



## **Directorate for Adult Social Care**

### **BIRMINGHAM CARERS PARTNERSHIP STRATEGY 2024 to 2029**

#### **QUESTIONNAIRE**

##### **Question 1 – Vision**

Our vision is:

**“Birmingham is a Carer Friendly City that recognises, supports and values all our Carers.”**

##### **Do you agree with the vision?**

**YES**

**NO**

##### **If you ticked no, what do you think we should include or exclude?**

We agree that this is a well considered vision statement and touches on the key areas of importance for carers in the city.

## Question 2 – Carers Commitment

Our citywide commitments to carers are:

- I want to be recognised and respected as a Carer.
- I want to be safe and healthy.
- I want to be able to financially plan for today and tomorrow.
- I want support at work and my employer to be Carer Friendly.
- I want support during childhood and education.
- I want to be able to take short breaks and have time for relaxation.
- I want my voice to be heard.
- I want to be involved in delivering care and support.

**Do you agree with the commitments listed above?**

YES  NO

**If you ticked no, what do you think we should include or exclude?**

Healthwatch Birmingham does agree with the citywide commitments listed above, however we would like to see a further commitment about carers role in being acknowledged and supported by health and care settings in the city. Whilst this could be covered by the first two commitments as listed, we feel it would be good to make explicit a commitment to this being upheld in health and care settings.

We heard feedback from carers about being excluded from appointments or visiting the person they care for in care and hospital settings during the pandemic, regardless of the individual circumstance and situation. Whilst visiting rights have now been included clearly in Care Quality Commission's guidance to health and care settings, we feel it would be an important statement for the city to make a clear commitment on, especially around accompanying the person they care for to important appointments.

Carers have also told us about feeling excluded or unclear around discharge discussions and arrangements after the person they care for has been inpatient in hospital. A strengthened commitment to a carers role being acknowledged and supported by health and care services in our city would help empower carers to challenge if they find that a service is not doing so.

**To help us decide what activities and support are important for Carers we want to know what you think. The following questions relate to what you would want and like to achieve based on the Carers Commitments listed above and focused on outcomes that are most important to you.**

**Question 3 - I want to be recognised and respected as a Carer. Please tick your top three priorities.**

- I know I am a carer.
- Others know and recognise that I am a carer.
- People appreciate what I do as a carer.
- I am consulted and involved in the support and care of the person I care for.
- I can have or have had a Carers assessment if I choose to.
- I have choices about the support I receive.
- I am able to recognise my own needs.
  
- It is not assumed family will take on the caring role.

**Question 4 - I want to be safe and healthy. Please tick your top three priorities.**

- I have a life outside of caring.
- I can have a break if I need it.
- The person I care for is looked after when I'm not there.
- My emotional needs are met.
- My GP knows I am a carer.
- I can access wellbeing and health checks if I need to.
- I am in control of the care I give.
- My physical health needs are met.

**Question 5 - I want to be able to financially plan for today and tomorrow. Please tick your top three priorities.**

- I know where to go for employment opportunities.
- I have received information about Direct Payments or know where to access it.
- I am aware of personalised budgets and how it can help me.

- I know what benefit support I and the person I care for are entitled to.
- I can continue to work whilst fulfilling my caring responsibilities.
- My working life is not affected by my caring responsibilities.
- I can have a carers assessment if I need to.
- I can access support to help me manage my bills and finances.

**Question 6 – I want support at work and my employer to be Carer Friendly.**  
**Please tick your top three priorities.**

- My employer recognises and respects carers.
- My employer acknowledges and understands my caring responsibilities.
- I can work flexible hours to fit around my caring commitments.
- I am able to fulfil my role as a carer.
- I can access advice and information on what my employer does to support carers.
- I can work part time to fit around my caring commitments.

**Question 7 - I want support during childhood and education. Please tick your top three priorities.**

- I know where to go for education and training opportunities.
- The care I give is appropriate to my age and abilities.
- The support I receive is appropriate to my age and abilities.
- I know where to go for advice, information, help and support.
- I am able to participate in residential type activities.
- I have a life outside of caring.
- I can have a break if I need it.

- My school acknowledges and understands my caring responsibilities.
- I am supported during and after the transition from young to adult carer.

**Question 8 - I want to be able to take short breaks and have time for relaxation.  
Please tick your top three priorities.**

- I can take a few hours break away from caring.
- I can take a day away from caring.
- I can take a weeks break from caring.
- I can have a break from caring when I need to.
- I feel confident the person I care for is safe and well when I take a break.
- I can afford to take a break from caring.

**Question 9 - I want my voice to be heard. Please tick your top three priorities.**

- I am involved in discussions about the care and support of the person I care for.
- I am recognised as a Carer in a hospital setting.
- I can have a say about the services for Carers in Birmingham.
- I have the opportunity to provide feedback on the services I access.
- I can see that my views have been considered.
- I feel I am listened to and my views and feelings considered.
- I can participate in groups where Carers voices can be heard.

**Question 10 - I want to be involved in delivering care and support. Please tick your top three priorities.**

- I am involved in the care and support for the person I care for.
- I can contribute to the care and support of the person I care for.
- My views and concerns are listened to and considered.
- I am involved in the care of the person I care for when they are in hospital.

- I am included in discussions about the care and support of the person I care for.
- I am able to raise any concerns.
- I can help shape the care and support the person I care for receive.
- I can deliver the amount of care and support I want.

### **Please tell us of anything else that is important to you**

Healthwatch Birmingham would like to highlight that carers have an important voice in conversations being had to shape services in our city. We are particularly aware that the city council are currently and will be consulting on the future of services in our city given the budget situation it faces. It is important that carers views and needs are fully sought, listened to and considered. This will be of particular importance in the forthcoming consultation about day opportunity services. We would like to see the carers partnership group advocating for the continued importance of carers in these crucial discussions, as well as highlighting how carers can access support to have their voices heard where needed. This should also include challenging consultations and engagement work if it is felt carers are not being heard.

We are pleased to see the voice of carers including the section on a carers perspective coming through so strongly in the strategy. It is clear to see the co-production work that has gone into it, and encourage the carers operational group to keep up this important dialogue throughout its work and the life of the strategy.

We like to note the work on direct payments listed on the partnership's work plan, and would like to highlight the report we did on this area in recent years.

<https://healthwatchbirmingham.co.uk/report/direct-payments-in-birmingham-choice-control-and-flexibility/> many of the findings and recommendations are still pertinent in this area of work.

## **ABOUT YOU**

We would like you to tell us something about you. You do not have to tell us but if you do it will help us to plan this service.

### **Data Protection Act 1998**

The personal information on this form will be kept safe and is protected by law. You can see more information about data protection on our website at:

<http://www.birmingham.gov.uk/privacy>

### **What best describes your interest in this consultation:**

A CARER

Someone who has accessed Carer support services

**Health or Care Professional**

Provider of a Carer support service

A family member or friend

Other please state: Healthwatch Birmingham

**Your full postcode** B16 8QG

**How old are you? Please tick appropriate box.**

17 or under	18 to 19	20 to 24	25 to 29	30 to 34	35 to 39	40 to 44	45 to 49	50 to 54
55 to 59	60 to 64	65 to 69	70 to 74	75 to 79	80 to 84	85+		

**What sex were you prescribed at birth?**

Female  Male

**Do you have any physical or mental health conditions or illnesses lasting or expected to last for 12 months or more? Please tick one box only.**

Yes  No  Prefer Not to Say

**If yes to the above question, do any of these conditions or illnesses affect you in any of the following areas? You may tick more than one box.**

Condition/illness	
<b>Vision</b> (e.g. blindness or partial sight)	
<b>Hearing</b> (e.g. deafness or partial hearing)	
<b>Mobility</b> (e.g. walking short distances or climbing stairs)	
<b>Dexterity</b> (e.g. lifting and carrying objects, using a keyboard)	
<b>Learning or understanding or concentrating</b>	
<b>Memory</b>	
<b>Mental health</b>	
<b>Stamina or breathing or fatigue</b>	
<b>Socially or behaviourally</b> (e.g. associated with Autism, attention deficit disorder or Asperger's Syndrome)	

<b>Other – please write in</b>	
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**What is your ethnic group? Please tick one box only.**

<b>Ethnicity</b>	
<b>White:</b>	
English/Welsh/Scottish/Northern Irish/British	
Irish	
Gypsy or Irish Traveller	
Polish	
Baltic States	
Jewish	
Other White European (including mixed European)	
Any other White background (please write in)	
<b>Mixed/multiple ethnic groups:</b>	
White and Black Caribbean/African	
White and Asian	
Any other Mixed background (please write in)	
<b>Asian/Asian British:</b>	
Afghani	
Bangladeshi	
British Asian	
Chinese	
Filipino	
Indian Sikh	
Indian other	
Kashmiri	
Pakistani	
Sri Lankan	
<b>Ethnicity continued</b>	
Vietnamese	
Any other Asian background (please write in)	
<b>Black African/Caribbean/Black British:</b>	
African	
Black British	
Caribbean	
Somali	
Any other Black/African/Caribbean background (please write in)	
<b>Other ethnic group:</b>	
Arab	
Iranian	
Kurdish	
Yemeni	
Any other ethnic group (please write in)	

**What is your sexual orientation? Please tick one box only.**

<b>Sexual orientation</b>	
<b>Bisexual</b>	
<b>Gay or Lesbian</b>	
<b>Heterosexual or Straight</b>	
<b>Other</b>	
<b>Prefer not to say</b>	

**What is your religion or belief? Please tick one box only.**

<b>Religious belief</b>	
<b>No religion</b>	
<b>Christian</b> (including Church of England, Catholic, Protestant and all other Christian denominations).	
<b>Buddhist</b>	
<b>Hindu</b>	
<b>Jewish</b>	
<b>Muslim</b>	
<b>Sikh</b>	
<b>Other religion</b> (please write in)	

## **THANK YOU FOR TAKING THE TIME TO COMPLETE THE QUESTIONNAIRE**

The return address for the questionnaire is:

Birmingham City Council  
Adult Social Care and Health Directorate  
PO Box 16533  
1<sup>st</sup> Floor, 10 Woodcock Street  
Birmingham  
B7 4BL