

Impact report

APRIL 2019 – MARCH 2020





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Welcome from our chair



I am extremely proud to introduce our Impact Report that tells of the amazing work of Carer Support Wiltshire in 2019/20 to ensure unpaid carers in Wiltshire and Dorset are recognised for their support to others. In our Report, you will meet people who daily give of themselves so their loved ones can remain at home and exercise their own choices. The pressures on them are greater than most of us can remember. Just as we were going to press, the Covid-19 pandemic began to take its toll. We are quickly taking action to support our unpaid carers and community, who will need us more than ever.

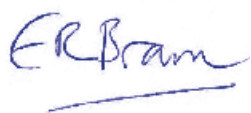
The fact remains that unpaid carers, who account for 10% of our population, are the bedrock for our community, quietly and stoically supporting their loved ones. Unfortunately, many remain “hidden” and can miss out on essential support and entitlements.

Of equal concern, especially in light of recent developments, are national research findings that unpaid carers looking after loved ones living with an illness, disability, mental health condition or as they grow older are seven times more likely to be lonely compared with the general public. This research, launched in Carers Week in June, revealed that not having enough time or money for leisure activities, as well as the stigma of being an unpaid carer, means one in three unpaid carers are always or often lonely, compared with just one in twenty of the general population.

Carer Support Wiltshire has determinedly reached unpaid carers: in hospitals, GP surgeries, workplaces and schools, as well as the military. We are alongside unpaid carers on their journey – from their call for help to gaining advice and support to make their own choices. We are very grateful for the help of these agencies and our funders, all so vital to our work.

I want to say a heartfelt “thank you” to our volunteers who make such an incredible difference. You work tirelessly to help unpaid carers with your deep knowledge, skills and, often, lived experience. Already, our volunteers are reaching carers, housebound because of the pandemic, with our new Talk and Support Service.

Finally, I feel we should thank you if you are an unpaid carer in Wiltshire or Dorset reading this Report because your dedication, courage and compassion set us a shining example. This Report is our story for the year, and it is also yours.

A handwritten signature in blue ink that reads 'ER Brown'.

Elizabeth Brown, Chair of Trustees

Highlights from the year

Return to work programme

New funding of £69,400 received from the Government Equalities Office to launch a return to work programme to help carers. The programme enabled us to reach some of the estimated 1,870 carers registered with us who are unemployed and would like to work.

Carer Support Dorset

In July we were awarded the contract for Carer Support Dorset, which opened for service on Carers Rights Day on 21st November 2019. We were able to recruit an excellent team who have delivered a superb service to carers in Dorset. Outcomes for the initial few months of operation are included in this report.

Investors in Carers

Our Investors in Carers GP Accreditation Scheme held a very well attended award ceremony in July, in which 30 practices were handed the highest possible award of Platinum for the services they have implemented for carers. This was the 7th year we held the awards and we're pleased to say the vast majority of GP practices in Wiltshire engage with us and value the opportunity to do better each year.

Time for Carers appeal

Following a successful Time for Carers appeal the previous year, where we raised £25,000, we increased our target to £30,000 this year. Time for Carers allows us to fund carers for a variety of activities, aimed at giving the carer a break from their caring role. These grants have paid for theatre tickets, days out, massages, acupuncture and much more. Many carers have told us what a lifeline this funding has been for them – not only allowing them to take a break, but also making them feel seen and valued for what they do.



Courage to Care

Courage to Care, a programme we run with funding from the Armed Forces Covenant, continues to work on reaching military families in which someone has a caring role. Over the summer we held a garden party at Tidworth Oval and we are pleased that 47 military carers have been registered since the programme launched.

Wiltshire community hospitals

Working with Wiltshire Health and Care we are delighted that the Wiltshire community hospitals have committed to providing a number of services for carers, including regular carer cafes, an information service for carers and signing up to John's Campaign, which recognises the importance of working alongside a carer and allowing them to stay with a patient who has dementia or may be distressed at being in hospital without a familiar person. All hugely important steps.

Young adult carers

Young adult carers continue to be supported by our fantastic team with regular meet-ups and even a trip to an escape room in Southampton in August (along with a CV and interview skills workshop).

COVID-19

Our biggest challenge arrived towards the end of the financial year with Covid-19 meaning that on 18 March all staff bar one started home working. The impact of this is ongoing but, while some services were paused, other opportunities were capitalised on, including introducing online cafes for carers, securing more than £100,000 from Covid-specific funds for a new volunteer Talk & Support service in Wiltshire and counselling provision.

“ My highlight is a young adult carer who didn't make it to university this year as he had so many barriers to overcome. He got a job at a well known bakery chain and I praised him for his work ethic while stressing that if he changed his mind about university to let me know and I would support him to get there. After 3 months he said he had made the wrong choice. We supported him to apply for university, attend interviews, fill in applications and apply for funding. It was touch and go and very stressful but he got a place at university this October. He is back home for Christmas and has texted me to wish me a Merry Christmas and said he was over the moon being at university. Just the best Christmas message ever!

Andrea James, Young Adult Carer Support Worker



Carer Support Wiltshire

Creating a society which understands and supports carers

Carer Support Wiltshire is a local charity that supports all carers, including young carers and young adult carers. We help them to access services, information, education and training, respite, and breaks from their caring role.

We ensure carers have a voice that is heard and work with health and social care professionals and employers to raise carer awareness and develop best practice.

11,004 carers on the Wiltshire carers register

5,317 carers supported in Wiltshire

1,907 carers on the Dorset carers register



Who cares?

A carer is anyone who cares, unpaid, for a family member or friend who could not always manage without their support. They might look after someone with a physical disability, long term health condition, mental health issue or a problem with substance misuse.

OUTCOME ONE:

Carers have improved physical health, mental health and wellbeing

When someone becomes ill, it's very normal for those around them to be focused on that person and how their needs can be met. A new carer may throw themselves into caring for someone else with little consideration for how they will manage to keep going long term. Carers can be juggling other family commitments, work and running their own household as well as someone else's.

It is vital that carers know we are there to support them, so their own health and wellbeing is maintained and they are able to continue to care for their loved one, from a position of feeling supported.

42 carers supported through our Talk and Support befriending service

46 carers accessed our pampering sessions

53 pampering vouchers were provided to carers

196 carer cafes were held across the county

146 carers attended events such as cream teas, cookery courses and Christmas lunches.

£43,000 was awarded to carers through external grants

Our Time for Carers appeal paid just over £10,000 paid out by our Time for Carers appeal to help carers manage their own wellbeing.

“ Carer Support Wiltshire are an excellent group of people. I’ve never met and talked to such lovely people. Nothing’s ever too much for them to get hold of to help you out.

I care for my husband David, who has dementia. Since he lost his driving licence, we’ve lost our independence and can’t get out. I’ve not been well and when I’m alone it can be overwhelming. When David was diagnosed, I found it difficult to accept his diagnosis.

Time for Carers have funded £300 for me to have acupuncture. It has helped to reduce my stress and helped me to manage. I can come out feeling on cloud nine!

Jane

“ Our role is a full time job with very little appreciation on a day-to-day basis so this is a fantastic way to express ourselves and smile and laugh with other people that really understand the position we are in.

Julie, attended Devizes barge trip

“ I want to express my appreciation for the very enjoyable and relaxing trip. Given the circumstance of my wife’s terminal illness, it was my first day out for almost 18 months and I am very grateful to you all.

Sid, attended Devizes barge trip



Claire was in crisis when she was let down by a care company and left with no one to help look after her mother, who needs round the clock care, just before Christmas. CSW was able to fund five days in a hotel on the coast for Claire, her husband and her mother to help them recharge and recover from a very stressful time.

“ I was very tearful every day and felt isolated and trapped. I wanted to just run away. I didn’t want to be separated from mum so it was wonderful to be given the chance to go away with her to a place with adapted accommodation.

It gave us all a break from the same four walls where we had been arguing from the stress of the situation. It also gave me the chance to think about what I was going to do and time out to clear my head. It wasn’t just about the money either – it was the fact I was being recognised as a carer and made to feel valued.

Claire

Our partnership with local newspaper the Gazette & Herald continued this year, enabling us to highlight a number of issues around caring to the wider community as well as reach new carers who might not otherwise have heard of us. We also continue to reach new carers through social media, our main website and a dedicated website for young adult carers.



OUTCOME TWO:

Carers are empowered to make choices about their caring role and to access appropriate support and services for themselves and the person they care for.

Our skilled helpline staff are there to take calls from carers whatever they are dealing with and the community connector team are out in communities, connecting carers with the local services that will help them, speaking with carers at clinics held at GP surgeries and supporting carers with training and through group meet-ups.

61 carer clinics held at Wiltshire GP surgeries, attended by 280 carers

2,845 signposts made to other organisations

486 carers referred to specialist services
Our Carers Emergency Card provides carers with some peace of mind that their loved one will be looked after should anything happen to them, such as an accident or admission to hospital. More than 1,000 carers were referred for a carers emergency card

Shona cares for her daughter Annabel who was born with a rare chromosome disorder. Now aged 10, Annabel often needs to use a wheelchair, takes regular medication and does daily physio sessions.

“ I never really thought of myself as a carer. When I applied to Carer Support Wiltshire for an afternoon at Westonbirt School I felt that it wasn't deserved, I'm a parent not a carer!

But that afternoon was amazing for me, it really made me realise that I do need support and I am a person in my own right. It's so easy to get lost in the process of caring for your child and put all your energy into becoming their support and strength, you forget your own need for support. I can't thank Carer Support Wiltshire enough for those few hours, when I could relax and feel like myself, to recharge so that I can continue to give Annabel the best care that I can.

Shona

OUTCOME THREE:

Carers needs and the value of carers, are better understood in Wiltshire

Working with our community hospitals

In partnership with Wiltshire Health and Care we have launched four new services for carers in the county's main community hospitals. These are:

- A Carers Passport scheme;
- A Carer Information Service within the hospital;
- Signing up to John's Campaign, which recognises the rights of carers to stay with people with dementia, confusion or other complex needs;
- Carers Cafés.

Working with GP practices

The Investors in Carers GP accreditation scheme helps GP practices become more carer-friendly:

- Offering preferential appointment times;
- Invitations for flu jabs;
- Carers clinics and events;
- A dedicated 'carers lead' in every participating practice;
- Closer working relationships with us;
- Improved support signposting for carers.

43 out of the county's 48 GP practices were registered for the awards scheme in 2019

41 GP surgeries submitted evidence for an award

Community awareness campaigns

During Carers Week we held stands at Savernake, Warminster and Chippenham community hospitals, talking to staff and carers and treating attendees to live music, reiki and refreshments, as well as providing information on services and support for carers.

Other awareness days we took part in included Carers Rights Day, when Melksham Town Hall lit up red for carers, and Young Carer Awareness Day, when our team attended schools and colleges with information on young carers.

Working with employers

We continue to work with local employers, supporting them to improve the identification and recognition of working carers. Members of the Working for Carers programme range from small local business with less than 10 employees, to large national brands with 9,000 employees. With 1 in 8 employees also caring, around 3,700 working carers receive improved flexible support in the workplace, enabling them to achieve a better balance and improve the likelihood that they will be able to continue to work and care.

“Staff from Carer Support Wiltshire delivered an assembly in the morning and engaged with our students on a stall at lunchtime. They created lots of interest with a game and four young carers came forward and spoke to them as a result of the two events.”

Jules Rifat, Head of Year 10 and 11 at Avon Valley College



“ We are very proud to receive a Platinum award for our carer services here at Sixpenny Handley and Chalke Valley surgeries, particularly during these unprecedented times, where mental health, vulnerability and isolation issues tend to be magnified. We have worked very hard to ensure that our carers have regular phone contact with us, and other carers within our support group, in an effort to make things a little less daunting for them.

Hazel Killeen, Carer Support Lead, Sixpenny Handley and Chalke Valley surgeries

At Mere Surgery we are delighted to be awarded Gold award from the GP accreditation scheme as recognition for our continuing support for our carers in our community. Our carers are vital supporting the needs of patients and we look forward to being able to work further with Carer Support Wiltshire to support our carers in more ways in the coming months.

Rachel Harrison, Carers Lead, Mere Surgery

OUTCOME FOUR:

Carer have the best financial situation possible and are less worried about money

We ask carers whether they are worried about money as part of an initial assessment. 28% said they always or frequently do.

10% of signposts and referrals were to the CAB Carers Project.

We provided almost £43,000 in grants to carers, used in many ways to maintain a habitable home environment and for work, training and education. These grants have been able to ease financial pressures on individual carers and have been used, for example, to pay to replace broken cookers, to replace flooring and to pay for driving lessons and breaks away when time has been needed to recuperate.



OUTCOME FIVE:

Carers influence services

It's hugely important that carers are able to influence the services we provide and feedback on their effectiveness. We facilitate the Wiltshire Carer Involvement Group (WCIG), which represents carers aged 18+.

In this year WCIG met four times

A total of 31 attendances in the year by carers.

The number of carers on our carer involvement database increased 31% from 198 to 259

Additional involvement by carers in 2019-20 included participation at:

- Carers Trust Young Adult Carers Steering Group;
- Wiltshire Safeguarding Adults Board;
- Carer Support Wiltshire Focus Group on the Carer Support Wiltshire website;
- Salisbury District Hospital Carer Strategy Group;
- Wiltshire Health and Carer Strategy Meeting;
- BSW THRIVE project- services for mental health;
- Sharing carer story at RUH Board of Directors meeting.



Hidden carers

Hidden carers are those who may not recognise themselves as carers and therefore are less likely to access support. Groups likely to have high numbers of hidden carers include young or LGBT carers. Military carers also fall into this category as the nature of moving around regularly and not having family support can mean they are less likely to build support networks or ask for help. We have worked hard to identify and reach out to these groups.

31 new young adult carers accessed support work 20 young adult carers attended our five regular cafes

9 young adult carers attended first aid training

624 young carers are being supported through our partnership with Youth Action Wiltshire

315 of these young carers were able to access activities that included cookery, first aid, sailing, orienteering, fishing and residential courses.

47 military carers to be identified and referred to us through our Courage to Care project.

Meg (20) and Connor (16) from Marlborough are siblings who are carers for their mum who has diabetes and regularly suffers from hypos and diabetic comas, especially during the night. The family have been helped by Carer Support Wiltshire to access additional support and Meg is now studying at Plymouth University thanks to help applying for grants to help her finance her studies.

Connor says:

“Me and my sister Meg are full time carers for my mum. We help around the house with cooking, cleaning and shopping, as well as helping with tasks she struggles with like getting dressed, reading, organising medications and helping her in medical emergencies. In the future, I hope to go to college and then hopefully university without worrying about leaving my mum at home.





Volunteering

107 volunteers now working with us to support carers

Our volunteers contribute 7,504 volunteering hours (an increase of 45% year-on-year).

The majority of our volunteers are carers or former carers themselves and they support us in many ways – running carer cafes, carrying out admin duties, working as befrienders, taking photos at our events and more.

As well as adding volunteers to existing volunteer roles, we created and filled a range of new roles:

- Hospital café facilitator;
- Data input;
- Trust fundraising;
- Carer clinics;
- Carer champion (Courage 2 Care project);
- Veterans champion.

Jan Lawrence from Devizes, was a carer to her partner who was diagnosed with cancer of the larynx, until he died in 2013. She gave up work after 30 years in the workplace in order to care for him full time. Her social network began to shrink and she experienced loneliness and isolation.

“ It never occurred to me that other carers were going through the same problems, as I had never met anybody else who was doing the same thing. If I had had contact with other carers I would not have felt so isolated and I think this probably happens a lot. People who are non-carers need to know how difficult it can be caring for someone. Just doing small things for a carer can help a lot.

I became a volunteer for Carer Support Wiltshire because I felt I could help carers, using my past experiences. Very often all that is needed is a sympathetic ear and somebody who knows the difficulties they are having.

Carer Support Dorset

Carer Support Dorset is commissioned by Dorset Council and Dorset Clinical Commissioning Group and was launched on 21 November 2019 on Carers Rights Day.

It is the lead organisation for carers in Dorset and offers a one-stop shop for information, advice and guidance through a telephone line and online resources.

We manage the carer register on behalf of Dorset Council.

November 2019 – 1,405 carers on the register. By end of March 2020 1,907 carers on the register

We have signposted carers to over 350 organisations

We're very pleased to have been able to recruit an excellent core team and to have achieved much in just a few short months.

“ Thank you so much for your email, full of useful information. I have already ordered a toilet aide for my husband which will be a huge help for both of us! It's good to know my husband's needs can be assessed. We're not quite ready for that yet but when the need arises I now know what to do.

The listing of care homes, provided through the Alzheimer's website, offering respite care is most helpful. I shall be making some enquiries so that we can put a suitable contact in place, should the need arise. Thank you for your time and the information you kindly provided.

CSD service user

In the first 3 months since we launched the Dorset service:

- The website had 1,595 unique visitors;
- Around 1,000 carers subscribed to our email newsletter;
- We sent printed newsletters to around 800 carers;
- We visited two schools - The Woodroffe School (Lyme Regis) and Sir John Colfox Academy (Bridport) for Young Carer Awareness Day (31st January);
- We made 10 referrals to The Leonardo Trust and 84 to Dorset Council Carer Caseworkers;
- Carers have been signposted to organisations including Citizens Advice, Carers UK, Alzheimer's Society, Age UK and Public Health England.

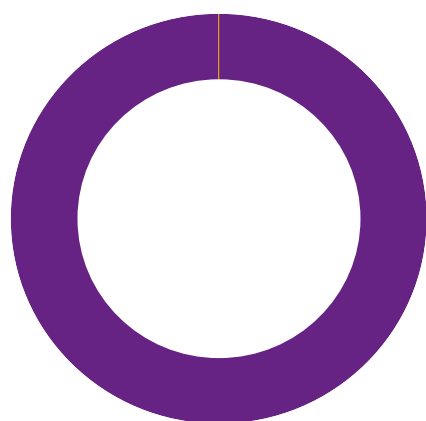


Financial review



How we raised our funds Income from total funds 2020

● Donations and legacies	£14,004
● Charitable activities	£1,458,399
● Other trading activities	£12,690
● Investments	£5,836
● Other	£12,418
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Total	£1,503,347



How we spent our funds Expenditure on total funds 2020

● Raising funds	£1,058
● Charitable activities	£1,557,501
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Total	£1,558,559

Funder thank yous

We would like to say an enormous thank you to all of our supporters who have donated funds this year. Your support makes all the difference to unpaid carers across Wiltshire and Dorset. It enables us to give them the support and breaks they need to continue in their caring roles.

Local donors

- Bradford on Avon Area Board
- Bradford on Avon Town Council
- Chippenham Area Board
- Chippenham Rotary Club
- Coop Local Community Fund
- Erlestoke Golf Club
- Health & Wellbeing Board South West Wilts
- Jack Lane Charitable Trust
- Lions Chippenham
- Lions Devizes
- Marlborough Area Board
- Salisbury Golf Club
- Salisbury Masons
- Southern Wiltshire Area Board
- Trowbridge Masons
- Wiltshire Heights Care Home

Our appeal

- Calne Trust
- Marlborough & District Rotary Club
- Marlborough Waitrose – community matters
- Malmesbury Waitrose – community matters
- Wessex Model and Toy Collectors
- West Wilts Golf Club
- Whitley Golf Club

Major funders

- Armed Forces Covenant Fund Trust
- (The) Carers Trust
- Government Equalities Office
- National Lottery Community Fund
- (The) Zurich Community Trust

How you can help carers in Wiltshire and Dorset

There are lots of ways you can help support carers in Wiltshire and Dorset:

- Get your family & friends to set themselves a fundraising challenge;
- Make a donation, either a one off or regular;
- Involve your company;
- Donate to our appeal via your trust or foundation;

Find out more at www.carersupportwiltshire.co.uk/get-involved
or www.carersupportdorset.co.uk/get-involved



To find out more:

Visit www.carersupportwiltshire.co.uk

Email admin@carersupportwiltshire.co.uk

Call us on freephone **0800 181 4118**

Carer Support Wiltshire is a local charity providing support to unpaid carers in Wiltshire.

Carer Support Wiltshire
Independent Living Centre,
St George's Road
Semington, nr. Trowbridge
Wiltshire
BA14 6JQ

Registered Charity No. 1092762

Company Limited by Guarantee 4415685



To find out more:

Visit www.carersupportdorset.co.uk

Email admin@carersupportdorset.co.uk

Call us on freephone **0800 368 8349**

Carer Support Dorset is a local charity providing support to unpaid carers in Dorset.

Unit B6,
Nimrod Way,
Ferndown,
Wimborne
BH21 7UH

Registered Charity No. 1092762

Company Limited by Guarantee 4415685