

Together we are the Carers Federation



Annual Reports 2015/16



Together we are the Carers Federation

Chair and Chief Executive's joint message

Welcome to the Carers Federation Annual reports 2015/2016



“Because
people
don't fit
in boxes”

These half dozen words have provided Carers Federation with the inspiration to innovate and design services around what carers and their families want since 1992. They helped us develop our culture and values from which our mission was established.

We provide a tailored range of innovative services to carers, people for whom they care and the community, planned and developed in true partnership with our funders and the people we exist to support.

We are proud to present our Annual Report for 2015 - 16 as evidence of our continued adherence to the values at the heart of our work. This Annual Report details some of the measures taken in the 12 months to March 2016 to fulfil the strategic objectives of our Corporate Plan. Carers Federation's Business Plan 2014-2017 had prioritized the following areas for service development and delivery.

1. Carer Support
2. Mentoring and Offender Support
3. Advocacy and Patient and Public Involvement
4. Training and Research to be delivered through CF Trading Company Ltd

There is no disguising that last year was another difficult year for the Charity sector. Year-on-year Public bodies are being required to deliver service savings, under the guise of the Efficiency Agenda. Again in 2015, many Local Authorities and Government departments were expected to make up to 40% savings. As a result, many front-line services to vulnerable people are being rationed through the raising of eligibility thresholds; or in some cases are no longer being provided. Likewise, funding that would have traditionally been made to the voluntary and community sector has greatly diminished or has stopped altogether. The impact on vulnerable people, many of whom are suffering long-term financial hardship, has been profound. Demand for services increases year-on-year as voluntary sector organisations close due to lack of funding or those that survive face continued cuts to their services and budgets. It is such a climate that brings the achievements of our staff and volunteers into sharper focus. You can read about these achievements in detail in the body of the report but to wet your appetite it is worth mentioning;

- The records set by Carers First in Nottingham city for the volume of support work undertaken especially the number of Carer Assessments completed following the introduction of the Care Act
- The Innovation award won by Action for Young Carers for the mobile phone app they developed to support young carers
- The development of Carers Champions and the new support being offered in GP surgeries across South Nottinghamshire
- The ongoing work with prisoners who are caring for fellow inmates with health and social care issues
- De Montford University gaining accreditation for the Carers Federation Quality Standard
- The support we provided to a number of HealthWatch organisations in becoming independent stand alone bodies

The end of the year also heralded a major change within Carers Federation. Dr Julia Tabreham who founded the organisation in 1992 alongside Sheila Hurst, announced her decision to move on to pastures new. Julia had been Chief Executive for so many years it was hard to contemplate the organisation without her dynamism and energy. She has a new position on the Board of the Parliamentary and Health Service Ombudsman but will continue to serve Carers Federation as an ambassador as well as play a key role in securing and working on any research projects we wish to undertake.

Finally we want to say a big thank you to the Carers Federation Board, all the staff and volunteers and to our other stakeholders for the difference you have made to so many lives over the last year.

“I was falling apart. Carers Federation helped to put the pieces back together. The attendance allowance has made so much difference. Getting the changes made around the house means he is now more independent and less reliant on me – I am starting to live my life again”

Trish Cargill
Rob Gardiner





Carers week – carers take time out to chat and get support from other carers. Other carers sort out plants for their gardens thanks to donations from local market gardens and nurseries

Adult Carers Support

Carers First

Choice



Building
Resilience



Person
Centred



Empowerment

Flexibility



Carers First – Nottingham City Council

What Carers First Does

In the run up to the Care Act 2014 coming into force, Carers First worked closely with Nottingham City Council to ensure that we were all geared up to meet the new legal requirements in supporting carers. Every Carer is entitled to a Carers Assessment and Carers First started doing these for the first time with carers at the start of 2015. Supporting Carers through this process, enables them to decide what they may need in order to keep caring. These Assessments recognise and validate the role of the unpaid Carer.

2015 - 2016 saw an increase in Referrals to the service demonstrating the value of improved promotion of the service and increased partnership working. Carers First offers culturally appropriate and impartial information, support and outreach contact. We have a cultural group that meets Quarterly with South Asian workers who are able to communicate with carers who have very little or no English. Our African Caribbean workers facilitate a regular Windrush group of mainly older carers from the Caribbean. Support workers still work across the different communities in Nottingham City and we have a Polish speaking volunteer who is working with the support workers.

The Carers First service refers carers, where appropriate, to the Carers Federation Counselling service and where Young Carers are identified to the Action for Young Carers service. These services offer additional support to families.

Caring with Confidence –

Is a course for carers that we run several times a year. Sessions include

- Caring & Communicating
- Caring & Me
- 1st Aid

The feedback we receive from carers who attend is that it transforms their way of thinking and managing situations with the person they care for. Carers tell us they recognise the need to look after themselves, their health and wellbeing, if they are

going to do the best for the loved one they are caring for. *"It has reinforced the importance of not denying my stress."*

"I gained good knowledge on how to cope with difficult situations in my caring role."

Case Study 1

Caring for Mother

Carers Assessment carried out.

The carer cares for her mother who is 85 years old and was diagnosed with bi- polar disorder many years ago (formally known as manic depression). Her mother also has recurrent UTI, chronic leg problems, hypertension, hernia, osteoarthritis, kidney disease and chronic cardiac failure.

The carer who we will name Amy is finding caring for her mother very stressful and is concerned for her mother's safety. Care Assistants were put in place December 2013 to meet Amy's mother's personal care needs. However, the mother refused the package of support offered and would only accept her daughter providing the care. Domiciliary care workers continue to go in 2 times a day, the cared for continues to refuse to engage. Amy believes this arrangement is going to completely break down and put more pressure on her.

Amy is an only child and supports her mum to the best of her ability but is finding it increasingly difficult. She is particularly concerned that she is also to lift her mother and how this impacts on her mother's health conditions.

When we started the Carer Assessment, Amy recognised that her own health and well being is affected by all the worry and demands. She stated that she feels her concerns are not listened to by the services in place for her mother's care.

During her mother's recent assessment by Social Services, mum responded to most questions with "my daughter will sort this." In spite of this her mother's behaviour is difficult and challenging with constant criticism that her daughter is not doing things right, and is not good enough. In exploring the impact

of this, Amy shared how she doesn't feel like she achieves anything and raised concerns that she is not caring for her mother's needs

In the course of the assessment we discussed with Amy the positives of accessing our in house counselling service where she can offload and work through the "emotional abuse and blackmail" she described as having endured for the past 60 years. Amy agreed to such a referral and counselling was arranged within a couple of weeks. Amy's support worker continued to support her alongside the counselling. The main focus was on developing Amy's confidence and assertiveness skills to challenge not only her mother's behaviour but the attitude of some of the professionals involved with her mother's treatment and care. This led to Amy's mother having a short period of respite in a nursing home where some of her medical needs were met and her health conditions stabilised. Amy's mother was discharged home only after accepting the package of health and social care support on offer. There continued to be a role for Amy but one that was less onerous. With the stress reduced Amy, with our support began to put the pieces of her own life back together.

Sessions

41

43

Individual Carers attending

Benefits and Funding –

we look with all carers as to whether they are receiving the full benefits and entitlements (Attendance Allowance, Personal Independent Payments etc). Very often this not the case and they

Adult Carers Support

Carers First

need help with completing application forms or advocacy in getting the right adjudications.

Part of the support we offer is to look for funding where Carers may be experiencing hardship. This includes for example: washing machines other household goods, debt relief or respite time away with the person they care for.

Respite – Carers First can also provide access to Respite where there is not a Social Care package in place for the person cared for. This is short term, over a maximum of 12 weeks, but it may be possible to re-access after a break.

36

Carers that used the Respite Service in hours delivered

Partnership working with NCHA

1079

Groups/Events – these are key to how we support Carers. They give respite from their daily routine, offer opportunities to meet with other Carers and get information provided by other professionals.

"I found it very helpful and informative, I have already made use of the information I have received. So happy I came".

Statistics

104

Local Authority Carers Assessments

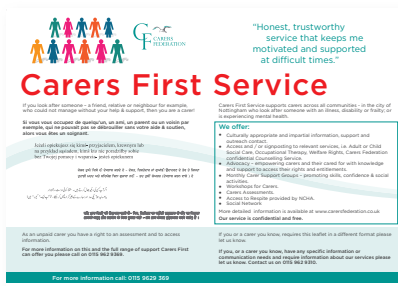
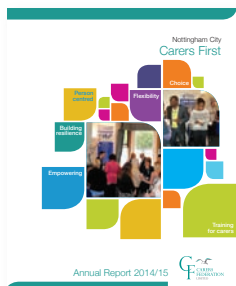
£30,534

Funding for carers

Carers Allowance, Attendance Allowance, ESA, Holidays, White Goods



Carers First – Nottingham City Council



What Carers First wants to achieve

- More people coming forward recognising they are a carer and asking for support if they need it
- That the support process empowers carers, develops their resourcefulness and thereby equipping them to provide effective care for as long as they want; as long as they can
- That carers can access their full range of entitlements
- That professionals recognise the value of carers, listen to them and involve them in the treatment and care of their patients
- That carers can have a life outside of caring.
- That the carers' voice is heard by decision makers and influencers
- Carers to stay healthy; we will support carers to remain mentally and physically well.
- Carers to remain safe from harm

Case Study 2

Carers First involvement

The carer is a Caribbean man called Joe he is in his forties.

Joe cares for his elderly mother, Enid. Joe supports his mother emotionally, attends appointments with her, cooks and cleans. There is a care package in place for her personal care. Enid, a Caribbean female, was widowed from her second husband, a white British man, 4 years ago. Enid was moved into sheltered accommodation two years ago by her two children and was diagnosed with dementia around the same time.

Joe has recently moved back to the area after serving a custodial sentence.

Joe has his own property, however Joe stays overnight 3 to 4 times a week to care and attend regular appointments with his mother due appointments being previously missed.

On referral the carer support worker:

- Started an assessment that explored the issues raised about possible, neglect, Enid's access to adequate money for food, electricity and other utilities. Financial abuse
- Developed a plan with Joe that included contacting the named social worker to let them know current situation, for instance there was only 1 meal left for Enid and it was the weekend. We asked if she would liaise with the power of attorney to arrange for shopping or access to some finances. Social worker agreed.
- The support worker spoke to Carers Federation safeguarding lead and discussed the situation at length. A safeguarding report was recorded and sent to the Local Authority Social Care team. This was followed up by phone calls and as a result of these concerns being raised the following actions took place
 - A mental capacity test was conducted by approved assessor (Enid was deemed to have capacity)
 - Power of Attorney was withdrawn from Enid's children, leaving Enid responsible for own finances and can access them.
- Joe was offered Counselling and signposted to an advocacy service. Joe has his own advocate
- Shortly after this Carers First closed the case.

Statistics

Telephone Support **3069**

348 One to one

23 Support group

17 Events **340** approx people attending

1200 Newsletters

Carers week – carers take time out to chat and get support from other carers. Other carers sort out plants for their gardens thanks to donations from local market gardens and nurseries



“You gave me time when you didn’t have to – at the end of a group – but recognised that I needed it; and I was so thankful to you for that.”

During Carers Week all carers who attended our Carers Centre event were offered a free health check and reminded that they can get free flu jabs in the autumn.



Supporting each other

“Just being on the end of the phone is everything.”



“Many thanks, very supportive and caring but unfortunately cannot change the adult care system.”

Retford Carers Group summer boat trip

“Thank you for the support you offered. I would not hesitate to contact you in the future if I needed your support; my husband has made good progress.”

Referrals out

Referrals to Young Carers

17

38

Referrals to Respite Service

45

Referrals to Counselling Services



Adult Carers Support – County Service

Championing Carers in G.P surgeries.

Most patients who attend a GP surgery with a long term condition or disability get help and support at home from a family member. Some have help from neighbours or friends. The Care Act 2015 recognises that these people are acting in the role of unpaid carers and wants to ensure that if they themselves need support in what they are doing, they can access it.

We know however that in such situations we might not recognise ourselves as carers – we would see ourselves as the wife, partner, husband, daughter, son neighbour etc. We won't necessarily know that we are entitled to support and we are not always told about it. This means that carers often carry the heavy burden of caring on their own and this can impact on their physical or mental health, social life, employment or employability, finances, etc.

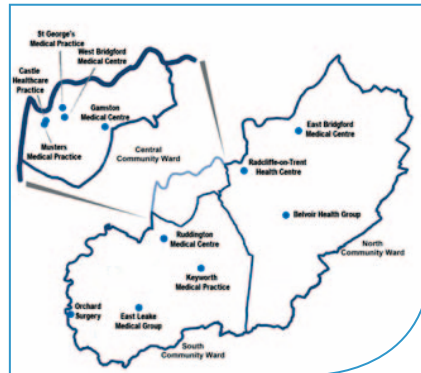
With the support of the local Clinical Commissioning Groups in the Districts around Nottingham, Carers Federation have been making bold attempts at changing this.

To the South and East of Nottingham

In 2015 Rushcliffe CCG have contracted Carers Federation to deliver a service to carers in their area.

The service started in April 2015 and has been successful in supporting Carers Champions in each surgery. Carers Federation support workers have been undertaking brief interventions with carers who are identified through surgeries and have helped champions to clean up the carers registers held by some surgeries. In the first year of operation we received 93 referrals and had 274 brief interventions with Carers referred

We find it really useful being able to signpost patients who need help to you and advising them that you will be available for help in the practice.
(Carers Champion Gay)



To the North of Nottingham

From September 1st 2015 Carers Federation have been commissioned by NHS Nottingham North and East Clinical Commissioning Group to deliver a one year pilot service which will work closely with all their medical practice members and local secondary schools to support unpaid carers.

Initially, Carers Federation contacted every medical practice raising awareness to the needs of carers and promoted the benefits of each having a designated Carers Champion. All of the 21 medical practices now have at least one Carer Champion in place. The role of the Carer Champion is primarily to coordinate the access to information and support,

Carer Champions have established their own regular meetings offering champions a space to share good practice, new information and barriers they are facing.

Working together with each Carer Champion, we have developed an individual action plan for every medical practice. Each action plan is unique and takes into consideration the resources available to the practice, the local community and the needs of their registered carers; plans are all reviewed by the practice and Carers Federation at least every 3 months.

To the West of Nottingham

On 1st February 2016 the Carers Federation were pleased to be awarded a Contract by Nottingham West CCG. This is to work in the area with the local CCG to provide a service supporting all 12 Medical Practices across the area working in partnership with the named Carers Champion in each Practice. The aim of the service is to support Practices in identifying unpaid Carers, to provide up to date information on where to go for support. Embed knowledge and understanding of Carers throughout the Practices. The Carer Champion Forum meetings, once a Quarter will continue to give Carer



Adult Carers Support

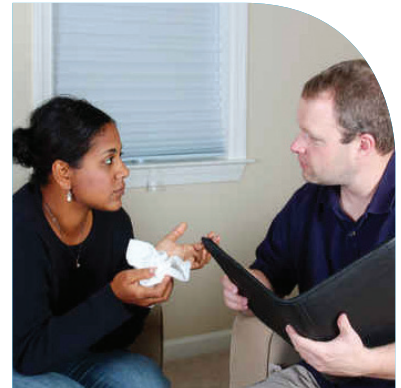
GPs

Champions the opportunity to share ideas and practice. We currently have a Carer Support Group in the Eastwood area, we will set up a support group in Stapleford and Beeston so there will be three groups across the area for Carers to attend.

This service is brand new we will be able to share the progress with you in our next Annual Report.

Helping to identify Young Carers

As part of each of the above contracts, Carers Federation have been asked to help reach young carers. We have been doing this by developing relationships with local schools where we provide posters and information for notice boards, do a presentation at school assemblies and educate staff in carer awareness. We also encourage schools to identify young carers leads among staff. It is early days with this work but we are seeing an increase in the number of young carers identified in the area and these carers are being pointed in the direction of help and support.





Action for Young Carers

Building
Resilience



Safeguarding

Empowering

Person
Centred



A year of Partnerships, a year of successfully working together to benefit young carers

Action for Young Carers

Carers Assessments

As a result of additional funding from the Nottingham City Clinic Commissioning Group, the AYC service has managed to offer over 100 assessments to both Young Carers and their families. Out of the 100 assessments, 35 have been local authority statutory carer's assessments. Assessments and care plans are the foundation for appropriate and effective support. At AYC they identify what needs to be done and who we will need to involve to make things happen that lead to positive outcomes for the young carer and their family.

The partnership with social care

Carers Federation worked strategically with Nottingham City council to effect a smooth introduction of the Care Act 2014. This involved regular meetings between key commissioners and operations managers and our Adult Carer service managers, our Young Carers manager and our deputy CEO. These meetings ensured that systems were synchronised and staff trained so that at 1st April 2015 AYC were able to undertake Statutory Carer Assessments for the L.A. and help fulfil obligations under the act. This allowed us to build on an already strong coalition of partnership work between the Adult Social Care Team, Adult Rapid Response team and Carers Federation AYC which has better targetted families with the most appropriate support to reduce caring duties for children and young people.

- Last year 78 of the Young Carers we worked with had been subject to some form of safeguarding issue because of the complex and potentially dangerous situations at home. It is imperative that AYC works closely with other services, sharing information to keep these young people safe from harm

AYC works hard to have a quick impact on the lives of young carers and their families. At initial assessment we try to identify clear practical things that we can do to reduce any crisis or stress. Our

primary aim at this time is as highlighted above – reducing the caring role to more manageable levels for the young carer. Our assessment and review processes tell us when this has happened and support plans are changed to offer a less intense level of support. These plans might typically focus on the young carer's education, their health or their social life with the aim of mitigating some of the impact of their role as carer. Furthermore at every initial assessment each YC is offered a Young Carer ID card. The card helps Young Carers to be easily identified by schools, GP's, hospitals and social carer staff.

Case Study 1

Example

High levels of support were needed by one particular family to immediately reduce some of the domestic tasks the young carer was undertaking. As his mother's illness got worse the Young Carer had taken on more and more of her physical care. At 14yrs, he was doing most of the housework but also helping his mother with washing, showering and getting dressed. Working with Adult Social Care we arranged for home care assistants to take on these duties. This in turn helped the young carer to attend school on a full timetable. The young carer now talks about how his confidence and self esteem has grown and how he is now more involved with AYC. He has become particularly active in consultations around improving the service.

The partnership with schools and education

Action for Young Carers support workers have provided 45 one to one support sessions to YC's within the school environment this year. This person centred support develops relationships where young carers feel safe to share their concerns and worries. These can include being late, struggling with homework, bullying and the pressure of exams. We work with these young carers to develop plans and strategies they can use to overcome some of these difficulties. This will often involve

talking to the school about their role at home and how it is impacting on school life. The AYC role will be to also explore what changes can be made to what they have to do at home – small changes in routine at home can very often supplement any flexibility and additional support provided by the school.

In addition to individual support, we undertook over 100 visits to schools; these tended to be to promote the service through awareness raising sessions or attendance at parent's evenings. We also needed to have a presence at a number of team around the child/safeguarding meetings.

Team around the child or CAF (Common Assessment Framework) meetings are the method of coordinating action to support children. These will often be led by schools but on many occasions they are led by AYC because we have a closer relationship with the child and their families. AYC support workers continue to advocate on behalf of the Young Carers either through a CAF or by approaching designated teachers to discuss individual needs. The schools we work with tell us about significant improvements across a range of areas - resilience, social integration, confidence and attainment within school have increased. They also tell us that as a result of working with Action for Young Carers they find it easier to identify and support Young Carers at an earlier stage in their education.

The partnerships with other services

20% of families have been referred to Telecare who have provided various alarms and adaptations to reduce caring roles and encouraged the cared for to be more independent.

AYC have worked in partnership with East Midlands Ambulance Service, the Dogs Trust, Kooth, Nottingham University and City Care Health Promotion to provide a variety of awareness raising sessions around keeping safe, child exploitation, looking after pets and 1st aid training, the groups have offered young carers' time to relax have fun and play games and be themselves without being judged.

Action for Young Carers

AYC has also worked in partnership with The Refugee Forum to support Young Carers and their families who are very new to the country and coming to terms with their own life changing experiences.

Case Study 2

Example

AYC are currently support two YC's who have fled from Afganistan with their grandparents. Now in Nottingham the 2 girls are the main support for the grandparents who have the physical and emotional scars associated with war zones. Neither grandparent speaks English and we used interpreters to complete a statutory carers assessment for the family. This in turn encouraged involvement from Targeted Support, Telecare, the girls' school and the Refugee Forum. With such strong partnership work all the family are now receiving individual support to meet their own needs. We have been approached recently by solicitors to provide supporting letters on behalf of this particular family so they are not returned to their own country.

AYC work very closely with New Appeals who provide small grants to YC's and their families who maybe in financial hardship and therefore unable to provide some every day essential household goods such as cookers, beds, carpets etc. New Appeals will also support AYC by offering grants towards the cost of YC activities. This year New Appeals have provided a number of families and Young Carers with individual grants.



Over night
residential
breaks

2

24

young carer
groups
provided

80

Various
young carer
respite
activities



Action for Young Carers

Example – one YC was given a grant for over £500 to pay for a school trip which was extremely important to him as it was a football tournament. Also a Young Carer who had been supporting her mother with a Mental health condition for several years had never had a break since she was 12yrs, New Appeals gave over £200 so the YC could have a pamper day on her 18th birthday.

Year on year New Appeals support AYC to be able to provide various social activities and respite for the YC's.

In October 2015 AYC received a Special Prize (£1,000) from Intu Victoria Centre/Intu Broadmarsh for their partnership with The Carers Federation Action for Young Carers and Create. This was a very special day in which 12 YC's attended a prize ceremony at the Intu Victoria centre with the chairman and staff, the YC's also had an opportunity to have a behind the scenes tour around the centre.

This year was the last residential music workshop in France. Hosted by Howard Goodhall (Google him – he's a famous composer) and his family, this

has been a major annual event for a small number of young carers. Over the last 9 years, 95 young carers have made the trip to the middle of France where they undertook a week of intense musical tuition leading to them playing a concert to the village. This has been a fantastic opportunity with Young Carers able to talk about the confidence they return with and the fun times they had. This has been down to all the hard work of Howard, his wife Val and daughters Millie and Daisy.

France will be replaced from this year with a new music project currently being developed with the support of Howard and family that will attempt to give greater numbers of young carers the musical, social and learning experiences of France but a bit closer to home. To mark the ending of the France trips we are planning a 10th anniversary event here in Nottingham where we will try to get the 95 young carers back together and say a real big thank you to Howard and his family.

The partnership with young carers

Designed by young carers, the AYC app was entered into the 2015 East Midlands Health Innovation awards. It won in the Technology Enabled Carers Services (TECS) category and the prize of £3,000 came with the award.

Over 120 young carers are now signed up to the App and AYC have started phase two development. A young carer consultation group and the App institute (app developers) are looking at how self assessment toolkits can be refined, and how new features could increase usage. Analysis of individual submissions evidences that Young Carers who access the AYC service see improvements in their health and education as well as a reduction in feelings of isolation and stress

Each group that has been facilitated and provided for YC's has had input from YC's their voices are the key to the service delivering exactly what the YC's want.

As part of one – one support each YC's voice is heard, it is part of a worker's role to encourage and empower YC's to create their own action plans and identify their own goals.

One to One support

Young Carers are offered the space and opportunity to confidentially discuss their own thoughts, feelings and impact of their caring role and to identify with us the best solutions to issues they face. Young carers not only describe this process as empowering but talk about it as a blueprint for how they will approach difficulties in the future.

For example One young carer, aged 9, identified that they would like help dealing with worries as well as wanting to build their confidence. We looked at what worry is and why people worry and then made and decorated a worry box in which they could keep their worries, categorising them into solvable or unsolvable. When the sessions come to an end, the young carers have stated through feedback that the sessions had made them feel better about themselves and that they had learned useful coping strategies.

Group work outside of school

- Group work provides an opportunity to those Young Carers who feel isolated to meet other Young Carers of their own age, for this reason AYC have continued to deliver age appropriate young carer groups throughout the year
- This year has seen a new focus, offering blocks of 4 week sessions separated into age groups 5-8yrs, 9-13yrs, 14-17yrs
- Each block session has been delivered in a safe environment and safe space for Young Carers to meet other young carers and share individual experiences as a group
- Young Carers who have previously been nervous to attend groups in the community have thrived in the Young Carer groups; they have reported huge improvements in their confidence and self esteem. Many of the older Young Carers are now members of the Transitions and Future Pulse groups, which are both Carers Federation projects supported by Children in Need and Nottingham City CCG.

Young carers have been provided with one-one support outside of school.

65

35

Young carers received Statutory Carers Assessments

Action for Young Carers

Young Carers Activities Days

Sherwood Pines



Young carers Group



Launch of the new Action for Young Carers App

Statistics

100

Newly identified YC's this year have accessed support from the service.

300

Young carers have used the service at any one time.





Counselling



Counselling

About Counselling

Counselling is used to help people come to terms with any problems they are facing, with an ultimate aim of overcoming them. It falls under the umbrella term 'talking therapies' and allows people to discuss their problems and any difficult feelings they encounter in a safe, confidential environment. The term can mean different things to different people, but in general it is a process people seek when they want to change something in their lives or simply explore their thoughts and feelings in more depth.

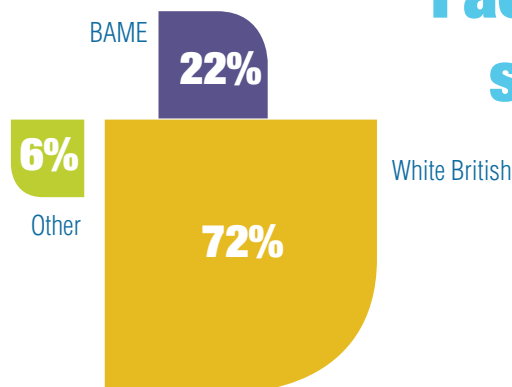
Clearly not all carers will need or want counselling. More often than not information, emotional support and some practical help will enable and empower the carer to effectively complete their caring duties, while leading fulfilling lives themselves.

For some carers the burden and strain has been too great, or they have other difficulties in their lives that lead them to not think clearly or to experience anxiety or depression. Having speedy access to the option of counselling can be a lifeline for some of these carers.

Carers Federation have been providing a counselling service to carers for nearly 20 years. Qualified counsellors are recruited from local colleges and volunteer their time to provide a professional service to carers that could not be valued more highly.

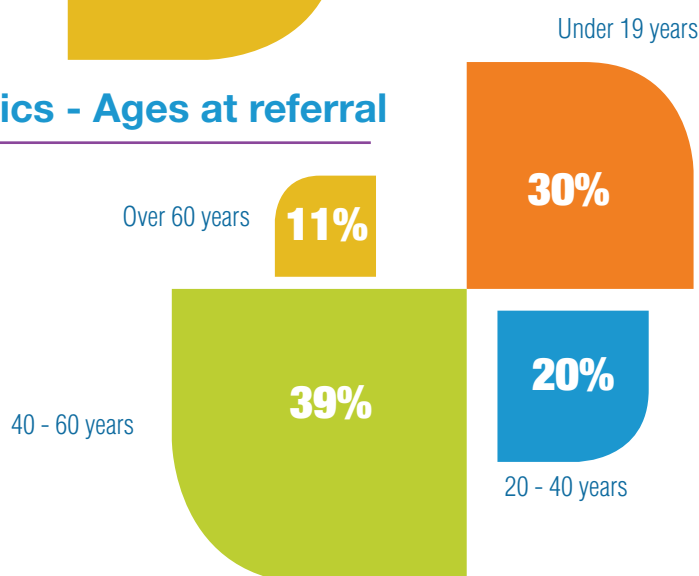


Statistics - Referrals

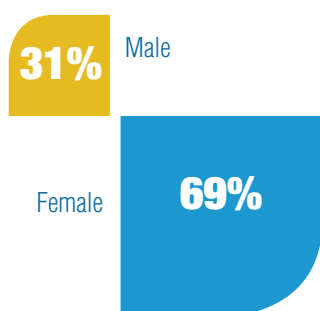


Face to face sessions

Statistics - Ages at referral

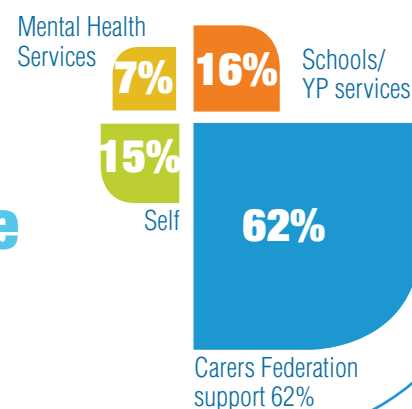


Statistics - Gender



New Referrals 264

Statistics - Referral



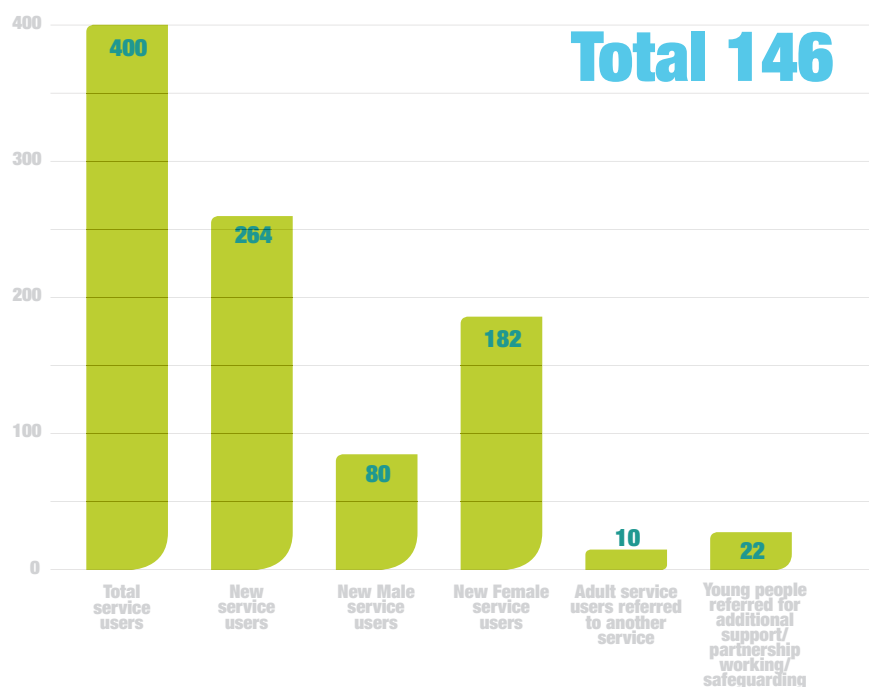
Total Service Users 400

Headline Stats

The Carers Federation Counselling Service:
The facts and figures

- During 2015/6, 264 referrals were received into the Service
- A total of 2249 face-to-face sessions were delivered
- The breakdown of service users accessing the service is 72% female and 28% male
- Carers requiring urgent help are fast tracked for counselling
- The service supports in excess of 30 volunteers who deliver the face-to-face sessions. All are provided with opportunities for personal development
- Training delivered in working with young people, Safeguarding, Working Creatively Working with Mental Health

Statistics - Services Delivery



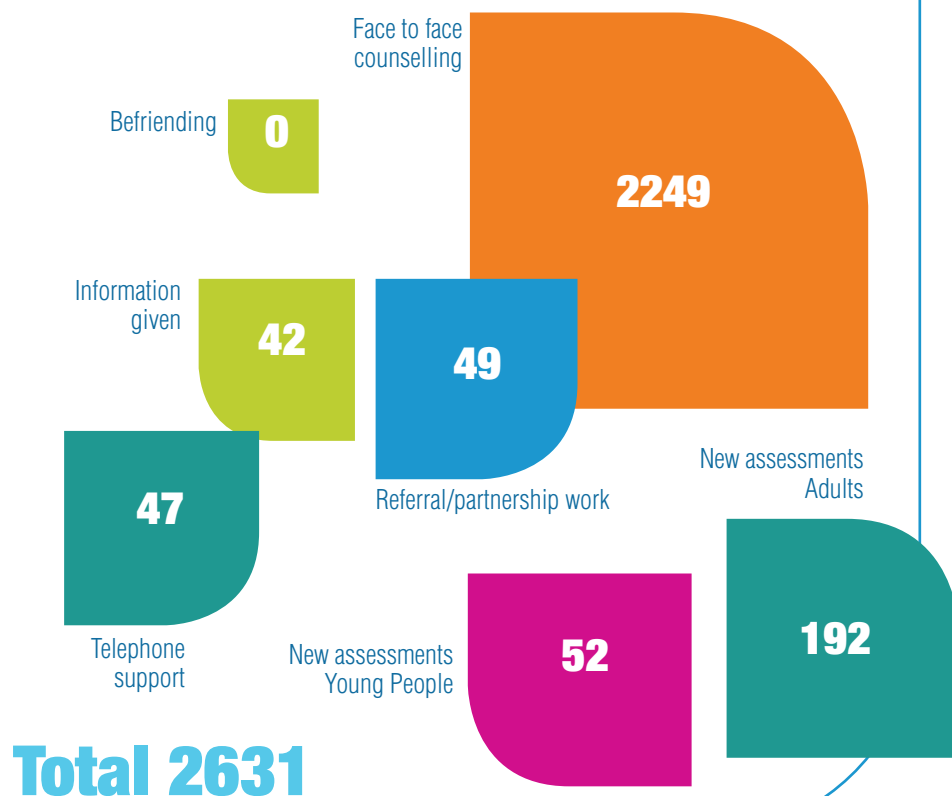
Statistics - Services Provided

Achievements

We offer individual counselling to support Carers with difficulties such as anxiety, low mood, and coping with difficulties that may arise due to the role of being a Carer.

We can also signpost Carers to support groups and relevant services within the city.

All clients are offered an initial assessment session by the Counselling Service Manager who will consider their suitability for the service. If our service is unsuitable, information and advice will be provided about other relevant services. Following the assessment, individual counselling, of up to 24 sessions, is offered by the team of volunteer counsellors, who are students in the second or third year of their training. They receive regular supervision to support them in this role.

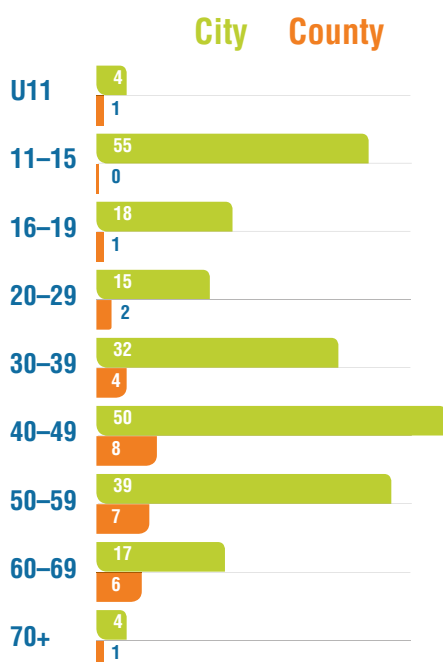


Counselling

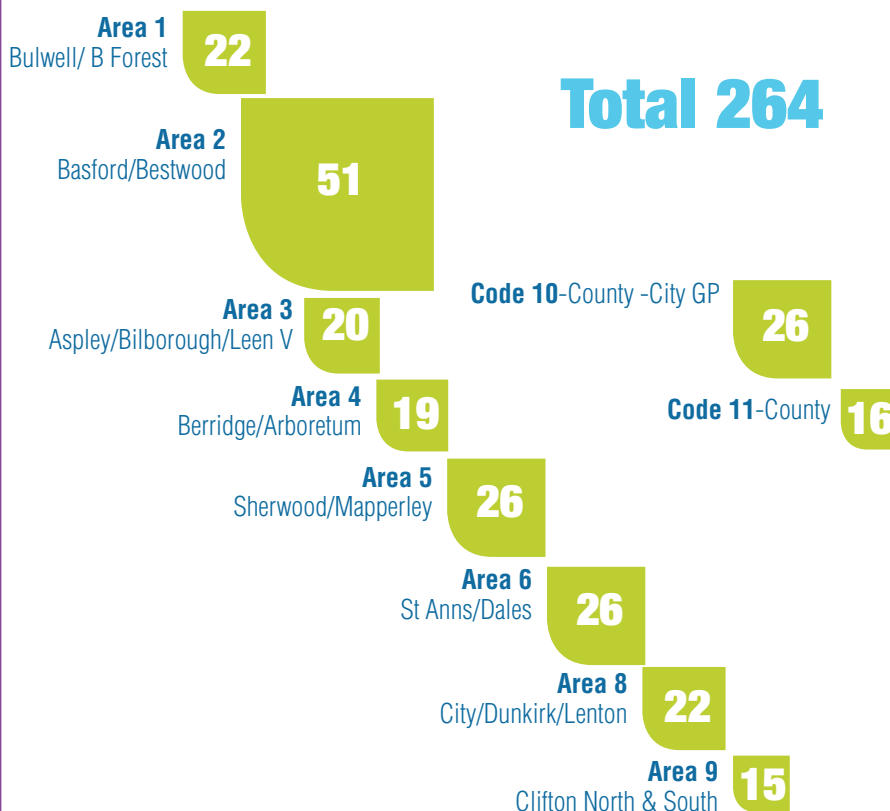
Statistics - Ethnicity

| | |
|-------------------|-----|
| Asian/Asian other | 13 |
| Bangladeshi | 1 |
| Black African | 4 |
| Black British | 10 |
| Black other | 3 |
| Black Caribbean | 6 |
| Chinese | 0 |
| Dual Heritage | 15 |
| East European | 11 |
| Indian | 2 |
| Pakistani | 5 |
| White British | 188 |
| White Other | 6 |
| Not Stated | 0 |

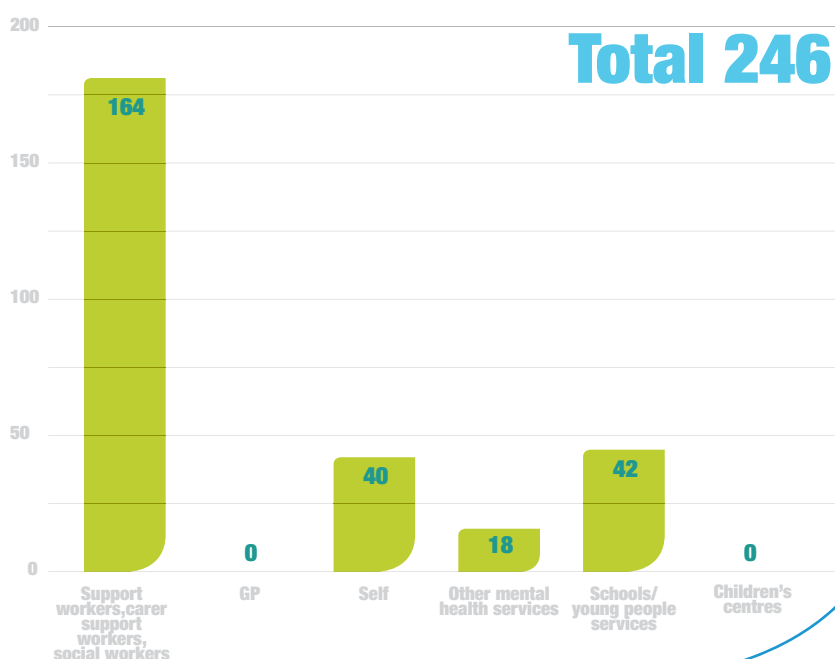
Statistics - Age



Statistics - Locality of Work (No of clients)



Statistics - Source of Referrals Pathways



The Many 'Faces' of being a Carer

Below is a drawing which a counseling client completed to show the complexity of being a Carer. The Carer was sharing the struggle with the multitude of emotions and demands on their time.



Case Studies

Case One

B is 49yrs and cares for her husband who has a severe enduring mental health problem. B was referred to Carers Federation by her GP. Her husband had become very anxious and depressed and found it hard to manage day-to-day activities. B found it difficult to cope with the situation and experienced a range of emotions including sadness, guilt, loneliness and fear of their future. She had also looked after her mother a few years ago, who had dementia and those negative caring experiences started to come back to her. She attended 24 sessions of counselling. These sessions helped her to identify her negative thoughts and feelings and replace them with more positive ones. She was then better able to understand husband's emotional needs and through the counselling was able to deal with his behaviour in a therapeutic way. She was more able to identify her own positive qualities, which enabled her to increase her self-confidence. This improved her relationship with her husband and her ability to cope with caring for him.

Case Two

Client M was self-referred into the counselling service as she was struggling with the care of her mother who has Alzheimer's. M worked full time and had no close family or siblings to help with the care. Feeling isolated, struggling with the conflicting emotions evoked and lacking understanding from her employers, she was at the end of her tether.

Counselling provided M with a non-judgemental space to share her feelings and empower her, supporting her through a very turbulent and emotional time in her life.

The outcome was that a very different person emerged through the counselling process enabling her to make some very difficult decisions about her and mother's future.

"Thank you for all the marvellous help and support you gave me when I was a carer. I don't know how I would have coped without your kind help"

What Clients Have Shared about their experience of Carers Federation counselling.

- Healing is possible
- I don't need to be scared of my feelings or overwhelmed by them. I learned this by watching my counsellor not be overwhelmed by them
- My old template was pretty faulty. Reasonable when it was formed, but faulty in the long-term
- It's ok for it to be about my needs
- All of me is acceptable, some of it's not so pretty, some of it I don't like, but it's all human
- Reaching out to another person when you need help is a sign of strength not a weakness
- is just another emotion
- We can only know ourselves in relationship
If the relationship isn't a good one, we learn

to believe lies about ourselves. If it's a good one, we can learn to love ourselves

- The only way to heal some of the losses is to mourn them. I can endure the losses, which can't be corrected, and I can get what I need to go on
- Expressing something you want that you can't have and being understood, far from being futile, is incredibly healing
- There is nothing wrong with having needs
- Other people's boundaries are just that, theirs, and say more about them than they do about me
- Mistakes are just that, mistakes, and can be learned from
- For reasons beyond my understanding, having someone witness your pain and stay with you through it is incredibly powerful and healing. Going through your own pain teaches you to stay with others through their pain. This makes it worth going through
- We never stop needing other people

Challenges ahead

Over the course of the coming year, we intend to: -

- Build resilience and provide developmental opportunities within the service.
- Continue to offer volunteering opportunities and develop good practice
- Effectively monitor and seek feedback from service users
- Continue to promote the service and attract referrals from a number of sources
- Explore recording outcomes to support future development and funding of the service

With Thanks to Oakwood Academy, Nottingham City Clinical Commissioning Group, Action for Young Carers, Adult Carers Service, Djanogly Academy, Nottingham City Care and all the other agencies who have supported and referred into the service.





Health Watch/ICA

Choice



Building
Resilience



Empowerment



Team
Work

Flexibility



Health Watch

Healthwatch & Independent Complaints Advocacy 2015-2016

During 2015/16 Carers Federation have continued to deliver Independent Complaints Advocacy services and Healthwatch Development programmes across the Yorkshire and Humberside, North East, Cheshire and Merseyside and Greater Manchester regions.

Quality, teamed with a client centred approach has once again been a key focus to how we deliver our services. By listening to and taking on board the feedback we have received from our service users we have continued to make improvements in how we deliver our services to ensure we are getting it right. Recent figures show that 98% of people who accessed our Advocacy services said that they were very satisfied with the service they received and would certainly access our services in the future. In April 2015 we were successful in retaining our Independent Complaints Advocacy contract across many of our existing areas:

- North East
- North West
- Greater Manchester
- Yorkshire & Humberside

Additionally we were successful in our bid to retain Cheshire and Merseyside for a further 3 years which also included the delivery of Care Act Advocacy HMP Liverpool

1. HMP Kennet
2. HMP Altcourse
3. HMP Styal

The Care Act element of the contract was an exciting new challenge to which our Cheshire and Merseyside team have excelled. The delivery of care Act Advocacy in the 4 prisons is now fully operational and proving to be extremely successful, seeing a month on month increase in referrals. The production of bespoke information leaflets developed and distributed within each establishment has helped to raise awareness and

shape the service within each prison.

Across the North East region the team have excelled in delivery building on existing relationships with Local Healthwatch organisations to ensure an integrated and seamless service from Advocacy to signposting

What our clients had to say about the service

"Can I just say a sincere thanks to everyone and if I do need you again I will for definite contact you. I will pass your details onto my friends too. Great service. Felt confident"

"There didn't seem to be any restriction on how much time and effort went into my case. Sessions were unhurried and well-paced. Help was practical but I wasn't dis-empowered. The support provided gave me the enthusiasm and initiative as well as the incentive to take my case to the Ombudsman at a time when I had run out of steam".

"Carers Federation Advocacy provides a listener, an advisor, a friendly manner and a knowledgeable and non-directive guidance entirely appropriate to the function it seeks to fulfil"

Statistics - Supported



**Total supported
3561**

Continued Healthwatch Success with the Support of Carers Federation

This year Carers Federation successfully enabled South Tyneside Healthwatch to float as an Independent organisation, this follows in the tracks of our success in establishing County Durham, North Tyneside, Darlington and Blackburn with Darwen Healthwatch organisations.

We will be continuing to work alongside our Healthwatch Boards in Gateshead and Doncaster to support the establishment of credible and independent organisations with the capability to listen, understand, influence and operate independently at a strategic level.

Successes have already been achieved in Doncaster and Gateshead.

Doncaster Keeping Safe Forum

The Doncaster Keeping Safe forum has been a real success for Healthwatch Doncaster. The forum is a friendly, approachable forum that any adult in Doncaster can join. The main aim of the forum is to support Adults in Doncaster to keep safe from all types of abuse. The forum works in partnership with the Doncaster Safeguarding Adult's Board to share information and consult on issues affecting local communities in relation to Keeping Safe.

The forum meets on a regular basis and a number of topics have been covered in the meetings, these have included Scam Awareness training, Fire Safety, Food Safety and Hate Crime. At the request of forum members and in partnership with the local authorities lead officer on Hate Crime a poster was produced by the forum to increase the



awareness of the local reporting centres in Doncaster's local communities.

Working Collaboratively to make Change

Where possible our Healthwatch programmes seek to work collaboratively with Local Authorities, Community organisations and other Advocacy other providers by sharing information to support the improvement of services delivered locally. Links continue to strengthen across all sectors to ensure the profile of our services remain high and that we are easily accessible and reachable to both volunteers and service users. This has approach has led to success in Gateshead.

Survey of patients experiences of GPs and Out of Hours Provision

Healthwatch Gateshead (HWG) was receiving anecdotal comments from residents on problems with access to GPs and the Out of Hours Provision. HWG acknowledge that there appeared to be a common theme both regionally and nationally and decided to establish a clearer picture for Gateshead residents. This work was undertaken with support from the Gateshead Clinical Commissioning Group, who helped define a base point for the level of service Gateshead patients should expect. A questionnaire was developed to gauge patients' experiences on the following aspects:

- Booking appointments.
- Out of hours' provision
- Dignity and respect.
- Continuity of care.
- Patient information.
- Prescription services.

The report was presented to, and well received by the Care, Health and Wellbeing Overview and Scrutiny Committee, which resulted in the adoption of GP Access as an ongoing priority within their

strategic work plans. The report was presented to the Primary Care Joint Commissioning Group and a copy of the report was provided to the MP David Anderson who passed it to the Public Accounts Committee examining the issue of 'Access to General Practice in England'.

Volunteer Programme Update

Healthwatch Gateshead invested in a volunteer coordinator and have increased their volunteer base. Notable their enter and view representatives which has resulted in the first pilot enter and view being undertaken at the 'Teams Medical Practice'.





Mentoring

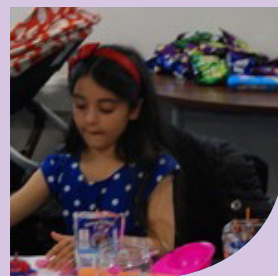
Choice



Building
Resilience



Person
Centred



Empowerment

Flexibility



Access to Health

Most of us have something to say about the NHS and the services it provides. We value highly the treatment and care provided but also have thoughts and ideas about how things might be improved. Children and young people in Nottingham have been given a voice and encouraged to let the professionals know their thoughts on the NHS facilities in Nottingham City. With the general aim of making medical and health facilities more child and young people friendly, a diverse group of young people have been brought together under the banner of Future Pulse.

The Future Pulse project is funded by Nottingham City CCG and delivered by Carers Federation in partnership with Bright Ideas Nottingham.

2015 has been a really positive year for Future Pulse as we reach more and more health services and young people become more familiar with the 'You're Welcome' and '15 Steps' awards.

The standards cover doctor's practices, chemist's shops, opticians and specialist services like the Health shop and the contraception and sexual health clinics. In the course of accreditation for the You're Welcome Standards these venues will undertake a rigorous review of their current practice.

"You're Welcome" reviews listen to the views of the Future Pulse group but also look at their policies and how they engage and interact with young people, how the environment (surgery / waiting area impacts on the younger patient.

There are now approximately 70 health services across Nottingham engaged with the project who have achieved one or both of the accreditations.

Over 120 '15 Steps' and 'mystery shops' have been completed by children, young people and young adults in Nottingham and their feedback has been used to help shape many health services.

Once Upon a Question

The Future Pulse team of young volunteers made up of approximately 30 children and young people from the city, have been busy gathering feedback from under 25's. They have designed 'Once Upon a Question...' a quarterly question used to gain opinions about particular aspects of health service delivery in Nottingham. They have also developed a series of 'Top Tips' to be disseminated to health services to help professionals communicate effectively with young people. Carers Federation and Bright Ideas provide training for the future pulse volunteers which included:

- Presentation skills – including radio presentations
- Media and events – getting the most out of social media
- Mystery shopping

The volunteer team are now seen as the ambassadors for the project. As well as advertising the service on radio, they produce regular newsletters and maintain a high level social media presence. Future Pulse were recently invited to the 'NHS England Citizen Assembly Conference' in London to talk about the project, they were also able to interview key professionals.

Future Pulse attended the PEN and NHS England Midlands and East event "What Are Children and Young People Saying About Their Experience of Care and What Are We Doing About It?." This was a great opportunity to showcase the brilliant work that is happening to improve health accessibility in Nottingham.

<https://twitter.com/futurePulse>

<https://futurepulsenottingham.wordpress.com/>



Mentoring



Transition Project

Young carers transitions project-mentoring

The Young Carers Transitions Project is now into its second year. Young Carers aged 14-19 from Nottingham City, Broxtowe, Gedling and Rushcliffe are being offered 1-1 mentoring support and life-skills workshops to support them as they transition to adulthood. It is positive to see that the project is getting more widely known and we had 30 new referrals this year. From these referrals we have offered mentoring support to 21 young carers and 28 young carers have engaged in group workshops, activities and consultation events.

The original plan was to focus on running life skills courses with a number of different interlinked sessions to each 10 week course. This year we have responded to what the young carers told us by offering more 1-1 mentoring sessions and more one-off life-skills workshops. These still have the same content as preplanned courses -, covering areas such as:

- employability skills,
- decision-making,
- confidence and self-esteem,
- communication and assertiveness



These are now arranged however more at times that suit the young carers and the content of sessions is based on their preferences. In addition we have started to take groups of young carers to the University of Nottingham Carers events and Nottingham Jobs Fairs. We have continued to invite groups of young carers to attend events at the University of Nottingham and Nottingham Jobs Fairs.

This year we have worked in partnership with Carers Federation Action for Young Carers to deliver training sessions to their groups, engaging in consultation events, and setting up of Activity Groups in the conurbation to be delivered from April 2016.



We have also been developing our Independence Toolkit, a resource for mentees and mentors which offers a structured programme of information, resources, and activities to build skills in specific areas. Based on feedback from young carers the toolkit will have sections on finances and budgeting, living independently, travel and transport, emotional well-being, relationships, decision-making. They have identified these as key areas for a learning resource and see it as a benefit to all young people not just young carers.

Young carers accessing the project have told us that mentoring has:

- Increased their confidence
- Improved their engagement in activities
- Helped them to feel less isolated
- Reduced barriers to engaging with services and friend
- Helped them to feel more positive about their future
- Supported them to develop a clear plan in terms of education/employment



Prison Social Care Advocacy

It is not widely recognised that prisoners have long term health conditions, disabilities, mental health issues in the same way as the non offender population. Carers Federation received a grant in 2013 to deliver a year long Social Care Advocacy Pilot which came to an end in April 2015. The pilot was one response to the fact that the Care Act came into force on April 1st 2015 and gave prisoners the same rights to health and social care support as that given to the general public. The pilot was seen widely as a success and we were asked by Whatton prison to continue the work for a further 6 months. In April the Prison Governor confirmed

that they wish us to continue our work for a further year.

Our work focuses on able prisoners (Social Care Advocates) who care for fellow inmates who have disabilities, long term conditions or are too infirm to cope with aspects of daily prison life. The Project involves managing, recruiting and supervising the day to day running of the this group of prisoners to help them better provide a range of social care support, information and advocacy to other inmates. Over the last year there have been a number of key developments:

- the recruitment of a Peer Co-ordinator has increased project capacity and prisoner involvement
- we produced new project information leaflets,
- We have improved the group supervision process and general day to day dissemination of information to other SCAs.
- We have created a database that is helping us to monitor and evidence the numbers of prisoners with social care needs and the level of need of those that we assist.
- Due to prisoners being released or transferred we have continued to recruit new peer social

Mentoring

care advocates with 13 successfully completing the Advocacy Training Programme last year. Prisons have their own cultures and unofficial rules and norms at it crucial that a project like this has robust selection procedures to ensure that prisoners signing up to the project have the right motives and values to deliver the support needed.

Quotes from prisoners in training

'A very beneficial training session, the information given helped me to understand the role'

'Very good, concise and to the point'

In Whatton prison 82 referrals for independent advocacy have been received. These range across a wide range of issues and concerns;

- Prisoner mobility
- Access to medication
- Aids to prevent falls
- Need for mental health support
- Incontinence
- And many others

'My most urgent needs have been met, thank you very much'

'I am pleased that this scheme is tailored to meet individual need'

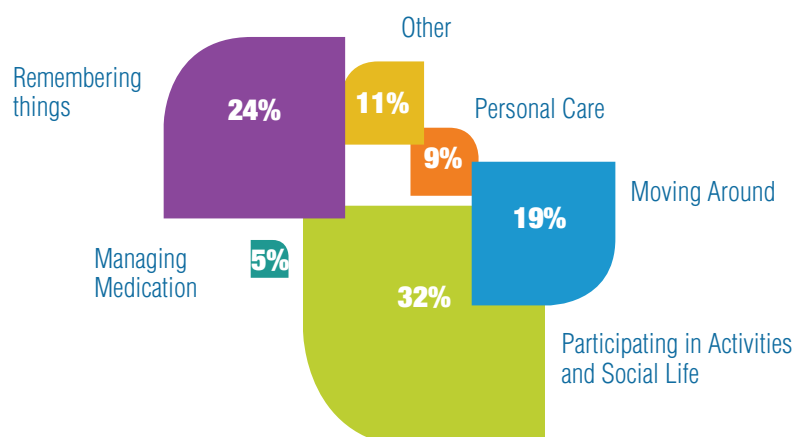
'A lot of worries have been dealt with, excellent'

Carers Federation looks forward to developing the project further over the next year.

At the outset of the project, Carers Federation staff worked very closely with inmates and prison staff to design the key features of the service we would deliver. This 'joined up' approach was instrumental in its success.



Statistics - Issues identified by Prisoners



Julia prepares for pastures new -
Captain of her new narrowboat





Nottingham
City Council

NHS
*Nottingham City
Clinical Commissioning Group*

NHS
*Nottingham North and East
Clinical Commissioning Group*

NHS
*Rushcliffe
Clinical Commissioning Group*

NHS
*Nottingham West
Clinical Commissioning Group*

healthwatch

Some of our funders

The collage features three photographs of groups of people, likely students and staff, posing in front of a building entrance. The collage is decorated with large, colorful, rounded rectangular shapes in shades of orange, purple, teal, and blue. The top photograph shows a group of nine people standing in front of a building entrance with the text '23 HOUSE' and 'CHURCHILL' visible above the door. The bottom-left photograph shows a group of people standing behind a green railing in front of a building. The bottom-right photograph shows a group of people standing behind a green railing in front of a building.

