further and allows an individual the space to speak freely in complete anonymity and at their own pace. Some individuals find this an easier way to speak about their experiences, than the group format of a focus group. The intentions of the interview remain the same as the focus group and will seek to extract the same type of information about the carers' experiences. In-depth interviews may work better for those individuals who do not feel as confident to speak in front of others, but who would still like to share their views. Participants will still be paid the £15 incentive for taking part in an in-depth interview.

More about what in-depth interviews entail

The interviews will last for approximately an hour to an hour and a half. This is very much dependent on what the individual has to say and how talkative they are. Due to the current COVID-19 pandemic, representatives from Quality Health will be interviewing individuals remotely by telephone or video call. We would make it clear that Quality Health is working in partnership with CTW to undertake these interviews and that it will be a confidential and anonymous conversation. This will be a one-to-one interview, with no formal health or social care staff in attendance, so participants are able to talk freely about their experiences. Quality Health has unrivalled experience and knowledge of working within this sector to undertake interviews of this nature.

Some suggested text to publicise this opportunity to your members/service users:

Are you an unpaid carer in Wales from an ethnic minority community? We would be interested in talking to you about your experiences in health and social care, together with the pressures you face and the impact this has on your health and wellbeing.

Carers Trust Wales is working in partnership with Quality Health, to listen to your experiences of being an unpaid carer in Wales and to understand more about your experiences. They are doing this through focus groups and interviews with a small number of individuals. Both activities will be solely conducted by Quality Health, who an independent company, on behalf of CTW. Any comments provided in a focus group or during an interview will be treated in the strictest confidence and feedback will be anonymous. Your identity will not be disclosed to any organisations. There is a £15 incentive for taking part in this session and it will last around an hour.

If you are interested in taking part in a focus group or being interviewed, please get in contact with **Charlie Boshier** at **Quality Health** on Charlie.boshier@quality-health.co.uk Your details will be given to a representative from Quality Health. If you are chosen, they will get in touch with you about making arrangements to participate and how to claim the incentive.

Questionnaire/Online Survey

In addition to the above, Carers Trust Wales is developing a number of questions aimed at collecting quantitative data on the experiences of BAME carers in Wales. The survey will be developed online and there will be a link to take part.

The survey will be live in June, and your help to promote the link to the survey will be gratefully appreciated. More information on this to follow.

For more information:

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