

# Birmingham Carers Hub

## KPI Report

### Q1 2023-24

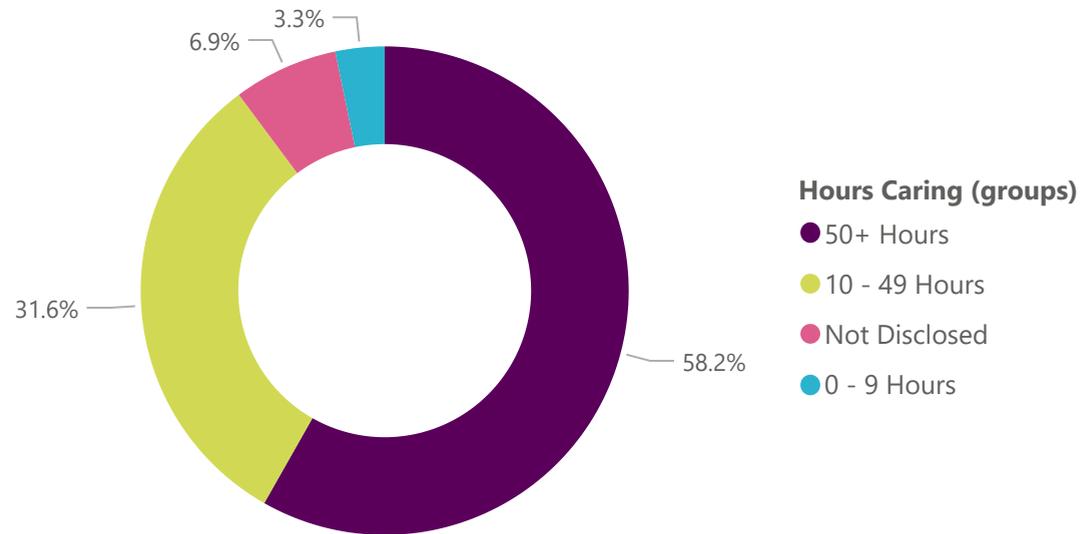


# Total Carers Registered

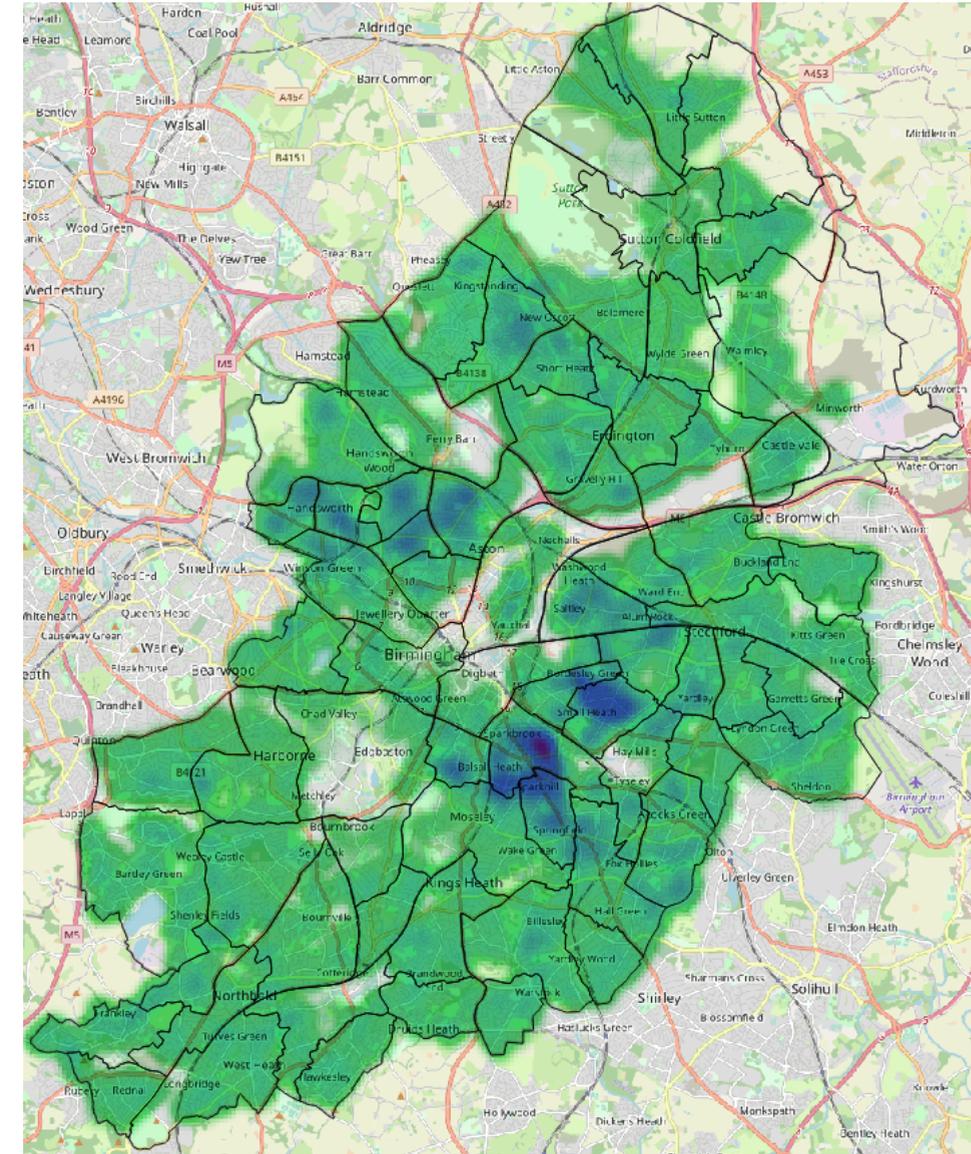
Total Number of Registered Carers with Birmingham Carers Hub

# 21,517

Carers by Hours Caring

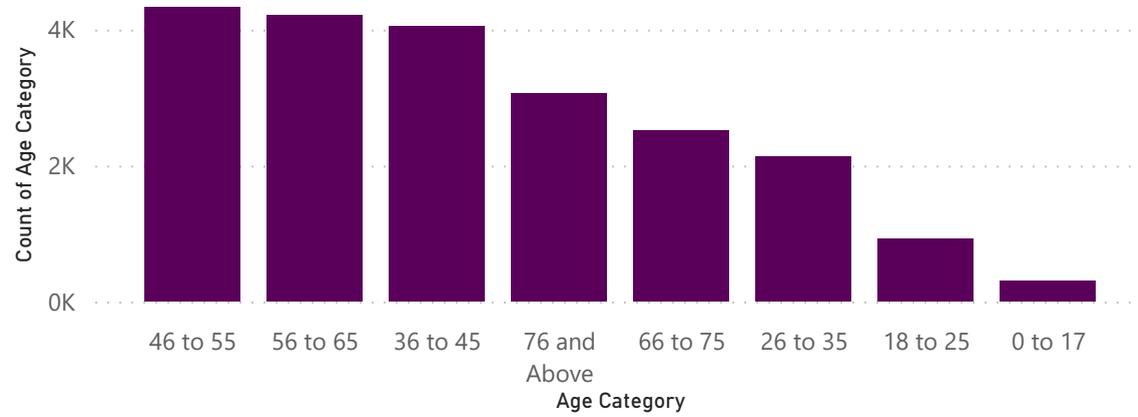


Heatmap of Carers within Local Authority Area

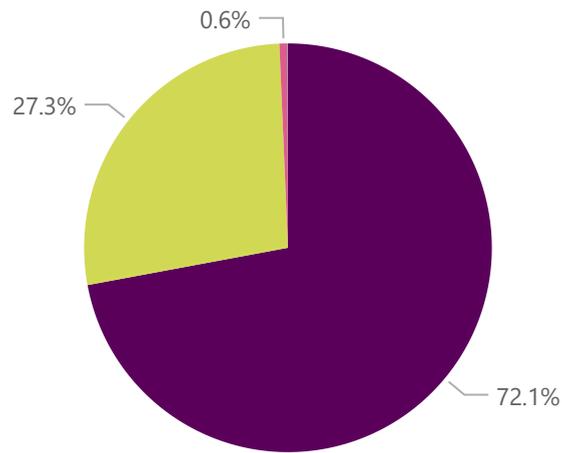


# Carer Demographics

## Carer by Age group

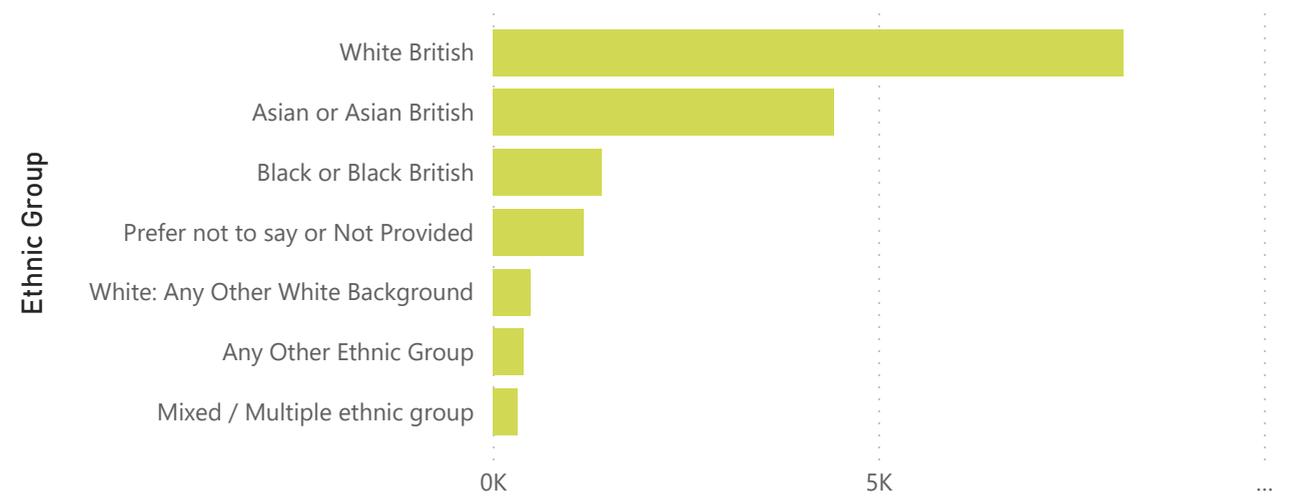


## Carer by Gender

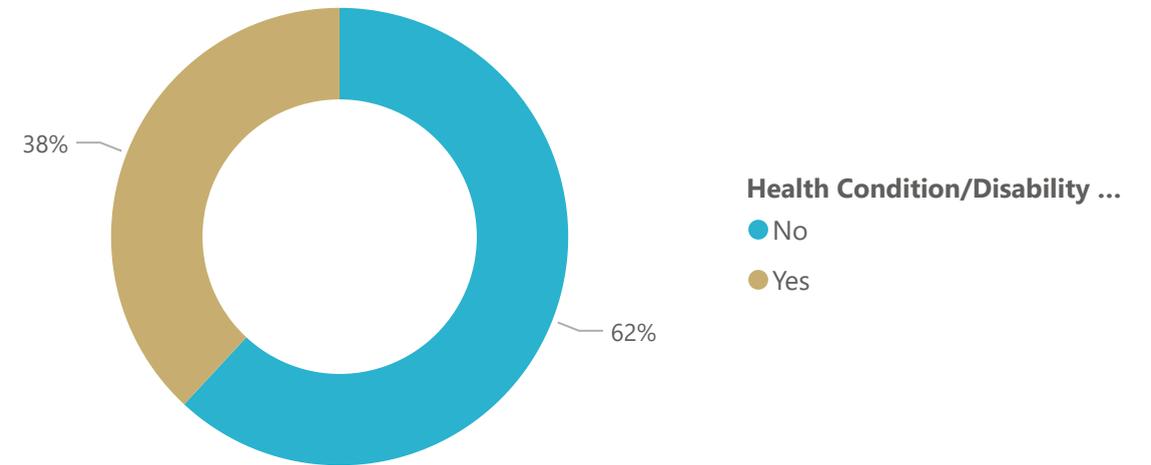


Gender (groups) ● Female ● Male ● Prefer Not to Say or Undisclosed ● Other Gender Background

## Carer by Ethnicity

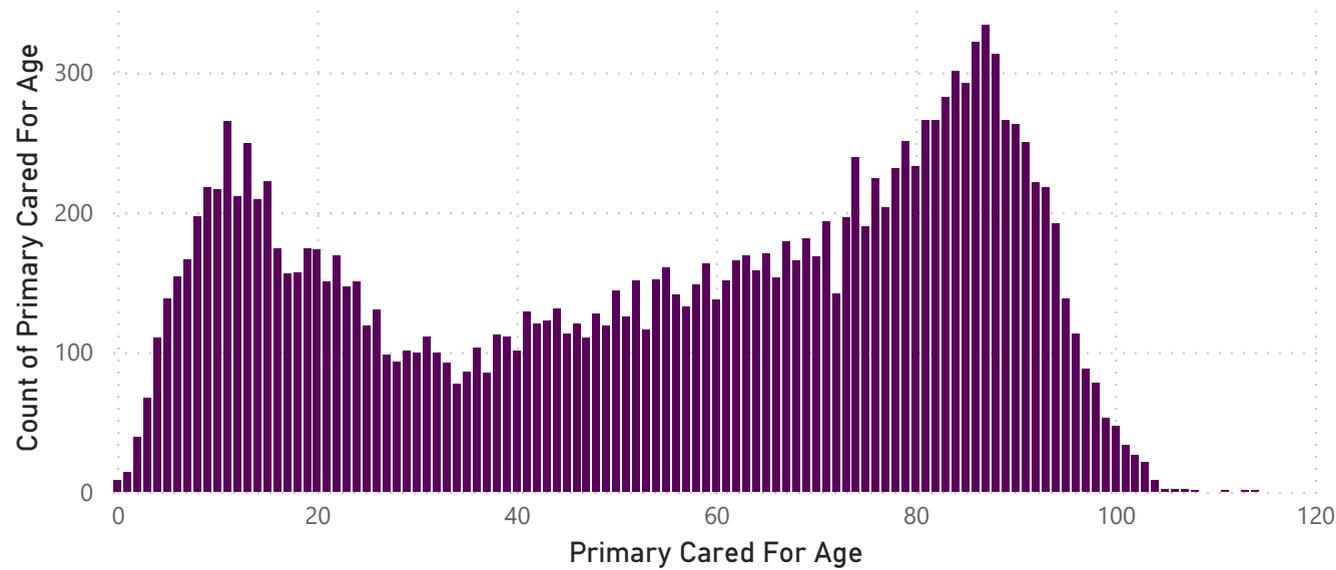


## Percentage of Carers reporting their own health condition



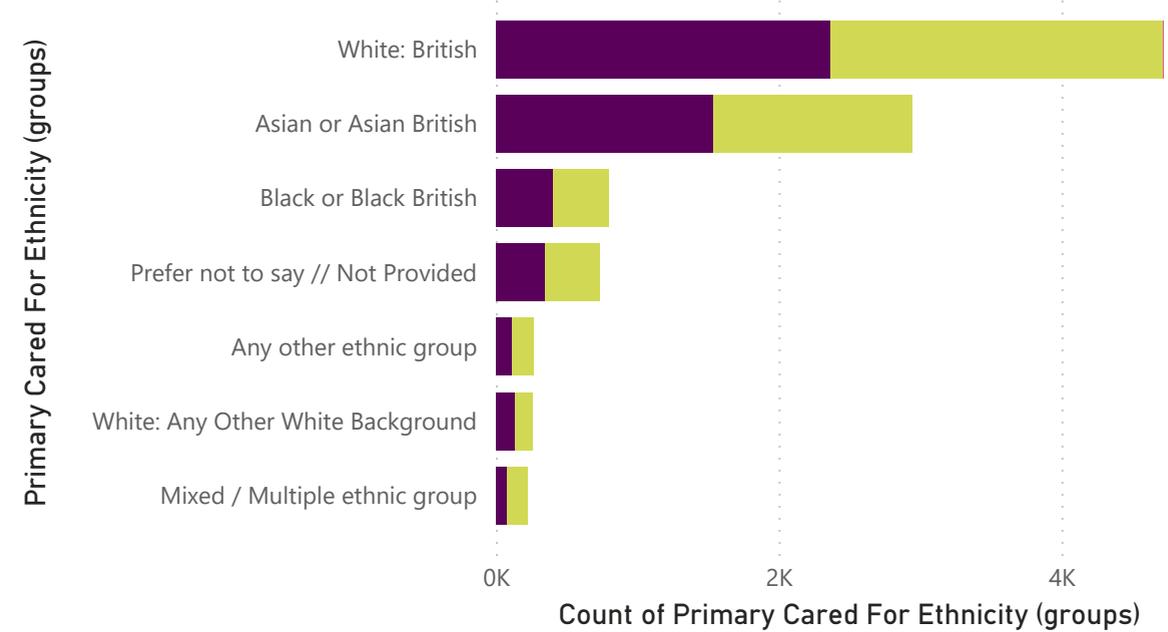
# Cared For Demographics

## Primary Cared For Age

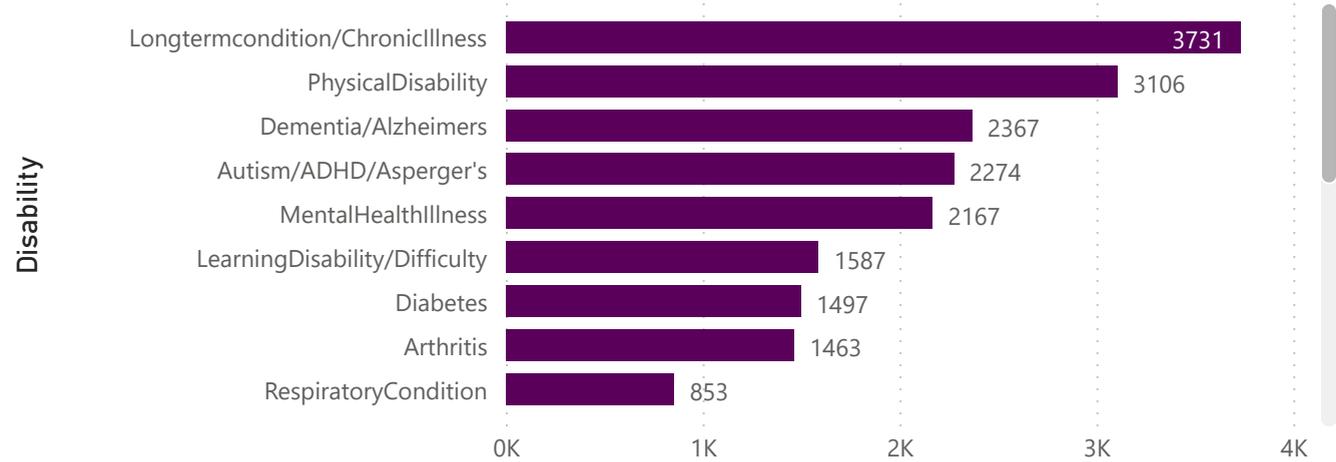


## Primary Cared For by Ethnicity and Gender

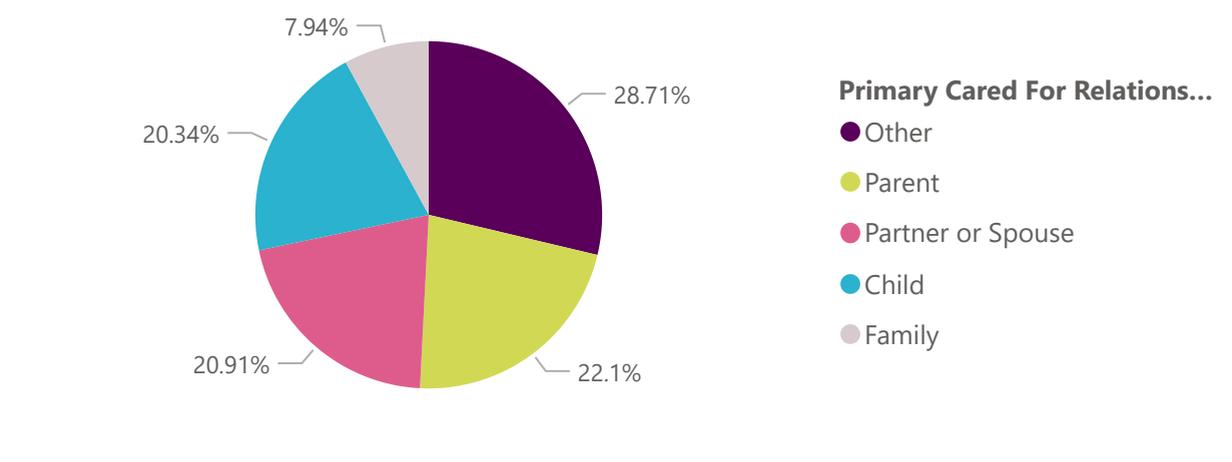
Primary Cared For Gender ● Female ● Male ● Other & Prefer Not to Say



## Most Common Health Condition of Primary Cared For



## Carer Relationship to Cared For

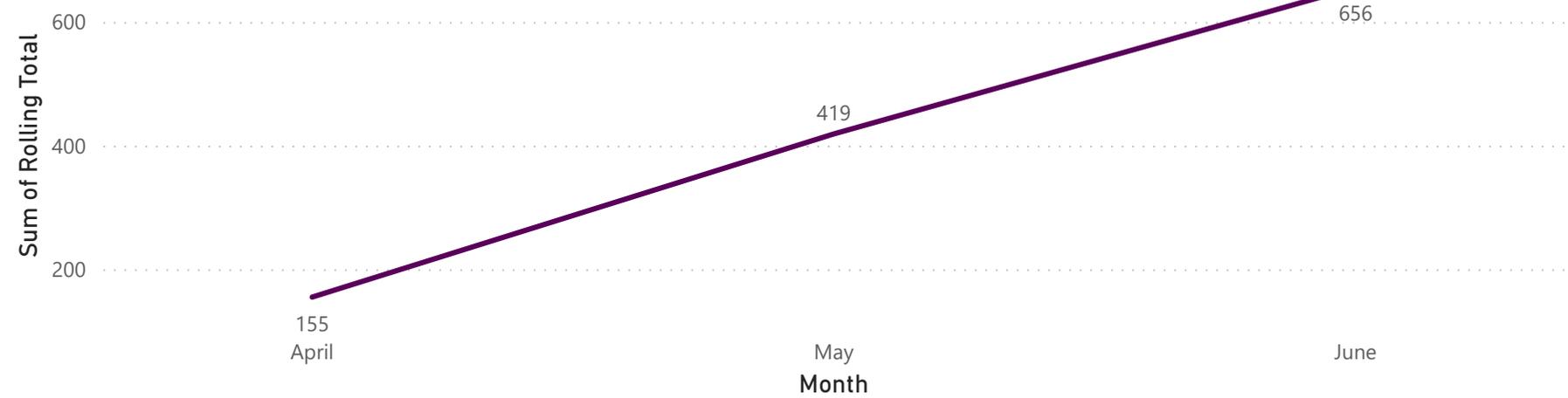


# During The Quarter

Number of Pre-Registration Enquiries in Quarter

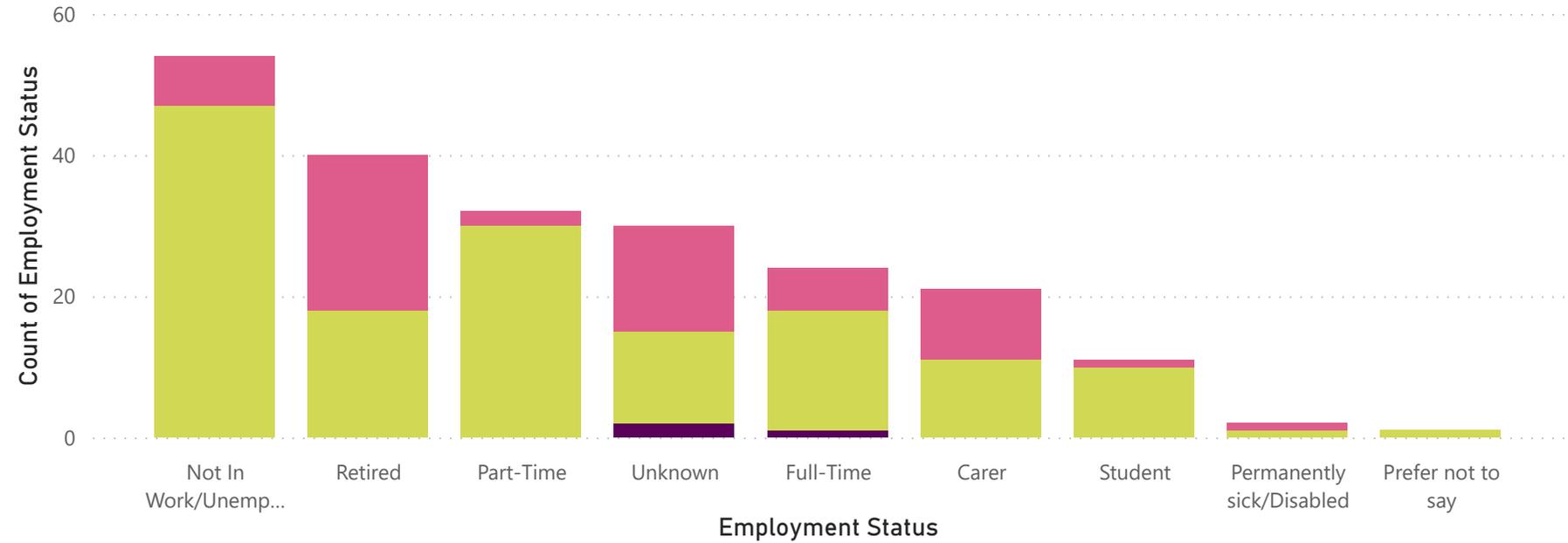
# 213

### Rolling total of Registrations



### Newly Registered Carers Employment Status

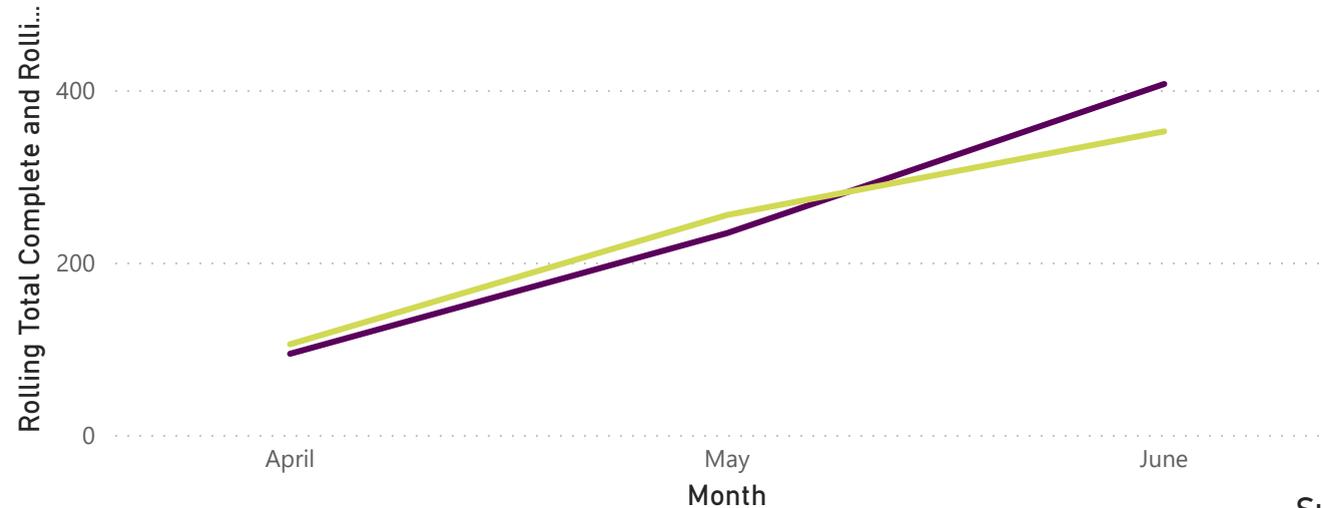
Hours Caring ● 0 - 9 Hours ● 10 - 49 Hours ● 50+ Hours



# Statutory Assessment

## Rolling Total of Statutory Assessments Undertaken

● Rolling Total Complete ● Rolling Total Requested



Scores for Carers Assessed in Quarter	Score (/5)
Average Score	2.9
Your health and well being Score	1.8
Work, Education and Training Score	3.5
Your Financial Situation Score	2.4
Time Out Score	1.8
Other caring/family commitments Score	3.4
Relationships Score	2.5
Your Home Score	2.8
Your Diet Score	3.1
How Safe do you feel Score	4.5

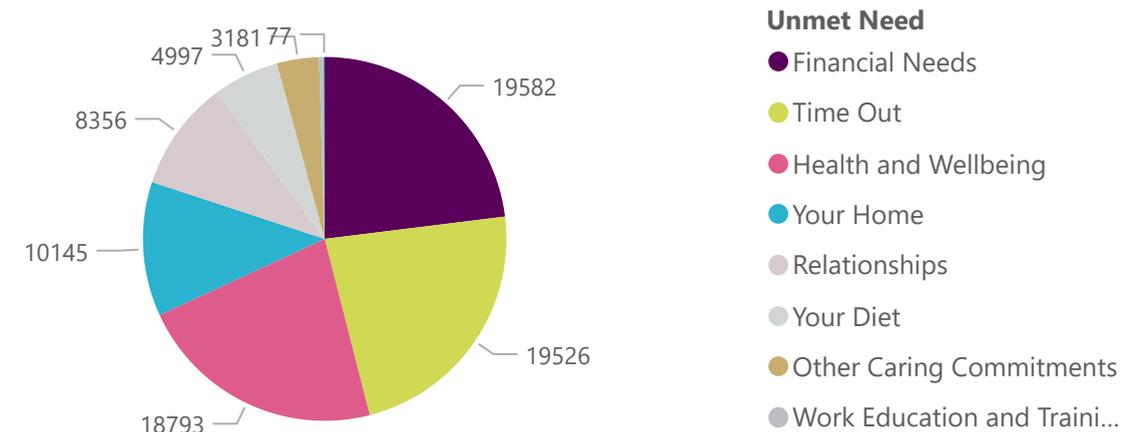
# 15.42

Average of Assessment Completion Duration (Days)

87% of Assessment were completed within 28 Days

## Sum of Wellbeing Allocation by Unmet Need

Amount in £GBP



### Unmet Need

- Financial Needs
- Time Out
- Health and Wellbeing
- Your Home
- Relationships
- Your Diet
- Other Caring Commitments
- Work Education and Traini...



# Wellbeing Checks

<b>During this quarter</b>	
Number of Completed Wellbeing Checks	73
Average Length of Time from Assessment Request to Assessment Complete	15 Days
Average Length of Time from Assessment Start to Assessment Complete	1 Day

<b>Wellbeing Scores for carers given a wellbeing check this quarter</b>	
Average Score	2.71
Your health and well being Score	1.86
Work, Education and Training Score	2.48
Your Financial Situation Score	2.82
Time Out Score	2.10
Other caring/family commitments Score	3.10
Relationships Score	2.44
Your Home Score	2.89
Your Diet Score	2.92
How Safe do you feel Score	3.79

## Specialised Carers

### **Young Adult Carers (Carers Aged 18-25)**

In the Quarter: 43 new registrations

Rolling Total: 916 Carers

3 Young Adult Carers Assessment Undertaken

### **Parent Carers (Adult Carers Caring for a child under 18)**

In the Quarter: 139 new registrations

Rolling Total: 2782 Carers

16 Wellbeing Assessments Undertaken

101 Max Cards Issued to Parent Carers

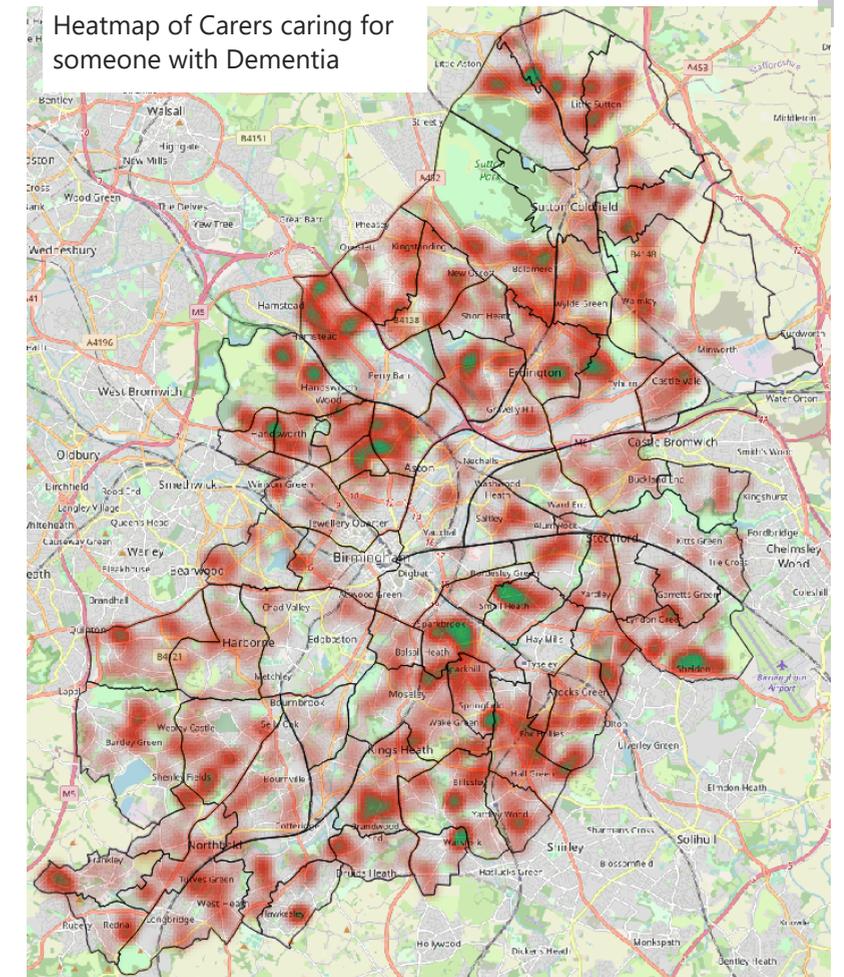
## **Adults Caring for Someone with Dementia**

In the Quarter: 107 new registrations of Carers caring for a primary cared for with dementia

Rolling Total: 2363 Carers known with a Cared For with Dementia

102 Assessments carried out by the Dementia Team

7 Dementia Training Sessions Carried Out



# Activity in Quarter

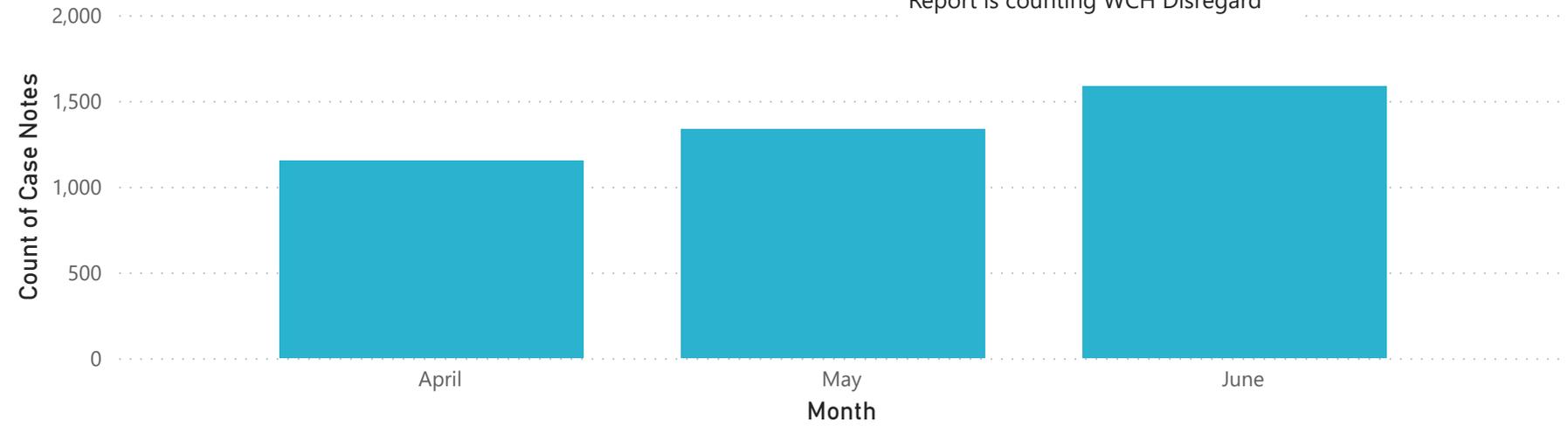
## Number of Active Carers

Active carer being those currently receiving or awaiting services

# 8590

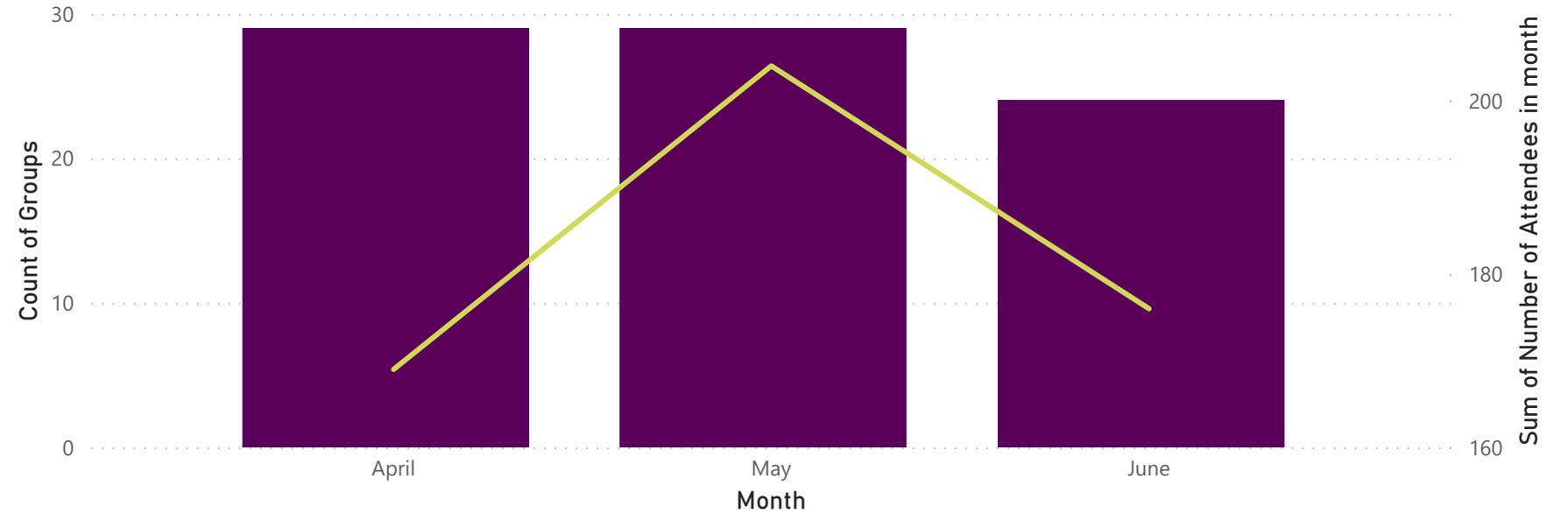
## Count of Start Date/Time of case note by Month

Report is counting WCH Disregard



## Carer Groups Provided and total attendees

● Count of Date of Session ● Sum of Number of Attendees in month



# CERS Delivery

Outcome	Quarter 1 Statistics
Total Carers Registered at end of Quarter	1285
Emergency Responses Made this Quarter	2
Emergencies this Quarter (Up to 24 hours)	1
Emergencies this Quarter (Between 24 and 48 hours)	1
Emergencies this Quarter (48 hours or more)	0
No. of Pre-Planned Appointments this Quarter	83
No. of Referrals this Quarter	90
No. of Assessments Completed this Quarter	158
No. of RIP / Archived this Quarter	137
No. of Reviews Completed this Quarter	408
No. of Cared For Individuals with a Dementia Specific Plan in Place	466

# Carers Pathway

Referral Provider	Count of Referral Provider
BCH Event	7
Birmingham Council	171
Carers Card	1
CERS	17
Childrens' Trust	6
GP Link worker/Social prescribing	38
GP/Health Professional	80
Leaflets	6
Other	112
Partner Event	10
Recommendation by Friend/Family	94
Sandwell Crossroads/DISC	2
Social Media	7
Spurgeons	2
Support group	8
Via Community	8
Via Hospital	1
Via Internet	20
Via Partner	13
Via School	15
Home Group	4

In the Past quarter:

24 Carers were referred back to BCC for complex needs

101 Carers were referred to Non-Partnership Organisations

# Carers Hub Partnership

## Health Liaison Activity

- Social Prescribing Link Worker- working across 6 surgeries in Birmingham (Handsworth and Edgbaston)- contacted regarding attending carer event.
- Health Liaison has attended 1 BSol GP and Carer Engagement meetings to work together and discuss any recent issues/challenges that Carers may be facing and discuss ways to work on these to improve Carers experience.
- Delivered presentation on BCH offer to long covid team.
- Attended 3 Carer coordinator meeting for update on the service (UHB).
- Meeting with long covid team and BSol GP Carer engagement group to discuss working together
- Planned and promoted Dementia Action week timetable
- Meeting with UHB programme manager for quarterly update meeting
- Attended UHB hospitals (x4) for UHB wellbeing fair to raise awareness of carers and BCH.
- Attended Dementia strategy meeting
- Delivered presentation for student nurses at Sandwell and West Birmingham NHS.

## Health Liaison Statistics

Referrals from professionals via BCH website

- Health Professionals: 37
- GP'S: 2
- Social prescribers based at GP practices: 25

## Other data

- Updates sent to health professionals- 280
- New contact with a GP practice/Health professionals- 13

Support NHS with our Partners in Care scheme - Partner in Care Card (Carers Passport)

- NHS Carer co-ordinator referral to BCH: 9
- - Partner in Care Cards issued by University Hospitals Birmingham: 9

Number of referrals into Carer coordinator service 97

Number of referrals made into Birmingham Carers Hub 14



# Carer Voice and Feedback - Case Study of Carer Supported in Quarter

Female Carer aged 82 who is suffering from slight heart failure and is profoundly deaf. She also has sciatica in her legs and is suffering from anxiety. She lives with her husband aged 83 for who she has provided care since July 2017 when he suffered a posterior heart attack. He also has a diagnosis of Parkinson's and diabetes. No dependent family members. There are four children, 13 grandchildren and six great grandchildren.

## **WHAT WAS THE SITUATION?**

I met carer at the first session of a new Carers Group at Hall Green Medical Centre. At that time, she did not disclose that she had a hearing impairment and was reluctant to provide her details. I talked to her about the services on offer at Birmingham Carers Hub and gave her the carers hub leaflet with my contact details. I was subsequently contacted by the Social Prescriber from the health centre as the carer had requested I contact her. She has been caring for her husband now for the last six years and his health is deteriorating particularly his mobility. He has started to have falls, is becoming frustrated, and has temper outbursts at which point carer walks away but finds the situation upsetting. She described them both as having a fiery temper but has now learnt to walk away as opposed to challenge situations. She confirmed she has no concerns for her personal safety. During the home visit both carer and cared for were present. It became apparent that carer has relied on her husband for many years due to her hearing impairment and so lacks confidence in her own right, which is why it took her time to engage with our service following her going to the Carers group. They ran a small holding together and started a local garden society. They have always done things together. Friends from her church and family help support carer. Carer described herself as tight and anxious and was tired as there were periods when she was up and down 7, 8, 9 times a night because the cared for hadn't settled. Carer wanted to be able to have time out on her own but constantly worries about leaving her husband. There has been a complete lifestyle change for both parties who were clearly very active in the community. Carer's family recognised the change in her behaviour with her anxiety. Carer has been to her GP and was prescribed medication for her anxiety, which is under review. Carer's health and wellbeing was suffering with her being constantly tired and not able to focus on her own health conditions. Due to her slight heart failure she needed to rest with her legs elevated at night but this was being interrupted as she was constantly attending to the cared for. Carer was unable to take time out to go to the shops because she was anxious about cared for having falls. Considered safeguarding in relation to temper outbursts from cared for. Carer states she has learnt to walk away from the situation. There is no physical violence directed towards her. Generally he is having an outburst at something on the TV or other things.

## **WHAT DIFFERENCE DID THE SERVICE MAKE FOR THE CARER?**

Referral made to the Carers Emergency Response Service (CERS) and their assessment has been completed. They will support the carer when she attends her medical appointments and this has given her peace of mind. A referral was made to the Occupational Therapy Team at Birmingham Adult Social Care. They have completed their assessment and will be providing some bathroom aids, as this was an area of concern due to historic falls. Carer has information about Age UK Falls Prevention Service if she wants their service in the future and Parkinson's Nurse has supported with change of medication for cared for which has made things better during the night. We discussed the Carers Group and other activities. Carer defaults back to not wanting to attend large groups due to her hearing impairment. The social prescribers support the Hall Green Health Group so I have with consent spoken to them and they have agreed to contact carer directly to see how they can support her attendance or find alternative support within the home. Discussed with carer pendent alarm or similar device to give peace of mind for her to relax when she goes out and they are considering this option. A wellbeing payment has been awarded to support carer to have time out with family and friends to go to garden centres or shows which has been her passion for many years. Carer is aware that there will be a review in three months' time but whilst we are working through access to Carers Groups and Services, contact is ongoing currently.

## **WHAT OUTCOMES WERE ACHIEVED?**

Since initial contact at the Carers Group, the carer has increased in confidence. She was reluctant to engage with people due to her hearing impairment being dependent on her husband historically to speak for her. She was embarrassed at the first group because she was unable to participate. The Social Prescribers are aware of her additional needs to support her in the future. She now contacts the hub directly if she wants support. The home environment has been accessed by Occupational Therapy and safety aids are being provided to reduce the risk of falls and alleviate some of the worry for the carer. Carer has the support of the Carers Emergency Response Service, which has given her peace of mind, and she has praised their service. Carer is now looking forward to reconnecting with friends being able to utilise sitting services to enable her to have quality time out.

## **WHAT HAS THE CARER SAID ABOUT THE SERVICE THEY RECEIVED?**

I would like to thank you for all your help.