




carerstrust
Cambridgeshire & Peterborough
Norfolk

**helping carers
out of the woods**

John's story

John has just turned 40. He has a lovely wife, Anna, and three young children. He lives in the city where he grew up and where his elderly parents still live. Anna's parents live a two hours' drive away and as they are both still working, the family don't get together too often. John and Anna have a lot of friends nearby. John is an IT freelancer and is based at home. He loves cycling and enjoys watching sport on TV, especially football. Life is good.

John's world starts to crumble. His beloved wife, Anna, is diagnosed with a terminal illness, it felt to John as if his world was falling apart. John works from home so he counted himself lucky that he is there to look after everyone. He cares for Anna, he runs the household and makes sure the children get to school in clean uniforms with healthy packed lunches. He makes sure they do their reading at nights and he tries to make sure that they get some time out of the house at weekends. Money is tight but it's not really a problem. A bigger problem is that his parents are beginning to struggle on their own. They are fiercely hanging on to their independence and refuse to accept help from anyone. John struggles to find the energy to challenge them about this.

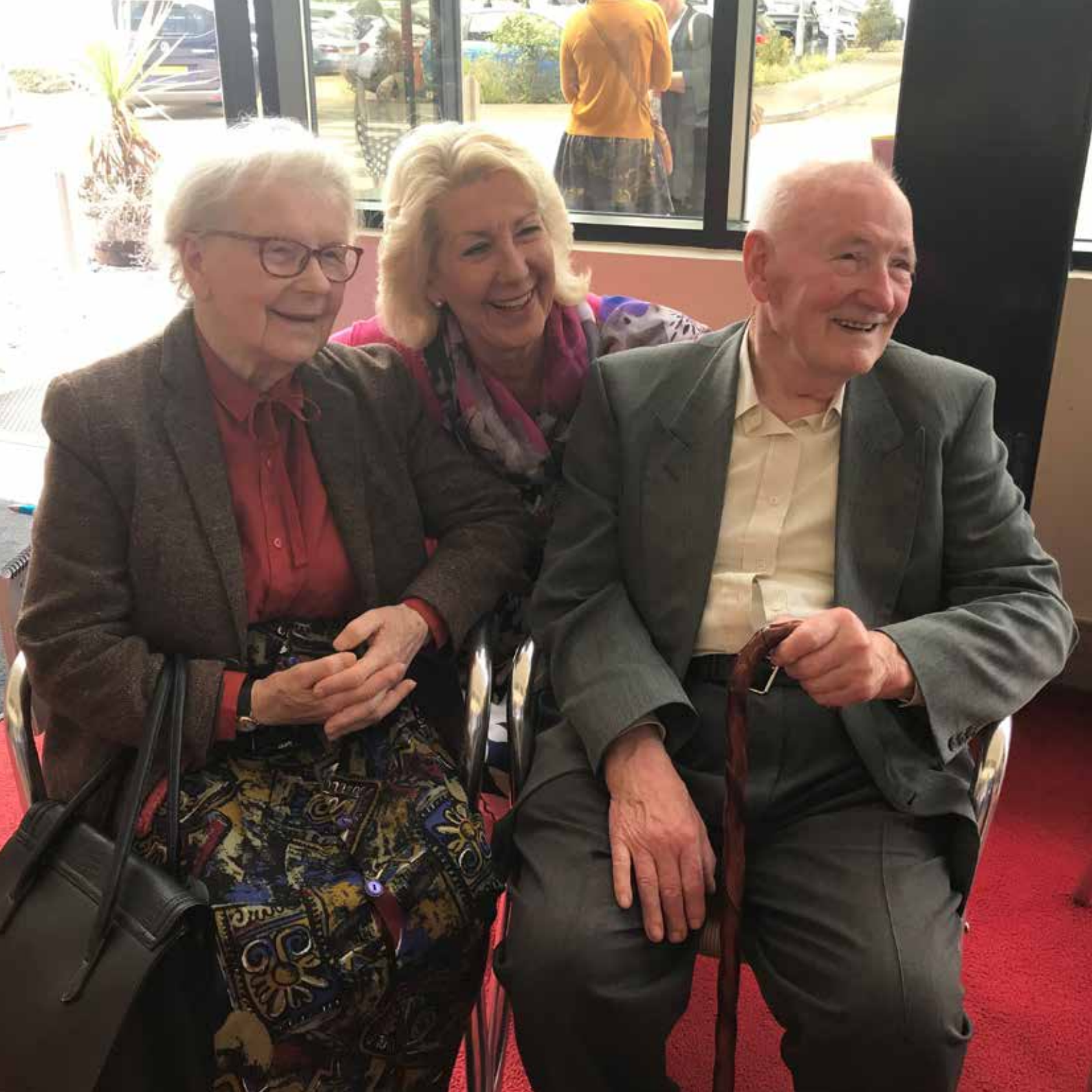
John has no time to think about himself. If he did, he might cry and that's not what men in John's family do. He hasn't really told anyone how he feels about everything. He constantly reassures Anna and tells her and the children how much he loves them. He and Anna have agreed that the children's memories of their Mummy must be happy. They are both going out of their way to make sure that this happens. And all of the time, John's heart is breaking.

John and Anna haven't really thought about things like power of attorney or whether there is anyone out there who can help them. They have talked to the children's school. Although the teachers at the school try their best, they don't really have much experience of this kind of thing. They try to be as understanding as they can be. John always tells his friends they are coping. They are. But John feels like a swan, madly paddling underneath the water to keep moving. Even though John has so many friends, he is lonely. Sometimes he feels like he is drowning. Sometimes he feels overwhelmed. Sometimes he feels lost in dark woods.

John is a carer.

We helped John find his way out of the woods

Do you know what it means to be a carer?



Reflecting back and looking forward

Family carers are the invisible backbone of our health and social care system. They deserve and need support. We are here to give that.

2017-18 was a tough year for our organisation, a year in which demand for support to family carers has never been greater and a year in which we have relied on the generosity of volunteers, funding from trusts and grant giving organisations and donations from individuals more than ever.

We have been through a lot of change. As new Chair of the Board, one of my first duties was to welcome Rhiannon Sarginson as our Director of Operations in September 2017 and to say goodbye to Dr Helen Brown who retired as CEO in November 2017. It was a pleasure to welcome Miriam Martin as our new CEO in January 2018.

Stuart Evans
Chair of Trustees
Carers Trust Cambridgeshire,
Peterborough, Norfolk



In the months since I joined this great charity, I have been humbled by the people that I have met. From Trustees and volunteers to staff, carers and the people they love, I have been overwhelmed by the level of dedication I have found.

It became very clear at the start of the year that 2018-2019 would be a year of change in order for us to build for a strong future. There are so many carers in our region going without the help and support that they need. We must fix that.

It is my greatest wish that everyone who needs our support knows we are here.

I am so grateful to everyone who is already supporting us. If you would like to know more about our work or think you may benefit from it then please do get in touch.

Miriam Martin
CEO
Carers Trust Cambridgeshire,
Peterborough, Norfolk



Godmanchester, St Ives
and Brampton
Children's Centres
Our Vision

St Ives
Health Walking
Team

2025

Becoming a carer can happen to anyone.

When it happens, it's personal and rarely planned. It isn't something that anyone can really fully prepare for. It can happen suddenly, it can happen over a period of time or if you are a young carer, you may grow up with it. However and whenever it happens, and the chances are it will, whilst you wouldn't change things, it can be hard.

3 out of 5 of us will have a caring role at some point in our lifetime

Most people take two years or more to realise that they have an additional role to all of the others they already have. They don't see themselves as a carer. They don't like the word. Why does it matter? What difference does it make?

72% carers suffer with mental health issues and 61% have physical health issues as a result of caring

Being prepared

are you ready?

That is where we come in. We make a difference to families and carers. We listen. We help. We support. We are here.

For John, for Anna, for Sophie, the little girl having a hard time at home and bullied at school because of her severely disabled brother; for Jean and Robin, the elderly couple who are struggling to look after each other and are isolated and lost in the 'system', we provided a little bit of sanctuary, a breathing space and someone to listen to when there was no one else that understood.

37% carers struggle to make ends meet

47% carers cut back on essentials such as heating and food

This is the story of how we did that and about the people we helped in 2017-2018.



By 2030, according to Carers Trust, there will be 10.4 million unpaid family carers in the UK.

Carers save the UK economy £132bn each year

In the counties of Cambridgeshire, Peterborough and Norfolk there are an estimated 178,000 carers. Around 50,000 of those 'care' for more than 20 hours each week. Around half are aged over 50.

There are around 5,000 young carers under the age of 18 living in Cambridgeshire, Peterborough and Norfolk

The people who look after people they love by providing care rarely question the reasons for doing it. It is a labour of love. It can be rewarding and fulfilling. It can be fun. But it can be hard. It can be lonely. It can be exhausting physically and emotionally. It can affect you at work. It can affect you financially. It can affect everyone in a different way, there are no rules.

In 2017-2018, we helped more than 800 families with care at home

Caring for carers

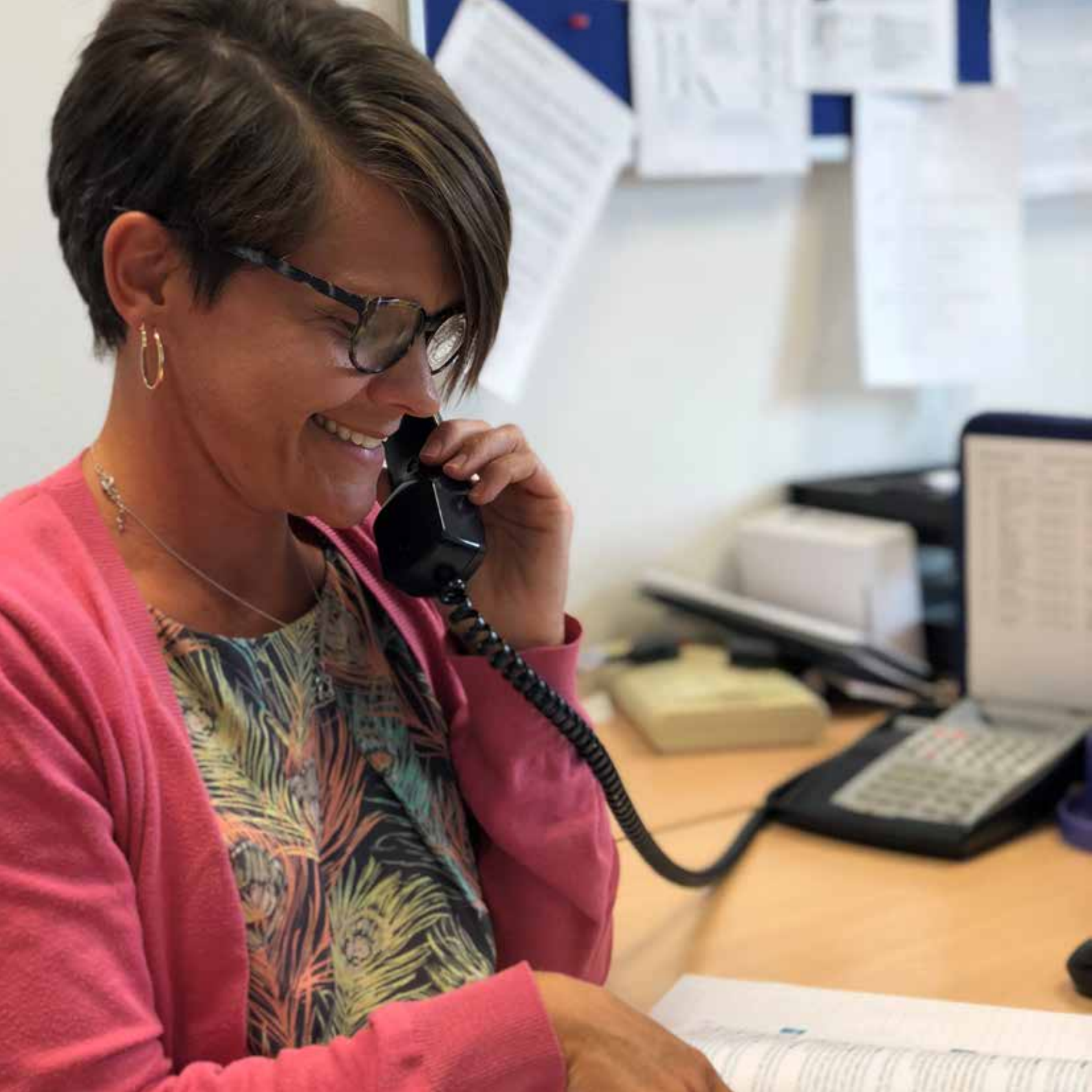
it makes a difference

For carers of any age, research and experience has taught us that it can be like carrying a heavy load that seems to get heavier, it can be like catching a train to a destination that you never arrive at, it can be all consuming and completely control your life.

In 2017-2018, we helped more than 9000 family carers

For many of the thousands of people who received support from us, we were the light at the end of the tunnel supporting them to care in lots of different ways. We were a listening ear, a friendly face providing specialist information, advice and guidance, we provided homecare, company and help in the house. We gave carers a voice and we listened.

In 2017-2018, over 12,000 people received our support



Breaks and respite

We support carers so that they can continue to care well by providing them with some breathing space, some time out to be themselves and put themselves first for a little while. We do this by providing great care for the people they care for and love in their own homes and through groups, hubs and clubs.

50% of carers expect their health to get worse in the next 12 months

Information, advice & guidance

Carers tell us it can feel like they are lost in a dark forest or wading through mud trying to work out how to access the services and help that may be available and that they may be entitled to. We take time to listen and we guide carers every step of the way so they get to where they need to be.

In 2017-2018 we received almost 18,000 calls to our helpline

In 2017-2018 our Carers Magazine was distributed to 8,332 carers registered in Cambridgeshire and Peterborough and continues to be very much valued by them

In 2017-2018 we began a trial of a new online directory on our website

Support for and with employers

Caring for someone can be difficult to combine with work. It can cause stress because of time pressures, employees may need time off unexpectedly, they may struggle to be at work on time and they may be worried because they rely on their income. We work with employers to support them and the carers who work for them. Employers retain the expertise and experience that they would not wish to lose and employees see coming to work as a sanctuary that gives them some time out and allows them “to be me”.

1 in 9 carers juggle paid work alongside caring responsibilities

A flexible working policy is often the starting point but some employers take this much further and have groups, counselling and people who can signpost to organisations like us that can really help.

Over a third of carers have given up work to care

There are many ways to contact us. Experienced staff are trained to be able to provide information and advice that carers may need quickly. And we are there if carers need a shoulder to cry on.

In 2017-2018 we began a new Listening Ear project funded by the Big Lottery



Care that supports the whole family

It can be a big deal trusting someone else to look after the person you love. We know this and we understand.

People of all ages and people with numerous conditions or disabilities were helped by our caring, compassionate, well trained and professional care workers like Jennifer, Sarah and Michal. As Michal would say, they “have big hearts” and this is what makes all the difference to the people that they care for.

Whether it was to provide care for a disabled brother or adult with multiple needs, an elderly or frail mum or granny, a wife with cancer or a dad who needs end of life care, we helped a lot of people in 2017-2018.

817 families benefited from the regular homecare we provided

Children who need care have special needs whatever the circumstances and staff from Carers Trust Cambridgeshire, Peterborough, Norfolk know and understand the importance of meeting these needs. They provide expert support and advice for children from the ages of 0-19 and their families. Our work is focused on providing the best possible care for each individual child.

By doing so we provided a break for everyone and often some much needed time out for parents.

By providing such a wide range of care, we supported carers and their families in numerous ways.

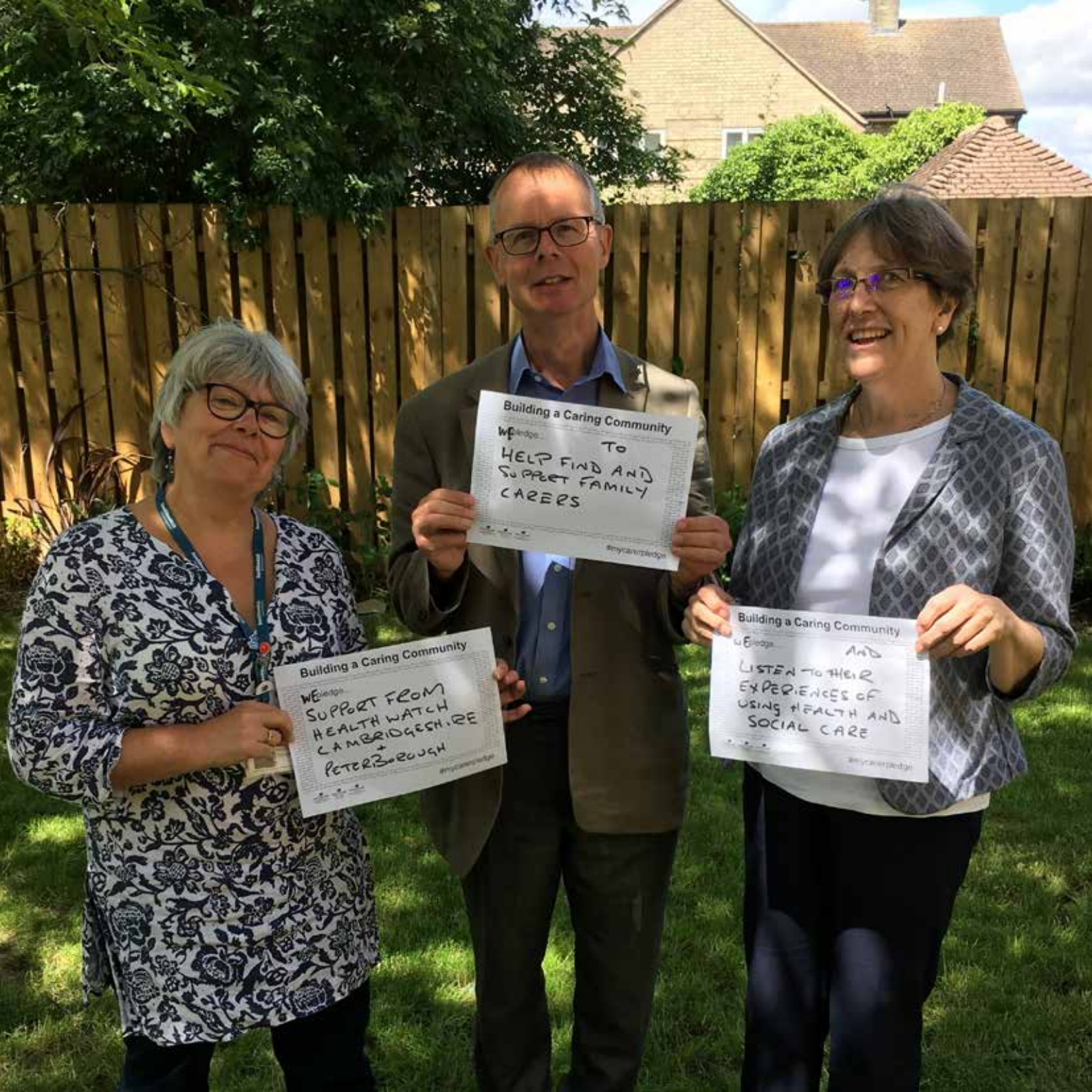
It may have started at the beginning of the care journey. Something small like keeping someone company, shopping, an outing, doing the washing or some help getting to an appointment can make a big difference to the people we helped. Helping people to live in their own homes helped them feel more independent. It’s about dignity and we understand that.

Frequently people needed help preparing meals or help with eating. We provided that help. We chatted, we listened, we supported.

We helped with medication and personal care that included bathing and we supported families with end of life care.

And as always, we did it with sensitivity, with empathy and with the strongest desire to make a difference.

In 2017-2018, we provided over 100,000 hours of care across Cambridgeshire, Peterborough and Norfolk



Building a Caring Community
We Bridge
SUPPORT FROM
HEALTH WATCH
CAMBRIDGESHIRE
+
PETERBOROUGH
#mycarebridge

Building a Caring Community
We Bridge
TO
HELP FIND AND
SUPPORT FAMILY
CARERS
#mycarebridge

Building a Caring Community
We Bridge
AND
LISTEN TO THEIR
EXPERIENCES OF
USING HEALTH AND
SOCIAL CARE
#mycarebridge

Schools and groups

We worked with schools to provide information, advice and awareness for staff and students. Teachers sometimes need help to recognise the signs that a child is a young carer and what to do if they are. We visited schools frequently to provide that help.

Young carers gain lower grades than their peers

Bullying can be something that many young carers experience and we worked with schools to reduce it. Young carers are also likely to struggle with homework and finding the time to do everything as well as carrying the worry that their mum, dad, sister or brother may need them and they aren't there for them when they are at school.

We provided emotional support at young carers groups, a sanctuary to do homework, some time out and lots of trips and days away.

1/4 young carers are bullied at school because of their caring role



Partners

The successful Hospital Discharge and Admission Avoidance service was the result of work with hospital teams including Addenbrooke's. Similar support was extended to Peterborough in January 2018, and a link to Queen Elizabeth Hospital in King's Lynn for an Enhanced Home Support Service.

In 2017-18 we supported 553 people so they could avoid being admitted to hospital & 252 people were able to go home with help from our team

We worked with Cambridgeshire & Peterborough Clinical Commissioning Group and GP practices to provide an easy way for practice staff to identify family carers and refer them to us for support with the Family Carers' Prescription.

In 2017-18 we delivered 600 Family Carers' Prescriptions; it isn't medicine but it does make things better

Our Caring Communities project to help identify more carers enabled us to collaborate with Age UK Cambridgeshire & Peterborough, Alzheimer's Society and Cambridgeshire County Council Adult Social Care.

More than 2,300 people pledged support as a Carers' Friend



The voice of carers

It isn't for us to tell carers what they want and need. They know better than anyone. We listened to carers at hubs, at groups and centres and through surveys. We will always listen and we will always make sure carers' voices are heard locally and nationally, whatever their age. Collectively, we have a loud voice that we used and we will continue to use it for carers to make sure they receive the help they need at the time they need it.

The rights of carers

Many carers don't know they are carers, many don't want to be labelled a carer so won't recognise themselves as one, many will never know that they were a carer. But carers have rights and there is support available for them that can change their lives.

In 2017-18 we supported over 1300 carers to receive their statutory entitlements

Planning ahead

it can be hard to do this when you are in the middle of it

Planning that gives peace of mind

There are lots of ways that carers can plan for the future that reduces some of the worries that can weigh heavily on carers' minds. Reducing stress can play a big part in making sure carers stay well themselves. Planning for emergencies ahead of when they happen really helped a lot of people. We helped every step of the way.

In Cambridgeshire that included responding to 93 emergencies under the What If? Plan

Since the scheme started 3,166 What If? Plans have been registered

Other ways to plan may also include planning for the worst, planning for recovery, power of attorney and what to expect once a caring role ends.

Volunteers and Ambassadors

Dedicated volunteers once again made a huge contribution to the charity. Whether it was supporting events and groups, being a part of the listening ear project, providing stands, talking to people or giving their time as a trustee. Their contribution is immeasurable and we could not do it without them. Many of our volunteers are or have been carers and their lived experience is invaluable.



Ian was a carer. He is 92. Now he is a volunteer. He reads poetry to a dementia group in Cambridge.

Planning ahead

it's sometimes good to think outside the box

Events

The Family Carers Picnic closely followed the Sharing the Caring event and Pride in Our Carers Awards.

Whilst these events are a service for and recognition of the work of carers, they are also important in raising the profile of the charity so that we can help more people in the future.

Smaller events involved young carers including the national young carers festival as well as BBC Children in Need, digital training and an intergenerational project linking young carers to older people living in care homes.

Carers tell us that getting together with other carers helps them feel less isolated and gives them an opportunity to meet other people in a similar situation.

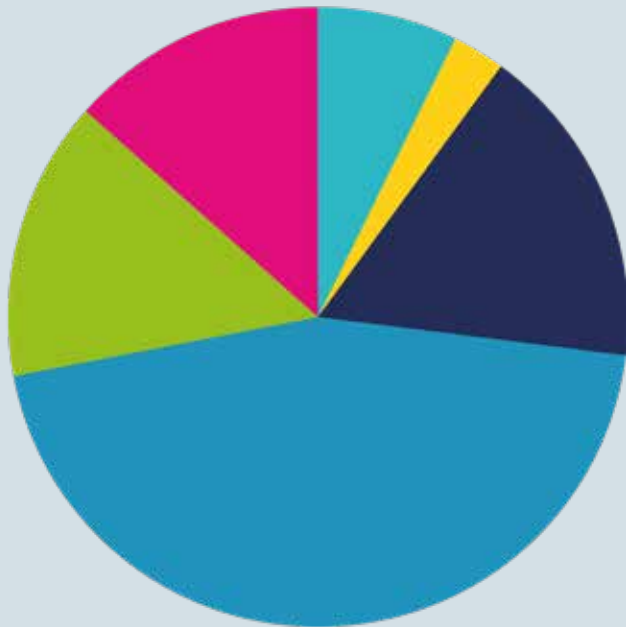
There were numerous trips out and as always groups, clubs and hubs were held regularly across the region.



A bit about money

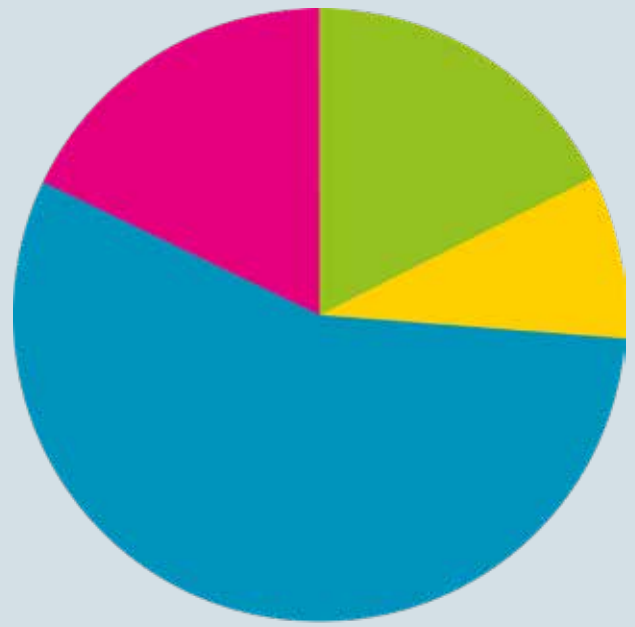
*without it we couldn't do what we do;
with more of it, we could do even more*

Our income of nearly £4m came from



- Grants
- Donations and other income
- Private purchase of homecare
- Contracts - Cambridgeshire
- Contracts - Peterborough
- Contracts - Norfolk

This is how we spent it



- Carer breaks, Homecare and Emergency Planning
- Running our Charity and Fundraising
- Information, Advice and Practical Support
- Projects supporting Young Carers and Young Adult Carers

Over 80% of what we spend goes directly on carer support and front line services



 Masonic
**Carers' Trust Cambridgeshire,
Peterborough and Norfolk**
has been supported by the William Stables Foundation
with a grant of
£30,000
to support their outstanding work

Carving
INHERIT CAPTAINING
BY THE BASS
Best

We are incredibly grateful to all of our supporters and we would like to take this opportunity to say a huge thank you to each and every one of you. They include individuals, commissioners, charitable trusts, clients, staff, Trustees, businesses and local councils.

Thank You

we couldn't do it without you

In addition to the organisations and businesses which appear below, we would like to thank Boots, Girton WI, Digital Reach, Foundation of Hinchingsbrook School, Jane Tomlinson Appeal, Masonic Charitable Foundation, Mills and Reeve Charitable Trust, North Norfolk Youth Advisory Board, Ramsey Grantscape and Simon Gibson Charitable Trust.

It is because of your generosity and kindness that we are able to support so many unpaid family carers of all ages. To everyone who has supported the charity in any way, thank you.



You can help us help carers in many ways.

We would love to hear from you.

Donate

Make a one-off or regular donation to the charity or leave a gift in your will

Work with us

Join our team

Fundraise

Raise money for the charity with your family and friends, in a group or at your workplace

Volunteer

Support our services and fundraising in your own time

Spread the word

Let people know how we can help

Carers Trust Cambridgeshire, Peterborough, Norfolk

Tel: 0345 241 0954

Email: hello@carerstrustcpn.org

Web: www.carerstrustcpn.org

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Cambridgeshire & Peterborough
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Registered as a company limited by guarantee in England and Wales No. 4379948. Charity Registration No. 1091522
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