

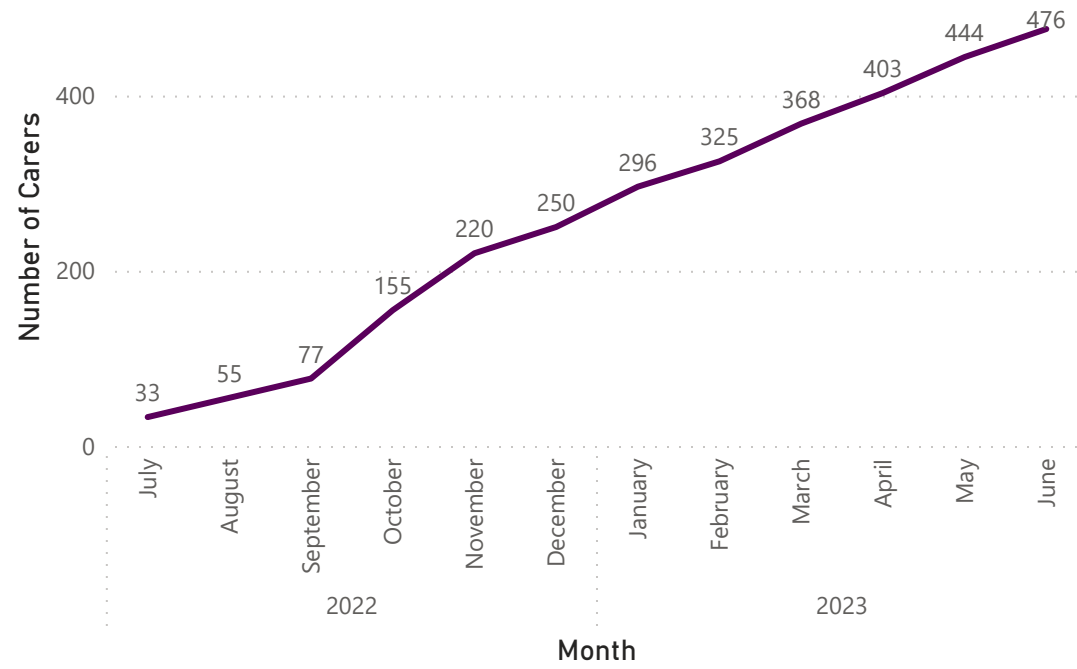
Walsall Carers Hub KPI Report Q1 2023-24



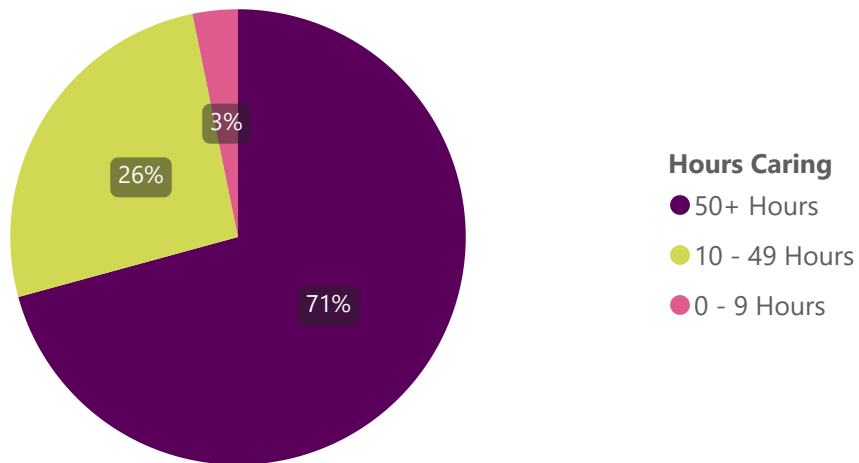
Led by Forward Carers,
delivered by Midland Mencap



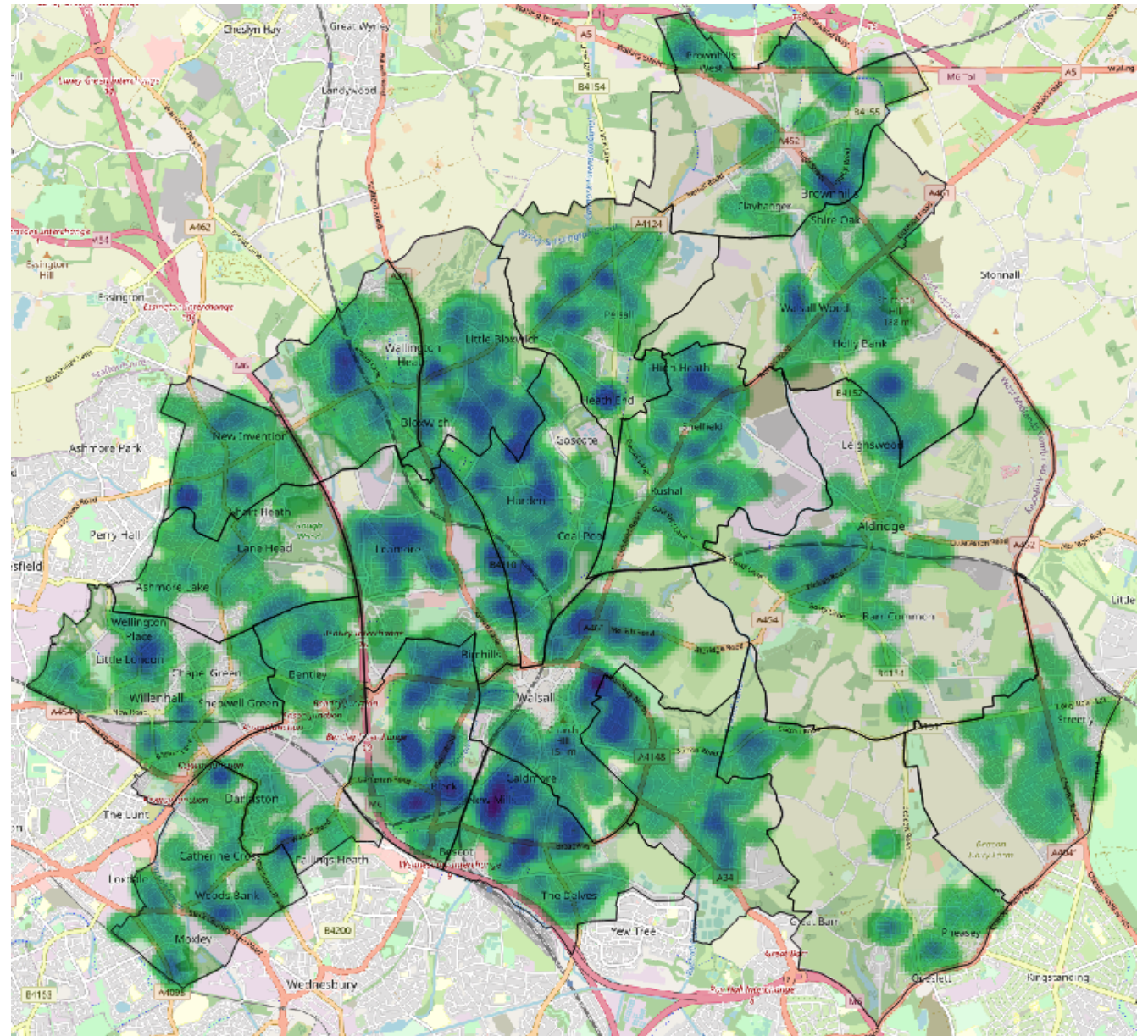
Rolling Total Carers Registered by Month



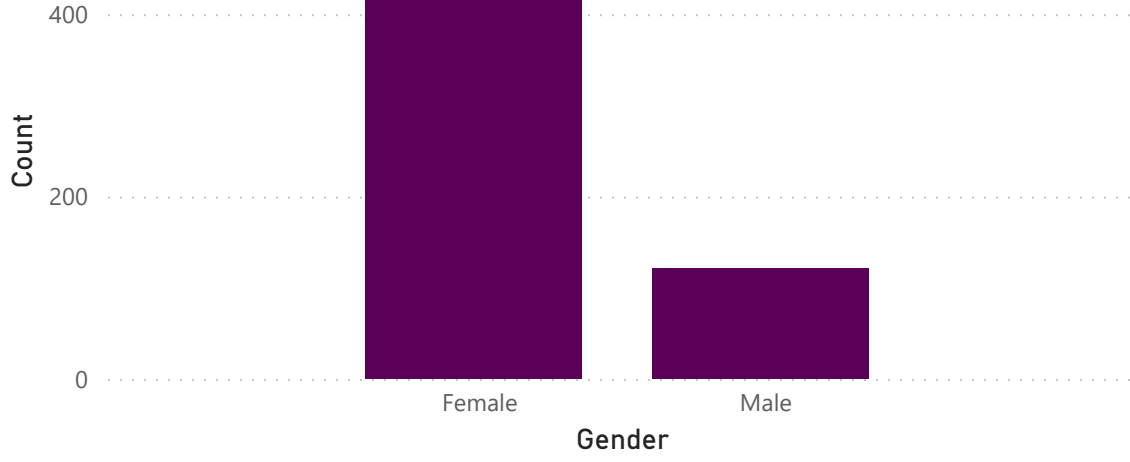
Carers by Hours Caring



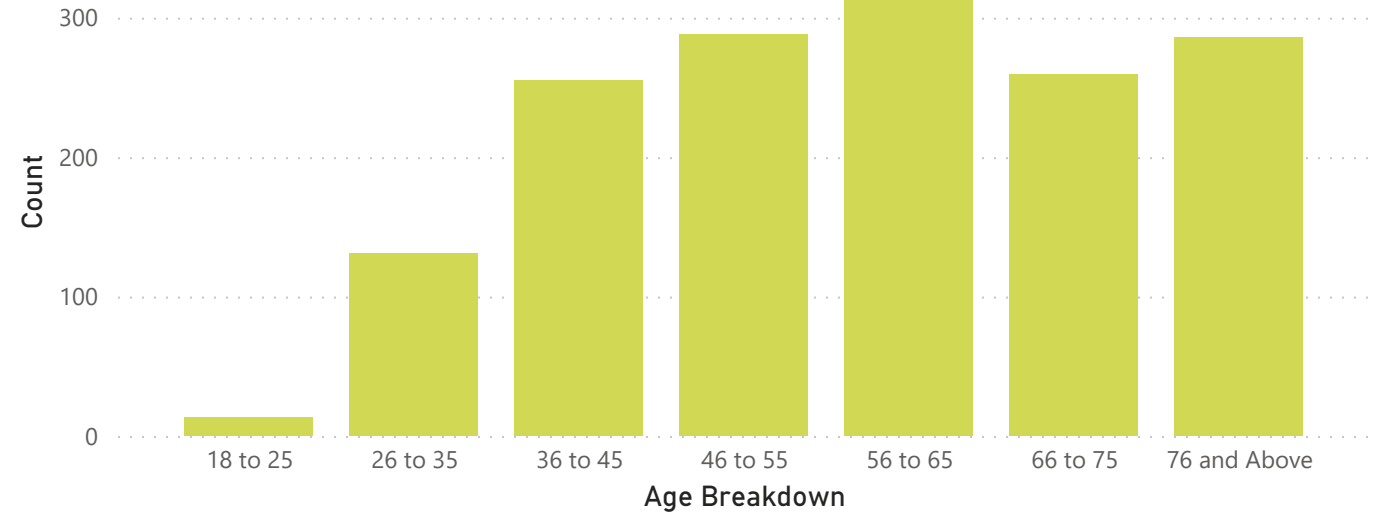
Heatmap of Carers within Walsall



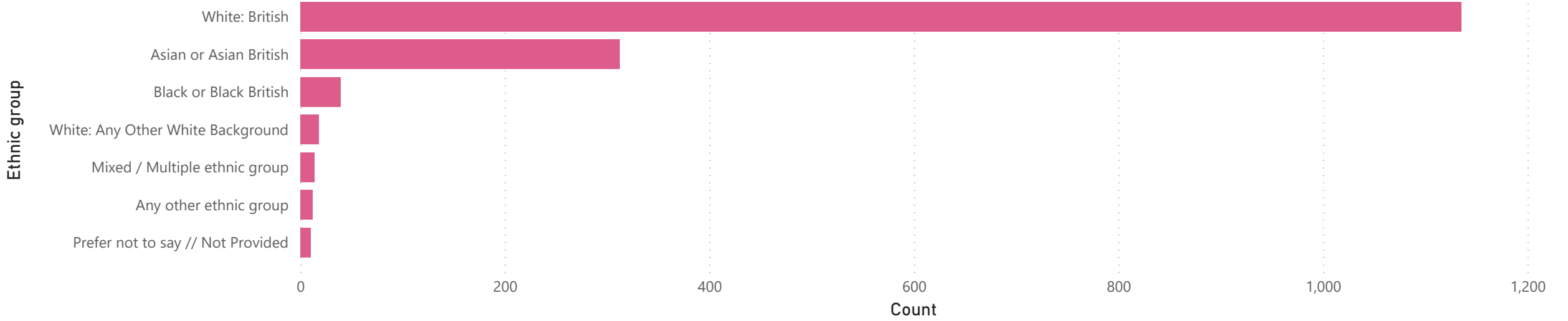
Carer by Gender



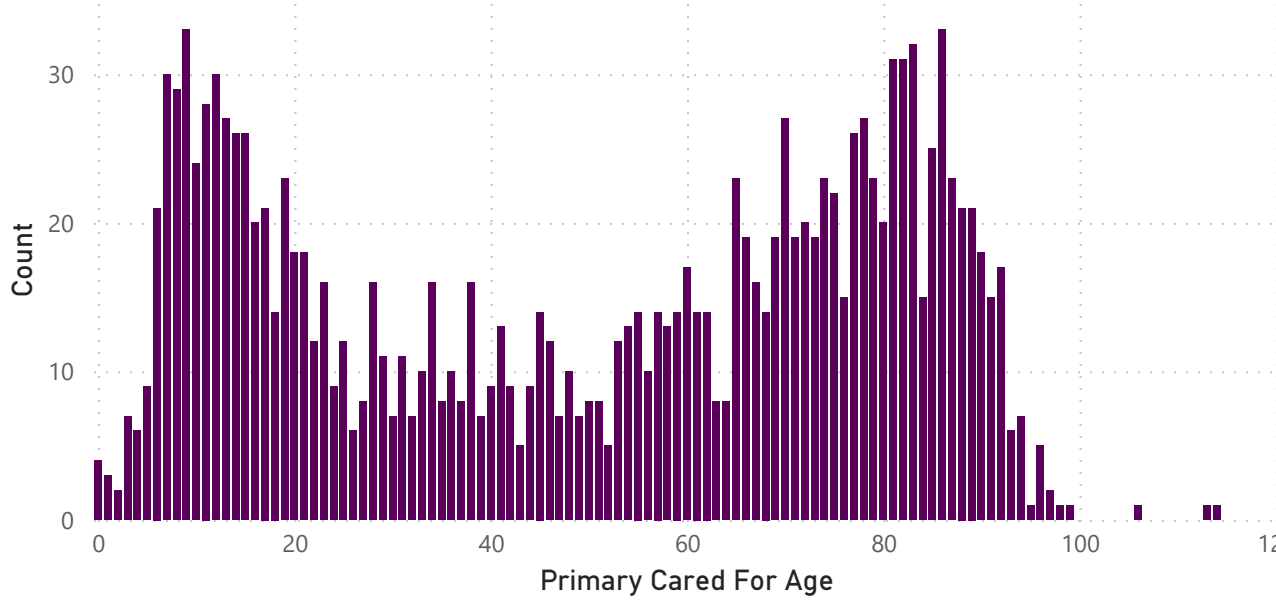
Carers by Age Group



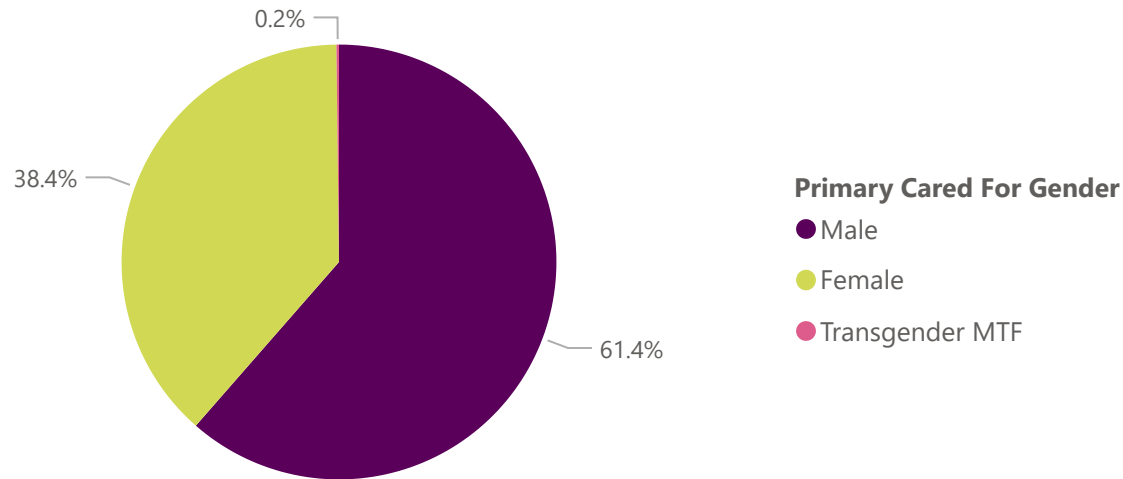
Carers by Ethnicity



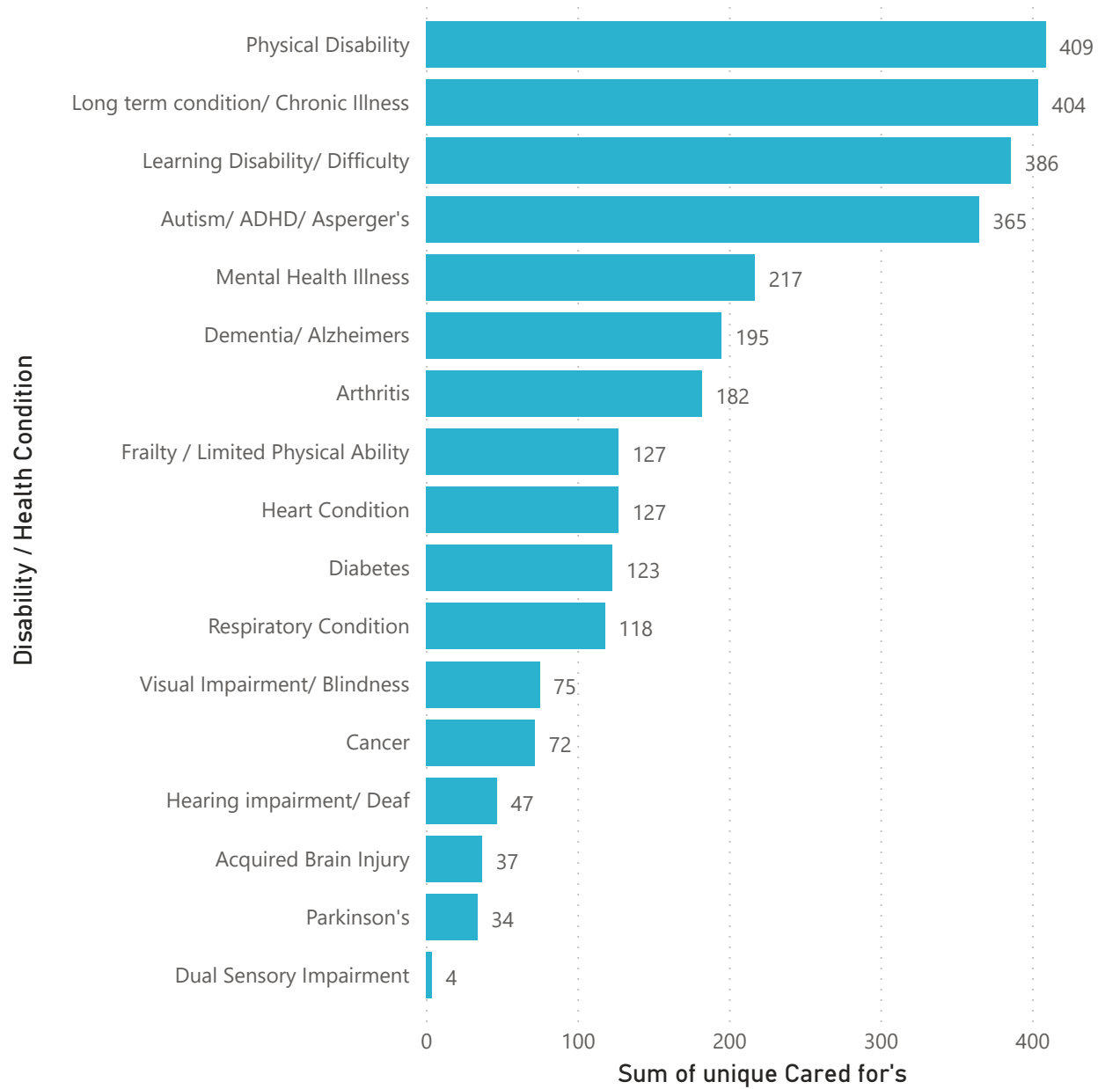
Primary Cared For Age



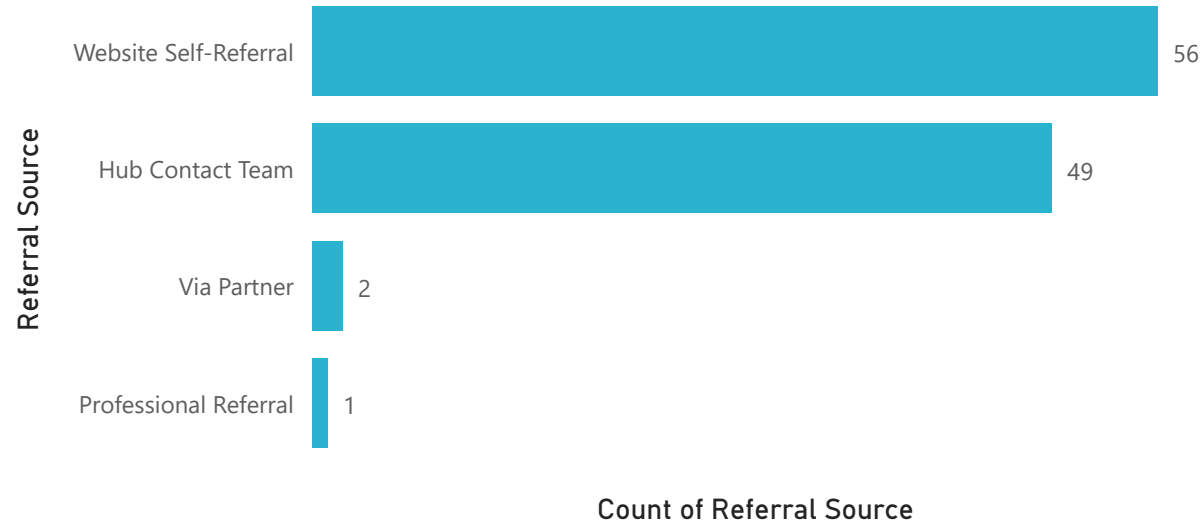
Primary Cared For Gender



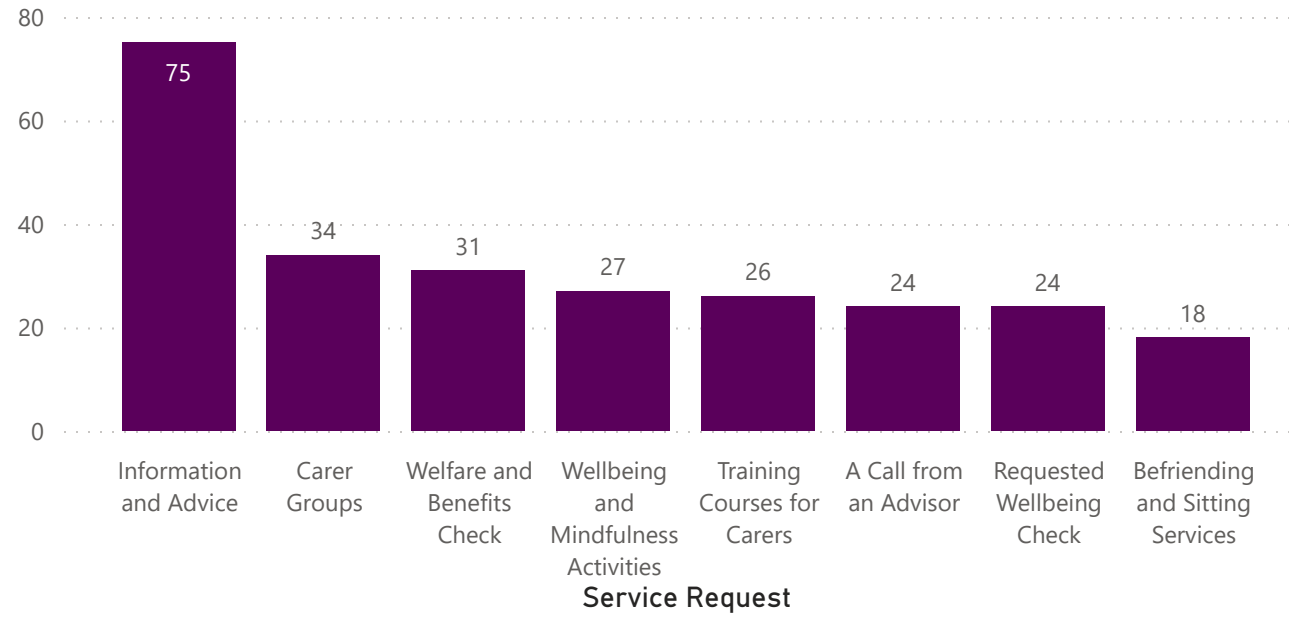
Number of Unique Cared For's by Disability / Health Condition



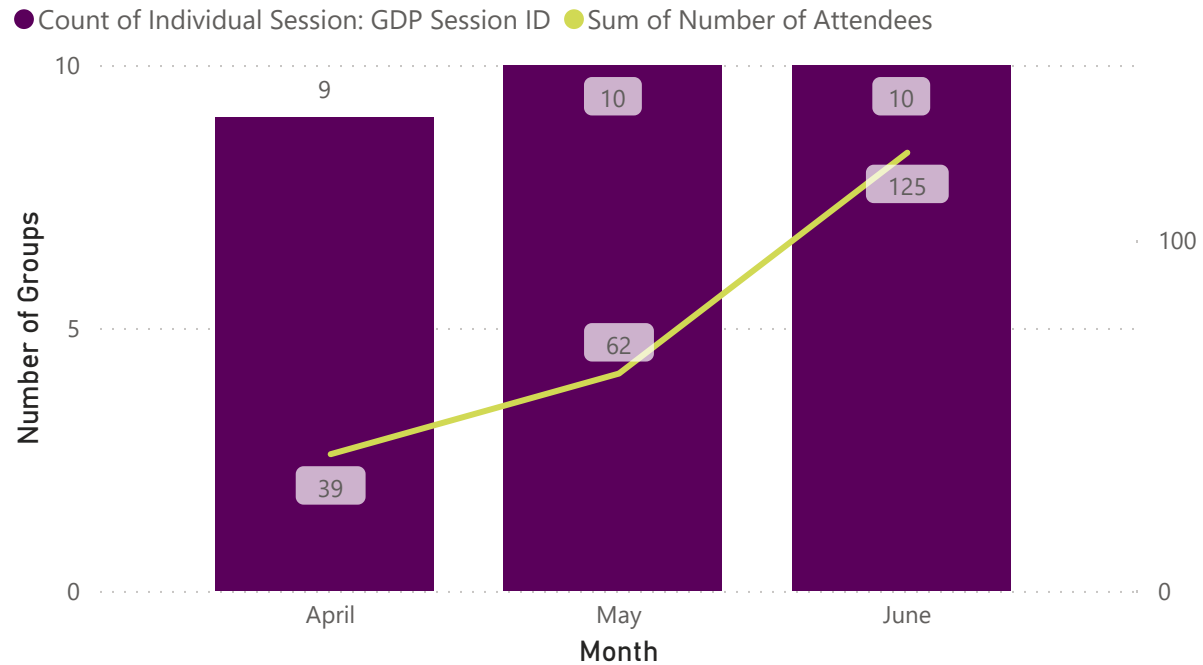
Referral Source



Services Requested by newly registered carers



Count of groups per month with sum of attendees



Casework delivered to carers:

- 618 Case Notes Recorded during quarter
- 65 1:1 Sessions undertaken with Carers
- 191 Information and Advice Case Notes recorded
- 34 Welfare and benefit support Casework sessions recorded



Carer Engagement



Social Media	Indicator	Quarter 2	Quarter 3	Quarter 4	Quarter 1
Website	Total Users during the Quarter	519	965	829	1056
	Total New Users during the Quarter	479	877	747	939
	Average Time on Website	2min 24sec	2min 21sec	1min 40sec	1 min 33sec
Facebook	Total Reach in Quarter	1822	4247	4686	10834
	Cumulative Likes At end of the quarter	56	86	105	113
Twitter	Total Followers At end of quarter	36	57	62	68
	Mentions in the quarter	16	32	10	6
Newsletter	Number of Carers Subscribed	507	616	621	781
	Average Open rate in quarter	61%	61%	56%	51%

Results from Carer Wellbeing Check (Based on 15 Carers assessed in quarter)

Carer Domains	Scores
Your health and well being Score	1.8
Work, Education and Training Score	2.3
Your Financial Situation Score	2.3
Time Out Score	1.3
Other caring/family commitments Score	2.9
Relationships Score	2.0
Your Home Score	2.8
Your Diet Score	3.3
How Safe do you feel Score	3.7



Case Study of client supported in quarter

About the Carer/Carer For

Carer is a single male aged 58, has had Spinal surgery, uses crutches and takes Morphine for pain, also has Fibromyalgia and Diabetes. Caring for his brother who has a Learning Disability.

What was the situation?

We received an online registration from a GP surgery on 7th Dec so called carer to complete registration and see what support we can offer. Carer lives with and cares for his brother, who has a learning disability. The house is in a discretionary trust. Carer has several health issues himself and has had spinal surgery and takes morphine for pain. Cared For is 22 stone and attends Walsall College (Hawbush) 3 days a week - he used to be part of Links to Work until that shut down. Cared For lacks motivation and needs constant encouragement from Carer in all aspects of his life. They have lost both parents in circumstances that were traumatic for cared for. He now hoards and Carer finds this is frustrating. Cared for has been gradually losing the use of his arms and is now seeing a neurologist to determine the cause. This is preventing him doing a lot of things such as using taps, fastening things, dressing etc. This is placing extra on Carer. Most importantly, cared for can no longer wash and shower himself and his personal hygiene and appearance is not in a good place. They have had ASC assessments in the past and have not received care and support as they say that cared for does not meet the eligibility criteria. He thinks the lady at the GP surgery may have requested a further one recently. We spoke about counselling and increasing his daytime opportunities. Agreed to send info on these things. Carer also asked if they could request an OT assessment to provide things to help cared for with things around the home ie taps, locks etc. Cared for can have tantrums and swear a lot and it is challenging at times. Carer gets some support from his daughter but other than that he gets no respite. Cared for would not go anywhere and he has a dog to look after. Carer was told he did not have to pay CT and then got a bill, so is in debt with this and has Credit Card debt. He is unsure what benefits he could get. Agreed to signpost accordingly. Carer is frustrated that the house is in a trust and the solicitors have done nothing for years and now he has to pay their fees. Cared for has previously been arrested - he can sometimes be over friendly. There have been no incidents for over 5 years now. Agreed to send info.

What difference has the service made for the Carer/Cared for?

Wellbeing Check undertaken / Sent referrals to ASC for SNA and OT Assessment.

Information on Counselling services. / Information on Day Centres and groups for Cared For. Information on Groups for Carer. / Information on Hoarding.

Referral to Benefits expert. Referral to Community Nursing Team. Received free phone Sim.

Attends our Walk and Talk. Attended our Arboretum Mini Festival. Attended the CFMCFY course.

CARED FOR was awarded Severe Disability Premium and arrears of £18,257 for 5 years back payments and a claim has been put in for CARER which will amount to more than this if awarded.

Cared For has a support package in place

Carers going in to help with personal hygiene.

Feedback received:

"WCH have supported him for the last 7 months with lots of things and he feels like someone is there to help him now and it makes a big difference".

CFMCFY feedback; "After 6 weeks I'm now more confident in my caring role. Very nice group of people who all helped me with their ideas. Keep up the good work Elaine and Paul (trainers)".

Pamper day feedback; "Great hair cut today and also massage and nails done. Arrived stressed leaving relaxed. Well done students of Walsall College and also staff of Carers Hub lovely morning being pampered".

Walk and Talk feedback; 27/6/23 "Enjoyed walk with other carers shame it started to rain, look forward to the walk next month".

30/5/23 "Nice walk again nice to meet to meet some new carers today, had a nice drink after walk"

25/4/23 "Nice walk and chat in Walsall Arboretum. Nice crowd and the great usual support from Lisa and Suzan and a lovely team of walkers".

Carer is always thankful for the support given to him and knows we are there to support them when needed.