

Bath and North East Somerset Carers' Centre

Our impact 2017/18

Creating a community where carers are fully recognised, valued and supported



Our Vision

A community where carers of today and tomorrow are fully recognised, valued and supported and have what they need to stay well, feel in control and be connected.

"I always look forward to when my befriender rings me for a good chat"

Creating a carer-friendly community

3/5 people will become a carer in their lifetime

Keeping carers well

Here for carers

"You can't pour from a cup that's empty"

"It was what I needed, for someone to sit and listen"

Keeping carers feeling in control

Keeping carers connected



Foreword



Three in five of us will care for someone close during our lifetime. We all know someone who is caring right now.

Caring for a loved one can be rewarding, but can also present real challenges. Without support carers can develop poor physical and mental health, experience financial hardship and become socially isolated.

This year, there has been much national debate about how social care should be funded in the future, yet very little acknowledgment of the huge amount of care already provided by family and friends or the need to provide real support for unpaid carers. Many carers feel that there is little recognition of the contribution that they make to society.

Locally, the Carers' Centre has a vital role to play in ensuring carers get access to the information, advice and support they need to keep well, stay in control and feel connected.

We also have a responsibility to educate our community, so that those caring today are recognised, valued and supported, and those who will care tomorrow are better prepared.

During the year, we have provided information, advice and support to almost 5000 carers.

Thanks to funding from Lloyds Bank Foundation, we have worked with NCVO Charities Evaluation Service to develop our Theory of Change. Co-designed with carers, this work has helped us to better understand the change we want to see locally for carers and the steps we need to take to achieve this.

Our sub-contract with Virgin Care has enabled us to develop this Theory into a longer, six-year strategy which will guide our work until 2024.

I hope you enjoy this snapshot of our work during the year.

David Trumper, Chief Executive

72%
of carers said their mental health had suffered as a result of caring

61%
of carers said they had experienced physical ill health as a result of caring

73%
of carers feel that their contribution is not understood or valued by the Government

Keeping carers well

Carers often put their own health and wellbeing second.

This year we had conversations with over 1000 carers, exploring ways for them to maintain or improve their physical and mental health and emotional wellbeing, helping them to keep on caring for as long as they want to.

498 carers benefited from at least one of our fun, creative and informative activities and courses at our Carers' Wellbeing Centre in Bath

35 adult and 15 young carers received counselling from our team of volunteers to tackle the emotional impact of caring

46 carers attended a six-week Coping with Caring course to develop emotional resilience and coping strategies

After taking part in an activity:

67% of carers said they felt more able to maintain or improve their health and wellbeing.

88% of carers said they learned something new

"Very appreciative that wellbeing breaks are on offer, an opportunity to switch off from daily demands for a short while."

"I really appreciate the courses given by the Carers' Centre. They are very instructive and encouraging."

"The Carers are incredible! I don't know where I would be without you!"

"I think it's very important to have some 'me' time and this is the only time I get to do it."

"It is really easy to get into a rut as a carer. I would never have taken 3 kids to the zoo on my own, but we had a terrific day and it showed me that my daughter is growing up and we can do more than we used to be able to. It was a very valuable experience."

"These days out I find invaluable to my health and wellbeing. Time just to be - amazing. Thank you so much :)"

"Thank you for making this possible. I really enjoyed it and feel that I've really achieved something just getting here tonight. Everyone was so lovely."

Sophie's story

“My first proper contact with the Carers' Centre was at the 2017 Pamper & Picnic day. I really wasn't sure if I could go. I didn't know if I would like it, or I'd feel really awkward not knowing anyone. I decided to pop in for 10 minutes and in the end I think I was one of the last people to leave. I loved it. People were lovely; the day was sunny; I took part in lots of activities and got a massage.

I also met another carer, Fiona, and we have stayed friends ever since.

Every time I go to the Centre I don't have a negative thing to say about it. It's an opportunity to be with other people who get it. You don't have to talk about your caring because it's the underlying layer that we all have in common. It means to a certain extent you can lift above it for a while and just be you. You can be the person you aren't for the rest of your life because that's about making sure someone else is cared for.

What I like about the Carers' Centre is that you're not coming here because your partner has dementia or your child has ASD. You're coming here as someone with a caring responsibility. The approach is much more holistic to deliver a service for a broader range of people – for carers. That is very valuable to me.”

Since joining the Carers' Centre Sophie has got involved with breaks, wellbeing services and is now a member of Bath Parent Carer Voice to help raise awareness of issues faced by parent carers locally. ”



Keeping carers feeling in control

Navigating the health and social care system, juggling work with caring responsibilities, maintaining relationships, holding down a job and planning for the future can all be challenging.

This year we have helped 1017 carers to stay in control and manage the impact of their caring role.

659 carers were provided with information, advice and support through our Information Line.

361 carers were provided with an Emergency Plan to ensure the person they look after gets the right support if something goes wrong

98 carers were supported with complex caring situations, ensuring they accessed the right health, social care, housing or other support

23 carers were supported back into employment

After accessing information, advice and support:

64% of carers said they felt they had the knowledge and know-how to get the information they need

"I had a very positive help at a time where I was in a crisis and not able to cope, he was brilliant and turned up at the right time."

"Your support worker was very helpful and supportive. I was invited and taken to a meeting with other carers. I was amazed at the stories they told and it really helped me to put my anxiety and worry about caring for my son into perspective. You do wonderful work and I am extremely grateful for your help."

"Many thanks for pointing us in the right direction for organising care for my granddad. You listened to all our concerns, worries and problems and showed care and empathy to us. Thank you for all your help - we now have the care in place and it's made a world of difference to us."

"The session was so good. I feel like I have good support now and somewhere I can get help and advice. Thank you."

Focus on: Carers Voice

Carers themselves are best placed to decide how local services are delivered.

This year, we developed and delivered a confidence and activism training to 46 carers

Five carers were supported to join Virgin Care's Citizens' Panel tasked with co-designing services

Working with Learn to Lead, **15 young carers** received training sessions and are now co-designing the delivery of young carers' services and participating in awareness-raising and fundraising activities

Carer awareness training directly from carers was delivered to **25 social workers** and **37 social worker students**

There have been **8 Carer Voice meetings** throughout the year and carers were supported to participate in consultations for NHS England, the Prime Minister's Office, Clinical Commissioning Group, Local Education Authority, Bath and North East Somerset Council and the Care Forum



Keeping carers connected

Caring can be isolating and lonely.

This year we helped 658 carers to have maintain a life of their own and stay connected with others through group activities.

After taking part

63% of carers said they felt more connected to others

71% of carers said they had learned something new

"My wife has recently gone into a care home after a diagnosis of Dementia It has been very helpful for me to speak to people with similar problems to me, I learned a lot from them. Talking and listening to others make life a lot better."

"This has been great. It's cheered me up and also helped me meet new people."


Focus on: Carer Cafés

We have developed a programme of pop-up neighbourhood Carer Cafés, in areas where we know from our records that there are lots of carers living nearby. These Cafés are aimed at connecting carers together.

The Cafés have been extremely popular with carers. One carer reconnected with an old friend who they had lost touch with when their caring role became full-time. They now having caring in common and have rekindled their friendship.

Carers report that the Café is their lifeline and is the only break they feel able to take from their caring responsibilities. Because the Cafés take place in their neighbourhood, and they can stay for as long or as little as they like, carers report being able to leave the person they look after safe in the knowledge they can return home quickly.

We also are currently running **Carers Dementia Cafés**, where carers can bring their cared for person with separate activities in different rooms. This allows the person with dementia to have time taking part in reminiscence activities which they benefit from and the carer, often for the first time in years, having time away from the person they care for.



"The best thing for me is it gets me out of the house, and I have someone to talk to about the things that I'm worried about."

Focus on: Young Carers

This year, we saw 178 new young carers join, swelling the number of young carers we have contact with to 560.

We provided 53 breaks to 230 young carers, including the annual Young Carers Festival and four events for the whole family.

After taking part in an activity:

91% of young carers said they felt better

78% of young carers said they had made friends

74% of young carers said they had learned something new

"This is so cool! Everybody interacts with each other. :)"

"The activities allowed everyone to get involved and make new friends."

"Thank you so much for this fantastic experience."

"Today has been a fantastic day. The whole family enjoyed it. Being unable to walk much I found the willow weaving extremely relaxing. Would definitely come again to help raise awareness."



Creating a carer-friendly community

Three in five of us will care for someone during our lifetime and we all know someone who is caring right now.

We have a vital role to play in educating our community to ensure that today's carers are recognised, valued and supported and the carers of tomorrow are ready.

This year, we have engaged almost 2000 professionals, likely to come into contact with carers during their work.

Through events, stands and public engagement we talked to 6500 members of the public about what it means to care. Our social media channels continue to grow year on year.

What professionals said afterwards?

"Today has humbled me. Thank you so much for sharing such personal stories."

"Both sessions were very informative and have made me more determined to do the best job I can. Thank you to all the carers involved for sharing your stories and giving us your time!"

"So insightful and will definitely influence the way in which I work now as a support worker, and in future as a social worker."

"I have really enjoyed today. I found mostly interesting is to identify the person rather than the label."

"Never seen people with so much strength and perseverance."



Here for carers

We have over 20 years' experience of supporting carers and are leading the way for a carer-friendly community. We will continue to strive to become sustainable for the long-term so we are here for the next generation of carers.

Balance Sheet As at 31 March 2018

	2016		2017	
	£	£	£	£
Fixed assets				
Intangible assets		17,222		–
Tangible assets		424,641		434,194
Investments		86,227		71,842
		510,868		523,258
Current assets				
Debtors	38,087		117,086	
Cash at bank and in hand	107,814		29,928	
	145,901		147,014	
Creditors				
amounts falling due within one year	(97,549)		(43,914)	
Net current assets / (liabilities)		48,352		(103,100)
Total assets less current liabilities		559,220		626,358
Creditors				
amounts falling due after more than one year		(214,404)		(269,137)
Net assets		344,816		357,221
Charity funds				
Restricted funds		64,397		64,961
Unrestricted funds		280,419		292,260
Total funds		344,816		357,221

Financial activities For the year ended 31 March 2018

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2018	2018	2018	2017
	£	£	£	£
Income from:				
Donations and legacies	55,230	–	55,230	70,138
Charitable activities	552,621	249,189	801,810	842,655
Other trading activities	14,945	–	14,945	14,623
Investments	2,423	–	2,423	3,362
Total income	625,219	249,189	874,408	930,778
Expenditure on:				
Raising funds	3,318	–	3,318	2,775
Other charitable activities	631,520	249,138	880,658	786,224
Total expenditure	634,838	249,138	883,976	788,999
Net income / (expenditure) before investment gains / (losses)	(9,619)	51	(9,568)	141,779
Net gains / (losses) on investments	(2,837)	–	(2,837)	3,473
Net income / (expenditure) before transfers	(12,456)	51	(12,405)	145,252
Transfers between Funds	615	(615)	–	–
Net movement in funds before other recognised gains and losses	(11,841)	(564)	(12,405)	145,252
Net movement in funds	(11,841)	(564)	(12,405)	145,252
Reconciliation of funds:				
Total funds brought forward	292,260	64,961	357,221	211,969
Total funds carried forward	280,419	64,397	344,816	357,221



“Don’t be afraid to ask for support — it may well help you and the person you’re looking after.”

We would like to thank all of the staff and volunteers who have made all of this possible.

A special thank you to our all of our funders, including:





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