



falkirk & clackmannanshire
carerscentre

Inform | Support | Involve

Our Year 2014/15





Introduction

On behalf of the Board of Directors of Central Carers Association, I am pleased to present the Annual Report for the financial year 2014-15 and at the same time introduce the new branding for The Princess Royal Trust Carers Centre (Falkirk & Clackmannanshire), now to be known as **Falkirk and Clackmannanshire Carers Centre**. The re-branding was the result of a process involving local carers, staff, board members and professionals we work with and the final design is a bright and modern new logo and strapline – **Inform | Support | Involve**. These were the keywords used by the people who use our service and who work with us when asked to describe what the Carers Centre means to them. In this report, you will see examples of how the Carers Centre has informed, supported and involved carers throughout the year.

I would like to thank everyone in the organisation – Board members, management team, staff team and volunteers – for the contribution they have made over the year to the work of the organisation.

Margaret CV Cheyne, Chair, Central Carers Association

(Pictured above: L to R: Jim Lapsley (Company Secretary), Agnes McMillan (Centre Manager), Margaret Cheyne (Chair), Jim Allardyce (Treasurer))

Manager's Report

As ever, this has been a busy year at the Carers Centre which has seen the number of adult and young carers we support steadily increasing. Over the last 5 years, the number of new adult carers accessing support each year has grown from 263 to 928. This is partly due to the success of the projects funded by the Reshaping Care for Older People's Change Fund that have allowed us to: identify and support carers at the local community hospitals when the person they're caring for is discharged from hospital, or is at risk of being admitted to hospital; provide a programme of Care with Confidence sessions for carers in their own communities; develop personalised Carer Support Plans to help carers achieve the outcomes that are important to them; and provide opportunities for carers to have their say on local and national issues for carers.

This funding ends in March 2015, however, we are hopeful that we will be able to extend the reach of the projects to include all adult carers using new funding provided by the Scottish Government to implement the integration of health and social care.

Continued funding through the Scottish Government's Autism Strategy has also allowed us to provide dedicated one to one and group support to adults who are caring for someone with autism and young carers who have a sibling with autism.

The following report provides an insight into the work carried out by the dedicated staff and volunteers at the Carers Centre over the last year and I would like to take this opportunity to thank them.



Central Carers Association seeks to ensure that carers of all ages in Falkirk district and Clackmannanshire are recognised and valued, receive the information and support they need to allow them to care with confidence and in good health, and are empowered to have a life of their own outside caring.

Looking after each other is something that we do

Inform

Information was provided to carers by our team of workers based in the Carers Centre in Falkirk, our Alloa Office in Ludgate House Resource Centre, Forth Valley Royal Hospital, Falkirk Community Hospital and Clackmannanshire Community Healthcare Centre through one to one contact and Care with Confidence sessions. Information was also distributed widely to carers and professionals through carer awareness sessions, workforce learning opportunities and the wide distribution of our newsletter and other resources.

- We provided a range of information resources for carers and professionals including 6647 leaflets, 108 information packs, 51 emergency packs, 235 GP appointment cards, 240 young carer information resources

We produced and distributed

6250

copies of our newsletter to carers and professionals



- 41 carer awareness sessions were provided for 856 professionals

169

Care with Confidence sessions were delivered on **91** different topics at **14** different locations, with **1068** attendances by carers

Reviews showed that, as a result of one to one contact with a Carers Support Worker, 95% of carers felt more confident in their caring role

In a review carried out in June 2014, **100%** of carers said they felt more confident in their caring role as a result of attending Care With Confidence sessions



carer awareness sessions were provided at community groups with



people attending



young carer awareness sessions were delivered in schools

Support

Carers accessed individual and group support throughout the year including:

Carers Assessments • Welfare Benefits • Grants • Short Breaks • Form Filling • Emergency Planning • Coming Home from Hospital • Pampering • Friendship • Social Activities • Informal Advocacy • A Listening Ear • Peer Support • Befriending • Signposting

- 928 new adult carers and 131 new young carers accessed support
- 259 regular support group activities took place with 1610 carer attendances
- 233 adult carers and 183 young carers attended regular support groups
- 14 carers participated in a singing workshop at the Carers Centre during Carers Week. Due to the success of this event we applied to Carers Trust for funding to provide a further 6 workshops

2,140
adult carers
+
249
young carers
were supported



1,424
adult carers
+
67
young carers

received one to one support

Reviews showed that **90%** of carers felt their health and wellbeing had improved as a result of one to one support

Short breaks fund

Funding from the Short Breaks Fund (Better Breaks) allowed us to provide activities and outings for children with additional support needs and their families during the summer, October and Christmas holidays

Funding from the Short Breaks Fund (Creative Breaks) allowed us to provide grants to 92 carers for personalised short breaks

youngstart

Delivered by



Funding from Young Start allowed us to provide a range of activities for young carers including: roller skating, archery and magic shows; and trips during school holidays to the zoo, safari park and M&Ds



The Young Carers Befriending Project received a further 3 years funding from Children in Need allowing 22 young carers to be linked with a volunteer befriender

Involve

The Carers Centre provided and promoted opportunities for carers to have their say in service planning (including Carers Centre services) through participation in strategic planning meetings, consultations, focus groups, carers forums, surveys and evaluations.

- 407 carers and 103 professionals participated in local and national carer engagement and involvement opportunities, getting their views heard on a wide range of topics including:

- Self-Directed Support
- Carer Legislation
- Housing
- Integration of Health and Social Care
- Local Authority Budgets
- National Care Standards
- Residential Care
- Falkirk Older People's Services
- NHS Forth Valley Clinical Services

-
- Carers Centre staff attended 202 meetings with professionals to promote the needs of carers and 86 planning group meetings to represent the needs of carers

-
- 12 young carers attended the Young Carers Festival in West Linton in August

29 

young carers have a Young Carers Authorisation Card to ensure they are included and involved by health professionals

Reviews showed that

89%

of carers felt more involved in planning and shaping services as a result of one to one support

Reviews showed that 87% of carers attending events and activities felt more involved in planning and shaping services and support

A celebration event was held in Clackmannanshire in March to recognise the success of the Care with Confidence programme and develop ideas for future sessions



Outcomes

We provide a range of opportunities for carers to tell us about the difference our service makes to them – through carer support plan reviews, evaluation questionnaires and focus groups; and video diaries, text messages and smiley faces favoured by young carers.

Carers told us that, as a result of their involvement with the Carers Centre:

- their health and wellbeing had improved
- they felt more confident in their caring role
- they were more able to pursue a life outside caring - work, education and leisure
- their financial situation had improved
- they were able to 'have their say' and have their views taken into account



Case Studies

The following case studies help to illustrate the outcomes achieved by carers as a result of accessing support from the Carers Centre:

Jane's husband was admitted to Forth Valley Royal Hospital after suffering a stroke. She was referred to the Carer Support Worker based at Falkirk Community Hospital who visited her at home. During the visit they discussed the impact of becoming a carer, combining caring for her husband with her part-time job, and the support services that were available for her and her husband. Together they developed a Carer Support Plan to help Jane achieve the outcomes that were important to her.

The Carer Support Worker accompanied Jane to her husband's discharge planning meeting and afterwards they discussed some of the points raised.

Once Jane's husband was home, the Carer Support Worker visited them and helped them apply for Attendance Allowance, a blue badge and arranged an assessment for self-directed support.

The Carer Support Worker kept in contact in the months following discharge and made sure Jane was aware that the Carers Centre was available for any future support she required. When they reviewed Jane's Carer Support Plan, she reported that, as a result of the input from the Carer Support Worker she is now more confident in her caring role. She also stated that she feels her emotional and financial wellbeing are better than they would have been if she had not received the support of her Carer Support Worker.

Jane felt more confident in her caring role and her emotional and financial wellbeing improved

Eilidh is 14 years old and is a young carer whose brother has autism. Over the last year, Eilidh has been attending the secondary girls' Sibling Group consisting of 8 girls who have a sibling on the autistic spectrum. Prior to attending the Sibling Group, Eilidh's relationship with her brother was very poor and she felt like she was the only one who had a brother like hers.

The young carers participated in activities such as making a sibling book which allowed them to express their own feelings about having a sibling with autism and share this with the others in the group, making them feel less alone.

The group also provides the young carers with a break from their caring role where they don't have to talk about autism and can have fun. In the past year, activities included pampering sessions and going out to dinner.

Eilidh also participated in the sibling drama group, which included acting exercises, script writing and producing a drama video aimed at helping to raise awareness of autism and the issues faced by young carers who have a sibling with autism.

Eilidh enjoys the group – she feels her confidence has been improved by attending the drama group. When asked to describe the group Eilidh said it was "a break".

Mum has reported that she feels the group has been very good for her daughter as she gets to share her experience and has the opportunity to let off steam about how she feels. She feels her daughter has become more confident and more able to speak about autism.

Attending the sibling group and making new friends who understand has reduced isolation and improved emotional wellbeing for this young carer and increased her confidence

Treasurer's Remarks

The formal Annual Accounts refer in one section to the achievements and performance of the organisation. The ever increasing number of new carers each year continues to reflect the growing range of services we provide, resulting from the organisation identifying the availability of new funding streams and achieving success in funding applications. Much of the new funding is made available by Scottish Government in recognition of the role carers fulfil in health and social care in the country.

Carer Information Strategy funding continued into a 7th year with a clear indication that plans are to provide funds for an 8th year. Again this ensures continuing support and the further widening of awareness of the needs of the ever increasing number of carers identified.

The need for respite breaks, clearly identified as crucial to the continuing role carers undertake, is now widely recognised. Short Break funding streams once again provided funds to meet popular and much needed respite opportunities.

Autism development funding, unfortunately coming to an end next year, continued to provide the development of the specialist support and training for adult and young carers affected by autism. Identification of new carers continued to be above the expected level in this carer area.

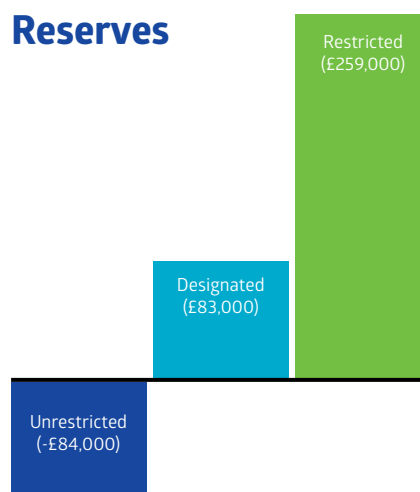
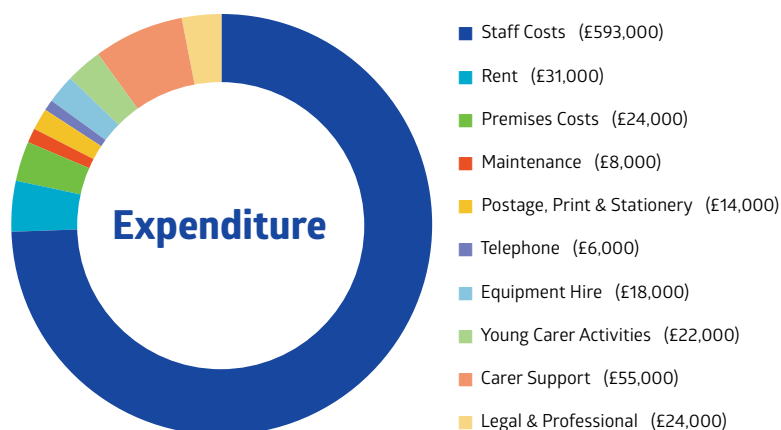
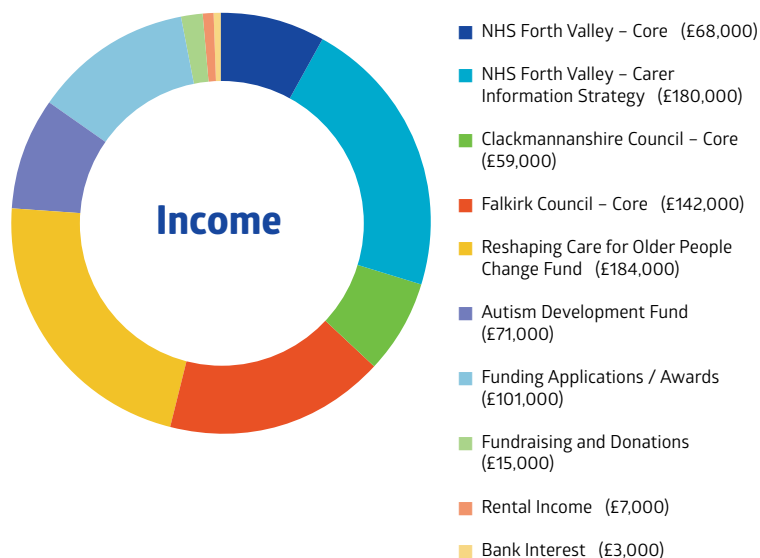
The provision of support for older carers and carers of older people continued with funding from The Reshaping Care for Older People Change Fund. The established initiatives continued to provide support, education with strong focus on the hospital discharge processes.

Fundraising continues with donations greatly welcomed from Trustees and Friends Groups, events and the generosity of individuals.

Donations from Polmont Rotary, Larbert East Church, Forth Valley College Students, CF SLA Committee, Greenpark Quilters are among the significant donations received. The financial constraints facing our key funders are recognised and the organisation greatly appreciates the funds provided.

Close monitoring and rigorous controls continue to be applied to all spending, allowing the organisation to accomplish the provision of expected services within the continuing situation of tight financial constraints. These controls and cost monitoring resulted in a surplus which should have increased our general reserves, but a further increase in the pension liability following actuarial valuation has totally eliminated our reserves balance.

As always, we make available our Audited Accounts and Directors Report for the year to any person wishing to see them on request.



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Falkirk & Clackmannanshire Carers Centre is managed by a board of trustees elected from the membership of Central Carers Association, a voluntary organisation comprising carers and those with an interest in carers' issues.

The organisation is a Company Limited by Guarantee (Company No SC184443) and a Registered Scottish Charity (No SC023658).

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