



2016/17 annual report

An overview of the successes, highlights and results of our 20th year supporting unpaid carers in Leeds



**Carers
Leeds**

Working together to support carers

CHAIR'S STATEMENT



It is a pleasure to write a review on a year so full of positive news. Our 20th anniversary year (March 2016 to March 2017) started in style with the attendance of Her Royal Highness The Princess Royal at our birthday celebrations in May at the Civic Hall. For those who were fortunate enough to be able to attend, you will recall how generous The Princess Royal was with her time and the poignancy of the speeches. We could have had no better acknowledgement of our work in the City and none of us attending could be anything other than proud of our achievements. It goes without saying that the Board wishes to send a special thanks to all those involved in making the event such a special day.

Following such a highlight, the good news continued throughout the year. As ever, Carers' Week in June saw us attending many events throughout the City and we were delighted with the attendance at the Leeds Learning Disability Week. In August Val even made an appearance on "Made in Leeds TV" as a Friday Legend.

We have continued to support carers through specific projects such as the Calling Carers Project launched in September and Carers Befriending project launched in February of this year. We are also delighted that the hard work is paying off as we were shortlisted for and won a number of awards.

- * HSJ Award for the Yellow Card Scheme- shortlisted and won
- * Yorkshire Evening Post Health Awards Carers Team of the Year-shortlisted and won
- * GSK Impact Award- shortlisted (for more on this see next year...)

As ever, none of this would be possible without the support of the phenomenally dedicated team of staff and volunteers at Carers Leeds and the support of the LCC Commissioning Group, the CCGs and various partnership organisations and external funders. There are far too many people to mention individually, but the Board wishes to convey their thanks for all of the support and help offered during the year.

Andy Bottomley, Vice Chair

We gave **64** carers telephone support every day - that is a huge **16,250** contacts a year

229 support groups held across Leeds

"I juggle caring with paid work, I now know that I need to look after my own health so I can keep caring"

CHIEF EXECUTIVE'S STATEMENT

Dear friends,

Well, that was a pretty remarkable 20th anniversary year! How better to celebrate such an anniversary than to welcome back HRH The Princess Royal, who opened what was then known as the Leeds Carers Centre 20 years ago. We welcomed HRH back to our fabulous event at the Civic Hall where over 80 carers joined together to celebrate with us. We certainly impressed royalty with stories about how our organisation had grown and how the number of carers we are now supporting across the city had grown too.

Throughout the year we have been out and across many communities in Leeds - in GP surgeries, hospitals, schools and colleges and in all of the other social and educational events we hold, myself and the team are privileged to hear the stories that carers share with us about their lives.

We recognise and acknowledge the incredible strengths of carers. And of course we recognise the challenges of caring as well. Carers, after all, are the experts and it is our job to listen and ensure that our service is accessible and responsive for all. Launching our dedicated parent carer service was a direct response to the high number of parents seeking advice and support. Many people we see are working carers. Juggling work and care raises many issues, so listening to the working carers that we were supporting, we further developed the working carers service and strengthened links with Leeds employers to enhance support that employers can offer for their employees. I am particularly proud of our successful health and wellbeing projects. These projects saw great results and clearly made a big difference to peoples lives.



3214 new
carers
supported this
year

What else did the year bring? We held our first carers conference seeking feedback about the service and launched our new live chat, as well as a new website and our new blog, all of which offer a digital solution to help us respond quickly to carers' concerns and questions.

We have continued to build on and strengthen relationships with health and social care and with our other partners across the city. This was demonstrated by winning a Health Service Journal award for CCG and Local Authority Integrated Commissioning for Carers. Also our engagement work with Leeds Community Healthcare Trust produced positive results for carers. I know that with the launch of Leeds Commitment to Carers, the recognition of the value that carers add to our society will grow across organisations in Leeds.

I am proud to say that even in our 20th year we are still learning, still growing and we will always keep carers at the heart of everything we do.

So it's been a great year and this is all possible because I have the best and most dedicated trustees, colleagues, volunteers and supporters that I could ask for. And not only that, I also work with fantastic carers and their families who I have utmost respect for. So with all that, it's not that hard. Thank you for your support and here's to the future!

Val Hewison, Chief Executive

"Carers Leeds are empathetic, warm and so understanding of people's needs".

Young adult carers (YAC)

Staff from the YAC project have attended events in universities, colleges and health providers to raise awareness of issues faced by YACs. We've tackled social isolation by engaging young adult carers in a range of activities from wellbeing groups and cooking sessions to tree top adventures and cultural trips. We were selected by the Learning and Work Institute to carry out a training consultation with carers and we've provided individual support to 132 young adult carers.

Working carers

One year on from the initial launch we have made good progress by forming links with new businesses and launching the Working Carers Employers Community: facilitating a chance for organisations to meet and share new ways to identify and support their working carers.

We also developed a web page and reviewed apps to support carers through new technology.

Bereaved carers

To meet the increased need for this project, we employed an additional Bereavement Support Worker. The Project received 96 referrals, 83 bereaved carers received 1:1 support, both in their own homes and at Carers Leeds. The two support workers delivered 433 1:1 sessions, enabling bereaved carers to talk about their thoughts and feelings in a safe and empathic environment.

The Support After Loss Group continues to be well attended with an average of 8 bereaved carers attending each month and we also began facilitating the bereavement group at Cross Gates Good Neighbours Scheme.

Carers of people with dementia

The Dementia Hub has seen 1273 new carers in this year. In addition to providing home visits and working closely with Memory Services, the team has delivered several training sessions and facilitated 6 specialist dementia carer support groups every month across the city. The monthly dementia cafés also continue to be popular. This year has seen the development of a successful dementia carer befriending scheme, working with some of our fantastic, highly trained volunteers who provide telephone support to isolated carers.

Black, Asian & Ethnic Minority (BAME) communities

Carers Leeds and Touchstone continue to work in partnership to support our Black Asian and Ethnic Minority Communities in Leeds, offering culturally specific access and language support so that BAME carers can benefit from the full range of support offered at Carers Leeds. This year 11% of our carers were from BAME communities. We ran new support groups and drop-in facilities in different areas across Leeds and continue to look at different ways to engage with all carers.

People affected by another person's drug or alcohol use

The Drug and Alcohol team received 223 referrals this year. They ran support groups and information workshops, covering the nature of addiction and substance awareness. The team took further steps to increase joint working across the city and a comprehensive self-assessment booklet was introduced to help assess the complex needs that many of our Concerned Others face.

Carers of people with learning disabilities

This year we received 120 referrals. We have been pleased to work in partnership with the Autism Hubs and Leeds Autistic Diagnosis Service (LADS). We also enjoyed taking part in Learning Disability Week events. Our team support carers emotionally and liaise with external services to ensure both the carer and the cared for person receive support.

Working in Leeds hospitals

Our dementia carer support in Leeds Teaching Hospitals has seen 180 referrals this year. Many of those needed emotional support and help to understand hospital processes including discharge procedures. 13% of all referrals were complex, necessitating liaison between other health and social care services and requiring long term support. 33% of carers were given information and support with the difficult decisions involved in the person with care needs moving into permanent care.

Carers of people with mental health issues

The mental health carers team received 420 referrals this year. We have used the structure provided by the Carers Star to offer support that focuses on the carers need and this has produced excellent results. We are also involved in promoting the Triangle of Care which aims to improve communication between mental health workers and carers. We run mental carers groups across Leeds which have been well attended and receive regular feedback from carers who tell us they have found these very helpful.

Health and wellbeing

We received grants from Leeds S&E & Leeds North CCG this year to support the health and wellbeing of carers and develop community based support in S&E Leeds. Over the year 430 carers participated in groups or received one-off supportive interventions to manage their health and wellbeing. 68 carers participated in longer-term, more intense interventions to make changes in their lifestyle moving towards a healthier future. We received excellent outcomes from this work. In addition, 125 older socially isolated carers received information, advice and support which helped them to manage their caring role and engage in local activities which offered socialising opportunities. 3 new support groups were started in outlying areas of South Leeds with over 70 people attending.

Parent carers

This new project has been extremely busy from the beginning. The launch event was attended by 85 parent carers, children with additional needs, and their siblings.

We have been involved in the formation of the new Leeds Children's Additional Needs Network (Leeds CANN) and have forged links with third sector and statutory agencies to both make and receive referrals.

We have provided parent carers with 1:1 emotional support, advocacy, signposting, and help applying for benefits & charitable grants. Alongside this we hold a monthly support group. We have also offered a wide range of support to parents involved in Early Help, Child In Need and Child Protection cases and we have successfully helped many families to have child DLA decisions overturned at review and appeal.

ACHIEVEMENTS

Training

61 carer training sessions held including specialist dementia courses, Caring Well, stress management, training for adult social workers and training for care workers.

2197 carers reported improved economic wellbeing

“After receiving support from Carers Leeds, I now feel like I can cope again”

43,234 copies of our newsletter delivered

12% of carer support provided at outreach locations and carers homes

Awards

Won a HSJ Award for Yellow Card scheme
 Won YEP Health Awards
 Carers Team of the Year

Events

We had a varied year with a good range of events (118 in total!) to appeal to all of our carers including Opera North visits, Leeds Pride, trip to Bridlington, Leeds walks and wellbeing events, tour of Leeds Armouries, Dying Matters event, canal trips and more!

“The befriender has been a Godsend when I’ve been down in the dumps - brilliant.”

New community pharmacy training delivered

New volunteer project launched to tackle carers social isolation

8000 calls to the Advice Line

ABCD (asset based community development) project delivered in South and East Leeds

Bat & chat launched!

FINANCIAL

INCOME		EXPENDITURE	
Charitable Activities	£1,479,731	Charitable Activities	£1,025,999
Donations & Gifts	£10,060	Support & Governance	£323,291
Other Income	£11,946	Office & Premises	£111,636
TOTAL	£1,501,737	TOTAL	£1,460,926

THANK YOU

Volunteers

Our volunteers are integral to our service and we wouldn't be able to run the range and diversity of services that we do offer if it wasn't for these wonderful people. We are humbled to hear about everything the volunteers gain from being part of Carers Leeds and hear stories of friendship, giving back and deep respect for other carers. The Carers Leeds team would like to say a huge thank you to every volunteer who has supported us this year by helping out at carer events, stuffing envelopes to distribute our newsletter, greeting carers on reception and everything in between.

Trustees

Thank you to our incredible Board of Trustees for your passion, commitment, and leadership. Carers Leeds has been commended for the outstanding governance provided by the trustees and we are very grateful to every trustee for your guidance. This year Rebecca Cooke stepped down as chair and Charlie Foote became our new Chair. We would like to thank them both for the incredible support they have given over the years, and thank them for the smooth transition.

146 carers referred for Carers Assessments

New activity based support group started

Over 50 volunteers gave 3384 hours this year

"I'm grateful to be able to contribute in a small way to the vital work of this great, amazing and wonderful organisation. I enjoy the essence of humanity, the understanding, the empathy, the passion of all the people involved in this work!"

Our warmest thanks go to the following organisations who have donated, funded and supported Carers Leeds this year.



Metcalfe Smith Trust

British Gas



direct line

NHS
Leeds North
Clinical Commissioning Group

NHS
Leeds South and East
Clinical Commissioning Group

NHS
Leeds West
Clinical Commissioning Group

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