

Annual Centre Report

2014-2015



Introduction

Lanarkshire Carers Centre reports to our funding partners on a quarterly basis through a performance monitoring framework agreed by NHS Lanarkshire, South Lanarkshire Council and North Lanarkshire Council. Quarterly reports are approved by the Board of Directors before presentation to our funders group that reviews the information, progress, developments and financial reports presented. This annual report supplements the information presented within the other reports which provide a more detailed analysis of the information presented.

Lanarkshire Carers Centre has completed a comprehensive review of our database reporting system and presented the information required by our funding partners in a new format for three out of the four reporting periods of 2014 -2015. Feedback on the way in which this information is now presented and the detail provided has been very positive. Development of a new bespoke database system is well underway and this will enable the organisation to record and report effectively in the future. Reporting on agreed carer journeys/support plans and the outcomes achieved for carers in Lanarkshire will be a key aspect of this new system.

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Further information can be provided upon request to:

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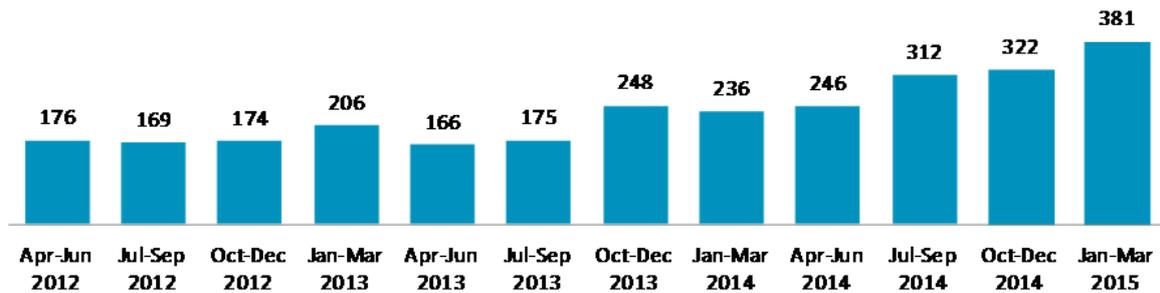
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Chairperson’s Introduction



The above graph highlights the steady increase each year (April 2012 to March 2015) in the number of new carers identified by Lanarkshire Carers Centre

Princess Royal Trust Lanarkshire Carers Centre Ltd was established in 1995 to provide a range of support services to carers across Lanarkshire. 2014 -2015 was a year of change for the organisation. As the main carer organisation providing support services and information to carers throughout Lanarkshire, the board, our staff, our volunteers and the carers involved know how important the services are. We want to ensure that Lanarkshire Carers Centre is in a strong position to continue to deliver the valuable services that we know make a difference to many carers in Lanarkshire.

This year we are celebrating 20 years in Lanarkshire an anniversary that coincided with a move for our registered office in Hamilton. At our AGM in October 2014, Florence Burke, Director of the Carers Trust in Scotland gave us an update about The Princess Royal Trust for Carers and how this now operates as the Carers Trust. As an affiliated network partner of the Carers Trust we now operate as Lanarkshire Carers Centre. The move in premises provided an ideal opportunity to fully adopt the brand and benefit from the national recognition it attracts. We are delighted that Princess Anne continues to be the patron of the Carers Trust which is an important part of the history of our organisation. We were also pleased to be joined by Mr Jamie Hepburn, Minister for Sport, Health Improvement and Mental Health and other invited guests to officially open the new premises following our move.

This annual report highlights the number of new carers contacting Lanarkshire Carers Centre over the 12 month period and how this has grown each year. The number of carers looking to access our services is growing. We are only able to respond to this if the organisation is well governed and operating efficiently and effectively. The changes we have implemented will help us work with more carers. The continued support from our core funders is critical to the organisation. We will continue to work with NHS Lanarkshire, North Lanarkshire Council, South Lanarkshire Council and the project funders such as the Carers Trust and Shared Care Scotland to secure our position for the future.

I'm well aware of the current financial climate, however I also understand the contribution that unpaid carers make to society and how important it is that we continue to support them with the important role they have.

Consequently, I would like to take this opportunity to stress the absolute necessity for Lanarkshire Carers Centre to continue its vital work in helping carers live better and healthier lives. The ways in which we support carers continues to grow and develop. As a carer myself I can totally vouch for the support, both emotional and otherwise, carers receive from the organisation, and also understand the impact for carers if these support services were not available. We have

welcomed the Carers Bill currently going through parliament and look forward to working with our partners in North and South Lanarkshire Council and NHS Lanarkshire to achieve the best possible outcomes for carers in Lanarkshire.

Board and Business Plan

The Board of Directors has overseen all the developments over the past year and is currently working on our business plan for 2016 – 2019 and will be taking this to our funding partners towards the end of the year.

The Board of Directors has a number of working groups that oversee particular aspects of the work. These include:

Staff and Recruitment

Practical Quality Assurance System for Small Organisations (PQASSO)

Fundraising

Each of these sub groups meet regularly and have an important role in the governance of the organisation. The PQASSO group was delighted when we successfully renewed our Level 1 at the end of 2014. There has never been a more important time for voluntary sector organisations to be able to demonstrate that they have high standards firmly in place. PQASSO gives us the framework to continuously improve the quality of service and aim to achieve best practice in governance and management of our organisation.

Lanarkshire Carers Centre has an important role to play in Lanarkshire and I would like to thank the staff and volunteers for their valued contribution that ensures that we meet the needs of carers in Lanarkshire.

Lanarkshire Carers Centre Aims

- To improve outcomes for carers throughout Lanarkshire by the provision of support services and information for people caring for family members or friends with an illness or disability.
- To influence the strategic direction of services to all carers throughout Lanarkshire

Lanarkshire Carers Centre Objectives

- To work with partners to identify, support and provide relevant information to carers on an individual and group basis
- To provide emotional and practical support to carers and assist in developing new support systems for carers, as appropriate
- To identify the nature/type of support that carers require and, where appropriate, to refer on to other organisations e.g. social work, health, department of work and pensions to help carers access the support they require
- To ensure carers are aware of their statutory rights, in particular, to an assessment of their support needs
- To provide information to partner agencies on carers issues as part of raising awareness and informing the future planning and delivery of services.
- To develop and implement a business plan which maps service delivery and service development over a three year period
- To report on a quarterly basis to funders on activity and outcomes for carers.
- To deliver services which are sensitive to the needs of individuals from a variety of targeted equality groups
- To deliver agreed aspects of strategic plans e.g. North and South Lanarkshire Carers Strategies and NHS Lanarkshire Carer Information Strategy.
- To work with funding partners to develop carer information which is accessible and meets carers needs
- To provide information and support through a variety of mediums, for example telephone line, drop in and outreach activity

Carers Support Service (North Lanarkshire)

- To promote the implementation of individual Carer Resource Plans and a Carers Journey for carers who provide regular and substantial care
- To ensure carers have access to a variety of opportunities and resource to support them in their caring role
- To promote carers as key partners in service planning and delivery of carer strategies
- To work with carer organisations and relevant agencies to raise awareness of carer issues to assist in ensuring positive outcomes for carers

Training Service (Lanarkshire)

- To ensure the delivery of a coordinated training programme of course relevant to carers which is responsive to their identified needs
- To liaise with other agencies and organisations to ensure carers have access to further educational opportunities
- To enable carers and former carers to be better prepared to re-enter employment
- To further develop carers awareness training programmes for health and social care staff

In addition to the above the organisation also supports several project activities which have their own specific intended outcomes.

Staffing

In 2014 Lanarkshire Carers Centre secured funding for a one year investment plan. The purpose of the funding was to sustain the delivery of support to carers whilst taking forward the strategic development required, strengthening and building our capacity to deliver quality support services to an increasing number of carers across Lanarkshire. This realignment project has developed and implemented new practice and systems to provide more effective support to achieving better outcomes for carers in Lanarkshire. This project resulted in 6 new staff joining the organisation in August 2014 for a fixed term period.

Funding was also secured for a Short Break Carers Information Service in North Lanarkshire resulting in a further 2 new members of staff joining the organisation in August 2014 and January 2015. Prior to this, the training officer moved to a new post in May 2014 and this vacancy was filled by an internal appointment in August 2014. The North Lanarkshire Carer Support Worker vacancy was filled by a new member of staff who took up this position again in August 2014. In June 2014, the Manager of the organisation retired after 19 years with Lanarkshire Carers Centre and a new Manager joining the organisation. A decision was taken to create a new post of Administrative Assistant for the Manager and a new member of staff joined in February 2015 to take up this position.

Throughout the reporting year the staff team has seen significant planned changes which will continue as we move on from reviewing our procedure and systems and look to establish a staffing structure that is suitable for the future.

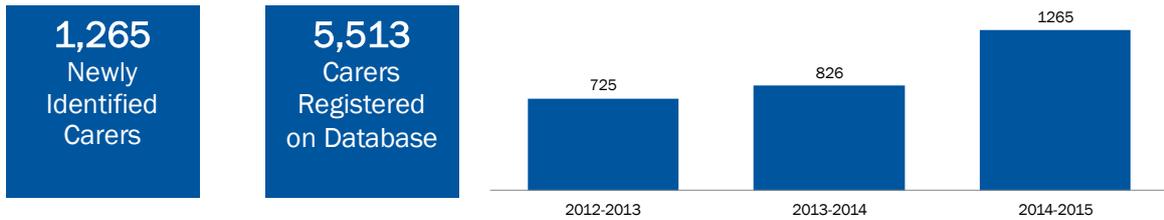
In January 2015 the organisation moved our registered office and main centre in Hamilton to Princes Gate in Hamilton. These premises provide more affordable accommodation in the longer term and are more fit for purpose, providing separate staff offices, carers areas, private individual meeting space and therapy room. Following consultation it was agreed to adopt the Carers Trust brand at the same time as the move and in line with national developments. The operating name was agreed as Lanarkshire Carers Centre whilst the company name remains Princess Royal Trust Lanarkshire Carers Centre Ltd.

Lanarkshire Carers Centre has agreed mandatory and optional training for all staff roles. Individual training folders are maintained for all staff and regularly discussed through support and supervision arrangements.

The New Brand and Logo



Profile of New Carers



Newly Identified Carers

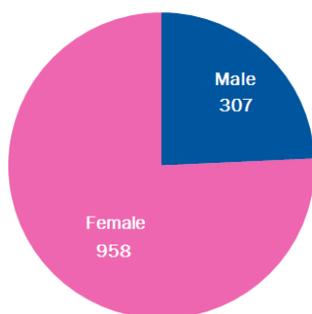


All Carers on Database



We have seen a significant increase (53%) in the number of new carers registering with Lanarkshire Carers Centre compared to the previous financial year. In North Lanarkshire there is a 44% increase and in South Lanarkshire there is a 12%.

Gender Split

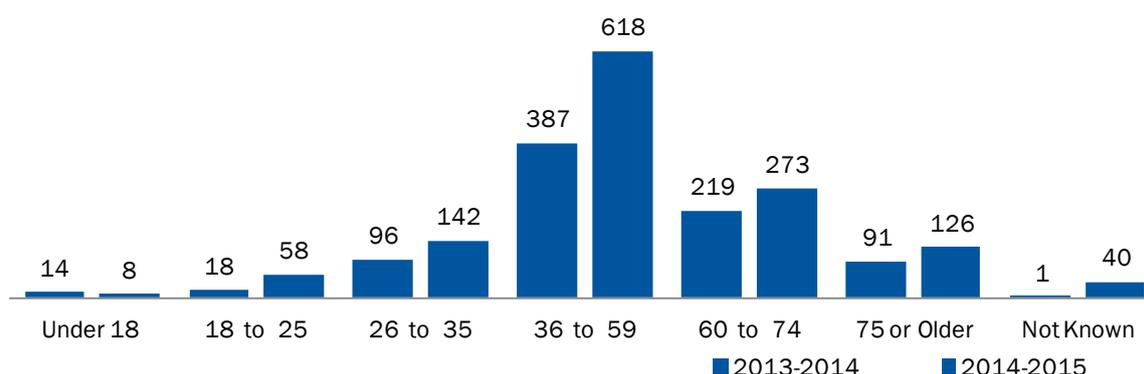


The male:female ratio of carers registering with the centre is similar to last year with 24% being male carers.

Lanarkshire Carers Centre continues to support a mens group which now meets in different premises in Hamilton as a result of increased numbers attending.

Going forward, we will look to identify new ways to engage and support male carers linking with other organisations and activities as appropriate. We will develop specific services in reponse to identified need of male carers e.g. training programme.

Age Range of New Carers



There is an increase in all the ages ranges supported with the exception on young carers under 18 which has seen a slight drop. This is not an area of work that Lanarkshire Carers Centre promotes due to the existence of dedicated young carers service in Lanarkshire. This activity is linked to work with other family members and general enquiries in relation to for example carer registration cards

From October to December 2014 a feasibility study was carried out with young adult carers (18 – 25) which identified a need for dedicated support for this age group. Unfortunately a bid to Carers Trust Young Adult Carers Time for Change funding stream was unsuccessful.

Lanarkshire Carers Centre will identify other possible source of funding to take forward this work in the future and work with our partners to explore how this need can be addressed.

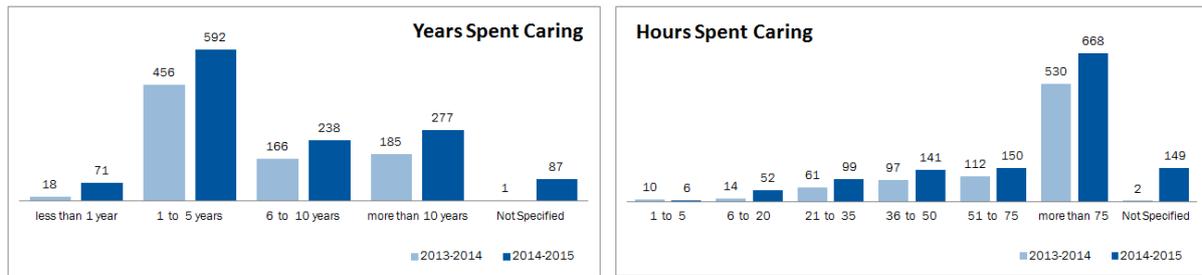
Ethnicity of New Carers

Ethnicity	2013-2014	2014-2015	All Carers
Scottish	782	1146	5291
Pakistani	20	42	203
Not Specified	2	40	59
Other British	13	11	48
Indian	4	5	22
Polish	2	9	22
Any other white background	1	7	18
Any other Asian background	0	1	11
Irish	1	0	8
African	0	1	7
Any mixed background	0	2	5
Any other black background	0	1	3
Caribbean	1	0	2
Chinese	0	0	2
Bangladeshi	0	0	1
TOTAL	826	1265	5702

5% of new carers identified themselves as BME. This represents a 37% increase from last year. The organisation is currently recruiting for a Chinese Engagement Worker a project that will enable us to reach more BME carers.

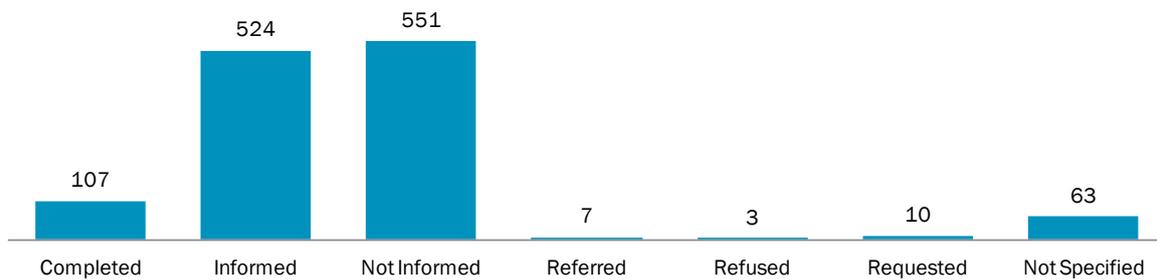
Going forward we will review how we report on ethnicity of carers to provide more detailed information. We will consult with both North and South Lanarkshire Councils regarding to ensure continuity and allow for greater flexibility for further analysis of this.

Time Spent Caring



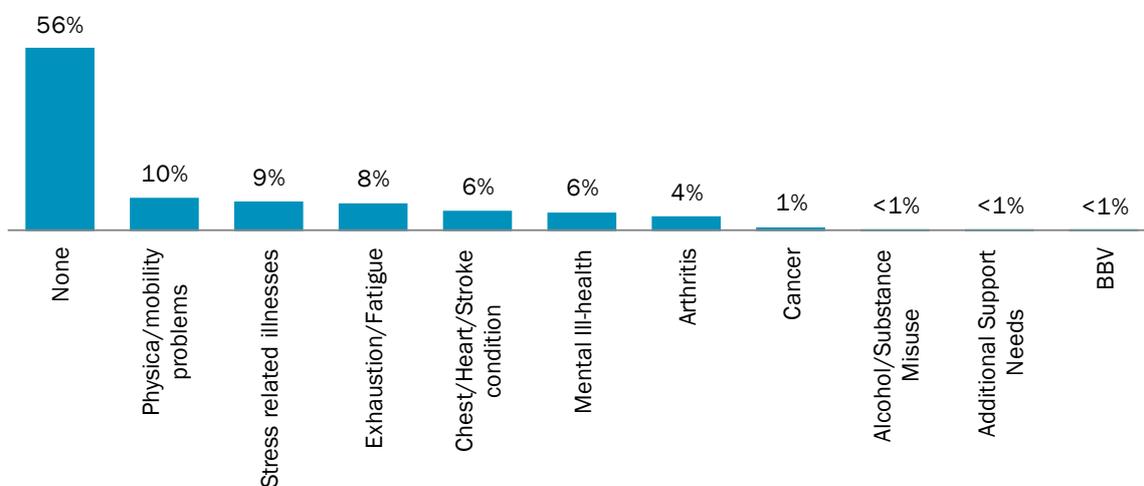
The majority of carers engaging with Lanarkshire Carers Centre for the first time have a caring role that requires them to provide more than 75 hours per week of care. There is also a 4% increase in the number of carers who have been in a caring role less than 1 year which indicated that carers are being signposted and/or seeking support earlier.

Carers Assessment



Lanarkshire Carers Centre benchmarks the awareness/experience of carer assessments at the point of engagement with the organisation. The number of newly identified carers who were aware of carers assessment or had requested or already had one completed is 641 (51%)

Carers Health Conditions

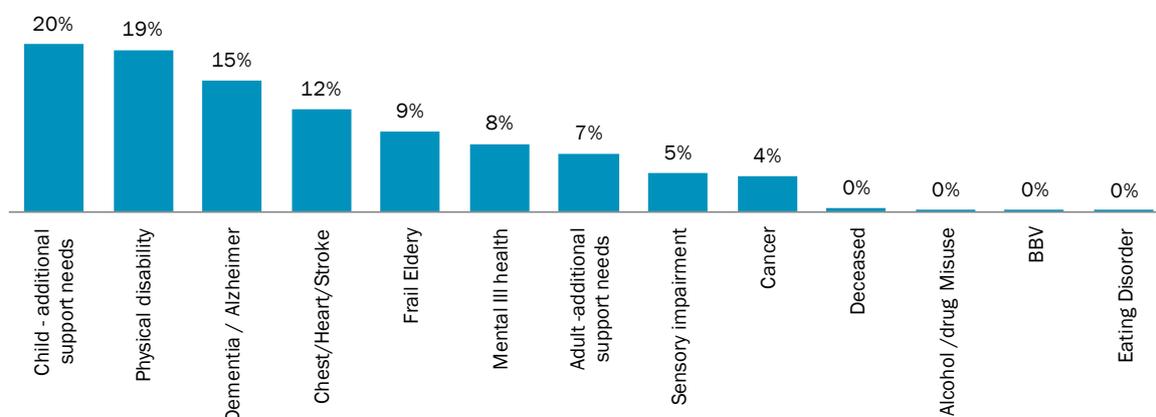


The majority of new carers stated they did not have any health conditions. When health conditions are stated this information is used to plan our services. In particular group work programmes, events and training. Carers are informed of the independent pampering and foot clinic services provided and encouraged to access this support. Particular training courses such

as healthier thinking in the moment or moving and handling are highlighted as appropriate. Emergency planning is also discussed with carers to ensure they are registered on their GP carers register, have an emergency card and a lifeline tube etc.

Going forward, Lanarkshire Carers Centre will link with our partner organisations in relation to the carers health needs survey and mapping the journey and impact of support accessed.

Cared For Health Conditions



1605 Cared for Health Conditions were disclosed

This information is used for identifying condition-specific support needs and information requirements and enables us to develop our services in response to the needs of new carers engaging with Lanarkshire Carers Service. We will continue to work in partnership with organisations that focus on particular health conditions in order to effectively support carers.

Referrals

52% of all new carers referred to us came from partner organisations. 48% were self -referrals. Locality based workers continue to impact positively on referrals received from social work colleagues.

We referred 545 carers to our partner organisations throughout the year.

Carers are also often signposted to and from the organisation which can be represented in the self-referral figures. We routinely ask carers how they found out about the centre and 13% indicated they were signposted to us by partner organisations. 34% of carers found out about us through our own publicity material.

A review of our database, recording and reporting system identified that improvement was needed in relation to our approach to and recording of referrals to the organisation. We have developed a new referral form that will ensure all the information needed is gathered at the point of referral. We have also developed a process that will ensure that attempts to follow up referrals with individual carers are within agreed timescales, feedback provided to the referring agency and that the activity is recorded appropriately. We have amended the breakdown of referring agencies to more accurately reflect each partner organisation. The new referral procedures will be piloted in summer 2015 prior to full implementation.

Services Provided to Carers (opportunities offered)

2,966
Carers
accessed
our services

This figure represents carers who have accessed services throughout the year. Each carer could access more than one service. A breakdown of this is provided in our quarterly monitoring reports.

Information

Lanarkshire Carers Centre has a key role providing carers with information relevant to their individual circumstances. Rebranding provided the opportunity to review all information provided about centre services and ensure that information packs sent to carers are accurate and up to date.

Previously the organisation produced a 6 monthly 'News, Views and To Do's' newsletter (last publication date was October 2014). This included information about the 6 monthly training programme. Due to increasing numbers of carers engaging with the organisation and the need to ensure information is continually updated the decision has been taken to discontinue this publication in its current format. Over a quarter of people registered with the centre now receive information electronically. Plans are in place to continue with a quarterly newsletter that will be available on our website and also from our Hamilton centre, Airdrie base and staff.

11,526
Visits
to our
website

4,468 returning visitors
7,058 new visitors
182 new 'likes' on facebook (391 likes in total)
720 following us on twitter
1,600 carers subscribing to our monthly mailer

Our website and social media platforms continue to be a useful way of informing carers about services we offer and promoting activities and events. The website has been refreshed and this work will continue as we go forward.

The organisation also has a text messaging service that helps inform specific carers of particular activities.

Going Forward, Lanarkshire Carers Centre will continue to position itself as a key provider of information and advice to carers in Lanarkshire, working collaboratively with our partners to ensure that carers have access to information about their rights

Carer Support Groups

484 Carers Attended Carer Support Groups throughout Lanarkshire

Disctrict	No. of Carers
Airdrie	68
Bellshill	56
Clydesdale	79
Coatbridge	29
Cumbernauld	76
EK/Strathaven	70
Hamilton/Blantyre	36
Motherwell	34
Rutherglen/Cambuslang	27
Wishaw/Shotts	5
Anonymous	4
TOTAL	484

3866 Attendances at Carer Support Groups

Group	Attendance
Carer Support Groups	2795
SL Parent/Carer Group	354
Mental Health Carer Support Group	316
International Womens Group	151
Mens Group	124
NL Parent/Carer Group	72
Self Directed Activity Group	50
Healing Group	3
Self Help Group	1
TOTAL	3866

Lanarkshire Carers Centre supports 27 groups across Lanarkshire. The groups include generic area groups, and specific issue groups such as parent carers, men group and BME carers. We know that carers welcome the opportunity to get together with other carers, share experiences and information and hear about things that are of interest to them. Supporting these groups is a resource intensive part of our work however carers tell us that participating has a positive impact on their health and wellbeing and their ability to manage and sustain their caring roles. An implementation plan for the former carer policy agreed by the organisation will be carefully considered in relation to attendance at carers support groups.

Care Talk

Lanarkshire Carers Centre provides a weekly telephone call to carers who feel isolated and /or struggle to access other centre services. This service supports 95 carers each week. The service is available in English, Urdu, Punjabi and Polish and is delivered by centre volunteers in partnership with Carers Support Workers. This service has been reviewed to ensure that appropriate monitoring, review and support systems are in place and provide a vital link for many isolated carers across Lanarkshire.

Training

Lanarkshire Carers Centre provides a carer training programme that responds to the specific conditions and circumstance that carers face. As well as providing the opportunity to meet socially and learn with other carers the main focus of the programme is to improve the skills, knowledge and understanding of carers, enabling them to feel more confident in their caring role. The training programme is delivered from a variety of local venues to facilitate participation from as many carers as possible. This year has seen a substantial change in the training programme delivered. The development of the Caring for Carers project provided the opportunity to target our resources to the condition specific and skills development opportunities requested by carers.

403 carers attended 774 training opportunities throughout the year. 42 different courses were delivered, covering a range of topics specific to carers needs:



All newly identified carers are invited to attend our **Steps of Caring** course which provides useful information and helpful contacts for those who are new to a caring role. These courses also provide the opportunity to identify the future training needs of carers that can then be reflected in the general training programme.

The centre also supports carers to attend relevant national events and conferences when appropriate and also training opportunities provided by other organisations.

We have reported on our **Moving Forward from Caring** programme which is a key aspect of the implementation plan for the former carer policy. The initial stages of this project included a review of the number of former carers registered with Lanarkshire Carers Centre who were contacted in order to update our current record. The project is due for completion in the early part of the next reporting year and will most likely feature as part of our training programme going forward.

Carers Benefits and Grants

Benefits	Amounts Awarded (Annually)	Backdated Amounts
Attendance Allowance	£43,433.00	£2,807.70
Carers Allowance	£12,760.80	£245.00
Disability Living Allowance	£70,582.00	£10,882.00
ESA	£3,764.80	£0.00
Income Support	£2,982.20	£0.00
PIP	£12,110.60	£0.00
TOTAL	£145,633.40	£13,934.70

Grants	Amounts Awarded (Annually)
Creative Breaks	£24,702.20
Other Grants	£17,658.41
TOTAL	£42,360.61

Lanarkshire Carers Centre successfully supports carers to apply for grants and benefits and also refers on to more specialist support as required. This is an important aspect of our work as the financial impact of caring is felt by many carers. Worries and concerns about financial issues can also affect the general health and wellbeing of carers, the person they care for and wider family members.

Project and Other Activities

Lanarkshire Carers Centre supports a number of projects in addition to our core activities. These projects include

Our **Black and Minority Ethnic Project** (BME) engages with and supports carers from a number of black and minority ethnic communities. Following agreement of the MECOPP action plan the organisation successfully applied for funding to support a **Chinese Engagement project** which will further enhance this work. The **Blood Borne Virus Project** (BBV) adds another dimension to this work. Going forward this project will be reviewed in the context of treatment developments and other networks of support.

Lanarkshire Carers Centre is participating in the **Respitivity project** pilot in partnership with Shared Care Scotland. This will enable carers to access a wider menu of short break opportunities and further enhance the support we are able to provide carers who could benefit from a break from their caring role.

Lanarkshire **Creative Breaks** Fund has enabled many carers to access a short break from their caring role. Individual grants are awarded to carers to support a range of activities that improve their physical and emotional wellbeing. This funding is provided by Scottish Government through Shared Care Scotland and Lanarkshire Carers Centre has successfully applied to manage a local fund for the past two years. An application has been submitted for a further years funding.

Our **Carers Registration Cards** are now issued as photographic identification cards and enable carers to access some of our project activities and a range of benefits and discounts that have been negotiated locally. A partnership agreement with North Lanarkshire leisure enables carers to meet the eligibility criteria of their concession scheme to access discounted leisure opportunities. Going forward Lanarkshire Carers Centre will further explore the use of Carers Registration Cards in relation to accessing the services we provide and look to engage more local partners and business in the scheme. 1070 cards have been issued during the reporting period.

Our **Independent Services** provide pampering and carers foot clinic that are delivered in partnership with independent practitioners in venues across Lanarkshire. In January 2015 a partnership with Caring for Carers enabled carers to access up to six free treatments which widened access to this support.

Lanarkshire Carers Centre supports a variety of **Fundraising** activities throughout the year to both generate additional funds and raise the profile of the organisation. In November this included a cabaret afternoon in partnership with a group of entertainer's who choose charities to support in this way. The centre shops and 50/50 club continue to grow and develop bringing in a small steady income. Income generated from fundraising activities is used to support the activities of Lanarkshire Carers Centre.

Carer Reviews

Annual carer reviews are conducted in each locality and with BME carers. The information gathered is used to plan future service provision.

Feedback gathered through the reviews tells us if contact with Lanarkshire Carers Centre

- Helped them to take more control of their lives
- Helped them take care of their own health and wellbeing.

- Helped them feel less alone.
- Helped them carry on caring

Going forward, we will look at how this information is gathered and look to increase participation and feedback. The organisation is developing systems to better evaluate, monitor and record quantitative and qualitative information regarding carers and their support needs.

Below is a sample of comments made by carers through the carer review process:

“care talk relaxes me”

“helpful and informative”

“I enjoy my pampering every week”

“it helps to ask advice or be pointed in the right direction”

“got support when I really needed it, helped me through a tough time”

“accept now I am not alone and there are people who can and will help me cope”

“without the support I would feel very isolated. I feel I can phone any time for support for if I am feeling sad”

“Carer Support Groups with other carers are a relief and make it clear that other carers are experiencing similar issues and have overcome things”

Volunteering

During the past year Lanarkshire Carers Centre has developed a volunteering strategy to build the capacity in relation to the delivery of carer support services. New volunteers have been identified and take on a variety of roles within the organisation. Going forward, we will further develop this work and ensure that volunteers are recruited, training and supported to contribute to various work areas of the organisation. The value of our volunteers is endorsed by our Volunteer Friendly Award that will continue to underpin this area of our work.

Healthy Working Lives

Lanarkshire Carers Centre renewed our Bronze Award. The programme provides us the opportunity to develop a planned and integrated approach to improving health, safety and well-being within our workplace. Going forward, we will look to achieve our Silver Award.