

**Help and Support
for Carers
in Bath and North
East Somerset**
Annual Review
2010 - 2011

Becoming a carer can happen to anyone, from any background or culture, at any time. Many carers are unprepared for their new role, do not realise they are carers and just get on with it. They may feel it is their duty and that anyone would do the same in their position.

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What Is A Carer?

A carer can be anyone, of any age, who provides unpaid help to family or friends who would not be able to manage without their support.

This could be caring for a relative, parent, child, partner or friend who is frail, has a physical or mental illness, disability or problem with drugs or alcohol.

Becoming a carer can happen to anyone, from any background or culture, at any time. Many carers are unprepared for their new role, do not realise they are carers and just get on with it. They may feel it is their duty and that anyone would do the same in their position.

But if carers did not undertake their caring role – what would happen to the person they care for?



Carer Pippa Hawkins with her husband, Andrew.



Carer Brenda Reid with her daughter, Laura.



**The Carers' Centre
Bath and North
East Somerset**

Since 1994, the Carers' Centre has been an independent carers' charity and is now the leading provider of support, advice, breaks away from caring and influential lobbying for the 16,000 people who are carers in Bath and North East Somerset. The Centre provides a wide range of free services to over 1,200 registered carers throughout the area and manages projects to actively seek out 'hidden carers' to access help, support and services.

Why Do Carers Need Support?

Without Britain's 6 million unpaid carers, people needing care would have to be looked after by the state.

As carers save the UK economy up to £87 billion each year, the country is simply not able to fulfill the care needs of the population without them. Over the next thirty years, the number of UK carers will increase by 60% to nearly 10 million.

Being a carer can mean facing a life of poverty, ill health and isolation.

- Three out of four carers suffer financially as a result of their caring role and 80% say caring has damaged their health.
- 1.25 million carers provide care for more than 50 hours a week.
- One in five carers are forced to give up their job, future career prospects and pension rights to become a carer.
- The average retirement age for a carer is eight years early.
- One in eight workers in the UK is also a carer, trying to juggle work along with their caring responsibilities.

Sadly, most carers struggle alone and do not realise the help that is available to them.

Help, information, financial support and breaks away from caring are imperative to ensure all carers have quality of life. They need to be empowered, have opportunities for breaks to refresh themselves and look after their own health.



Trustees Rosie Cole, Bill Davies and Jill Tremellen with Tim Ketterer from Float New Media Design.

Sadly, most carers struggle alone and do not realise the help that is available to them.



The Princess Royal Trust for Carers

The Carers' Centre Bath and North East Somerset is a network member of the Princess Royal Trust for Carers - the largest provider of comprehensive carers' support services in the UK.



Chairperson's Report

April 2010 to March 2011 was a remarkable year at the Carers' Centre. Like many voluntary organisations we were expecting a cut in our local authority funding and were making contingency plans. However, we were delighted when we were contracted to provide the same services as the year before, with similar funding. Since then we have been working hard to attract funding from alternate sources and have been very successful.

We are now providing a much wider range of services for carers in Bath and North East Somerset. The Centre looks brighter and more welcoming, our volunteers have increased in number and we have more carers on our database than ever before. It is an outstanding achievement.

The Trustees know that the year ahead will not be easy as funds continue to be tightened. We are fortunate that at the Carers' Centre, we have dynamic and enthusiastic staff who believe passionately in their work, a team of committed volunteers and a dedicated, strong and multi-skilled board.

With the co-operation of our colleagues and our friends in both voluntary organisations and statutory services, I feel optimistic about facing the inevitable challenges for the coming year.

Jill Tremellen.

Jill Tremellen
Chair



Chief Executive Officer's Report

This has been a truly exciting year: we have received more funding, provided more support and break opportunities and reached more carers than ever before.

It has been a pleasure to meet so many carers over the year and hear what a positive difference the Centre has made to their lives.

More volunteers have supported us by providing essential resources. Staff have kept their focus on carers and been extremely committed, especially during a difficult period of uncertainty about future funding. Trustees have worked hard to make sure we remain a good quality, sustainable organisation. We look forward to attaining the PQASSO Quality Mark later in 2011.

Our involvement group, Carers Together, has provided training to empower carers to use their expertise to train housing, health and social care professionals. Carers have given interviews to the media and have shaped policy, funding and strategy, increasing the recognition and influence of carers locally and improving services.

The Carers' Centre continues to grow. Generating more diverse funding means more opportunities to support carers. We continue to be carer-led, listening to carers' views and needs when developing new services and supporting even more carers in the coming year.

S. Hutchison.

Sonia Hutchison
Chief Executive Officer

Communicating With Carers

The Carers' Centre had a productive year in improving all its communications with local carers, health and social care professionals, businesses, stakeholders and the media.

A brand new newsletter, Care Time, was introduced in November 2010 and, after consultation with carers, the flagship Carers' Centre website www.banescarerscentre.org.uk was launched in December 2010. Accessible in many formats and languages, the site includes a comprehensive Easy Read facility.

Press and media relations were developed throughout the year bringing news about the Carers' Centre to local newspapers and radio stations. The response was very positive, generating a host of media coverage.

Key Achievements For Carers

9,795

newsletters and e-newsletters distributed



Chief Executive Sonia Hutchison shows carer Wendy Filer the new website.

Key Achievements For Carers

8,461

page views on the new website

38

press releases featured in local papers and on local radio

Website Launch



At the website launch in February 2011, carers Simon Fossey and Gary Smith with his wife, Sue.

Gary Smith helped with the initial concepts of the site. "The website is a real opportunity for people who are carers. Finding out about other carers will help them feel less isolated; there is real support available from those who've been there and know how you feel."

How We Help Carers

Throughout the year, the Carers' Centre Bath and North East Somerset provided a wide range of free advice, support and services for the 16,225 people in the area who are carers. In response to feedback, the Centre reviewed and developed its services to ensure carers' needs were met.

Support and Advice

Information, advice and support form the cornerstone of Carers' Centre services. Carers accessed free, confidential support with a Carer Support Officer by telephone, email and by meeting one-to-one. With the right help, carers have been able to make informed choices about the many complex and difficult decisions facing them.

Free information sessions were given throughout the year by specialists Stone King Solicitors, St James' Place Wealth Management and St John Ambulance. Time with a qualified counsellor was offered free to carers to help them through difficult times.

Key Achievements For Carers

326

received a
one-to-one visit

185

free counselling
sessions delivered

1,661

received telephone
support

577

received information
and advice

Carers have been helped to access funding to relieve financial pressures, to help with training or to have a break. Funders include: Combe Down Holiday Trust, the Princess Royal Trust for Carers and Clevedon Forbes Fund.

Iman Salat



Iman Salat cares for her son, Saaid.

"I was struggling to get the help I needed. I contacted the Carers' Centre and have been helped so much by their friendly team. They've made sure I am receiving all the support and benefits I need to help me look after my son. I'd have been lost without them."

Carers For Each Other



Carers Liz Hayward, Tracy Elliott, Dee Stainer, Nathan Rodgers, Karen Lobley, Katie English and her support worker, Robert Whiting, Rose Hamblin, Lydia Clark from the Carers' Centre and artist Gillian Hulse.



For Carers With Learning Disabilities

The Carers' Centre has continued to provide support to carers with learning disabilities and remains an example of good practice within the Princess Royal Trust for Carers Network. The Centre offered a mixture of peer, emotional and practical support and short breaks from caring. A regular support group – Carers For Each Other – offered activities in a therapeutic environment. Links have been established with many local organisations and services to identify 'hidden carers' who could benefit from the Carers' Centre.

Key Achievements For Carers And Their Families

762

enjoyed a short break

129

were refreshed at
a relaxation and
pampering day

502

enjoyed a Two's
Company activity
or event

Chris Jordan



Chris Jordan and Lavinia.

Chris Jordan cares for his two daughters and enjoyed a break away from caring at a pub lunch along with 60 others at the New Inn, Farmborough in January 2011. "It's lovely to be able to have a treat with my daughter."

Breaks From Caring

Having a break is essential for carers for the quality of their own life and to maintain their capacity to continue caring. The Carers' Centre offered information, advice and research about breaks and organised a wide variety of breaks and activities for carers throughout the year. New funding enabled parent carers and their families to try a variety of sports activities and older people had additional breaks to enjoy healthy food, exercise and a day trip. Give Us A Break helped to fund 11 Two's Company events for carers and the person they care for to enjoy a break together.



Annie Carpenter



Annie Carpenter cares for her daughter, Georgia.

“The parent carers’ group wouldn’t have succeeded without the help and friendliness of the team at the Carers’ Centre. I don’t hold back now when I’ve got something to say; if you are the parent of a disabled child, having your voice heard is essential.”

For Families

As well as supporting the Parent Carers Aiming High involvement group, the Carers’ Centre responded to parent carers’ requests for additional support to work with families holistically. In partnership with Bath Rugby Foundation, parent carers and their families participated in sport to engage their disabled and non-disabled children. The families gained confidence and peer support from other families and improved their health.

Key Achievements For Parent Carers

130

received Carers’ Centre support

79

carers and their families attended Family Sport Sessions

John Grady



John Grady came along each week to the Family Sport Sessions with his children - Katy, who is 8 and 10 year old Toby.

“The Sport Sessions have been great for Toby and for Katy too. Getting Toby to explore sport is hard because his behaviour can be very difficult. These sessions mean we can meet new people, try out different sports, relax and all have fun together – and above all, Toby’s able to just be himself.”

Liz Hayward



Carer Liz Hayward is a member of the Carers For Each Other Support Group.

"I gave a talk to Social Work students at the University of Bath. They need to understand what being a carer is like. I felt pleased and proud afterwards. It's really boosted my confidence!"

Support Groups

Bath Carers' Peer Support Group

A monthly meeting in central Bath for local carers run by Carers' Centre volunteer Anna Ferguson. Activities at the support group included relaxation, Indian head massage and discussions about dementia.

Neuro-Carers' Support Group

The Neuro-Carers' Support Group was launched in September 2010 for carers of someone with a neurological condition. The aim was to bring carers together from different caring roles who found they were dealing with similar issues.

Carers For Each Other

A fortnightly get-together where carers with learning disabilities have taken part in activities including art workshops and gardening sessions. The group provided the opportunity to relax, meet new friends and learn new skills.

Carers' Training

The Carers' Centre provided training sessions to support individuals to develop their participation and involvement skills. These included: What Is Involvement? Your Local Health and Wellbeing Partnership, Media Training, Confidence Building and Carers As Expert Partners. Carers went on to use their new skills in interviewing potential staff for the Centre, talking on the radio, delivering training to professionals and being interviewed for the Centre's newsletter.

Bath Carers' Peer Support Group



Bath Carers' Peer Support Group: Anne Wright, Anna Ferguson, Layla Miah, Julie Smyth and Margery Rayner.

Anne Wright cares for her husband, David. "It's a great idea to bring us all together and it's so good to meet people who really understand what being a carer is like. The support group means I can offload some of my problems with people who know how trapped I feel."

How We Find Carers

Carers are often excluded from basic services, resulting in a large, vulnerable group of people who are left unsupported. The Carers' Centre is working to find these 'hidden carers' and helping them to identify themselves as such.

The Carer Development Team provided training and worked closely with a variety of professionals and community groups to enable them to identify carers and refer them to the Centre for support. Through this Carer Awareness Training the Centre reached community health teams, housing support teams, Royal United Hospital staff and social work teams as well as special interest groups.

The growing network of Carers' Leads within GP surgeries continued to act as a point of contact between carers, their surgery and the Carers' Centre.

A new model of 'drop-in surgeries' was developed and together with other agencies and services, this new format was tested in key GP surgeries. The new drop-ins brought information and advice to carers such as financial, housing and independent living.

Key Achievements For Carers

358

new carers referred to the Carers' Centre

Co-op Radstock



Assistant Store Manager Mike White with carer and Co-operative Foodstore Radstock employee Annette Curtis and Jackie Short from the Carers' Centre.

Annette cares for her mother, Brenda, who is in her eighties. "I go to Mum's every day after work. I do a lot of running around for her; sometimes I go and just have a cup of tea and keep her company. Carers do need help – and finding out that the Carers' Centre is there and can offer so much has been fantastic for me."

Key Achievements For Carers

93

drop-in surgeries
delivered

30

GP surgeries
actively engaged
with the Centre

Widcombe Surgery



Neil Drinkwater from the Carers' Centre with carer Anne Norton and Administrator Dominic Perdiccia from Widcombe Surgery in Bath.

Dominic is the Carers' Lead at the surgery. "I act as a link between carers and the Carers' Centre. Since receiving Carer Awareness Training, our list of carers has more than doubled. We help them to realise how much help and support is there for them."

Somerton House Surgery



Carers' Lead and Medical Receptionist Val Buckfield from Somerton House Surgery with Jackie Short from the Carers' Centre and carer Val Henfield.

Val Henfield is a patient at the Somerton House Surgery and looks after her partner full time. "This is a valuable opportunity for all carers to realise what help is out there for them. The surgery keeps in regular contact with me. I now know all about the help the Carers' Centre can give me; it's really good to know they are there for me."

Key Achievements For Carers

87

Carer Awareness
Training sessions
delivered

16

Carers' Leads
established

Involving Carers

Carers Together, the involvement arm of the Carers' Centre, provided innovative training to equip carers with the skills and the confidence to deliver training to professionals. Carers also gave presentations to help identify 'hidden carers' in the community.

Four Carers' Forums have run in partnership with Rethink and Off the Record Young Carers' Service. This enabled carers to have their voices heard by local service providers such as Avon and Wiltshire Mental Health Partnership, the Primary Care Trust, the Council, University of Bath and Bath and North East Somerset LINK.

Key Achievements For Carers

85

Bath University social work students were trained by carers

Carers have also been involved in panels and strategic groups across the Health and Wellbeing partnership including the Primary Care Trust User Panel, Disabled Children's Strategy Group and the Transitions Board. Carers have also taken part in local and national conferences and exhibitions.

Parent Carers Aiming High, the independent group supported by The Carers' Centre, has helped decide on services relating to disabled children and their families and has influenced the design and build of the Southside Youth Hub along with many other initiatives.

22

carers involved with 7 panels and strategic groups

Robert Whiting



Carer Robert Whiting with Lydia Clark from the Carers' Centre.

Robert was invited to share his experiences of support from the Carers' Centre at the Learning Disability Today Exhibition. "I really enjoyed going to London. I was a little bit nervous, standing up in front of lots of people, but I must have been alright because everyone clapped when I finished my talk."

Key Achievements For Carers

117

different carers were involved in Carers' Forums



Neil Drinkwater from the Carers' Centre with Dr Leon Dysch, Clinical Psychologist at the Carers' Forum in September 2010.



Carers Get Together



Carers get together on Carers' Rights Day 2010.

This major event brought young and adult carers together to share their experiences with Deputy Council Leader and Chairman of the NHS Bath and North East Somerset, Councillor Malcom Hanney and Group Manager for Adult Care & Commissioning, Angela Smith.

Brigitte Phelps



Brigitte Phelps with Angela Smith, Group Manager for Adult Care & Commissioning, Bath and North East Somerset Council.

Brigitte Phelps cares for her husband, Stanley. "I struggled for twenty-two years and was on the verge of a nervous breakdown when I found out about the Carers' Centre. We want the Council to help it to grow and help more carers like myself."



Carer Valerie Brandling takes a break from caring with some arts and crafts at the December 2010 Carers' Forum.

Winning Funding

Central services from the Carers' Centre are commissioned by Bath and North East Somerset Council Adult Services, NHS Bath and North East Somerset Partnership and Bath and North East Somerset Council Children's Services.

Grand Charity Auction



Carer and Trustee Rosie Cole with auctioneer Bunny Harvey and Margaret Kleistadt from the Peggy Dodd Centre.

Rosie raised £5,000 for the Carers' Centre at a Grand Charity Auction she organised. "We were thrilled with the turn out on the night; over 100 big-hearted bidders were all prepared to pay handsomely for our donated lots."

However, the Centre could not have delivered such a range of services without the additional funding gratefully received from: University of Bath, Southwest Foundation, Quartet Community Foundation Express Fund, Carers UK, Quartet Community Foundation's Older People's Fund, Quartet Community Foundation Sports Relief, The Albert Hunt Trust, Alchemy Trust, Co-op Foundation, Lloyds TSB Foundation, Nationwide Foundation and the Big Lottery Fund.

Funding for the Carers' Centre has diversified greatly over the last year. The Supporters' Group organised a number of high-quality events which have significantly raised the profile of the Centre as well as bringing in valuable funds. The Centre would also like to thank individual donors for all their support.

Key Achievements For Carers

£15,815

from Supporters' Group events and donations

Key Achievements For Carers

£271,106

from commissioned services

Charity Skydive



After training hard, carer Mary Allen raised over £1,500 for the Carers' Centre in a charity skydive.

"The skydive was absolutely brilliant; I am happier and healthier than I've been in a long time, plus I've helped the Carers' Centre too, after they helped me so much."

Key Achievements For Carers

£68,141

from funding bids and appeals



Carer Mary Allen with Skydive South Coast Chief Instructor Nigel Allen.

Additional funds were given to carers by Combe Down Holiday Trust, The Ron Bryant Trust, Clevedon Forbes Fund, Family Fund, St John's Hospital and RL Glasspool Charitable Trust.

The Development and Outreach with Carers with Learning Difficulties Project was funded through the ITV Development Grant administered by the Princess Royal Trust for Carers with additional funds given by Quartet Express FM Grant.



Generous bidders at the Grand Charity Auction.

Carers' Centre Volunteers

Volunteers have continued to make a valuable contribution to the work of the Carers' Centre and the team of helpers grew considerably in the last year.

Three volunteers regularly helped with Carers' Centre administration and mail-outs. Community Link volunteers delivered leaflets and newsletters and attended events and clinics at local GP surgeries. Carers were supported by volunteer befrienders who kept in touch with them by phone, visited them at home or took them out for a break. Two volunteer holistic therapists helped carers relax and refresh with their treatments.

Enid Green



Volunteer Enid Green.

"I befriend 3 carers, visiting them regularly, listening to their problems, taking them out for a coffee for a bit of a break. I thoroughly enjoy my volunteering work. The people I befriend have become good friends and we appreciate what we give to each other."

David Wicks



Volunteer David Wicks.

"It gives me a real buzz to help people. I take Carers' Centre literature out to GP surgeries, clubs and shops so more people can find out about support and advice. I also help when Care Time needs to be sent out; we are a good team and we have great fun."

Key Achievements For Carers

7,500

**miles were driven by volunteers
over 300 journeys**



Carers' Centre volunteers left to right: Jo Mann, Martyn Evans, Leigh Gibson, David Wicks, Robert Whiting, Linda Quinn, Joan Davison, Melita Blanning, Anne Bowden, Carol Channon, Gary Smith with Meg, Susan Comely, Trisha Jordan from the Carers' Centre, Helen Timmis, Carers' Centre Chair Jill Tremellen and Susan Smith.

Key Achievements For Carers

22

supported by
volunteer
befrienders

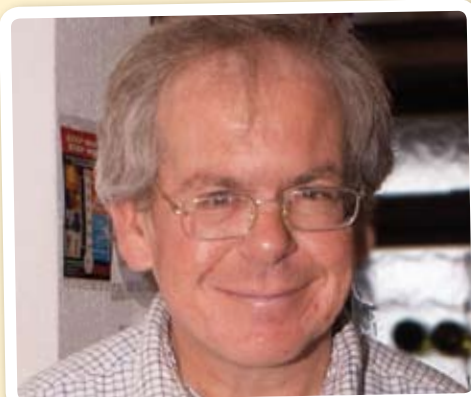
17

volunteers
helped mail
out Care Time
newsletter

20

GP surgeries work
with Community
Link volunteers

Simon Fossey



Volunteer Simon Fossey.

"My voluntary work for the Carers' Centre gets me out and about meeting some wonderful people, plus I am helping an organisation that also helps me. I'm a volunteer driver, driving carers to events where they can enjoy a well-earned break. I'm a carer myself, so I know how important it is to get away and have some time to just be yourself."

Accounts

Bath and North East Somerset Carers' Centre

Statement of Financial Activities (Incorporating an Income and Expenditure Account)

For The Year Ended 31 March 2011

	Restricted £	Unrestricted £	2011 Total £	2010 Total £
Incoming Resources				
Incoming Resources from Generated Funds:				
Voluntary Income	554	15,261	15,815	-
Rental Income	-	5,000	5,000	4,250
Investment Income	-	1,027	1,027	744
Incoming Resources from Charitable Activities:				
Carers' Information & Support	41,358	138,260	179,618	151,372
Carers' Involvement	2,000	42,086	44,086	51,364
Carer Development	18,813	96,729	115,542	127,573
Other Incoming Resources				
Miscellaneous	-	511	511	3,279
Total Incoming Resources	62,725	298,874	361,599	338,582
Resources Expended				
Costs of Generating Funds:				
Fundraising Costs	-	8,331	8,331	-
Charitable Activities:				
Carers' Information & Support	12,515	138,824	151,339	145,757
Carers' Involvement	5,689	43,781	49,470	47,020
Carer Development	47,522	83,266	130,788	101,635
Governance Costs	-	4,572	4,572	7,372
Total Resources Expended	65,726	278,774	344,500	301,784
Net Incoming / (Outgoing) Resources Before Transfers				
	(3,001)	20,100	17,099	36,798
Transfers Between Funds				
	1,425	(1,425)	-	-
Net Movement in Funds	(1,576)	18,675	17,099	36,798
Reconciliation of Funds				
Total Funds Brought Forward	42,858	94,999	137,857	101,059
Total Funds Carried Forward	41,282	113,674	154,956	137,857

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in note 13 to the accounts.

Bath and North East Somerset Carers' Centre

Balance Sheet

As at 31 March 2011

	£	2011 £	2010 £
Fixed Assets			
Tangible Fixed Assets		10,986	8,101
Current Assets			
Debtors	546		2,834
Cash at Bank and in Hand		147,278	167,477
		147,824	170,311
Creditors: Amounts Due Within 1 Year		3,854	40,555
Net Current Assets		143,970	129,756
Net Assets		154,956	137,857
Funds			
Restricted Funds		41,282	42,858
Unrestricted Funds:			
Designated Funds		64,740	68,135
General Funds		48,934	26,864
Total Funds		154,956	137,857

The financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

For the year ended 31 March 2011, the charitable company was entitled to the exemption under section 477(2) of the Companies Act 2006.

No notice has been deposited under section 476 in relation to its accounts for the year ended 31 March 2011 and no members have requested an audit.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records complying with section 386; and preparing accounts which give a true and fair view of the state of affairs of the company as at 31 March 2011, and of its profit or loss for the financial year in accordance with sections 394 and 395, and which otherwise comply with the requirements of the Companies Act 2006.

Jill Tremellen.

Jill Tremellen

Chair

Acknowledgements

The Carers' Centre would like to thank all the organisations included within this Annual Review that generously give their support.

Reference and Administrative Information

Charity Name:
Bath & North East Somerset
Carers' Centre
(Carers' Centre)
Charity registration number:
1060080
Company registration
number: 3289938
Inland Revenue reference:
XR99494
Registered Office and
operational address: 1
Riverside Cottages, Radstock
BA3 3PS

Bankers

CAF Bank

Thanks to all Carers' Centre Trustees

David Aldridge
Rob Appleyard
Rosie Cole
William Davies
Stella Doble
Philippa Hawkins
Harry Hillis
Erica Jones
Roger Maingot
Wendy Noble-Mackie
Sue Purnell
Paula Smith
Jill Tremellen

Thanks to the Carers' Centre Team

Lydia Clark
Neil Drinkwater
Andrew Evans
Gill Evans
Jo Grobler
Alison Hillis
Sonia Hutchison
Trisha Jordan
Helen King
Andrea Miller
Peggy Nethercott
Jackie Short
Cheryl Thomas
Jill Tovey

Reporting Accountant

Godfrey Wilson Chartered
Accountants & Registered
Auditors
Godfrey Wilson Limited,
Unit 5.11 Paintworks,
Bath Road,
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BS4 3EH

Thanks to all Carers' Centre Volunteers

Melita Blanning
Sue Boothroyd
Anne Bowden
Julia Bradley
Helen Brocklehurst
Carol Channon
Mandy Coll
Sue Comely
Catherine Constant
Joan Davison
Martyn Evans
Anna Ferguson
Simon Fossey
Leigh Gibson
Christine Gore
Melissa Grady
Enid Green
Barry Hobbs
Polly Hosier
Frances Kalappadi
Ann Lees
Joyce Lockwood
Jo Mann
Barbara Merrett
Linda Quinn
Stephen Powell
Colin Sims
Gary Smith
Susan Smith
Julie Smyth
Linda Tanner
Helen Timmis
Robert Whiting

Additional thanks to Prior Park Garden Centre in Bath, especially Deputy Manager John Tucker. Thanks also to the Freedom Church Bath and Bristol.

Becoming a carer can happen to anyone, from any background or culture, at any time. Many carers are unprepared for their new role, do not realise they are carers and just get on with it. They may feel it is their duty and that anyone would do the same in their position.

Contact Us

Carers' Line: 01761 431389

Office: 01761 431388

Email: info@banescarerscentre.org.uk

Freepost: The Carers' Centre

(no stamp needed) FREEPOST

(SWB 10722) Radstock BA3 3ZZ

Visit us: 1 Riverside Cottages, Radstock BA3 3PS

Website www.banescarerscentre.org.uk