



Carers Leeds

2015/16 Annual Report

Report from the Chair of Trustees, Rebecca Cooke

This year I am delighted to report on the continued development and successful growth of Carers Leeds. The hard work and dedication of our staff and volunteers is the primary driver of our success and I am pleased to report that we have been able to recruit new volunteers and new staff over the course of the year.

The Care Act, implemented in April 2015, has had huge implications for Carers Leeds as it strengthens the rights and recognition of carers in the social care system. This has provided us with the opportunity to work closely with the local authority to ensure a successful interpretation of the new statutory requirements of the Act. We are delighted to

have Adult Social Care staff located in our office to ensure the carers' experience is positive, clear and we have pathways for carers to receive support.

Finally, as ever, we would like to thank the Leeds City Council Commissioners, the Clinical Commissioning Groups, various partnership organisations and external funders for their support throughout the year, together with our wonderful volunteers, who now number over 100, and, of course, the dedicated staff and carers. The success of Carers Leeds is undoubtedly founded on the leadership and hard work of our uniquely talented Chief Executive Officer, Val Hewison.

Report from the Carers Leeds Chief Executive Officer, Val Hewison

ASC award for excellence



What has been my inspiration over this last year?

The stories I hear daily from carers and people they are caring for, from a driven and committed staff team who never let me down in the work they do to support our carers, from our volunteers who give up their time to support us and to our fantastic Board of Trustees who help me guide the organisation I love.

This has been a full and thriving year with many key developments taking place at Carers Leeds. I am pleased that we have been able to focus on reaching out to more carers across the city this year. We have managed to increase our reach to over 10,000 carers and the outreach work we are doing in hospitals, GPs and universities has increased significantly. This has really made a difference to carers' lives. And that's what our service should always be about.

As well as securing new partnerships and building on existing partnerships we are also delighted that our new IT system, Charity Log has been launched

enabling us to monitor our work and evidence our impact in a much more robust fashion. This system has allowed all our partner organisations in the combined service to 'talk to each other' via this database and as we all know...it's good to talk!

This year we have increased our charitable funding with the successful bid to Henry Smith Charitable Trust. This has enabled us to support our city's young adult carers for a further three years and also helped us develop our work with parent carers. We are pleased that we are now in a position to employ a dedicated Parent Carer support worker as well.

An ongoing development into another core programme of work is supporting working carers. This has seen significant progress in Leeds University and Leeds Beckett University. Funding from the Clinical Commissioning Groups will allow us to develop support for working carers of people with dementia in the work place. We are also engaging with businesses in the city and delivering carer training for carers of people with dementia.

In November 2015 we successfully transferred a great carers support staff team from Alzheimers Society to Carers Leeds. We welcome their skill and expertise in enhancing our support to carers of people with dementia.

It is important to us that we recognise some carers may find it more difficult to access our services. We continue to strive to create the right environment where all carers feel respected and acknowledged when they use our service. An example is the training of one of our support workers in British Sign Language to enable deaf carers to access our service.

Staff and trustees fed into the 3 year business plan. This has helped us map the future to support our growth in the years ahead. Working together as one team has helped us establish a culture within Carers Leeds of trust and positivity and a

desire to learn from each other. I never doubted this would happen.

We also work with our partners from the private and public sectors and are grateful for their support. Good working relations with Leeds City Council, the Clinical Commissioning Groups, other third sector partners and Leeds Community Foundation all reinforce my maxim that none of us can do the job as well as all of us can by working together.

Thanks go to the huge generosity of British Gas, Direct Line Insurance and Market Insurance as well as individual donors who all help us deliver our service.

With full buy in from staff and volunteers we have achieved Pqasso Level 2 as well as Investors In Volunteers. This gives our work the quality assurance which is so important in working with and for people. It has been a rewarding

year and I am thrilled that we could make a difference to so many carers across this wonderful city of Leeds.

I am proud to lead a team of the most dedicated staff who identify and support carers and some of the most vulnerable people in the city. We have over 10,000 people now receiving our newly revamped newsletter. We are more active than ever with social media, with our Twitter account reaching over 2500 followers. Over 100 volunteers give of their time generously and unstintingly and over 50 staff who make up our combined carer support team work together to deliver a high quality service to carers and professionals.

We are not finished. There is much more to do and I thank everyone who will help us continue to turn our vision of reaching all unpaid carers across the city...into a reality.

In 2015/16

3,753

New carers contacted the service for support

10,300

Contacts were made with carers offering information, advice and support

1,620

Home visits were made

660

Drop-ins took place at Carers Leeds or in community venues

Information, advice and support: One service for adult carers in Leeds

In June 2014, four different carers services united to form a combined carers service based at Carers Leeds. The project supporting carers of people with dementia joined Carers Leeds in 2015 to form one complete service for all adult carers in Leeds.

With a view to creating a streamlined service offering ease of access to carers, time, effort and energy were directed to bringing the work together. Changes in working structures for staff were put in place to deliver this new service. Despite considerable internal upheaval, the

changes to services for carers were implemented smoothly. As we look back on all the changes of the last 2 years, what becomes apparent is the improvement of the service to carers who now only have one place to contact for support, regardless of who they care for.

“Help from Carers Leeds came at just the right time. I now know exactly what to do and where to go for the help we need.”

What do carers want?

The information, advice and support service answers enquiries from carers on a huge range of subjects. Not surprisingly, getting a break from caring and respite options are common enquiries, as are welfare benefits, money issues, access to services and issues around social isolation. Our resourceful Carer Support Workers support

carers around other difficult issues too, such as housing problems, problems at school, making complaints – whatever the carer-related enquiry, our Carer Support Workers will do their best to help. We don't define ourselves as a signposting agency and will only signpost to another service when necessary and appropriate.

How do carers get information, advice and support?

We support carers in as many different ways as possible, in order to create a service that is fully accessible to the diverse community of carers in Leeds. We talk to carers on the phone via the Advice Line and we see carers at:

- **Drop-Ins**
- **Appointments**
- **Home Visits**
- **Meetings in community venues**
- **Hospitals**
- **GPs and other healthcare settings.**

Appointments and training courses are held in the evenings and at weekends for those carers who find it difficult to be in touch with us during office hours.

Carers Leeds staff are constantly in touch with carers. Evaluating the impact of the service is an ongoing process with staff feeding back to managers on effectiveness and the need for change. Staff are committed to delivering a dynamic service sensitive to carer need and incorporating carer feedback.

“It's always good to know I can drop in to Carers Leeds or phone when I need more information, or if I need to talk.”



Outcomes



Supporting carers in healthcare settings



Work with Neighbourhood Teams

2015/16 has seen the relationship between Carers Leeds and the integrated Neighbourhood Teams develop with referrals of carers identified by Community Matrons, District Nurses, Social Workers and other professionals significantly increase. This innovative collaboration between statutory services and the third sector has

made inroads into identifying vulnerable carers in community settings and offering support alongside meeting the needs of the person they are caring for.

Over the year 120 referrals were received from Neighbourhood Teams.

GP based Carer Clinics

Carer clinics are now established in five GP surgeries across the city covering Morley, Middleton, Seacroft, Kippax and Wetherby.

140 information, advice and support appointments with carers took place in these practices.

Dementia Carer Support in Leeds Teaching Hospitals

A specific service to carers of people with dementia or memory problems in Leeds acute hospitals has been offered for 5 years. Much of the work has focussed on involving carers in discharge planning and ensuring carers are informed about services available to them in the community. Carer Support Workers are now a familiar sight on the wards which care

for older people with dementia at St James' and Leeds General Infirmary and consistently good feedback has been received about this work.

“Thank you! Being able to get some help for myself when my husband was in hospital was worth so much.”

Supporting carers of people with dementia or memory problems

De-Caf Central – Carers Leeds Dementia Café

A successful dementia café has been run monthly during 2015/16 from our city centre premises.

A speaker or activity is organised for each session which is enjoyed by up to 20 carers and the person they care for.

“We came here not feeling very happy today but we have thoroughly enjoyed ourselves and it has really cheered us both up. Thank you for a wonderful afternoon.”



West Leeds

We have been fortunate to work with West Leeds Clinical Commissioning Group to support carers of people with dementia living in this part of Leeds. The service works in partnership with 38 GP practices as well as with the Patient Empowerment Project,

which offers social prescribing. The Carer Support Workers see carers in their own home or in the GP practice with a view to ensuring that carers get the information, advice and support that they need to maintain a sustainable caring relationship.

Training for carers

Training is delivered to carers of people with dementia or memory problems to enable them to better manage their caring role. Sessions on understanding dementia, accessing support as a carer, financial and legal issues and planning for the future.

The course has been delivered at the Carers Leeds office and also in

Neighbourhood Networks and GP practices. 124 carers have accessed the training during 2015/16.

“Welcoming leaders, friendly and interesting group. Good advice and understanding.”

Implementation of the Care Act

The Care Act was implemented in April 2015. This legislation has offered many additional rights to both carers and people in need of social care. Extensive consultation between Adult Social Care and Carers Leeds has taken place to make sure that carers in Leeds are getting the services to which

they are entitled. Working in partnership with Adult Social Care helps us achieve the delivery of Care Act rights by the co-location of Social Workers at our city centre offices. As a result of this, we have seen a significant increase in carers receiving formal Carers Assessments.

Hospital to Home (H2H) – partnership working with Age Uk

The H2H service helps older people who have either had a short stay in hospital or who attend A&E and do not require admission, to settle back at home. Many older people attend A&E with a family carer and the H2H partnership work has allowed us to offer support to those carers, many of whom do not have information on all the help and support that is available. A Carer

Support Worker will often visit the carer at home and make sure that appropriate support services are in place. This successful scheme aims to support the carer to continue safely in their caring role.

Male Carers

Research from Carers Trust indicates that 42% of carers are men. This suggests that there are 30,000 male carers in Leeds. Evidence also shows that male carers are more likely to be in employment than women and often working full time. It can therefore be

difficult for men who are caring to get the support they need.

Male carers are regular attenders at the carers support groups we run across the city. We also run a male carers group with events organised in response to requests from men.

42% of carers are men



Young Adult Carers

135

Young Adult Carers supported during the year

Carers Leeds has run a project, funded by Henry Smith Charity supporting young adult carers since 2012. Experience from delivering this support demonstrated the need to extend the service to carers aged 16 and over. The service now specifically works with carers aged 16-25, allowing smoother transition from child to adult services.

Additional short term funding from Carers Trust for young adult carers who are not in employment, education or training (NEET) has been welcome as has the additional funding from Henry Smith Charity which has allowed us to continue this vital work until 2018.

Group work with young adult carers has grown from strength to strength and the young people, apart from enjoying peer support and getting a break from caring, have met with staff from Leeds City College and Leeds University as well as benefiting from sessions on stress

management, developing healthy relationships and exploring skills for work. Visits to develop self esteem and confidence, such as outdoor pursuits and Marrick Priory have also been successful.

Ongoing one-to-one support is also available on all caring related issues. Young people are actively involved in how the service develops and what is offered to new carers contacting us for the first time.





The Bereaved Carer Project

This essential project delivers one-to-one and group support to carers who have been bereaved. The project is funded by Leeds CCGs, and has established four main goals:

- **To support a bereaved carer to reduce feelings of isolation**
- **To provide an opportunity for a bereaved carer to talk about their thoughts and feelings**
- **To provide helpful information and advice**
- **To increase the knowledge of professionals around the need for bereavement support for carers**

The Support After Loss Group offers bereaved carers the opportunity to socialise and build confidence in getting out and about and enjoying activities and events in the community. Trips and events are arranged and have included trips to the theatre, local museums and gardens. A time limited therapeutic support group has also been run.

This work is meeting a complex need – carers who are bereaved not only lose their loved one, but also their identity and role in society.

Robust evaluation, supported by Leeds University, has produced excellent feedback on the support offered.

113 bereaved carers have been supported since the service began in 2014.

Parent Carers

We are delighted to have appointed a specialist Parent Carer Support Worker during 2015/16. Supporting parent carers has always been a Carers Leeds priority but the impact of the implementation of the Children and Families Act, with its clarification and extension of the right to services for parents and carers of children and young people with additional needs, has highlighted the importance of one Carers Leeds post focussing specifically on this work.

Regular contact has been made with Childrens Centres, schools, Specialist Inclusive Learning Centres and NHS Childrens Services with a view to promoting the support available to parent carers.

With our new workers in post, we intend to offer more family friendly

activities and have a much greater community presence in services helping children and young people with additional needs.



Supporting carers from Black and Minority Ethnic (BME) communities

The combined carers service has a strong commitment to making sure that carers from the diverse communities of Leeds are offered culturally sensitive support. A specific support service to BME carers is delivered through our partnership work with Touchstone Support Centre. Further development of the service to BME carers is delivered through both sites.

BME carers can choose to join any of our carer support groups, some of which are specifically for carers from BME communities.

As Carers Leeds grows, we will respond to identified need and improve our offer to the diverse range of carers in Leeds. We will strive to make sure that carers from newly emerging and migrant communities will be able to access all the support we provide.



Carers Support Groups

We have a very successful programme of monthly support groups that run across the city. These vary from generic to specialist groups and include social groups, recovery groups, and 2 book groups. Carers attend these groups for social contact, for a break from caring, to get information and generally to relax and feel cared for by our staff and volunteers. Groups can have between 8 and 20 people attending.

During 2015/16 28 monthly support groups ran. They were available in different locations across the city

with groups in LS8, LS14, LS15, LS17, LS18, LS23, LS25, LS27. We also ran groups for parent carers, carers of people from black and minority ethnic communities, for young adult carers and for people affected by another person's drug and alcohol use.

We now produce a booklet with a list of all our support groups, dates and venues – please phone on **0113 246 8338** to get a copy.

In 2015/16

515

Carers attended groups

312

Group meetings during the year

“My monthly support group is a lifeline – I don't get much time off from caring. I really enjoy that 2 hours meeting with other carers and relaxing.”



Education and Training

Over the year, we consolidated our expertise in delivering training for carers and about carers. This extended to training for carers of people with dementia (see page 7), training commissioned by Adult Social Care for care workers and others in understanding issues affecting family carers. We continued

to deliver our on-going training to social workers in carers' issues.

We also ran 3 courses in Moving and Handling for carers.



Caring Well Training

The Caring Well training was commissioned by Public Health with a view to supporting carers in their caring role and building sustainable, healthy caring relationships. This training course, which began in 2014, has been very successfully evaluated by participants. In response to feedback, the course has been condensed and for 2016/17, 2 x 6 week courses have been organised. With regular attendance of 12-15 carers, the course has given participants an opportunity to look at their caring

role, explore ways of caring for themselves and share ideas on how to care with confidence.

“Suddenly coming here has opened up my eyes – knowing what’s available.”

Support for people affected by another person's drug and alcohol use

This service supports people affected by the substance or alcohol use of someone they know, whether that is a family member, a loved one or a friend. This client group is known as 'Concerned Others'.

Concerned Others face a number of disadvantages. For example, isolation and feelings of exclusion are common and Concerned Others often feel guilty and responsible for the user's choices and behaviour which can cause conflict within families. Concerned Others can experience mental health issues, stress and often intense anxiety about the welfare of their loved one. Concerned Others will frequently have to deal with domestic violence or abuse. Financial abuse is a common experience within households with addiction issues.

The service will help with:

- **Boundary setting**
- **Coping strategies**
- **Detaching with love**
- **Conflict management**
- **Enabling**
- **Managing lapse / relapse**

We provide social, psychological and emotional support and offer Concerned Others an experienced and professional service that addresses issues for which there is very little support or few other options.

The substance user is not supported by this project.

In 2015/16

134

New contacts

920

On-going contacts

148

Attendances at groups

Volunteers at Carers Leeds

**Volunteers are
an essential
part of the
Carers Leeds
workforce**

Volunteers bring a unique set of skills - many are carers or former carers themselves and are in an excellent position to support carers who come to our service. Our reception service is predominantly staffed by volunteers.

**Many volunteers help with events
and are an essential part of
sending out our newsletter to
over 10,000 people.**



**We thank all our 100+ volunteers
for all the time they give and the
enrichment they provide to the
Carers Leeds service**

Call 'Cos You Care: A volunteering project supporting socially isolated carers

Call 'Cos You Care is a Department of Health funded project which offers informal support to socially isolated carers by trained volunteers. Many carers, often older carers, find it difficult to be away from the home because of their caring responsibilities or their own health problems.

A Call 'Cos You Care volunteer



Getting a Break from Caring: The Time for Carers Fund

The Time for Carers Fund has been managed by Carers Leeds for over 15 years. Funding has been made available by Adult Social Care and the NHS to enable carers to take a break. During 2015/16 carers were invited to apply for £250 towards the cost of a holiday or break – applications to the fund can only be made once every 3 years.

This fund is extremely popular with carers and for many people offers the only chance they get to have a holiday. Families with a child with additional needs are particularly well represented in carers accessing this fund.

537 carers received a grant from the Time For Carers fund during 2015/16.

Opera North: Community Engagement Scheme

Carers have benefited from Opera North's Community Engagement Scheme set up to strengthen Opera North's relationship with local communities. Free or very low cost tickets have been available for most operas, live music at the Howard Assembly Rooms and special events put on specifically for community organisations. We have been very fortunate to participate in this scheme opening up opera, jazz and world music to carers who may not have considered attending this type of arts entertainment before.

"I didn't think I would enjoy the opera, but when a ticket was offered to me I thought I'd give it a try. I really enjoyed the evening – the music, the singing, the costumes were wonderful and it was lovely to get out of the house. I'll definitely try to go again."

Events for Carers

Carers need a break from caring and value support from other carers. This important statement underlies much of our work. Our events programme allows us to support carers in getting a short break from caring and brings carers together to support each other. Some of the events we ran in 2015/16 were:

- Visits to Leeds United Elland Road for 'Carers Corner Flag Café' and a family friendly tour
- Day trip to Scarborough in Carers Week for carer and

cared for person

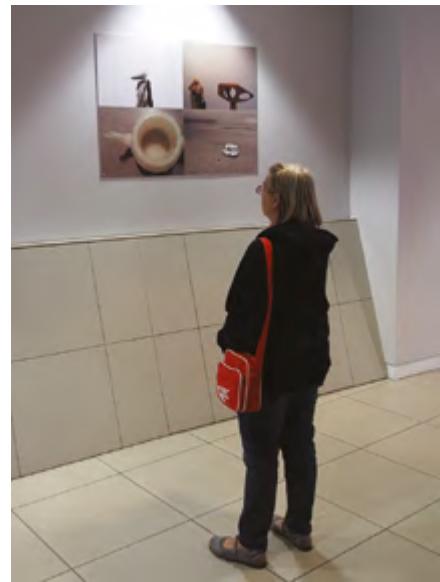
- Male carers trips to Hebden Bridge, the Christmas Market, the 'Owl Trail' and a boat trip on the canal
- Visit to Abbey House Museum
- Breakfast at Carers Leeds to celebrate Britain's Best Breakfast (Carers Trust event)
- Drop-In cafe for carers of people with long term heart conditions – runs every 2 months

We were also delighted to have a stall at Leeds Pride again.



Angles of View

During 2015/16, the Arts Council funded photography project was completed. This was a partnership project with the community arts organisation Skippko. A dedicated group of photographer carers met regularly and participated in dark room sessions, sessions using an SLR camera, visited the Hepworth Museum in Wakefield and the Industrial Museum in Leeds. The project ended with a celebration at the prestigious National Media Museum in Bradford, where photographs taken during the previous 18 months were displayed. This was a fantastic project which participating carers found inspiring.



Wellbeing Sessions at Carers Leeds

Our commitment to delivering massage sessions for carers to help with stress management continued throughout the year. Following some re-organisation of rooms, we were able to create a new, quiet, peaceful space where carers could have a short but complete break from caring.

These sessions are very much appreciated by carers. We ran 156 sessions during the year.

"A great service, felt so much more relaxed. I actually took some time out for myself."

Thank You.

**We are grateful to be supported
in many different ways by a
whole range of organisations.
We would like to thank:**

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- Carers Trust
 - Leeds City Council Adult Social Care
 - Leeds City Council Public Health Department
 - The three Leeds CCGs
 - Department of Health
 - NHS England
 - Leeds Community Foundation
 - Henry Smith Charity
 - Leeds University
 - Leeds Trinity University
 - Leeds Beckett University
 - Leeds City College
 - Markel Insurance
 - British Gas
 - Direct Line Insurance
 - Marrick Priory Outdoor Centre
 - Lovell Park Centre
 - Vale Circles
 - Autism Hub
 - Clarion Solicitors
 - Integrated Financial Planning
 - The City Press Leeds Ltd



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