



social care  
institute for excellence

# Webinar: Carers assessment process



6 September 2023

**Showcase webinar from  
the Social Care Institute for Excellence**

## **Social care showcase webinars**

SCIE is running a series of webinars on behalf of the Department of Health and Social Care in 2023 and 2024. We're highlighting organisations across social care who are taking great strides in the quest for innovation, improvements and excellent outcomes.



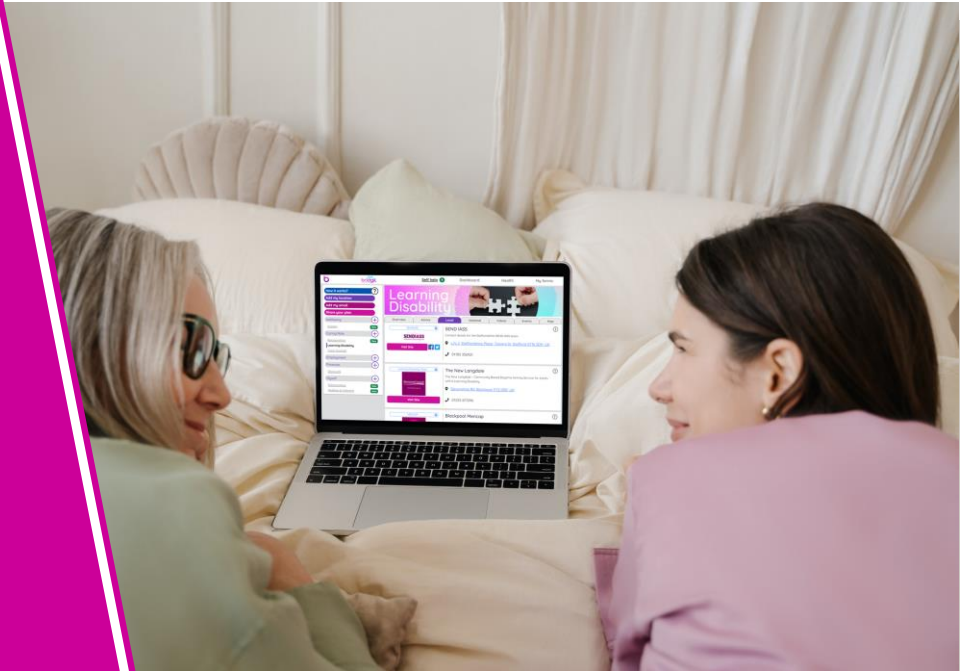
## Your panel

- Ellie Haworth, SCIE Head of Partnerships and Practice Improvement
- Darren Crombie, Founder, Bridgit Care social enterprise
- Guy Giles, Head of Product Delivery at Looking Local.

Bridgit Care & Dorset

Supporting Family  
Caregivers

Carers Assessments



## Today's Webinar

- **Background** – Why support family carers?
- **Assessments** – What are the main challenges?
- **Our Objectives** – What did we set out to achieve?
- **Carer Journey** – How are carers supported?
- **Get Involved** - What's next for the project?

## **Background**

Why support family carers?

# Why do we prioritise clinical care differently to family care?



Darren (Bridgits Founder) NHS Team



Darrens Grandad

## Why don't caregivers have the answers they need?



I want help with dad?

What meds should he take?

Are their exercises I can help with?

Can I take time for myself?

Can I get support with our finances?

## Carer Contribution

**95%**

Of clients have an unpaid carer

**6.5m**

UK unpaid carers

**£1BN**

In unpaid care provided per 450k population

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## Carer Challenges

**85%**

Of carers are unidentified and unsupported

**1 in 7**

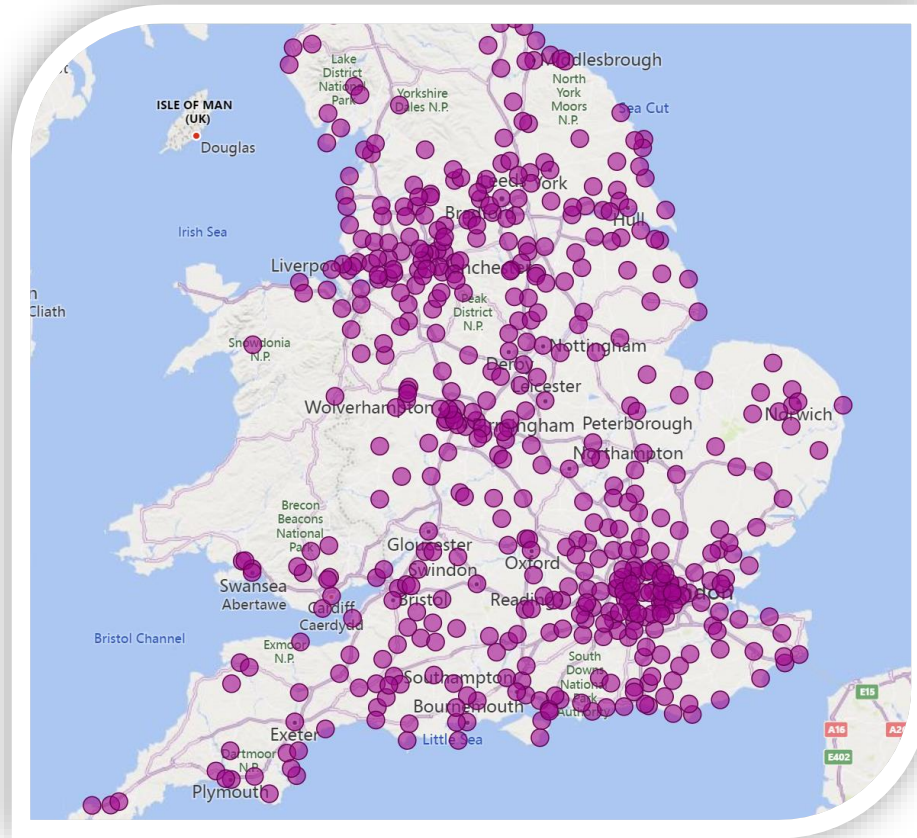
Carers are using Foodbanks

**Delays**

Increasing UK backlogs in Carers Assessment



Bridgit have already supported carers in every UK town and city



## **Assessments**

What are the main challenges?

# Key Challenges for Local Authorities

**Mirror**

Campaigners want the Chancellor to address social care in today's Budget

NEWS POLITICS FOOTBALL CELEBS

**Unpaid carers 'overwhelm gripping sector amid Budget more cash'**

A study lays bare the toll that caring for loved ones takes on unpaid carers and how government support for carers would help ease pressure on the sector – and the cost to the Treasury

By Ben Glaze, Deputy Political Editor  
08:01, 18 Mar 2023

QualityWatch

**What has happened to state funded social care for people?**

nuffieldtrust

**“Pressure is building across the system, yet fewer people are receiving care, meaning there are thousands of people who are simply being left to fall between the cracks”**

**-Laura Schlepper, Nuffield Trust**

## 3 Key Issues



Growing Carers Assessment backlogs and delays



Limited carer offers & budgets for additional support.

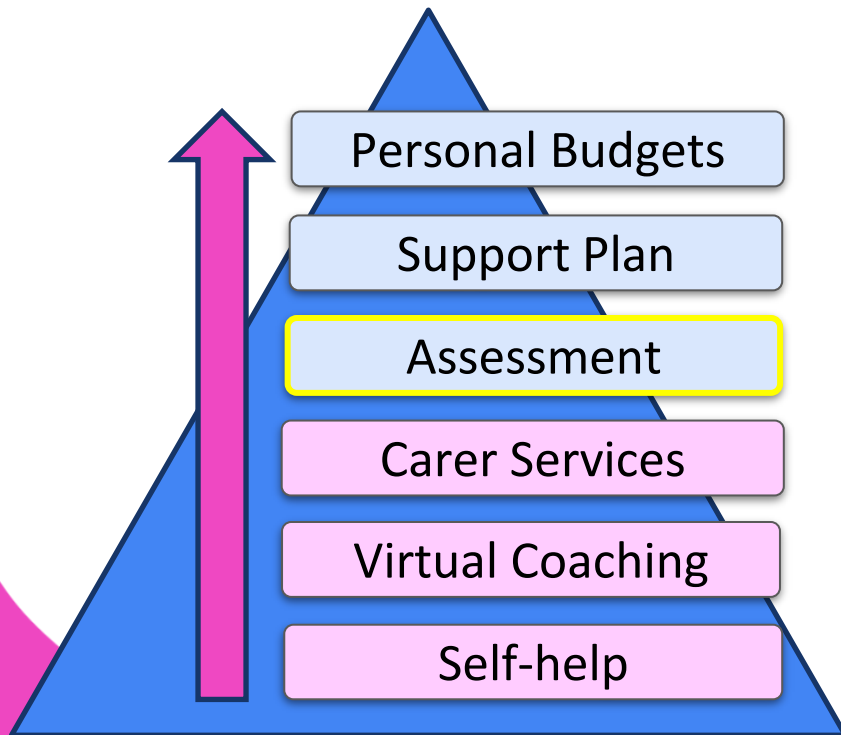


Changes to legislation coming soon which will increase demands

## **Objectives**

What did we set out to achieve?

## How an Innovate UK project was born



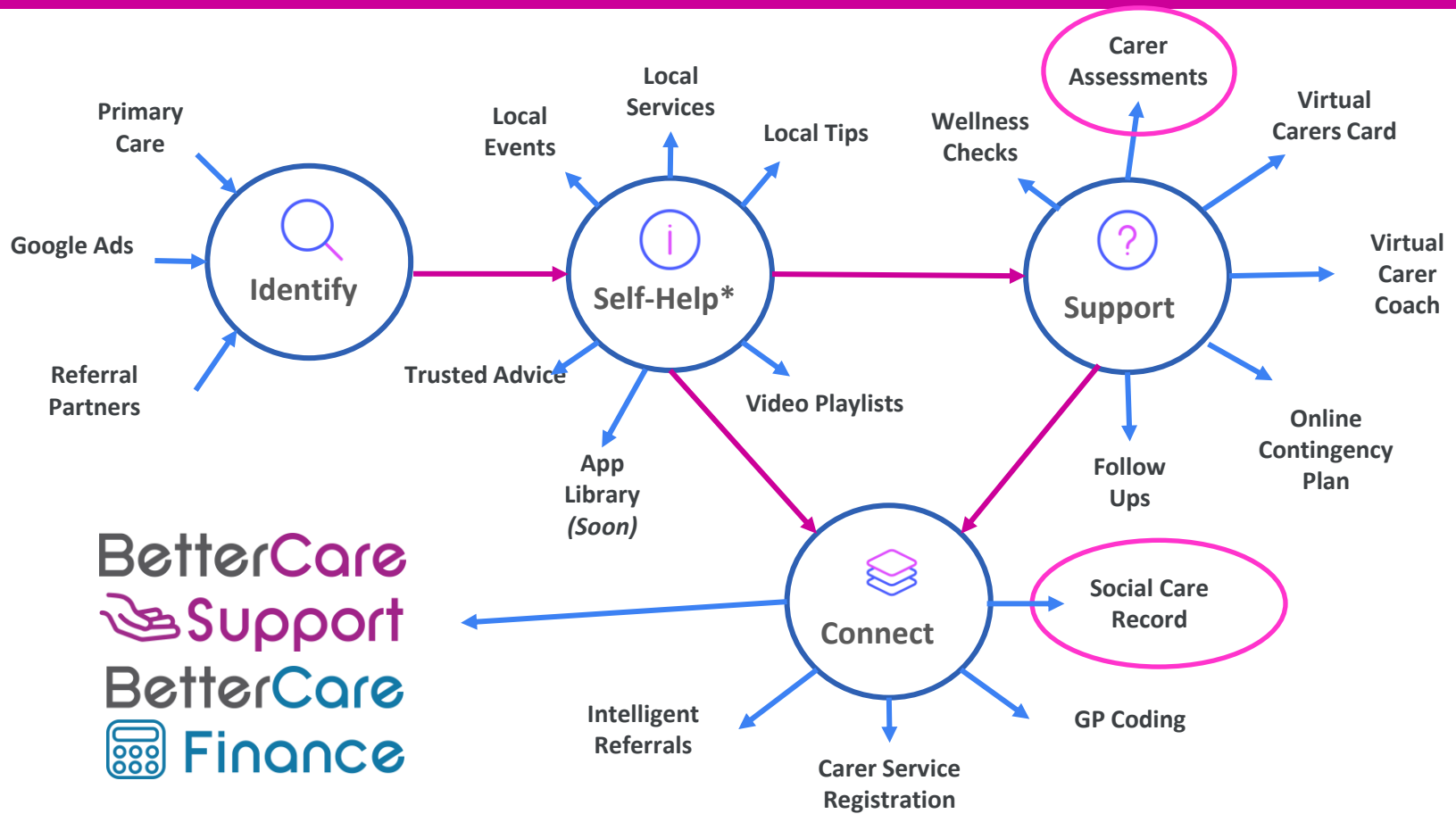
Can we.....

- 1 Simplify the process and make it more accessible?
- 2 Provide self-help to those waiting for an assessment outcome?
- 3 Improve utilisation of place-based assets?

## **Carer Journey**

How are carers supported?

# Where does Carer Assessment fit in Bridgits support?



## Let's fill in the blanks for Jean

For today's demo :



Jean

Jean lives in \_\_\_\_\_

Jean is caring for someone with \_\_\_\_\_

Jean is struggling with \_\_\_\_\_

Jean wants help to access \_\_\_\_\_



# Todays Demo



**Bridgit**  
Sponsored

Are you an unpaid carer? Would you like to access local services, events, or help with your finances or caring? We Can Help ...see more

WHATSAPP  
24 / 7 free support for unpaid carers

Ask Bridgit

0:07  
What is your closest town or city?  
11:03

Darcester 11:04

0:09  
How are you feeling about your caring role?  
11:04

I'm feeling ok I need to get out more and the person I'm caring for needs a lot of support all the time which is stressing me out

bridgit.care/plan

Welcome to your personal support plan, accessible to you any time

To get your started, we've added advice about:  
**Anxiety, Stress, Care Providers, Carer Support and others**

Show me how it works

Go straight to my plan

Access support through a Carers Assessment

Map showing locations in Lincolnshire Wolds: Norton, Haxby, York, Pocklington, Selby, Scunthorpe, Immingham, Gribby, Cleethorpes, Barton upon Humber, Great Driffield, Withernsea, Bentley, Doncaster, New Rossington, Bridlington, Hornsea.

“So far I’ve learned about so much out there I had no idea about. Absolutely invaluable. Thank you so much.”

Dorset Carer

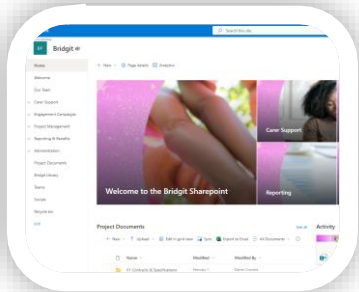




# Support for Partner Charities / Councils

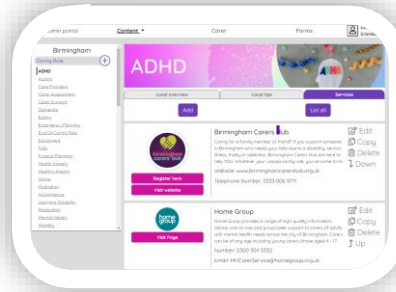
## Deployment Portal

- Document libraries
- Project management
- Training content
- Enhancement tracking
- Partner comms packs



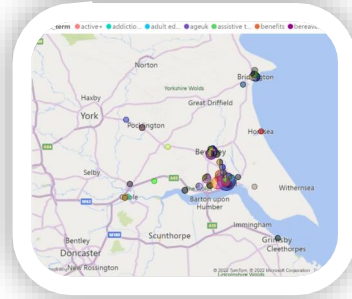
## Administration Portal

- Content localisation
- AI content tools
- Service promotion
- Carer lists
- Submitted forms / assessments



## Learning & Analytics

- Campaign tracking
- Referral tracking
- Self-help reports
- Benefits tracking
- GP CQC carer submissions



Local branding is used within all elements of the service to keep things simple for carers.

## **Get Involved**

What's next for the project?

## Assessment Support – Next steps

**Sep**

Cross Birmingham  
Deployment

**Oct**

AI Summary & Support  
Plan Template

**Nov**

On Demand Statutory  
Assessors

## More Information

### Contact Details



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## Next webinar our series

Giving a voice to everyone – the helping hand of  
technology for social care

Thursday 14 September 1.30pm - 3pm

[www.scie.org.uk](http://www.scie.org.uk)

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# Thank you



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