Birmingham City Council

January 2010

# Supporting Carers Consultation Questionnaire

**We would like your views about the way in which we assess, support and communicate with carers who care for adults.** This is about personal support provided through Birmingham City Council, not health care or financial care or tax benefits.

Carers are adults who volunteer their time, unpaid, to care for a family member or a friend. Please help us by responding to the following numbered statements, which ask for your opinion.

**Consultation from 1 October 2009 to 15 February 2010.**

If you are filling in this form by hand, please write in BLOCK CAPITALS.

**Please complete the questionnaire and return to the address on the back page.**

For more information on Supporting Carers Consultation:

phone **0121 675 0395**

or email **carers@birmingham.gov.uk**

## Section 1 – Assessing and supporting a carer's needs

Under the old scheme 'Fair Access to Short Breaks for Carers', the carer and the person they care for were assessed separately resulting in separate support plans. We think it would be better if their needs were assessed at the same time so that we can agree a joint support plan that suits everyone's needs. (Service users and carers can still have individual assessments if they prefer).

1. **The needs of carers and the adults they care for should be assessed together.**

   **How strongly do you agree or disagree with this statement?** Please tick one box only below.

   - Strongly agree ☐
   - Agree ☐
   - Disagree ☐
   - Strongly disagree ☐
   - Do not have a view/need more information to decide ☐

adults and communities

**Section 1** continued

2. At present a carer and the adult(s) they care for are given separate care plans.

   **If carers and the adults they care for are eligible for Council support after a combined needs assessment, their care support needs should be planned together in one combined care plan and not separate ones.**

   **How strongly do you agree or disagree with this statement?** Please tick one box only below.

   - Strongly agree ☐
   - Agree ☐
   - Disagree ☐
   - Strongly disagree ☐
   - Do not have a view/need more information to decide ☐

**Section 2 – Assessing carer needs**

Birmingham City Council has separate forms for professional staff assessing the care needs of carers and the adults they care for. We expect staff to discuss the contents of the form with the people whose needs they are assessing. These forms are:

- 'Carers Assessment'
- 'My Carer – Service User's Assessment'

They can be downloaded from here – www.birmingham.gov.uk/supportingcarers

If you have read these forms, how strongly do you agree with the following statement. If you haven't read them, please go to Section 3.

1. **I find the questions in the carers assessment document, called 'Carers Assessment' reasonable to understand.**

   **How strongly do you agree or disagree with this statement?** Please tick one box only below.

   - Strongly agree ☐
   - Agree ☐
   - Disagree ☐
   - Strongly disagree ☐
   - Do not have a view ☐

**Section 2** continued

2. **I find the questions in the carers assessment document, called 'Carers Assessment' would help work out my social care needs.**

   **How strongly do you agree or disagree with this statement?** Please tick one box only below.

   - Strongly agree ☐
   - Agree ☐
   - Disagree ☐
   - Strongly disagree ☐
   - Do not have a view ☐

3. We would like to know if you think any questions should be added to or removed from the assessment document called 'Carers Assessment' and why.

   **Please state any questions that you would like added, and why.**

   **Please state any questions that you would like removed, and why.**

**Section 2** continued

**4.** I find the questions in the service users assessment document, called 'My Carer – Service User's Assessment' reasonable to understand.

**How strongly do you agree or disagree with this statement?** Please tick one box only below.

- Strongly agree ☐
- Agree ☐
- Disagree ☐
- Strongly disagree ☐
- Do not have a view ☐

**5.** I find the questions in the service users assessment document, called 'My Carer – Service User's Assessment' would help work out my social care needs.

**How strongly do you agree or disagree with this statement?** Please tick one box only below.

- Strongly agree ☐
- Agree ☐
- Disagree ☐
- Strongly disagree ☐
- Do not have a view ☐

**6.** We would like to know if any questions should be added to or removed from the service users assessment document, called 'My Care – Service User's Assessment'.

**Please state any questions that you would like added, and why.**

**Please state any questions that you would like removed, and why.**

## Section 3

We are revising the current leaflet for carers, called 'Help and Support for Carers'. The current unrevised leaflet is available to view on **www.birmingham.gov.uk/supportingcarers**

We would like to know what you think of the current unrevised leaflet and where you would like it to be available. If you have been able to look at it, please give your opinion on the following statement. If you haven't, thank you for kindly letting us have your views.

1. **The leaflet called 'Help and Support for Carers' provides useful information for carers about where to get support, and some of the services that are available for carers.**

   **How strongly do you agree or disagree with this statement?** Please tick one box only below.

   - Strongly agree ☐
   - Agree ☐
   - Disagree ☐
   - Strongly disagree ☐
   - Do not have a view ☐

2. We would like to know if any information should be added to or removed from the 'Help and Support for Carers' leaflet.

   **Please state any information that you would like added, and why.**

   **Please state any information that you would like removed, and why.**

**Section 3** continued

3. Would you like to receive a copy of the 'Help and Support for Carers' leaflet when it is revised?

Yes ☐

No ☐

If 'Yes', how would you prefer to receive a copy of the 'Help and Support for Carers' leaflet when it is revised?

By email as an attachment ☐

By post ☐

Pick up a copy from a location in Birmingham ☐

If you ticked 'Pick up a copy from a location in Birmingham', please can you list below any locations you would like the revised 'Help and Support for Carers' leaflet to be made available.

# Information about you…

**The rest of this questionnaire is optional, but it would really help us if you could answer the following questions.**

Birmingham City Council has a privacy statement. We will process any personal data given in relation to the Supporting Carers Consultation for the purposes of:

- evaluating the answers to the returned questionnaires.
- contacting you with more information, if you have asked for it.

In addition, we will hold and process your personal data in accordance with the Data Protection Act 1998 and our full privacy notice which is available from **www.birmingham.gov.uk/privacy**

**Are you a resident of Birmingham?**

**Yes** ☐ **No** ☐

**If you care for somebody, are they a resident of Birmingham?**

**Yes** ☐ **No** ☐

**Ethnic group:** (please tick one box only below)

| | | | |
|---|---|---|---|
| White | ☐ | Black or Black British | ☐ |
| Mixed | ☐ | Other | ☐ |
| Asian or Asian British | ☐ | Prefer not to say | ☐ |

**My age group:** (please tick one box only below)

**18 to 49** ☐ **65 or over** ☐

**50 to 64** ☐

**Gender:** (please tick one box only below)

**Female** ☐ **Male** ☐

**Are you:**

a person who uses Birmingham City Council social care services? ☐

a carer who uses Birmingham City Council social care services? ☐

a person and a carer who uses Birmingham City Council social care services? ☐

neither a person or a carer who uses Birmingham City Council social care services? ☐

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or email **carers@birmingham.gov.uk**

## Receiving more information

**To follow up this consultation we would like you to tick the following statements if they apply to you:**

I would like more information by post ☐

I would like more information by email ☐

I would like more information added to the Birmingham City Council website ☐

**I would be interested in helping you work out any future plans at a later stage.**
Please tick one box only below.

Yes ☐

No ☐

**Here are my contact details:**

Name:

Address:

Telephone number:

Email:

We can assure you this information will only be used for consultation purposes in the 'Supporting Carers' consultation.

**Thank you for taking the time to be part of this consultation.** Please return this questionnaire by the following methods.

- By post to:

  **FREEPOST MID18897**
  **Customer Care and Citizen Involvement Team**
  **Supporting Carers Consultation**
  **Milton Grange**
  **16 Handsworth Wood Road**
  **Birmingham**
  **B20 2BR**

- By email to **carers@birmingham.gov.uk**

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