



**Carer Support
Wiltshire**



**Carer Support
Dorset**

**IMPACT
REPORT
2022 - 2023**

Creating carer
friendly communities

FOREWORD:

Covid restrictions were finally put behind us at the start of this year and it became possible to start looking ahead properly and thinking bigger about the future of carer support in Wiltshire and Dorset.

National Census data released at the start of 2023 showed the number of people providing unpaid carer hasn't increased dramatically in 10 years but the number of hours that people are providing care has. In Wiltshire and Dorset, the number of people providing a significant amount of unpaid care – over 20 hours a week – reached 19,330 people, and over 28% of Wiltshire and Dorset's unpaid carers were found to be providing more than 50 hours of care a week.

Many are coping with complex issues spanning mental health and other long-term conditions. Coupled with other issues – the cost of living crisis, long NHS waiting list following Covid, and a shortage of paid care staff – it is clear that the needs of unpaid carers must be prioritised.

In response, Carer Support Wiltshire and Dorset have been looking at ways in which unpaid carers are challenged in their day-to-day lives and what they need to overcome these challenges. We have chosen the term 'Carer Friendly Communities' to describe our vision for the future of carer support, which simply means that unpaid carers are supported in all areas of their lives, whether that is at work, school, in a healthcare setting or at home.

To achieve this we must educate as many people as possible about unpaid carers – their importance and significance to us all. As a first step we held our first carer friendly conference in Wiltshire in May 2022, bringing together carers with leaders from primary care, the NHS, education and social care to discuss how Wiltshire can become the UK's first truly carer friendly county.

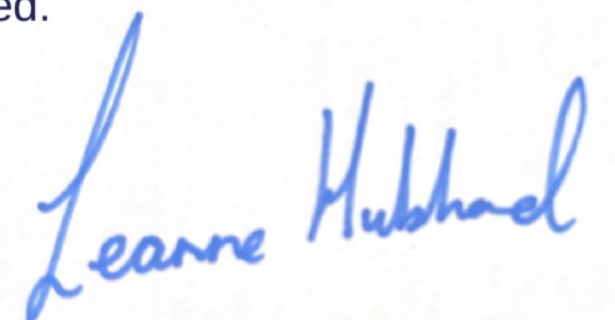
This conference was followed by the same in Dorset and follow-up conferences to update on progress in both counties later in the year.

We continue all our work that supports the carer friendly community, such as working with GP surgeries to ensure unpaid carers are identified early. Building on this work, we introduced a new Young Carer Friendly Award for schools and colleges, which is delivered through the Healthy Schools scheme. This recognises support for young carers, through education, identification and support, such as weekly young carer clubs and having a young carer lead.

Towards the end of 2022 we set up a new hospital liaison services (following a successful pilot in 2021) to raise awareness of unpaid carers in hospitals. The team works from both acute hospitals in Bath and Swindon as well as the community hospitals, supporting carers and also delivering carer awareness training to staff.

Looking ahead to next year, unpaid carers will continue to face significant pressures. Many unpaid carers do not identify as such and may not reach out for help. Isolation and poor wellbeing can result. We are determined to ensure carers' voices are heard and will continue to seek every opportunity to work with social care services and the NHS to create more carer-centred services, as well as reaching out to more carers and collaborating with more organisations. Each carer's circumstances are unique and we want every carer to feel seen, supported and valued.

Leanne Hubbard,
Chief Executive



OUR YEAR IN NUMBERS

3,522

carers newly
registered this
year



Information, advice and
guidance was provided

3,639
times



5,778

total incoming
referrals



Combined figures for Wiltshire and Dorset

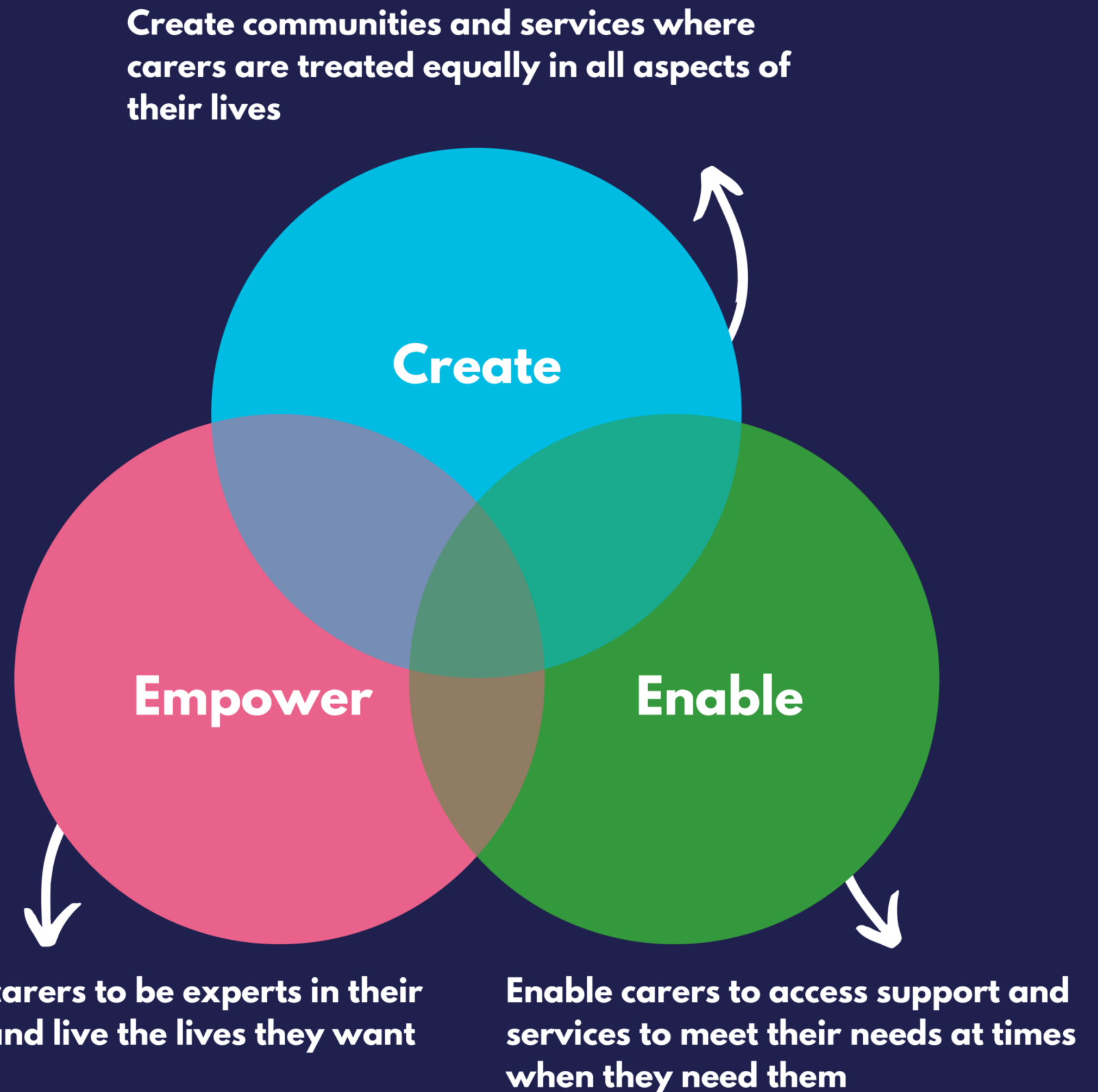
WHO CARES?

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, learning disability, autistic spectrum disorder, long term health condition, mental health issue or a problem with substance misuse.

HOW WE ARE HELPING CARERS:

At Carer Support Wiltshire and Carer Support Dorset, we strive to create a society which understands and supports unpaid carers. We are a local charity that supports unpaid 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 unpaid 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.



729



referrals to other organisations

Information, advice and
guidance was provided



3,639
times



10,046

signposts to other
organisations



Over

53k



visitors to our websites

40



training workshops
for carers held* *Dorset Only

456

Carer Emergency Card
applications processed*

Over

116k



Newsletters distributed*

*Postal and email

Over

150k



Facebook reach



*Wiltshire only

HOW WE EMPOWERED MANDY

I'm currently caring for my mum who has a diagnosis of Alzheimer's and has other mental health difficulties. She lives with us, and my daughter aged 17 is also a young carer. Mum's diagnosis was about two years ago and we've lived together for about six years. At the moment she's not able to do anything like cooking or cleaning or any household chores. She's able to dress herself and wash herself, but that means we don't have extra care.

I do work. I'm lucky that I work an early shift and I'm back at home by 10am so I'm around most of the rest of the day. It means an early start and that's where my daughter comes in – she's at home with my mum before she goes to school.

My daughter has a support worker from Carer Support Wiltshire who she has found very useful – it's someone to offload to. I have been to groups along the way and chatted to people. It's useful to talk to people who know what you're going through – they know that process of caring and how it limits you.

I have accessed support in the past year or so. I had a carer's assessment which was done by Carer Support Wiltshire. This has enabled me to gain 4 hours paid support from Alzheimer's Support. This was funded by Wiltshire Council. I was also able to access support for my daughter from the young carers service which has proved to be very useful to her. I was also able to gain some useful information around hospital discharge when my Mum left hospital earlier in the year.



Mandy and her daughter Poppy

A DAY IN THE LIFE: Suzanne Hilton, Hospital Liaison Worker

My working day starts with a drive to Swindon to spend the day at Great Western Hospital. When I arrive, I go to the discharge coordination centre. This is where all the discharge coordinators for each ward are based. I check in with the discharge team to see if there are any carers they want me to check in with on any of the wards. I then get time to check my emails and any referrals that I need to follow up with. After this it is a call with our carer friendly communities' team for a weekly catch up.

Following the meeting I went to Dove ward to meet with a carer I have been supporting who is looking after her ex-husband. I spoke to her about her situation, she has felt that she was not being given all the information about his discharge. I went and spoke with the discharge coordinator and found out that they were looking at a care package. I passed this information on to the carer who was grateful.

I then visited Jupiter ward and spoke to the receptionist as it was lunch time and carers normally come in to assist their cared for with lunch. It is a good opportunity to have direct contact with carers and see if I can help with anything. I spoke with a carer who was worrying about parking costs. I explained about the carers passport which is available to carers whilst they are visiting their cared for. I was able to obtain a carers passport from the ward sister for the carer to get reduced parking rates and more.



After lunch I then dropped into to the carer's café, which is run by the volunteers at Great Western. There I met with a carer who lived in Swindon but was struggling with transport as her mum is a wheelchair user and the carer only has a small vehicle. I gave the carer the E-Zec transport information and shared details of a service called OWLS which is run by the hospital.

We then discussed the option of registering as a carer as this is something she had not done previously but would appreciate the support. I explained that I can happily support her whilst mum is in the hospital and would check in once she got home but for the future, I could register her with Swindon Carers who could discuss ongoing support.

I then spoke with the volunteers who had been talking with another carer whilst I was busy with the previous carer. From the weekly visit to the carer's café, I have built positive working relationships with the volunteers, and they have helped us in raising awareness about the service across the hospital and referring carers to it.

402 

carer assessments submitted to
Wiltshire Council



257*

cafe and support
groups held

*Wiltshire only

1986*



total attendees at
cafes and groups

*Wiltshire only

121



carers accessing our Here
to Talk service

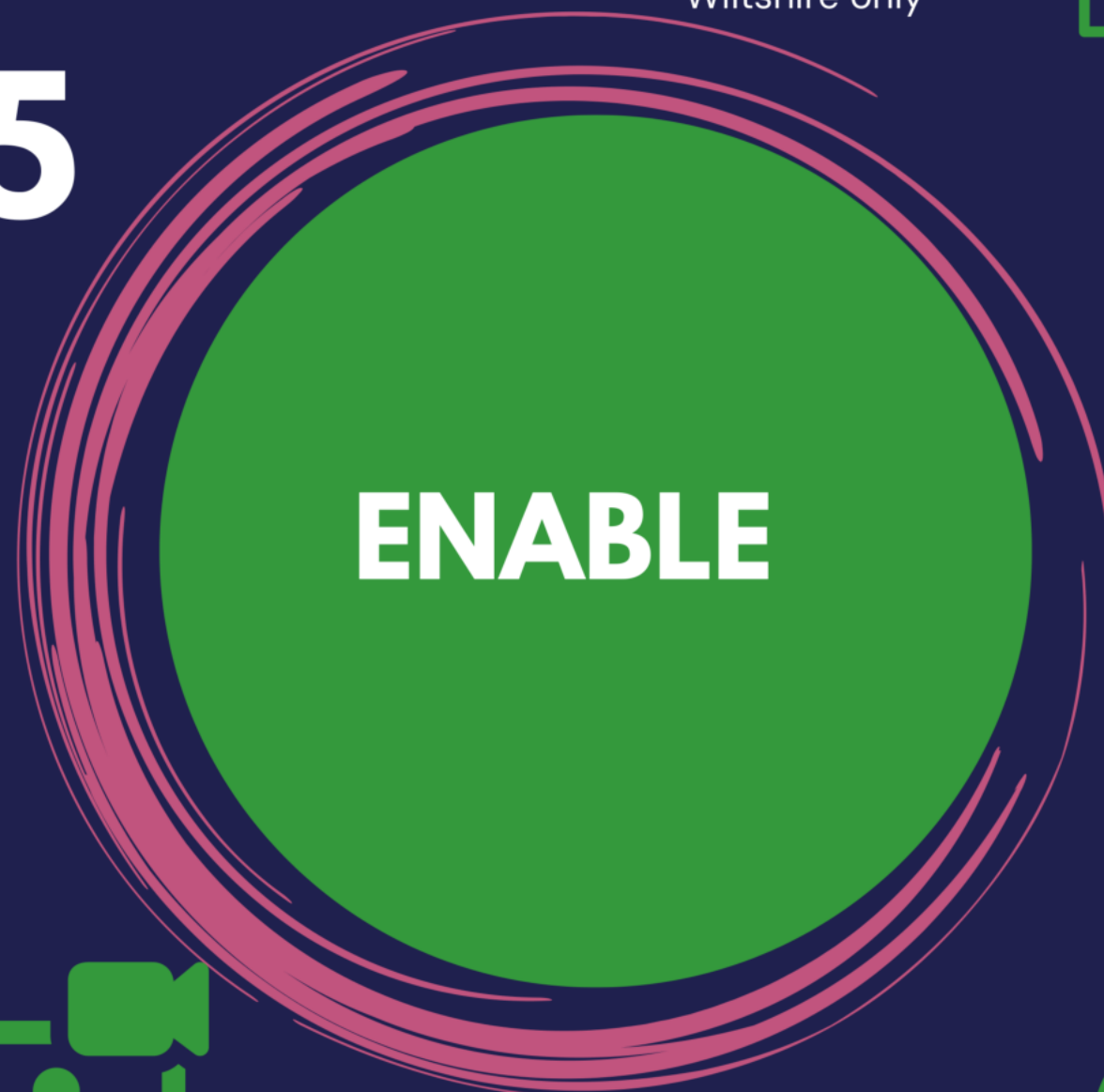


145

carers referred for assessments
to Dorset Council

£9k

awarded to carers by
external funders



ENABLE

£7600



internal grants issued to carers*

*Wiltshire only



17

total attendance at
virtual cafes and groups

14



virtual cafes and
groups held



4116



support conversations
requested

HOW WE ENABLED LORETTA

I care for my mum who is 95. She has dementia and is doubly incontinent. She lives with me and my partner and has done since 1995 when we extended the house for her to live with us. When she first came to live here it wasn't as bad, but her needs have gradually increased.

I feel as though I don't have a life. I need to work because if I retired I would lose my carers allowance. But I'm nervous about going to work and leaving her on her own. Paid carers have been coming for about a year – they get her up in the morning, wash and dress her, give her breakfast and her medicine. I had a carers assessment and was able to access a sitting service for 4 hours a week through that.

I have a phone call fortnightly from Yvonne, a volunteer for Here to Talk with Carer Support Wiltshire. She's absolutely lovely and I enjoy speaking to her. We have a shared interest in sewing and quite a friendship going.

I don't know what the future holds. I haven't got power of attorney and I can't make the decision personally for mum to go into a home, even though I feel she's not safe enough to be at home and I'm under a lot of pressure – physically, mentally, financially – looking after her. I'm nearly 70 and I haven't got a life. I expect there are plenty of people out there who feel the same way as I do.



Stock image used for Loretta
Image credit: Eda Hoyman from Getty Images


 **94**
total volunteers

158
hospital staff engaged



 **87**
GP staff engaged

 **206**
unique organisations engaged

7 
GP practices given carer training*



35 school staff attended carer awareness training



4 hospitals working towards an accreditation award



12 committees we sit on, influencing carer policy and support

Carer Friendly Dorset: Tracy Rowland, Community Engagement Officer

As part of my work with Mid Dorset Primary Care Network (PCN), nine GP practices serving patients within the Mid Dorset area, I attended a regular, monthly carers working group meeting. The PCN identified that unpaid carers are a population group experiencing health inequalities, within their local area. Statistics highlighted those registered patients, identified as unpaid carers are twice as likely to suffer from depression, hypertension, diabetes and a number of other long-term health conditions.

At the meeting the group works together to improve carer support across all the practices. It has been invaluable to work with practice staff to ensure that carers are identified early, coded correctly on GP systems to ensure they receive additional support as needed. I worked with the group to streamline the referral process to ourselves at Carer Support Dorset. I am able to discuss Carer Support Dorset updates and additions to our community carer support offer.

I also attend events such as a Dementia Awareness event in the Purbeck area. This is coordinated by one of our VCS partners. It is attended by multiple stakeholders who offer information, guidance and support. I regularly attend this type of event, taking our promotional materials and a display banner. It provides an opportunity to speak with carers face to face, have a cup of tea and chat with them about what is happening and their personal situation. The feedback we receive is that carers really appreciate and value this.



HOW WE CREATED: HOSPITAL LIAISON SERVICE

Our new hospital liaison service will help carers when those they care for are in hospital, and in the often-difficult first few weeks after they return home.

It was piloted in the county in 2021 when hospitals were struggling in-the-midst of the Covid pandemic. The pilot showed the importance of keeping carers informed and consulted at all times, since they are the experts on the care of the person they look after. This was shown particularly to be the case at the point of discharge from hospital, when carers need things such as intermediate care, follow-up appointments and specialist equipment to be in place for the person they care for.

Hayley Boland is the service's Team Lead. She says: "I am delighted to be heading up a new team, which will be working within Bath Royal United, Great Western and Salisbury District hospitals as well as Chippenham, Savernake and Warminster community hospitals. "Carers need to be fully involved so they are able to make an informed choice about what support they are able to give the person they care for whose needs may have changed or deteriorated."

Douglas Blair, Managing Director of Wiltshire Health and Care which manages community hospitals across the county said: "We are delighted to be working with Carer Support Wiltshire to support and empower carers through the hospital liaison service. Carers play a vital role, and we are committed to involving them in the care of their loved one every step of the way."



Sue, Suzanne Hilton, Hospital Liaison Worker, and Jayne Barrett; Senior Sister/Ward Manager on Cedar Ward – Chippenham Community Hospital.

THE YEAR AHEAD

Following a review and in agreement with the Commissioner, Carer Support Wiltshire made the decision to bring support for young carers aged 5yrs upwards 'in-house'. Young carers were previously referred directly to Youth Action Wiltshire. From 1 April 2023, CSW will support young carers through one-to-one support work, activities, signposting and information-giving, including through a new quarterly magazine which will go out to all registered carers aged 5-15yrs.

The Young Carer Friendly School award has gone from strength-to-strength. The first four schools earned the award at the end of this year and work is well underway rolling the scheme out to other schools and college through the Healthy Schools programme.

Carer Support Wiltshire and Dorset are examining current service provision and working closely with Wiltshire Council commissioners to ensure services are up to date and are what carers are asking for. External factors and a fast-changing financial climate with cost of living increases mean that carer support needs to be adaptable and the organisation must represent excellent value. As well as changes to the young carer service, structural changes will be made in the coming year to ensure the organisation continues to deliver the services that carers have told us they value.

We will continue our carer friendly communities work, engaging with carers, businesses, education providers, healthcare providers and other stakeholders to ensure that unpaid carers are seen, considered and supported in all areas of their lives.



HOW WE RAISED OUR FUNDS



Income from:

Total funds: year
ending March 2023

Donations & legacies

£21,922

Charitable activities

£1,654,916

Other trading activities

£2,187

Investments

£6,794

Other

£8,445

Total : £1,694,264.

HOW WE SPENT OUR FUNDS



Expenditure on:

Total funds: year
ending March 2023

Raising funds

£97,087

Charitable activities

£1,734,304

Grants for carers

£17,676

Other

£62

Total : £1,849,129

THANK YOU TO OUR PARTNERS

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.



OVER £3,000

Carers Trust, National Funds for All Lottery, Royal United Hospital Bath, Serco Foundation, Wiltshire Community Foundation, Wiltshire Council, Corsham Link.

UNDER £3,000

ASDA Foundation Melksham Superstore, ASDA Foundation Trowbridge Superstore, Calne Area Board, Carers Trust Weinstock Fund, Carers Trust YCAD Fund, Devizes Area Board, Devizes Rotary Club, Fulmer Charitable Trust, Hedley Foundation, Lions Club Bradford on Avon, Lions Club Chippenham, Marlborough Area Board, Malmesbury Area Board, Malmesbury League of Friends, Melksham Almshouses Charity, Melksham Area Board, NEXT, One Stop Shop Community Partnership, One Stop Tesco, Openwork Foundation, St Andrews Church, Tesco Community Grants, Upavon Parish Council, Waitrose Warminster, Westbury Town Council.

HOW YOU CAN HELP UNPAID CARERS IN WILTSHIRE AND DORSET

DONATE



Make a donation, either a one off or regular to help us to support unpaid carers.

FUNDRAISE



Get your family & friends to set themselves a fundraising challenge.

VOLUNTEER



Involve your company or team for volunteering or volunteer your own time.

FIND OUT MORE:

www.carersupportwiltshire.co.uk/get-involved
www.carersupportdorset.co.uk/who-we-are/fundraise/



**Carer Support
Wiltshire**



**Carer Support
Dorset**

A Network Partner of
**CARERS
TRUST**

**Carer Support Wiltshire and Carer Support Dorset
are local charities supporting unpaid carers in
Wiltshire and Dorset.**

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