

Sunderland Carers' Centre

ANNUAL REPORT

April 2014 - March 2015



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CHAIRMAN'S INTRODUCTION

They say that the only certainty in life is change and reflecting on the last 12 months at Sunderland Carers' Centre this has certainly been true. We continue to respond to the changing landscape of commissioning and funding. The Care Act has meant that we have had to work out new ways of working to respond better to carers' needs and this is ongoing. Some may have wondered why all this change, for me it has been making sure that the Carers' Centre is still a real player and able to continue to be a voice for carers in the city, providing the best services and support that we can.

As ever I am hugely grateful to all our staff for their dedicated work. This year has not been easy against the backdrop of all that I have spoken about, but thank you to them for all their hard work.

This year I complete six years as Chair of the Board and I will be stepping down. I am grateful to fellow Board members for their dedication and hard work freely giving their time and energy. Quite a bit has happened over the last six years but I do believe that as a Centre we are in a good position to move forward and we are recognised for the good work we do across the city.

Looking to the future we need always to keep carers at the heart of what we do, especially when times get tough and austerity bites. I wish the new Board and a new Chair well, and I hope to be able to continue to support the work of the Centre in other ways into the future.

Stuart Bain
Chair of the Board

CHIEF EXECUTIVE OFFICER'S REPORT

Sunderland Carers' Centre has been extremely active in ensuring the incoming Care Act truly considered all aspects of caring and it was clear that young carers were not properly supported. The Centre along with other Carers' Centres has successfully lobbied to ensure young carers are supported via the incoming Children and Families Act. Both acts represent a massive shift in how all carers are considered and supported. The Care Act will place added responsibilities on Local Authorities to assess the needs of carers. Sunderland Carers' Centre has already communicated its willingness to support the Local Authority in this work.

On a very personal note our Chair of the Board of Trustees Archdeacon Stuart Bain will step down at the end of this year. I want to extend my thanks to Stuart for his time, care and attention to ensure Sunderland Carers' Centre continues to develop and react positively for the growing numbers of carers in Sunderland.

We are also now seeing the impact that Sunderland Clinical Commissioning Group in partnership with Sunderland City Council will have on carer support in the city. We will see newly formed teams of multi skilled professionals, including Carer Locality Leads from the Centre, operating in local communities. I am convinced that this work will be very positive for carers in the city.

As Chief Executive Officer I have to be aware of the changes that affect carers and plan for the future. However nothing is possible without a committed and flexible team. We are very lucky that staff at the Centre continue to put carers right at the heart of their work, whilst recognising how difficult that can be in a changing environment.

I look forward to continuing the work here at the Centre and working on behalf of carers.

Graham Burt
Chief Executive Officer

INDEPENDENT SUPPORT AND PARENT CARERS

In July 2014 Sunderland Carers' Centre was awarded funding from the Council for Disabled Children and local authority to support families through the new changes set out in the Children and Families Act 2014, regarding transferring to or requesting an Education, Health and Care (EHC) Plan for children and young people aged 0 – 25 years old with special educational needs and disabilities.

We appointed an Independent Support Manager and 3 full time and 1 part time Independent Support Workers. The Independent Support Workers work as part of the wider team, particularly alongside the Parent Carer Development Workers and Young Carer Development Workers, ensuring a “whole family approach.”

Partnership working, particularly with Sunderland, Washington and Coalfields Parent Carer Council, has enabled us to share our thoughts on issues affecting parent carers in Sunderland locally, regionally and nationally.

“I could not have done this without the support of my I.S. worker. I have just had to pick up the phone every step of the way and they have been there.”

120

Families supported with EHC plans
November 2014 – March 2015



368 New Parent Carers Supported
(30% increase in total number of parent carers)

YOUNG CARERS

Our Young Carer work has gone from strength to strength this year with an increase in referrals demonstrating that multi-agency working is key to the early identification of young carers to enable them to live a safe and fulfilling life.

Sunderland's first ever conference for teachers and education staff was organised and presented by young carers and young adult carers giving a real insight into the world of young carers and the impact that caring has on their education.

The young carers also launched their book "Rainbow and Rollercoasters" thanks to funding from Carers Trust and Comic Relief. They write about all the positive things they have been doing because they were recognised as a young carer and received support from Sunderland Carers' Centre. Sunderland Clinical Commissioning Group further supported the book by purchasing 5,000 copies to distribute to GP practices.

"It was good for us to tell our stories and get teachers to listen to what it is like for young carers."

"We are the lucky ones as we have been recognised as young carers and are accessing support."

148

New Young Carers Supported
(35% increase in total number
of young carers)



CARERS BREAKS AND OPPORTUNITIES SCHEME

The Carers Breaks and Opportunities Scheme (CBOS) ended on 31st March 2015.

The scheme ran for four years and was very popular providing carers the chance to think of innovative ways to get a break or opportunity from their caring roles.

The scheme has also helped Sunderland Carers' Centre to identify innovative and person-centred outcomes for carers which has been very important for the travel of social care going forward, particularly with the implementation of the new Care Act.

The importance of carers taking a break from their caring roles was recognised nationally this year when the Time Well Earned photographic exhibition which features images of carers from Sunderland was shown in the House of Commons. The exhibition, with images by local photographer Daniel Dale, was organised with thanks to Sharon Hodgson MP for Washington and Sunderland West and was viewed by MPs and Peers.



2367

successful
applications
since 2011



over...



£1 Million

awarded to carers since 2011

SUPPORTING CARERS THROUGH THEIR GP PRACTICES

Sunderland Carers' Centre is continuing to work in partnership with the Sunderland Clinical Commissioning Group (CCG) to identify and support carers through their GP practices. Now in its second year, the 'Carers Improvement Scheme' continues to go from strength to strength and is delivering what it always intended to do, to identify and support carers earlier.

GP practices continue to highlight the importance of carers looking after their own health and offer practical solutions like offering annual health checks and flu jabs at their practice. They have also been signposting hundreds of carers to the Carers' Centre for additional support.

This year the on-going development of the scheme has meant we have been able to stand and talk to more health professionals than ever before at city wide CCG events. This means more health professionals are talking about and identifying carers. They not only understand the importance of keeping carers in good health but see carers as experts who are an integral part of the solution, keeping the wider population safe, well and supported.

Such is the success of the scheme GP practices are now the busiest route for referrals in to the Carers' Centre.

"My GP has registered me as my father's carer and I have been seen twice now for a carer's review and health checks."



GP PRACTICES HAVE REFERRED OVER

700

CARERS TO SUNDERLAND CARERS' CENTRE SINCE THE SCHEME BEGAN

CAMPAIGNS

Campaigns are one of the ways we raise awareness about carers to professionals and the public, often promoted through our website and social media sites.

For example, this year we launched a new Substance Misuse and Addiction Anti-Stigma Campaign for Carers.

With this particular campaign we adopted a new approach. Our focus was about putting carers' experiences at the heart of the campaign so more carers would feel confident to seek support.

As well as a range of campaign resources for organisations to use, a short film was produced in which carers share their life experiences and their thoughts of how accessing support, information and guidance has helped them to break down the barriers and stigma associated with their caring role.

"When someone gave me the leaflet I looked at it and said THIS IS ME!"



WWW.

Our website was visited 40,526 times

Facebook "Likes" increased from 276 to 452

Twitter "Followers" increased from 266 to 528

927
NEW CARERS
IDENTIFIED



this year as a result of our campaigns

ESSENCE SERVICE

This year saw the beginning of the Essence Service which aims to support people with a diagnosis of dementia and their carers.

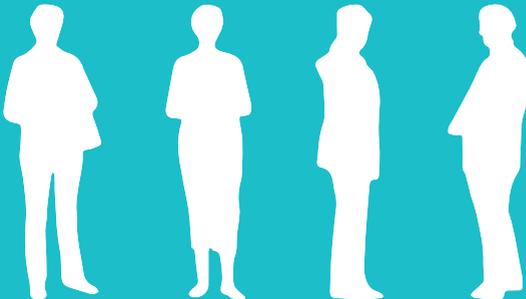
Commissioned by Sunderland Clinical Commissioning Group, the Essence Service is a joint collaboration between Sunderland Carers' Centre and Age UK Sunderland. The service is based within the Sir Thomas Allen Centre, Doxford Park.

The service is called 'Essence' as the aim is to retain the 'essence' of the person after a diagnosis of dementia and promoting the 'living well with dementia' ethos.

As the service is very much aimed at supporting carers, Sunderland Carers' Centre are providing their carer related expertise within the service, which includes: offering one to one support helping carers to maintain their own health and wellbeing; providing timely information, advice and guidance; facilitating peer support groups; and providing dementia specific training sessions so that carers are able to build self-resilience and coping strategies.

Commissioning has enabled two carer specialist posts to be established: an Essence Carers' Services and Engagement Manager and an Essence Carer Support Worker.

We look forward to the continuing success of the service and our partnership work with Age UK Sunderland.



167
carers have
accessed the
service up until the
end of March 2015

ANNUAL CARER SATISFACTION SURVEY 2014 - 2015

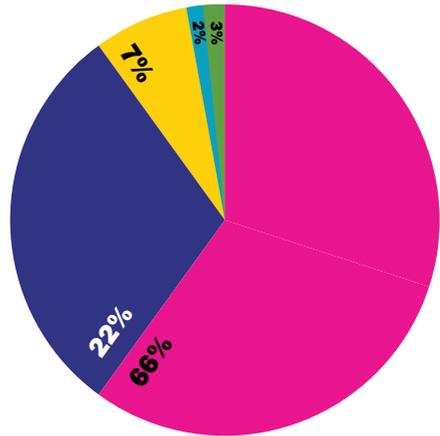
OVERVIEW

Each year Sunderland Carers' Centre invites carers to complete a satisfaction survey in order to determine our strengths and weaknesses as an organisation. This also helps us generate an overview of carer opinion and ensures we are providing the services they want and need.

Below are some statistics and quotes that resulted from this survey.

Quality of Services & Advice:

- Excellent
- Good
- Fair
- Poor
- Not received

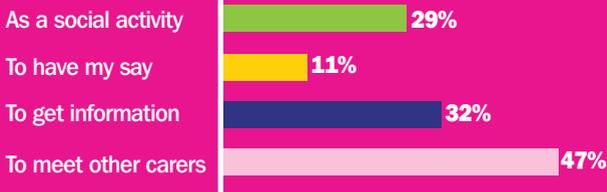


48%

of all carers taking the survey had participated in an event or activity provided by the Centre.

"It's almost as if some of the burden and responsibility of caring has been shared."

Why they attended:



"It is informative. I feel I am not alone in my situation. It gives me hope."

91%

of carers who receive the newsletter rated it good to excellent.



90% of carers who access our website rated it good to excellent.

f 89%

of carers who use our Facebook page rate it good to excellent.

"Always up-to-date with the latest news!"

91%

of carers rated the overall services of the centre good to excellent.

"We have always thought the staff go the extra mile to see people get the help they need."

Sunderland Carers' Centre

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Website / Facebook / Twitter:
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Donate online: www.sunderlandcarers.co.uk/donate

Donate by text:

Text **SUNC20** and the **amount** you would like to donate to **70070**

e.g. to donate £5 text...

SUNC20 £5 to 70070

Principal Funders



*Sunderland
Clinical Commissioning Group*

