

**Survey of Adult Carers in England (SACE)
2016-17
Birmingham Comparator Report August 2017**

Introduction

- This report contains findings from the Survey of Adult Carers in England, 2016-17 (SACE).
- SACE is a biennial national survey, conducted by Councils with Adult Social Services Responsibilities (CASSRs), which covers carers aged 18 or over, caring for a person aged 18 or over
- Birmingham does undertake a local survey in intermediate years to a similar methodology
- The fieldwork period was during October and December 2016. The survey is conducted mainly using a postal questionnaire outlined by NHS Digital.
- This report uses data collected from a sample of carers who participated in the survey and these are weighted to make inferences (or estimates) about the whole weighted eligible population of carers in Birmingham

Introduction

- Responses collected for the carers survey are also used to populate five of the measures within the Adult Social Care Outcomes Framework (ASCOF), these are:
 - 1D: Carer-reported quality of life (Q7-12).
 - 1I2: The proportion of carers who reported that they had as much social contact as they would like (Q11).
 - 3B: Overall satisfaction of carers with social services (Q4).
 - 3C: The proportion of carers who report they have been included or consulted in discussions about the person they care for (Q18).
 - 3D2: The proportion of carers who find it easy to find information about support (Q16).

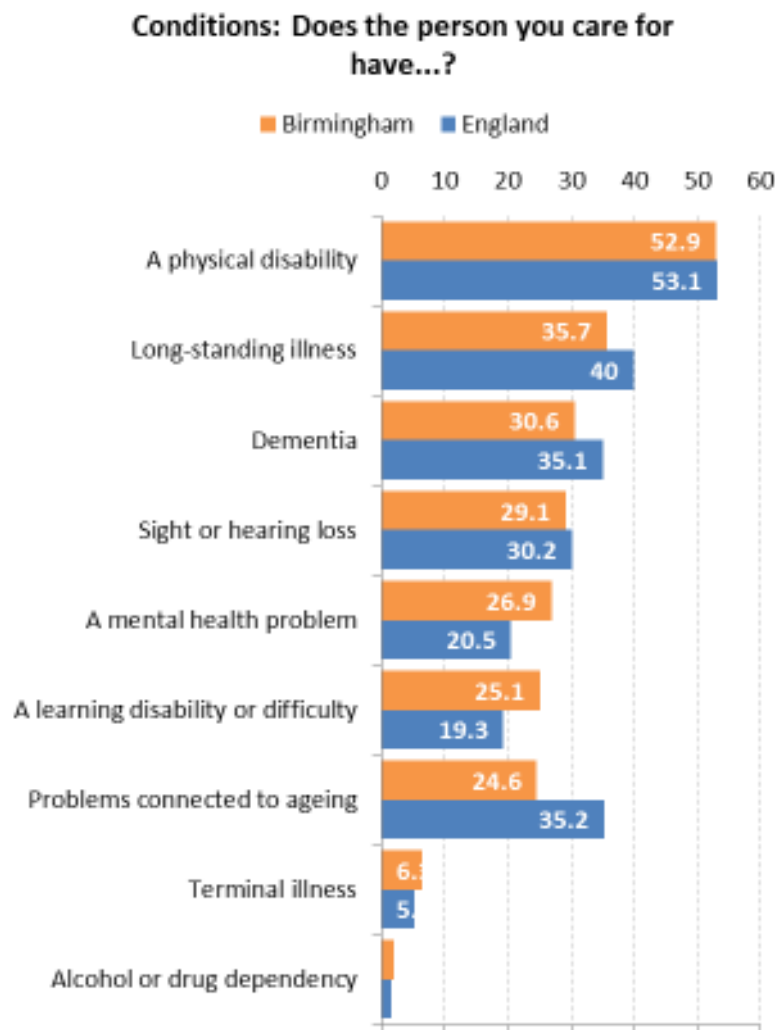
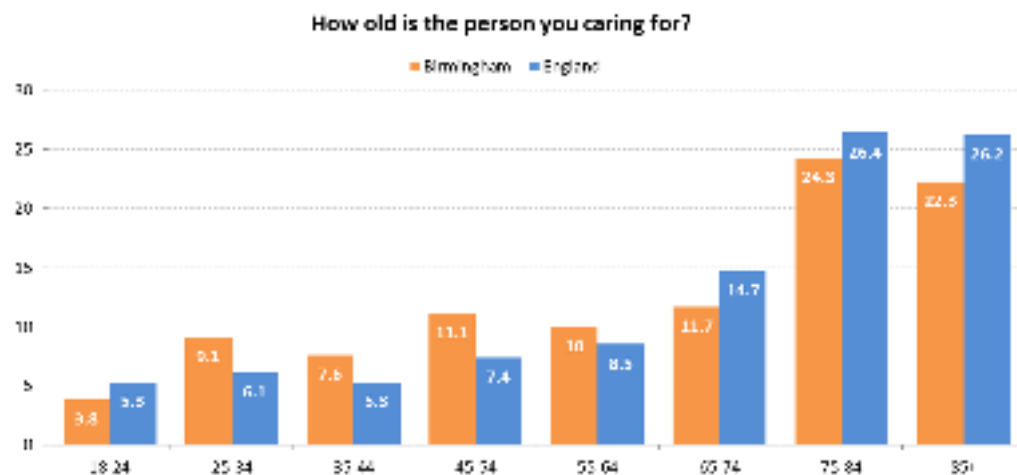
Summary of findings

- Performance against main ASCOF measures is significantly worse than average and deteriorating
- Overall Birmingham seems to be engaging with its carers less than elsewhere.
- In turn a smaller proportion of clients feel engaged or have access to the right information
- This results in below average satisfaction, and higher levels of social isolation

Client/Carer demographics and Overview

Overview of Clients

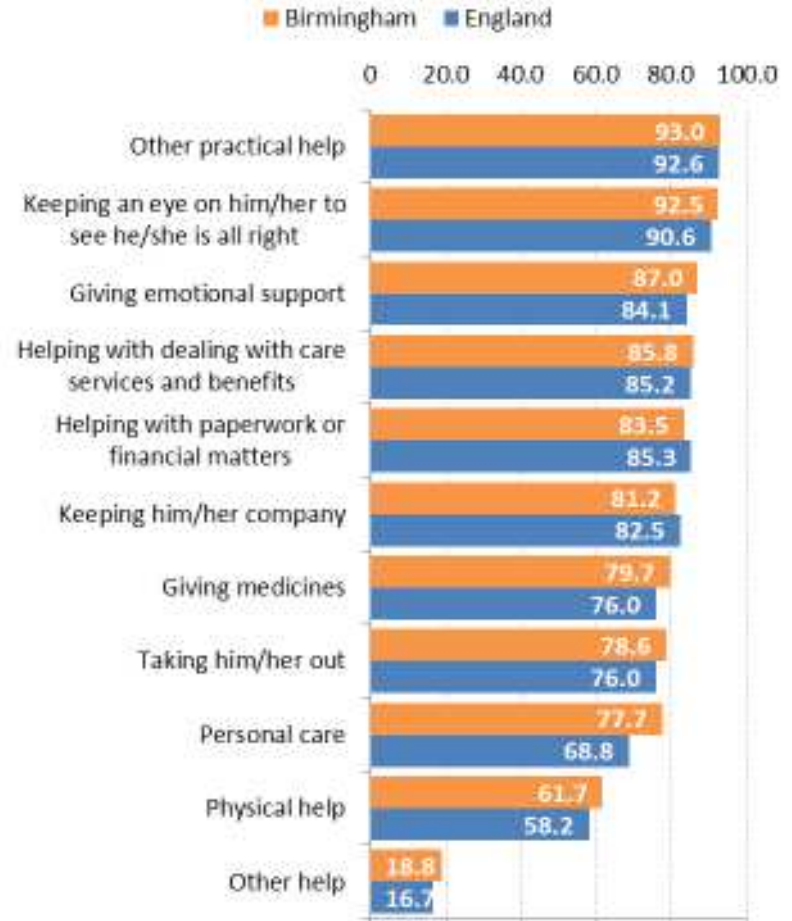
- The chart below shows the age profile of the people being cared for by the carers who responded to the survey.
- It shows a younger age profile in Birmingham compared to nationally, reflecting the young age profile of the city generally
- In terms of conditions – Birmingham has a smaller proportion of people caring for people with Dementia, and conditions connected with ageing.



Proportions of activities usually provided by carer

- There are often multiple support activities provided by the carer, ranging from providing emotional support to ensuring medicines are administered to managing finances.
- The chart right shows the main activities, comparing Birmingham respondents with those across the country.
- A similar breakdown of activities are undertaken by carers in Birmingham compared to nationally.
- Those activities where a higher proportion of Birmingham carers undertake include:
 - Personal Care
 - Giving medicines
 - Giving emotional support
 - Taking him/her out

Over the last 12 months, what kinds of things did you usually do for the person you care for?



ASCOF Summary

ASCOF Related Measures Summary

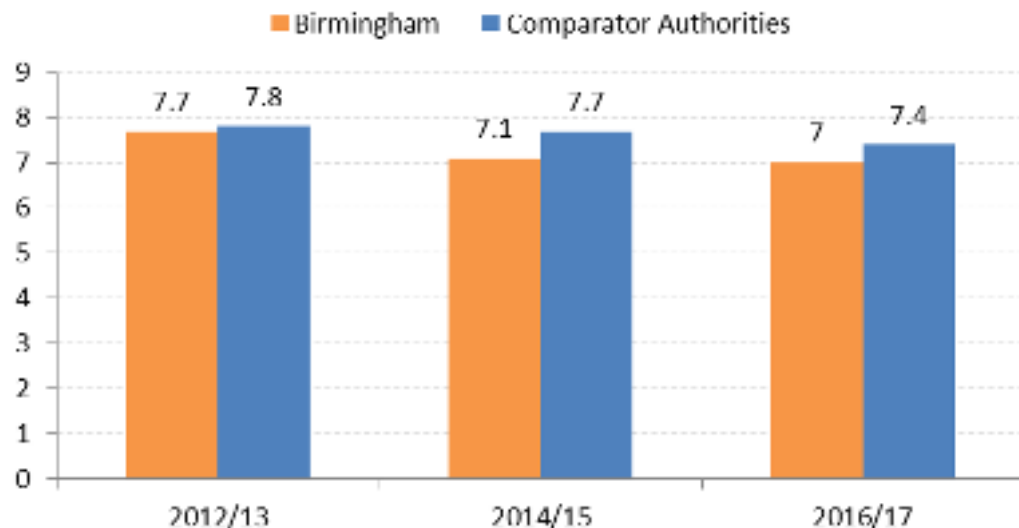
		2012/13	2013/14	2014/15	2015/16	2016/17	Change since 14/15	
10	Carer-reported Quality of life (figure is a score out of 12)	7.7	7.0	7.1	7.6	7.0	▼	
112	Proportion of carers who reported that they had as much social contact as they would like			27.4	32.8	28.3	▲	
30	Overall satisfaction of carers with social services	30.7	27.4	32.2	28.0	25.9	▼	
50	The proportion of carers who report that they have been included or consulted in discussions about the person they care for	66.2	62.1	60.5	63.6	59.0	▼	
502	The proportion carers who find it easy to find information about services			52.1	58.5	47.9	▼	
-	Adjusted quality of life score*			1.74	2.06	1.88	▲	

Carer-reported Quality of life

ASCOF Measure 1D - Carer-reported Quality of life

- The Carer-reported quality of life score gives an overarching view of the quality of life of carers.
- The measure combines individual responses to six questions measuring different outcomes relating to overall quality of life. The outcomes map to six domains; occupation, control, personal care, safety, social participation and encouragement and support.
- The England level quality of life score in 2016-17 was 7.7 out of a maximum score of 12
- In comparison Birmingham's was 7.0. This is below our statistical neighbour average and has reduced over the last three surveys

ASCOF Measure 1D - Carer-reported Quality of Life



Level of services received by Carers

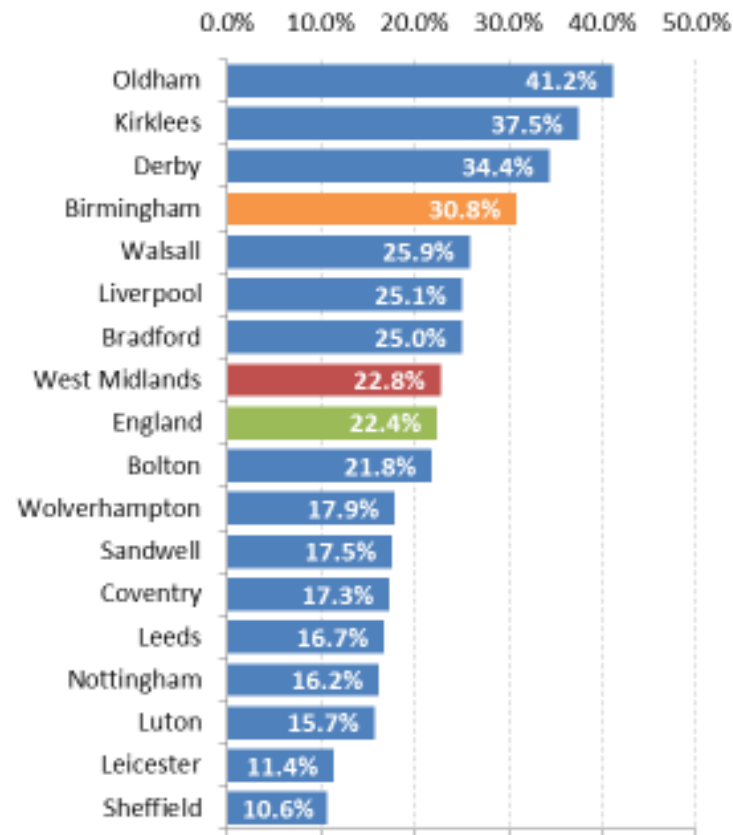
Proportions receiving no services

- To gauge effectively respondents perceptions of services received, one of the main questions asked within the survey was whether they had received support or services in the last 12 months.
- As the chart left indicates a much higher than average proportion of Birmingham carers who responded to the survey stated they did not receive any support in the last 12 months.

31%

Stated they
had not
received any
support or
services in the
last 12 months

Proportion of respondents who stated they haven't received any support or services from Social Services in the last 12 months



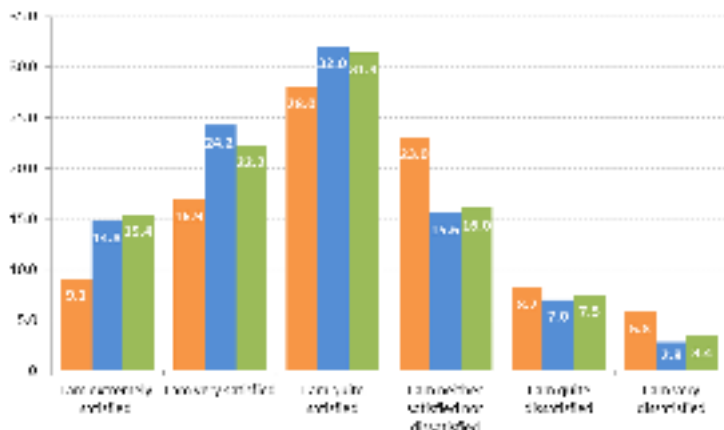
Carer Satisfaction with Services

Satisfaction

- Satisfaction with support or services is directly linked to a positive experience of care and support.
- The survey asked carers "Overall, how satisfied or dissatisfied are you with the support or services you and the person you care for have received from Social Services in the last 12 months?"
- Excluding those who stated they had not received any services, the overall satisfaction rate nationally was 71% (those who were extremely, very or quite satisfied with the support or services they received.)
- In Birmingham the proportion was significantly lower at 54%

Overall, how satisfied or dissatisfied are you with the support or services you and the person you care for have received from Social Services in the last 12 months?

■ Nottingham ■ England ■ West Midlands

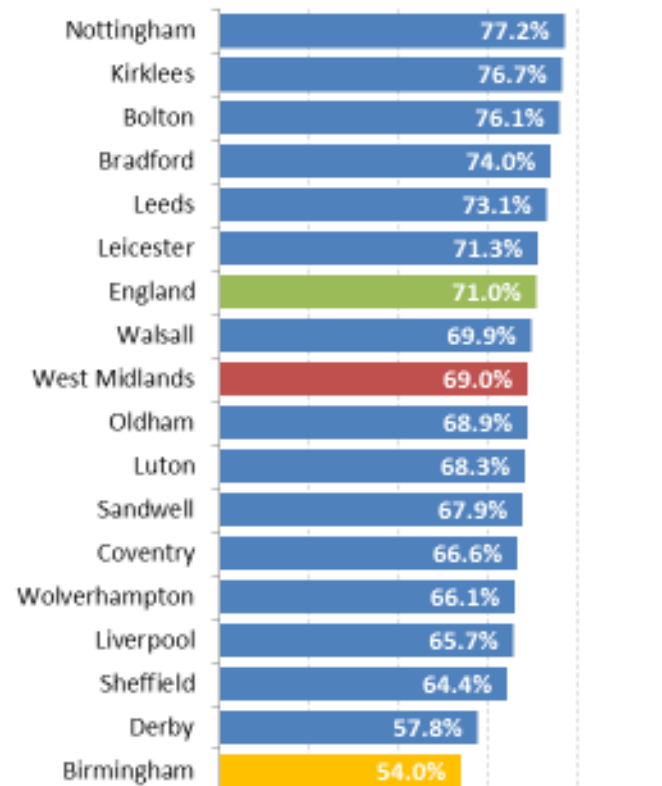


54%

were
extremely, very
or quite satisfied
with the support
or services they
received.

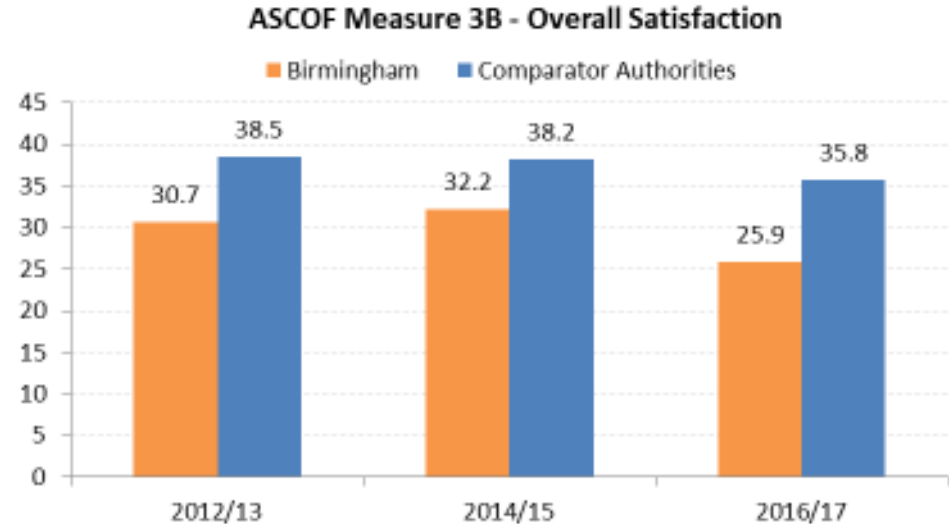
Proportion of respondents who extremely, very or quite satisfied with the support or services they received.

0.0% 20.0% 40.0% 60.0% 80.0% 100.0%



ASCOF Measure 3B - Overall satisfaction of carers with social services

- Question 4 of the survey responses received are used as the underlying data to calculate ASCOF measure 3B, "Overall satisfaction of carers with social services".
- This measure identifies the proportion of carers who are extremely or very satisfied with the support or services they and the person they care for received from Social Services in the year. It is expressed as a percentage of all carers who submitted a valid response to Carers' Survey Question 4.
- As with the wider measure of satisfaction, Birmingham again under performs, and has seen the gap with comparator authorities increase



Other points around satisfaction

National research indicates:

- Carers who were very or extremely dissatisfied also:
 - do not have enough time to care for the other people they have caring responsibilities for
 - have had a lot of financial difficulties caused by their caring responsibilities

Social Isolation

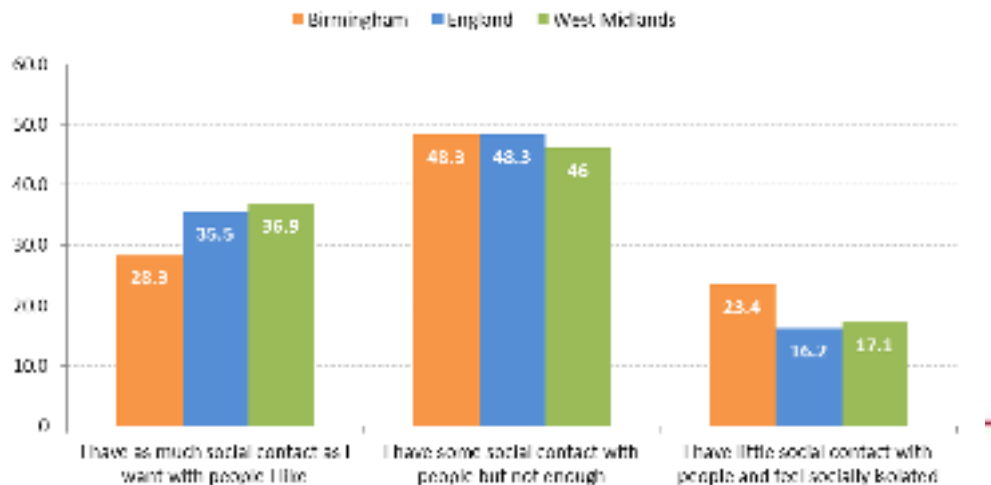
Social Isolation

23%

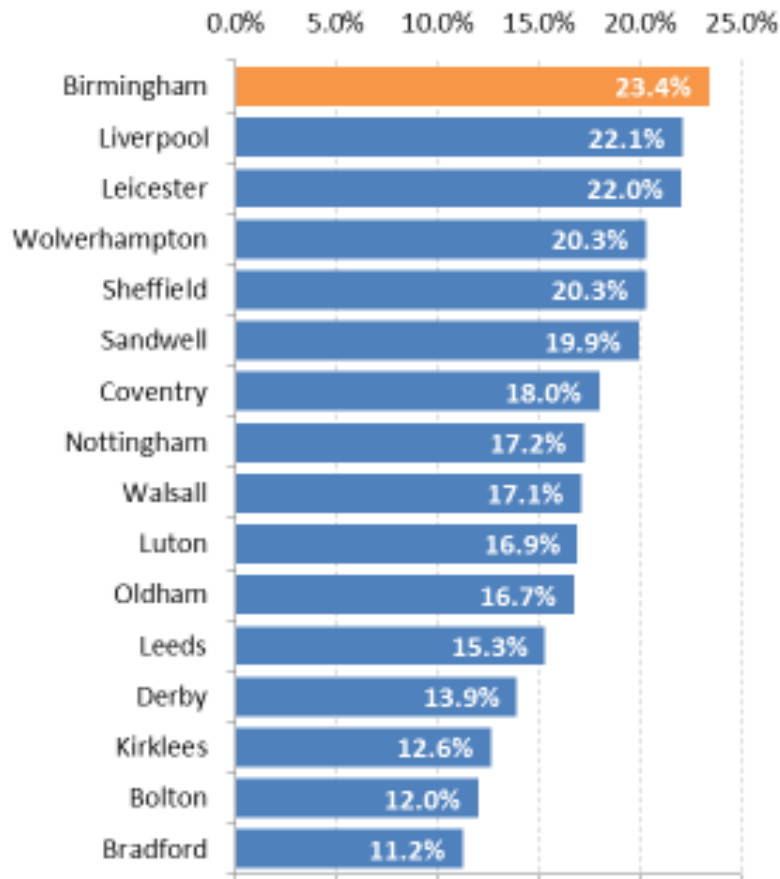
feel
socially isolated

- Loneliness is linked to poor mental and physical health. A key aspect for social care is for it to tackle loneliness and social isolation.
- The survey asked carers "Thinking about how much social contact you've had with people you like, which of the following statements best describes your social situation".

Social Contact - which of the following statements best describes your social situation".



I have little social contact with people and feel socially isolated



Other points around social isolation

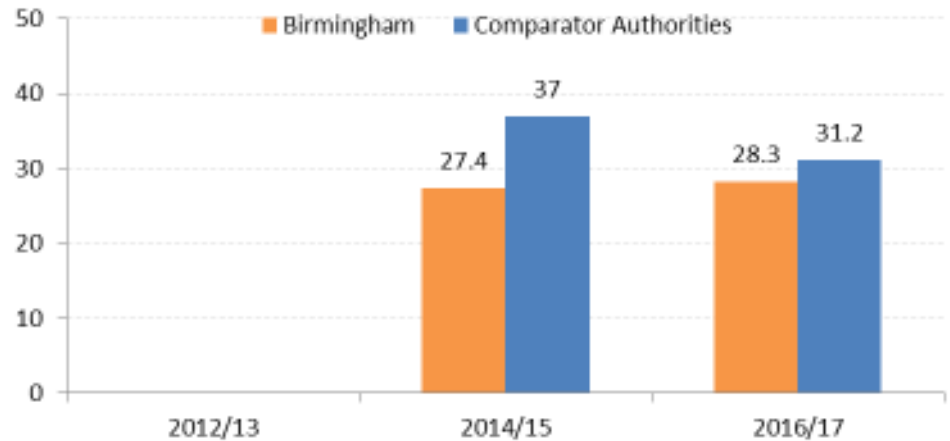
National research indicates that there was high correlation between carers reporting little social contact or feeling socially isolated and:

- Carers who have had a lot of financial difficulties caused by their caring responsibilities
- Carers who report the highest number of hours spent a week looking after or helping the person they care for

ASCOF measure 1|2 - Proportion of carers who reported that they had as much social contact as they would

- Question 11 of the survey responses received are used as the underlying data to calculate ASCOF measure 1|2, the “Proportion of carers who reported that they had as much social contact as they would like”.
- The measure is defined by determining the percentage of and carers choosing “I have as much contact as I want”. These responses have been chosen to focus the measure on individuals achieving the best outcomes, to allow for better use in benchmarking. .
- As with the wider measure of satisfaction, Birmingham again under performs, however the gap with national levels has reduced between the last two surveys

ASCOF Measure 1|2 - Proportion of carers who reported that they had as much social contact as they would like.



Access to Information

Accessing Information

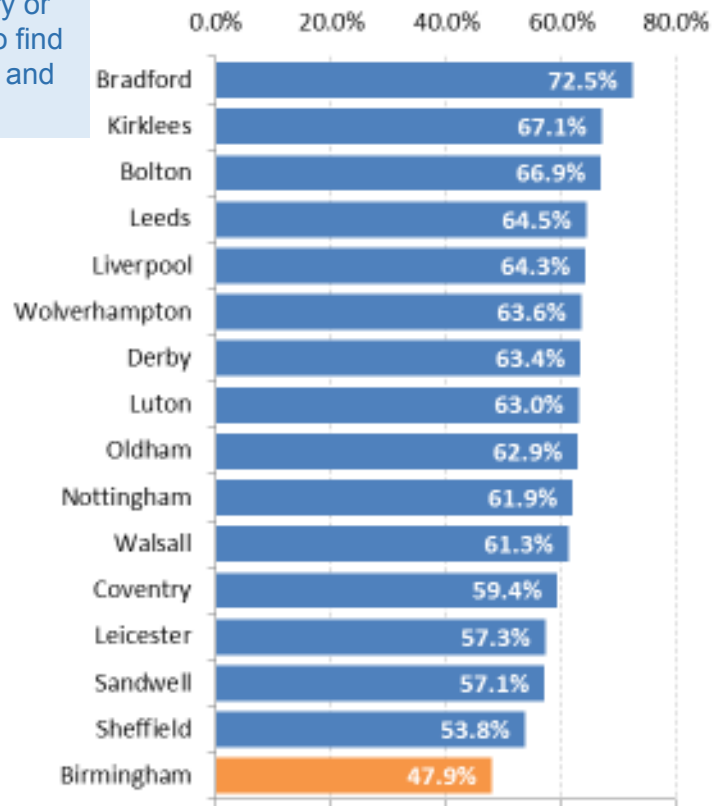
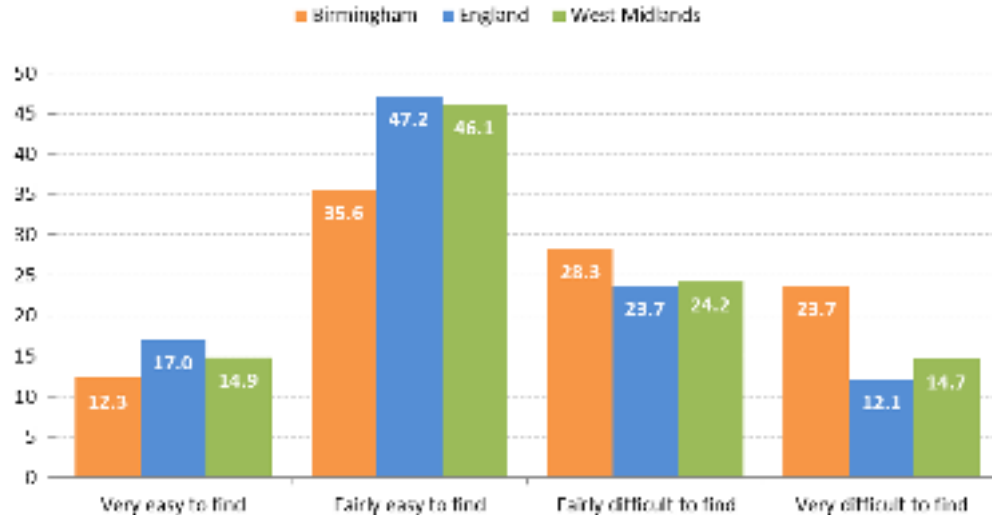
- Access to information benefits carers and the people they support by helping them to have greater choice and control over their lives.
- The survey asked carers "In the last 12 months, have you found it easy or difficult to find information and advice about support, services or benefits?"

47.9%

found it very or fairly easy to find information and advice

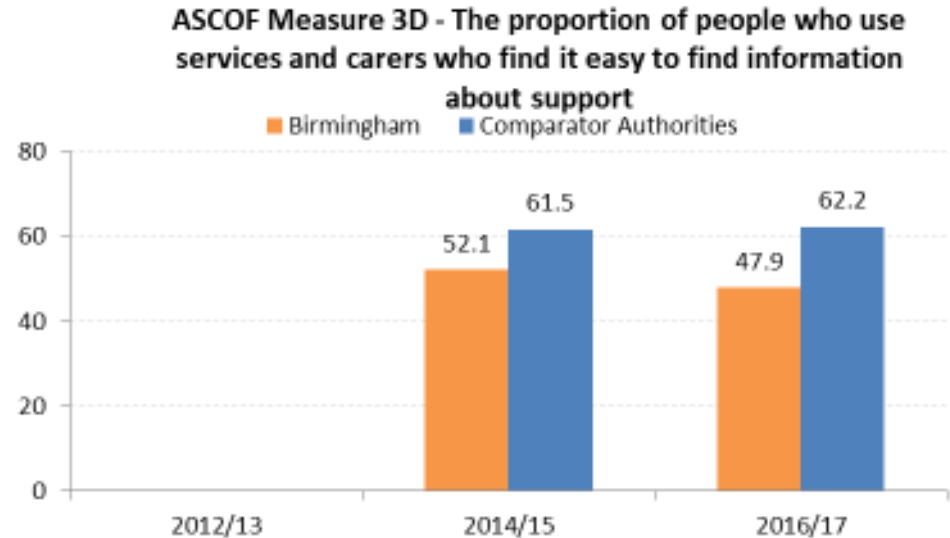
Very or fairly easy to find information and advice about support, services or benefits.

Social Contact - which of the following statements best describes your social situation".



ASCOF Measure 3D - The proportion of people who use services and carers who find it easy to find information about support

- Question 16 of the survey responses received is used as the underlying data to calculate ASCOF measure 3D, “The proportion of people who use services and carers who find it easy to find information about support”
- This measure identifies the proportion of carers who select the response “very easy to find” and “fairly easy to find”.
- As with the wider measure of satisfaction, Birmingham again under-performs, and has seen the gap with comparator authorities increase



Other points around accessing information

National research indicates:

- Carers who are extremely or very dissatisfied with services also were those who also found it very difficult to find information and advice about support, services or benefits
- Carers who found it very difficult to find information also had the highest proportion that reported they had lots of financial difficulties in the last 12 months caused by their caring responsibilities

Involving and Discussions with clients

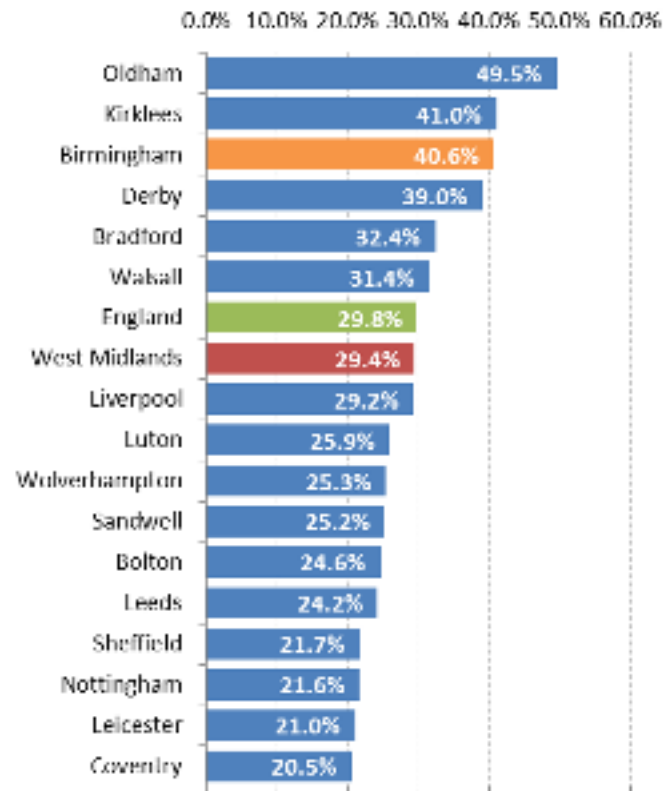
Discussions about the support or services provided to the person cared for

- Carers should be respected as equal partners in service design for the individuals for whom they care for, this improves outcomes for both the carer and the cared for person.
- The survey asked carers “In the last 12 months, do you feel you have been involved or consulted as much as you wanted to be, in discussions about the support or services provided to the person you care for?”

40.6%

Stated they had
no discussion
about their
support or
services in last
12 months

Proportion of respondents who stated that
there had been no discussion of their
support or services in last 12 months



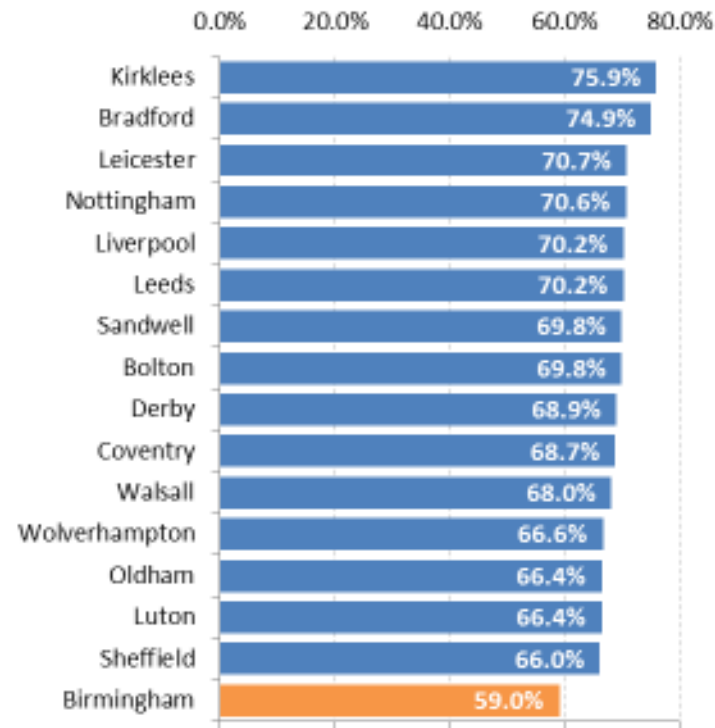
Discussions about the support or services provided to the person cared for

- Excluding carers that reported there had been no discussions that there were aware of, 28.3 per cent reported they always felt involved or consulted, 30.7 per cent usually felt involved or consulted, 26.3 per cent sometime felt involved or consulted and 14.6 per cent never felt involved or consulted.

59%

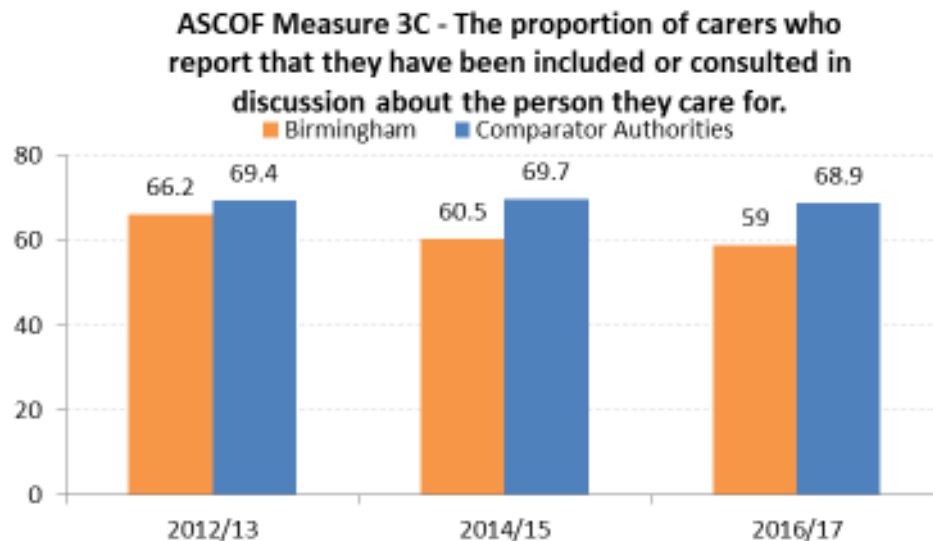
Felt involved
in the support
or services

Reported they usually or always felt involved or consulted in discussion about the support or services provided to the person they care for..



ASCOF Measure 3C -The proportion of carers who report that they have been included or consulted in discussion about the person they care for

- Question 18 of the survey responses received are used as the underlying data to calculate ASCOF measure 3C, the “The proportion of carers who report that they have been included or consulted in discussion about the person they care for”
- The measure is defined by determining the percentage of all those responding who choose the answer “I always felt involved or consulted” and “I usually felt involved or consulted”.
- As with the wider measure of satisfaction, Birmingham again under performs, and has seen the gap with comparator authorities increase



Other points around discussions

National research indicates:

- Carers that felt they were never involved or consulted in discussions about the support or services provided to the person they care were also :
- More likely to be dissatisfied
- More likely to have little social contact with people and feel socially isolated.
- More likely to report they never have enough time to care for the other people they have caring responsibilities for.

Planned Improvements

- Integral part of new Vision and Strategy for Adult Social Care;
- Transfer of social work assessments of carers to the Birmingham Carers' Hub;
- Proposed ending of Carers' Short Breaks Grant (Cabinet 13/9/17) and replacement with service based on carers assessments undertaken by Birmingham Carers' Hub.

Planned improvements

- Use iBCF to create a wrap-around carers service which ensures:
 - an assessment and support plan;
 - income is maximised;
 - access to assistive technology;
 - links to local support groups and best use of community assets;
 - health check with their GP.