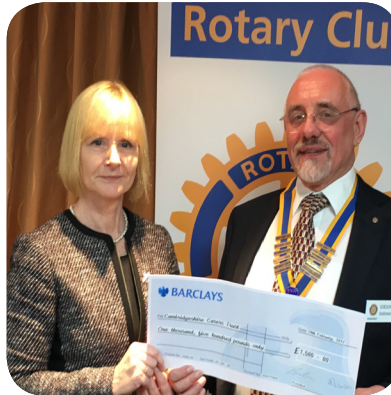


# How We Helped



Caring and supporting to prevent the harmful impacts of caring

# Family Carers First

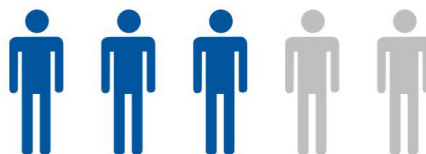
We're going to tell you all about the services we provide and support, we give but before we do let's hear from actual family carers about what impact we have had.

## The story of a 19 year old family carer

"Before your support I felt so lost and alone. Battling with anxiety and depression myself as well as caring for a loved one at the same time proved to be really hard. Since getting support from you, I have made dramatic progress in a short space of time! Through the support on offer I went and saw my GP and got help.

"Knowing that someone is always there to listen and not judge me really took me to a brighter place and now I'm holding down a full-time job and I can leave the house without the fear of being judged or attacked for being me. I am proud to be a Young Carer! Thank you Carers Trust Cambridgeshire for ALL the support over the last year, you have changed my life!"

**3 in every 5** of us will be a carer in our lifetime



## About Us

As a charity, our aim is to ensure that all families in our area who need care or who care for someone in their own home are supported emotionally and practically.

Our pledge is to prevent, reduce or delay the harmful impacts of caring and make sure that people and families live the best quality of life possible whatever their age, condition or circumstance.

## One family carer said

"At a time of feeling a particular bout of anger and frustration I came across the team. They have helped me through some difficult times.

"They have made me realise that I need to take time to be effective in my role as a carer. I also realise that there is someone who can help if I need it."

We provide family carers with breaks through homecare in all areas. Our support groups and other direct help for adult carers are mostly provided in Cambridgeshire and Peterborough.

# Welcome

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Many people get great satisfaction from their role helping to care for family or friends. They may acquire new skills and friendships, but such family or unpaid carers often unknowingly place their own physical, mental and financial wellbeing at risk of harm if they don't get appropriate support.

This year, as well as helping over 8,000 family carers who already knew us, the charity supported over 2,876 new family carers, of which 348 were Young Carers aged 5-25 years, enabling more to access invaluable information and the support they need.

Our unique range of services enables us to support whole families by tailoring support to the needs and wishes of each person, whether they are a family carer or person with care needs.

Our Care Quality Commission (CQC) regulated care team provided 115,089 hours of regular homecare. We also provided 3,261 hours of care at short notice under these services:

- **What If? Plan** which gives family carers peace of mind and help in an emergency situation, commissioned by Cambridgeshire County Council.
- **Family Carers' Prescription** where GPs can prescribe a break for family carers who need this. This contract with the NHS has recently been extended for a further two years.
- **Our Discharge and Admission Avoidance Team** joined with Addenbrooke's Hospital to keep family carers and those with care needs out of hospital, saving NHS funds as well as allowing people to stay in their own home as they wished. We are delighted that due to its success, this contract has also been continued.

We are proud to work in partnership with many organisations across the area. For some we raise awareness of family carers' issues by training them as 'Carers Friends'. With other partners we deliver services jointly, such as at the **Family Carers Hubs** we have started in St Neots, Ramsey and Ely.

Looking back over the past year, we have been inspired by the continued passion of our staff, volunteers and Trustees in supporting family carers and those they care for. This was especially evident when Sadie Andrews, Rebecca Browne and Ruth Young were all shortlisted in the East of England Great British Care Awards 2016 for their hard work and dedication to supporting carers and people with care needs (see page 12).

In 2015 we started to operate in Norfolk, mainly providing homecare plus the Young Carers Forum, as a range of agencies were already funded to support family carers in other ways. Our commitment to the whole area is reflected in our new unified name **Carers Trust Cambridgeshire, Peterborough & Norfolk** (see back page).

Given the financial pressures in the health and social care sectors, income from grants and donations is becoming more important, especially as our Young Carers provision in Cambridgeshire and Norfolk is almost entirely charitably funded.

The extra £363k raised with your help has made a huge difference. We would like to thank our donors, partners, staff and volunteers who make it possible to support so many family carers and those they look after.

This autumn both Linda Collumbell and Helen Brown are retiring from our fantastic charity, having accumulated 25 years of service between them. During this time the charity has experienced huge change and growth.

Linda will retire as Chair at the AGM, having been with us since 2004 in a variety of roles, and will be succeeded by Stuart Evans. He is an experienced Entrepreneur and Trustee, having previously chaired Arthur Rank Hospice Charity in Cambridge.



L-R: Linda Collumbell - Chair of Trustees  
Dr Helen Brown - Chief Executive  
Estelle Mitchell - Caring Communities Manager



Stuart Evans - Chair-Elect

Helen will retire as Chief Executive towards the end of 2017, having led the charity very successfully since 2005. The Trustees are currently engaged in an open recruitment process supported by external head hunters to appoint a new Chief Executive.

We hope you enjoy reading about the work of our exceptional organisation and the difference your support has made.

A handwritten signature in black ink, appearing to read 'Linda'.

Linda Collumbell  
Chair

A handwritten signature in black ink, appearing to read 'Helen'.

Dr Helen Brown  
Chief Executive

August 2017



# Our Services at a Glance



Having a break has been proven to reduce the stress and strains of caring. We provide breaks for adults and children through homecare, day clubs and support groups.

Sharing with someone who has been in a similar situation or who understands can make all the difference. We provide settings for this to happen, both for adult and young carers.



We listen and provide personalised information and advice, to help family carers of all ages achieve what matters to them.

We help family carers to plan for the future and to make emergency plans, which provides them with peace of mind.



We train and equip family carers with skills for their caring role and for the future.

Trying to get the right help can be like going through a maze. We guide family carers through this by referring them to other organisations who can help with their specific needs.



We raise awareness of caring and family carers in the community, schools and employers, to help them understand the impact of caring and how they can help.

We encourage family carers to influence and improve support for them from all sources, including statutory services and within their communities.



We raise funds through grants and donations to ensure that those who are struggling can access the help they need. We raise over £300k this way each year.

# Young Carers & Young Adult Carers

We support Young Carers and Young Adult Carers aged up to 25 through groups, activities and 1-to-1s. We help them to clarify what they want to do as they grow up and achieve their goals. Most of this work is charitably funded, so we are currently unable to provide this across the whole area.



“ The staff are wonderful at supporting our whole family. This enables us to be more effective carers for our disabled daughters and our children to have a life whilst still caring for their sisters.”



343 sessions and events were held for Young Carers under 26 years old.



14 schools were trained to identify and support Young Carers.



43 events were organised by our **Norfolk Young Carers Forum** to improve the support for Young Carers in Norfolk.

## A Young Carer's story

“I started caring when I was five as my mum became depressed when my dad died from being in the army. When my brother was born, he was diagnosed at two with Aspergers which was when I started going to Young Carers.

“My mum suffers from multiple debilitating conditions and my brother has different things including Aspergers and Irlen syndrome.

“It is hard sometimes and I have depression and anxiety with everything that happened in my life and all this stuff doesn't help with it. I've been in counselling since I was five, but coming to **Young Carer groups** helps because it helps me to control my anxiety.

“Working with the **Norfolk Young Carers Forum** puts me into situations I would never typically put myself in which helps with my confidence – and I've made nearly all my best friends here. It's a place I can escape and feel accepted.”

# Adult Family Carers

The majority of family carers are of working age and the most common age for caring is 50-64.

1 in 5 of everyone aged 50-64 is a family carer.

## Betty's story – an adult family carer

Betty is the primary carer for her mother Simonne, 86, who has multiple health problems.

She was supported by Paul Rhodes our Family Carers Helpline Manager, through a **Family Carers' Prescription**.

"I'm not sure I could have gone on for much longer if I had not talked to Paul. With his support I completed a **What If? Plan** to prepare ahead for an emergency, and had a Carer's Assessment which enabled me to have a £250 personal budget to spend on my health and wellbeing. I am going to enrol in Pilates because I slipped a disc last year and also have an arthritic knee and I have been told that Pilates will help with those and help relax me too. Paul has also given me lots of emotional advice about not feeling guilty because I couldn't cope. He was a godsend."



“ It was very touching when someone actually cared about me – recognised that I have an incredibly hard life, and the demands placed on me means my wellbeing goes to the bottom of the pile. I don't want a medal for being a carer, I love my daughter more than words could ever say – but just for someone to see me and hear me made a difference.”



We held 159 **support sessions** for adult carers.



**Family Carers' Prescriptions** are available in Cambridgeshire and Peterborough and are available to both adult and Young Carers.



Produced four issues of the **Carers Magazine**, each distributed to over 7,000 family carers.



Our **Family Carers Helpline** Team is ready to listen to find out what matters to you. They provide tailored information and advice anytime between 9am-5pm Monday-Friday on 01480 499090.

# Our Impact

**77%** of family carers said our support had improved their mental health

**740** Young Carers and **246** Young Adult Carers received support

**NHS England** commissioned us to report on Hard to Reach Carers

We care for over **11,000** family carers and those with care needs by providing information, advice and support, peer support and homecare

We saved the Government **>£800k** by keeping people out of hospital and other services

## April 2016

Elizabeth Truss, MP officially launched Carers Trust Norfolk in Swaffham



## June 2016

First ever Pride in our Carers Awards, celebrating family carers of all ages and the people who support them



## August 2016

38 Young Carers were treated to an unforgettable afternoon of respite and fun at the kind invitation of Lady de Ramsey



## May 2016

Shelford Dementia Support Group celebrated its 5th anniversary



## July 2016

We were selected as Sainsbury's Coldhams Lane, Cambridge Charity of the Year



## September 2016

Partners and professionals from Peterborough pledged their support for family carers





Last year **176** children with disabilities received support

We helped **477** family carers to access benefits and financial advice

Intensive support was given to **1,169** family carers through their statutory Carer's Assessment or review (on behalf of Cambridgeshire County Council)

**98%** of our homecare clients said they would recommend us

Last year, with your help, we raised **£363,000** of grants and donations to support family carers

#### October 2016

supported 23 children and young people with additional needs and their siblings to have a fun day out at a local play arena, thanks to funding from BBC Children in Need



#### December 2016

84 Christmas Hampers donated by staff and other generous supporters were delivered to families of Young Carers



#### February 2017

Started a pilot for Carers Support Needs Assessment Tool in order to help us support family carers



#### November 2016

Norfolk Young Carers Forum launched Young Carers Needs Assessment Guide, the first of its kind in the UK, with Norfolk County Council



#### January 2017

Carers Hub in Ramsey was launched



#### March 2017

Awarded £100k grant from BBC Children in Need to support Young Carers, children with disabilities and their siblings over the next three years



# Homecare & Emergency Care

For the 817 families for whom we regularly provide homecare, our visits are designed to give the family carer a break from caring as well as ensuring the person with care needs has all the appropriate support they need – enhancing the value from the one visit. Breaks from caring have been shown to be one of the best ways of helping unpaid carers cope with the pressures they face.

“ I'm very grateful for your service. The team have been exceptionally helpful and understanding with my son's problems and have been extremely friendly with everyone. I wish everyone was this understanding and helpful. ”



98% of clients said that our care helped them to maintain their quality of life.



59,748 breaks from caring were provided using our professional care workers, with more people **paying privately/through direct payments**.

## Steve's story – a family carer overnight

Steve was enjoying his retirement in London. Suddenly he had a call to say that his mother, aged 92, had had a stroke. She wished to recover at her home rather than have a prolonged hospital stay or move into a care home, so Steve decided that he would move to Ely to care for her.

“Before she was discharged, I was terrified at the thought of caring for Mum, not knowing what to do, but I was the only one in the family in a position to do it.”

Thankfully, the hospital offered support and equipment, training Steve how to help move his mother around, and encourage her to do exercises. We supported them both by providing **homecare** and helped Steve to prepare a **What If? Plan** to plan for an emergency.

“It made an enormous difference having such fantastic support. I was much happier and confident. I knew Carers Trust Cambridgeshire existed for my benefit if I was flagging or unwell, that I could contact them for support. This gave me tremendous reassurance and, most importantly, it meant mum could stay at home as she wished.”

# Dementia Support

The number of people with dementia is increasing which is why we are making it a priority to support families caring for loved ones with dementia.

Our Care Workers are trained to support those with dementia living in their own homes, and we also run **Day Clubs** for people with dementia and other conditions in Fulbourn, March and Kings Lynn. We facilitate two **dementia support groups** in Great Shelford and Scratby where both the carer and the person they care for are welcome. Recently we have been awarded funding to provide **small group support** in peoples' homes. Please give us a call on 01480 499090 to find out more.

## Bob and Frank's story

Bob, 91, attends our **Shelford Dementia Support Group** with his partner Frank, 77, who has Alzheimer's disease.

Frank, who used to work as a paid carer before becoming ill, says he likes everything about the group: "Everyone here is wonderful and I enjoy the talks, the singing and poetry," and Bob agrees: "I like being able to talk to other carers as it can be quite solitary, living in a village with neither of us being able to drive any longer... I enjoy the companionship of being with others who have the same problems and understand what it is like."

“ These groups are what keep us afloat in stormy seas. Information sharing means we can find the resources that we need. Meeting fellow carers means we don't feel so alone. ”



We commissioned the Alzheimer's Society to provide training for family carers.



We are only able to run these **dementia support groups** due to the generosity of our supporters. We would like to expand these dementia support groups if fundraising allows.

# Our Staff

We have a dedicated team of 228 staff working on a number of different projects. Our Care Quality Commission (CQC) regulated care team has 123 Care Workers who are professionally trained to provide personal care, support with medication, dementia support and help people live independently.

“ I get great satisfaction knowing I can give their families a break. I see how the family carer can become exhausted and has little time, if any, on their own.”

Brendan, Care Worker



L-R: Rebecca Browne - Carer's Support Officer, Sadie Andrews (winner of Regional Award and National Finalist) and Ruth Young - Senior Carer's Support Officer



1,174 new carers registered for a **What If? Plan** (available in Cambridgeshire only).



115 family carers were helped to register for Peterborough's emergency care scheme.

## Sadie Scoops Award

Sadie Andrews, our Registered Manager, was honoured with a top award in The East of England Great British Care Awards 2016, which celebrates excellence across the care industry.

Sadie scooped the Home Care Registered Manager Award for “demonstrating a high level of expertise together with exceptional skills in managing the complex business of providing support and care to people in their own homes. She shows vision in developing viable quality services and supporting staff to meet the ever changing needs for the people who use the service.”

Sadie said: “I was shocked and honoured to receive the award. I love my work, but it's not about one person, it's about being part of a committed team and working together to meet the care needs of our clients at the highest standard.”

“ I work with families who are close to crisis, people who didn't know we existed and wished they had known about us earlier.”

Ruth, Senior Carer's Support Officer



# Our Volunteers

We really value our 59 volunteers who supplement the support provided by our professional staff. It would be difficult to offer the services we do without them. Many of our volunteers have experienced being family carers themselves, in addition to their professional and life skills, and therefore have so much to give to those who are new to being a carer for family or friends.

## We give people with dementia a voice

"People light up here," says Gloria, one of our longstanding volunteers at the **Shelford Dementia Support Group**. "We give carers a break here and we give people with dementia a voice - it's their group. We give people space, and if people struggle with words, we can wait."

Gloria believes it's important to notice how people feel when they come in. "I see how the carers feel and let their mood decide what we talk about – the good and the bad, anything they may be worried about. If a carer is upset I steer them towards the Carer Support Officers from Carers Trust Cambridgeshire so they can chat and be supported by them."



“ The best thing is I have been able to help people in their caring role. Just listening and speaking to somebody can improve their situation.”

Richard, former family carer and volunteer Carers Ambassador (pictured above)

“ Last week was brilliant. It really opened my eyes. I sat with two young people for quite a while doing craft bits. It was lovely to see their little faces light up as they got more excited whilst chatting with me about school. It really put a smile on my face to know for that day I was the person they were happy to sit with, and for them to know they could talk to me and for them to be happy too.”

Holly, volunteer at a Young Carers group



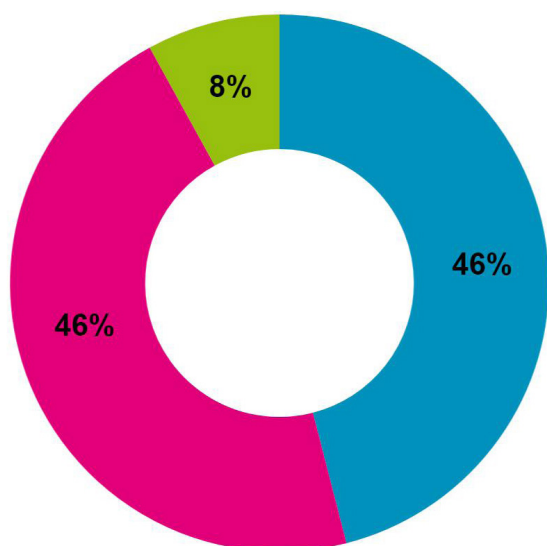
850 **Carer Friends** were trained to spot and support family carers in CPFT, Hospitals, Libraries and other voluntary organisations.



We equipped and encouraged our 14 volunteer **Carers Ambassadors** to feed their ideas and experiences into government, NHS and local partnership boards.

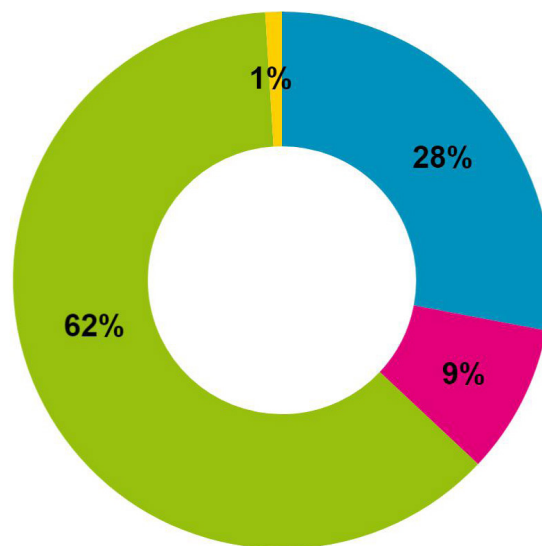
# How We Fund What We Do

## Where Our Funding Comes From £4.26m (+14% on 2015-16)



- Grants and donations
- Care fees
- Other contracts

## What We Spent It On £4.17m



- Homecare & Emergency
- Adult Carers (>25yrs)
- Fundraising
- Young Carers (<26 yrs)

The financial information in this Review is extracted from our audited and unqualified Annual Accounts for the year ended 31 March 2017. These are available on our website and on the websites of the Charities Commission and Companies House.

## Thank You

We are continually overwhelmed by the kindness and generosity of all our supporters and local communities. It's not just about money - many support through giving their time, expertise and donations of goods. They include individuals, organisations, charitable trusts, MPs, Councillors, social groups and schools across Cambridgeshire, Peterborough and Norfolk, many of which are mentioned on the next page.

Sadly, we are unable to mention everyone by name but we would also like to express our gratitude to each individual who has supported us over the past year. You truly do help us to make a difference.



Through the **BBC Children in Need grant** we helped 69 disabled children and their siblings lead more independent lives through residentials, trips and mentoring.



We awarded **bursaries** to Young Carers in need totalling £3,000.

# How You Can Help

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There are many ways you can help us and some don't cost you a penny.

## Raise funds for us

You could organise a fundraising event or make a donation - big or small. For ideas, please visit our website [www.carerstrustcpn.org/help-us-help-others](http://www.carerstrustcpn.org/help-us-help-others) or to receive fundraising materials email [fundraising@carerstrustcpn.org](mailto:fundraising@carerstrustcpn.org).

## Tell others about our work

Either in person or like us on Facebook (CarersTrustCPN) and follow us on Twitter (@CarersTrustCPN) and LinkedIn (company/carers-trust-cambridgeshire).

## Volunteer

We have many different volunteering opportunities from helping at Carers Hubs and groups for children/young people with disabilities to fundraising and office support. See our website.

## Become our partner

If you're a company looking for a Charity of the Year partnership; a Trust looking to make a difference or an individual who would like to support our invaluable work, we would love to hear from you.

Write to us at [fundraising@carerstrustcpn.org](mailto:fundraising@carerstrustcpn.org).

# Supporters

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ABCAM  
Ailwyn Lodge of Freemasons  
Amazon, Peterborough  
Arthur Rank Hospice Charity  
ASDA, Lincoln Road,  
Peterborough  
ASDA, Rivergate, Peterborough  
BGL  
Big Lottery  
Big Potential  
Bright Futures Grassroots  
Endowed Fund for 14-16  
transitions  
Buckden and District Churches  
Together  
Buckles Solicitors LLP  
Cambridge Rock Choir  
Cambridgeshire Community  
Foundation  
Carers Trust  
Central England Co-Operative  
Children in Need  
Co-op  
Croesus Ltd  
D'Oyly Carte Charitable Trust  
Descensus Aquarium Lodge 8655  
DHL  
Earlth, Bluntisham and Colne  
Scout Group  
East Anglia CIPR  
Ermine Street Church Academy

Fireworks In Hemingford  
Girton Town Charity  
Greggs Bakery  
Hinchingsbrooke School  
Academy  
Holly Consulting  
Howden Joinery Ltd  
Hubert Julian Grassroots  
Huntingdon & District Round  
Table 410  
Huntingdon Freeman's Charity  
Huntingdonshire District Council  
Hutchinson Charitable Trust  
Jane Hodge Foundation  
Kimbolton Flower Club  
Luminus Group Limited  
Mark Rebane Charity Football  
Match  
Maxine Lester Residential Lettings  
North Norfolk Beach Runners  
North Norfolk Youth Advisory  
Board  
Ormiston Bushfield Academy  
Park Road Baptist Church  
Priory Junior School  
Ramsey Junior School  
Ramsey Millions  
Rotary Club of Huntingdon  
Rotary Club of Newmarket Trust  
Fund  
Rotary Club of Ramsey

Rotary Club of St Ives  
Rotary Club of St Neots St Mary's  
RR Donnelley  
Sainsbury's, Coldhams Lane  
Share Gift  
Sir Charles Chadwyck-Healey  
Charitable Trust  
Somersham Parish Council  
South Cambs Rotary  
St Andrew's United Reformed  
Church  
St Neots Town Council  
St Peter's School  
Stukeley Meadows Women's  
Institute  
The Buttercross  
The Foundation of  
Hinchingsbrooke School  
The John Jarrold Trust  
The Pye Foundation  
Thongsley Fields Primary School  
Vectis Lodge  
Waitrose, St Neots  
Warboys Women's Institute  
Wild Rose House Simon Gibson  
Charitable Trust  
Wisbech & Walsoken Sick Poor  
Charity  
Yorkshire Building Society

**We believe family carers of all ages should be recognised and celebrated for the amazing work they do day in, day out.**

**Carers Trust Cambridgeshire, Peterborough & Norfolk**

## **Head Office**

Unit 4  
Meadow Park  
Meadow Lane  
St Ives  
Cambridgeshire  
PE27 4LG

Tel: 0345 241 0954 or 01480 499090

Email: [hello@carerstrustcpn.org](mailto:hello@carerstrustcpn.org)

Web: [www.carerstrustcpn.org](http://www.carerstrustcpn.org)

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## **Working with**



West Anglia Crossroads (known as Carers Trust Cambridgeshire, Peterborough & Norfolk).

Registered Charity No. 1091522.

Registered as a company limited by guarantee in England and Wales No. 4379948.

August 2017 Ver 2.0