



carerstrust
Sheffield Carers Centre
action · help · advice

**Summary of
achievements**
2018/19

2018/19 has been the second year in which Sheffield Carers Centre has been delivering the City-Wide Carers Service, during which the service has become well consolidated. It is clear that the Carers Centre delivered more support than ever before in its 25-year history. The numbers speak for themselves: we worked with 3,100 carers, over 11,000 carers received our newsletter and there was a 24% increase in the number of new carers added to the Carers Register, to give a few examples. Impressive though the numbers are, they do not give a full picture of the complexity of the work involved and the difference we make for carers.

Sheffield Carers Centre has also been supporting an increasing number of carers who face a range of substantial challenges. These include a combination of poor physical and mental health, providing care for more than one person, not speaking English, poverty, inadequate housing and difficulties navigating the health and care systems, all of which impact on their ability to sustain their caring role.

We are able to respond effectively to carers in all situations, including complex and challenging ones, because of our blend of professional specialist knowledge and skills, a 'caring' and personalised approach, and by working with partners. We know our approach works from carers' feedback, which tells us consistently that they feel that they have been properly listened to, understood and helped — often for the first time.

We pay tribute to 'team carer', which is made up of Sheffield Carers Centre paid staff, 85 volunteers, students on work placements, our delivery partners and other stakeholders, including Sheffield City Council and businesses.

If you would like to work with us to reach and support more carers in Sheffield, please get in touch.

We hope that you enjoy reading this report.

*Thank you,
Mandy & Pauline*



AMANDA FORREST
CHAIR



PAULINE KIMANTAS
CHIEF EXECUTIVE OFFICER

What Sheffield Carers Centre has done to identify carers

Having a caring role in life is often 'hidden', which means that most carers do not recognise themselves as such and therefore do not seek support until they have been struggling with their caring role for too long. Reaching carers so that they can be registered with Sheffield Carers Centre is the essential first step for carers to receive the support they need, and is therefore a key objective for Sheffield Carers Centre.

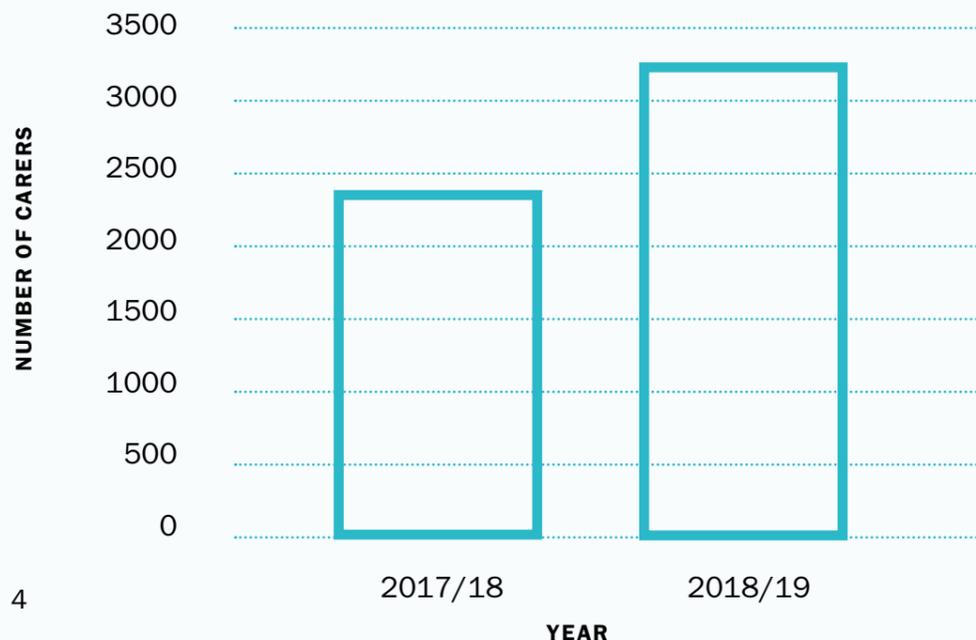
We have two ways of reaching carers:

- We work with others who are in contact with carers, in particular professionals in the health and social care system.
- We reach out to carers directly, through promotional activities including community events, our website, social media and the local print and broadcast media.

Key achievements

- 1,859 carers were added to the Carers Register, an increase of 24% on the previous year.
- There were 11,317 carers on the Register at the year end, an increase of 14.5% on the previous year.
- We delivered more awareness training with health and social care professionals, including the mental health Early Intervention Team, IAPT, GPs and medical practices, social work teams, service leads at Sheffield Teaching Hospitals and clinicians who deliver the stroke care pathway.
- The launch of the Carer Card was the lead news story on BBC Radio Sheffield.
- 37% of new registrations were self-referrals via our website.
- Our online presence increased substantially, including a 59% increase in the number of people visiting the website and a 65% increase in the number of Facebook followers.

Number of carers receiving support



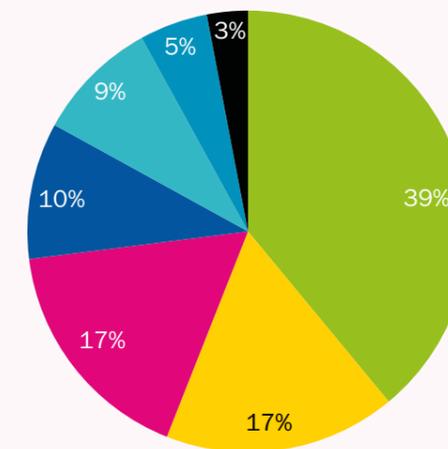
What Sheffield Carers Centre has done to make sure that carers have the right information

Having access to relevant, high quality information at the right time is essential for carers.

This means carers:

- Know what rights they have.
- Are able to make informed decisions for themselves and the people they care for.
- Can navigate the complex worlds of health, social care and other service systems.
- Are able to learn more about the conditions of the people they care for.
- Can find resources that support them in their caring role.

Sheffield Carers Centre provided information tailored to each carer's individual situation. Information provision is embedded into the everyday conversations between Carer Advisers and carers, whilst specialist information and advice has been provided on topics including employment rights, making wills and setting up trusts. We also provided information that meets the diverse interests and needs of 10,000+ carers through our newsletter, website, Facebook and Twitter platforms and the new monthly e-bulletin.



Key achievements

- Our newsletter *Connect!* was given a colourful new design and three editions were sent to over 10,000 carers and over 700 professionals.
- A monthly e-bulletin service was launched and the first edition was read by 1,366 people.
- Fifty carers benefited from pro bono legal advice, with a value of over £4,000.



Where carers heard about us

- Other health services
- Adult Social Care
- Other/unknown
- Sheffield Health & Social Care Trust
- Self referral
- VCS
- Primary Care

What Sheffield Carers Centre has done so that carers look after their own health & well-being

Taking on a caring role can have a negative impact on carers' health and well-being. In addition to the effect of the caring duties themselves, carers often focus on the health of the person they look after at the expense of their own. Sheffield Carers Centre encourages and identifies ways carers can better take care of their own health and well-being, and this plays an important part in the Carers Needs Assessments.

Key achievements

The reviews from assessments showed that:

- Emotional well-being and physical health was maintained or increased for 93% of carers.
- Social well-being was maintained or improved for 94% of carers.
- 136 carers received individual support to get involved in a new social activity or group.
- The monthly Carers Café provided a break and support for 57 carers.
- The Carer Card was launched with 40 businesses offering discounted activities and services that promote health and well-being.
- 403 carers were given a free spa voucher, a 50% increase on the previous year.
- Sheffield Carers Centre was one of the partners delivering the Cancer Champions social movement. Over 6 months, 60 carers benefited from a Be Cancer Safe session.

Case study

Sara's son has Aspergers' Syndrome and mental health problems, including self-harming and suicide attempts. He needs considerable emotional and practical support from his mother. During Sara's Carers Needs Assessment process she had identified that both her emotional and social well-being were high risk, and the risk of the caring situation breaking down was high. She was feeling distressed, extremely tired and stressed and worried a great deal about her son.

Several months after devising her support plan with a Carer Adviser she reported that she had taken up jogging and cycling, and felt the benefits of regular exercise. She also felt much better emotionally as a result of attending a stress course, meeting with a counsellor and going to a creative course paid for by her Time for a Break grant.



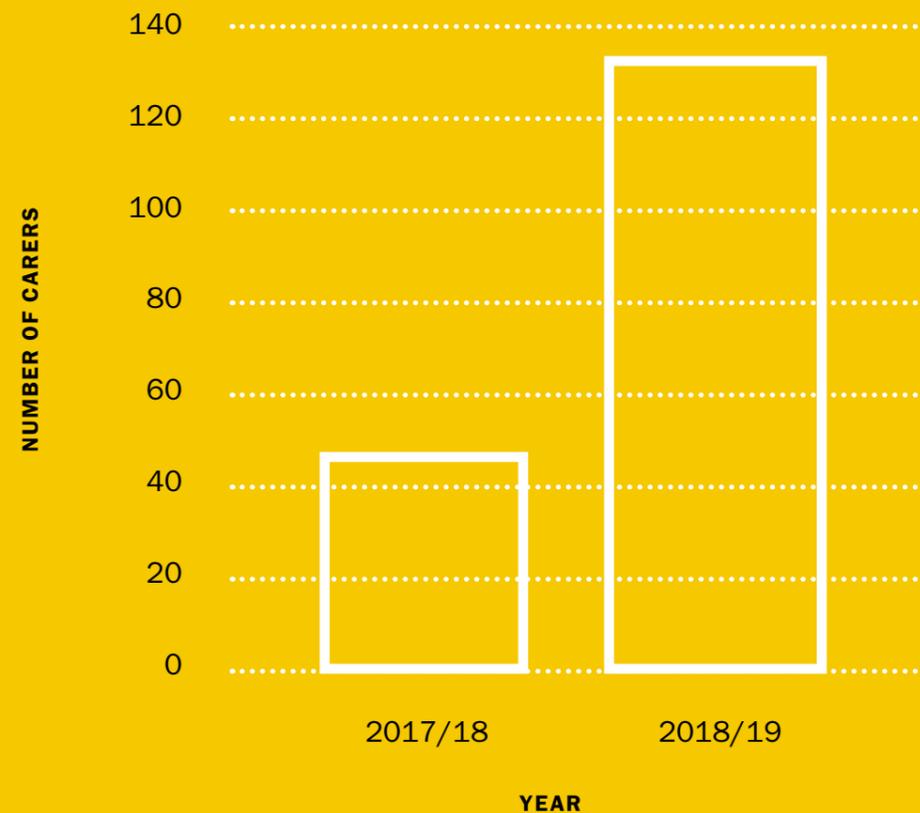
'Meant the world to us — no other action that we've been offered has had quite such a difference to enable us to have time together'

TOM

Tom received a Spa1877 voucher for him and his wife to have a break from caring for their son who has a severe mental health condition.



Carers receiving 1:1 support to access social activities



Carers Needs Assessments and Personal Budgets

Under the Care Act 2014, it is the legal right of all adult carers looking after 1 or more adults to have an assessment of their own needs. Those who will be taking on caring responsibilities are also eligible for an assessment. Sheffield Carers Centre has continued to deliver statutory Carers Assessments, support planning and administration of Personal Budgets on behalf of Sheffield City Council. The Assessment is an holistic, person-centred process, covering all key aspects of a carer's well-being and support needs; it considers the impact of the caring role on 10 areas of their life.

'At first I thought: I don't know why I'd need to see someone or have a Carers Assessment because it's my Mum who needs the support. But you do a great job and have helped us tremendously. In fact, I don't think we would have made it through, without your help and support'

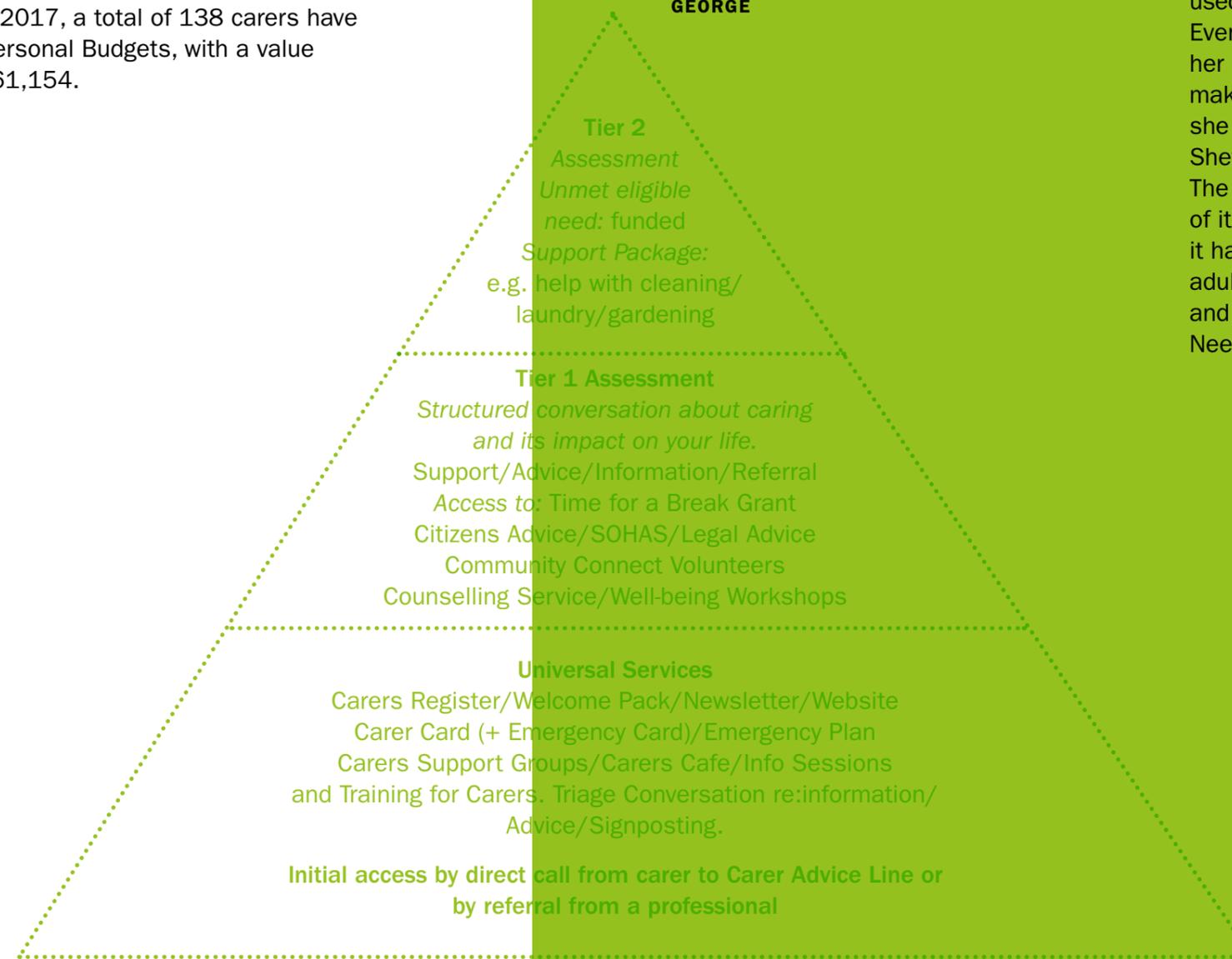
SOPHIE

Key achievements

- Work was carried out on 977 assessments.
- Based on a collaborative assessment process and their specific needs, a range of support options were offered to address the 10 areas of the carer's life that are impacted by their role.
- In addition to a range of services, practical help and financial support put in place for nearly 1,000 carers, a smaller number (57) had a Personal Budget with a total value of £83,210. This was an increase of 283% over the previous year.
- Since 2017, a total of 138 carers have had Personal Budgets, with a value of £161,154.

'I love my university course. If you hadn't encouraged me in May this year and helped me to put the focus back on me, and facilitated it by sourcing funding for me and getting the cleaner in to sort household jobs, I wouldn't have done anything about it until next year or probably never. This course has given me 'me' back, if you know what I mean'

GEORGE



Case Study

The carer looks after her husband who has long-term deteriorating physical health conditions, and has 4 children to look after as well. The family are refugees from a war zone and do not speak English. The Carers Needs Assessment, which involved several conversations over a period of time, was carried out with an interpreter. The Assessment identified that the carer's social well-being was high risk because she was separated from her friends and family, and her emotional well-being was high risk due to depression. She did not have time for herself, and there was not enough money to buy groceries.

As a result of the support that was put in place after the Assessment, the carer had social contact with other people who spoke her language and was attending two classes a week, was given food bank vouchers to tide the family over until the benefits review and used a Time for a Break grant to go swimming. Even though she still felt sad about leaving her home country, she had been able to make some time for herself and knew that she could call the BME Carer Adviser at Sheffield Carers Centre when she needed to. The caring situation was stable and the risk of it breaking down was low. Furthermore, it had been identified that one of the young adult children was also involved in the caring and he would also receive his own Carers Needs Assessment.

What Sheffield Carers Centre has done so that carers can have a break

All carers need a break from their caring role. The length and type of break varies from carer to carer and their individual situations. For some carers, a short break of an hour or two a week is enough, for others a longer period of time is essential to sustain their caring role. Having a discussion about getting a break is an important part of the assessment process: encouraging carers to take some time for themselves so they can maintain their own health and well-being and sustain their caring role.

The Time for a Break grants mean that carers can create a break that works for them. Many of the grants have been used for more traditional activities, but other creative uses have been on the increase and have included buying fishing equipment, walking gear, garden furniture, theatre tickets and attending courses in pottery, poetry, photography and embroidery. Free and heavily discounted ways of providing breaks have also been introduced during the year through the work to increase support for carers from businesses.

The newly launched Carer Card means that carers have access to a range of discounted offers from businesses. These are all aimed at encouraging carers to take some time for themselves and enjoy a range of offers from businesses in leisure, entertainment, hospitality, beauty, hobbies and well-being.

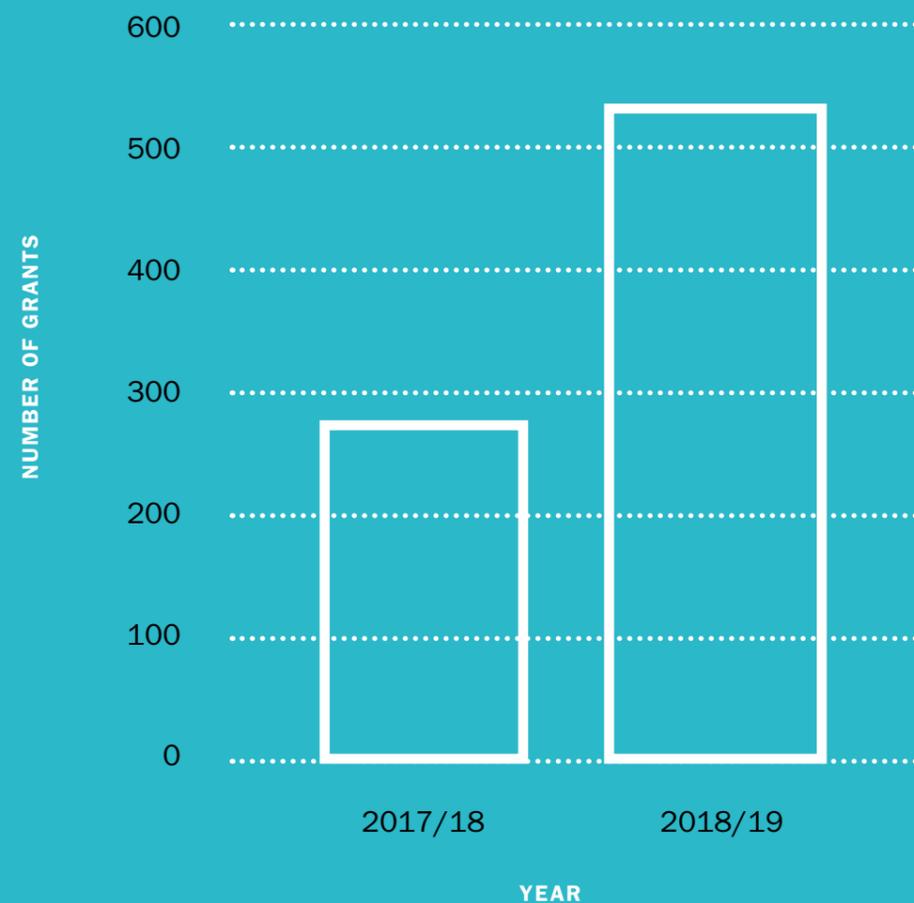
Key achievements

- 511 carers received a Time for a Break grant, totalling £83,558. The number of grants awarded was an increase of 125% on the previous year.
- 403 carers received a free voucher from Spa 1877. This was a 50% increase on the previous year and had a value of £12,720.
- Two carers had free holidays through the Centre's membership of Carefree Breaks.
- Tickets for Good membership provided carers with free tickets for an event at the Botanical Gardens, a concert in Manchester and cinema tickets.

‘Your kind grant of £200 will make such a difference to my role of carer, it will benefit me greatly, in making me able to cope better with the mental and physical demands on me. This gift is a huge help both to me and the people I care for. I thank you so much and I greatly appreciate your gift. I am going to put it towards one years subscription at Ponds Forge. My one time to myself, doing something I love — swimming, which in turns benefits my family I care for. One again many thanks, you truly make a difference to us’

JEAN

Number of carers receiving Time for a Break grants



What Sheffield Carers Centre has done so that carers are prepared for the future

Carers often feel anxious about what would happen to the person they care for if the carer were not available for some reason. One way we address this is by providing every carer with a Carer Card, which provides space to record emergency contact details. If the carer wishes to make a more detailed plan in the event of an emergency, we provide the In Safe Hands booklet and planning template. A third strand of our work is to provide more intensive support to older carers who have been looking after an adult son or daughter with a learning disability, so that they can be better prepared for the future. This work was delivered by our partner Sheffield Mencap & Gateway.

Key achievements

- 1,696 carers received a Carer Card (following its launch in November), enabling them to record two emergency contact numbers.
- 116 carers received the In Safe Hands information booklet and planning tool.
- 48 carers benefited from pro-bono legal advice on wills, trusts and powers of attorney.
- The Keeping in Touch service worked with over 100 older carers every quarter to encourage and support them to plan for the future.

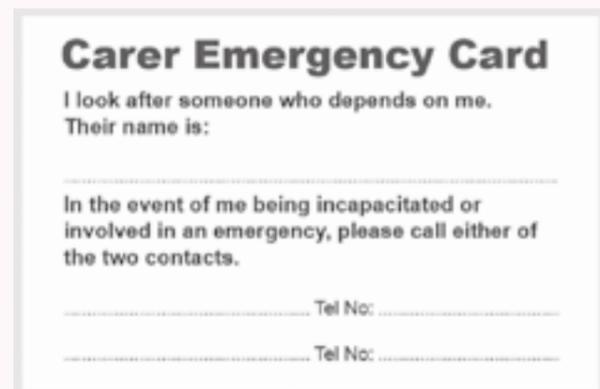
Case study

The specialist workers at Sheffield Mencap & Gateway had been supporting an elderly carer during the transition of her son from the family home into supported living during the week. This involved creating an emergency plan and looking at how to reduce the carer's social isolation after her son left home permanently. The carer passed away and one of her sons took on the caring responsibility for his brother, however he didn't know where to start because his mother had preferred to take on all the caring herself.

The worker supported the brother to take on the caring role, using the emergency planning document that had been completed with his mother.

'I was really interested in putting my name down for the carer's card. I think this is an excellent idea and would be of great peace of mind knowing that if anything happened, it would be known about the situation with my husband'

KATE

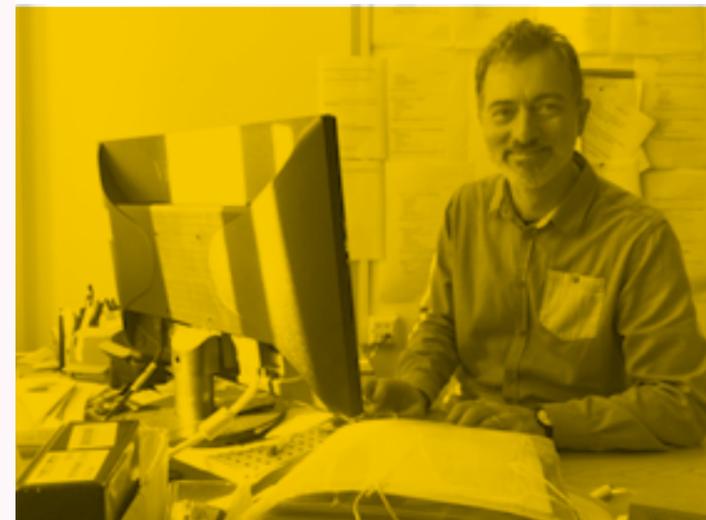


What Sheffield Carers Centre has done to reduce the financial hardship of carers and gain or retain employment

Many carers battle with financial hardship, which puts an additional pressure on carers who are already struggling. One of the key ways in which Sheffield Carers Centre has addressed this has been through its partnerships with Citizens Advice Sheffield and Sheffield Mencap & Gateway. They have delivered advice and support on benefits, debt and related issues, and supported older carers with filling in benefits forms. A partnership with Sheffield Occupational Health Advisory Service has provided specialist employment advice to support carers to remain in employment.

Key achievements

- More than 200 carers were better off from total benefits gains of £194,855.
- 48 carers received hardship grants totalling £10,442, enabling them to purchase essential household items such as cookers and washing machines.
- Information sessions about the support available from the Carers Centre were provided to employees of John Lewis who are carers.



Case study 1: financial hardship

Sheffield Carers Centre supported two carers who look after their daughter who has a neurological condition. The carers have always preferred to look after their daughter themselves, without a care package.

The carers needed a new washing machine, because their machine was very old and about to break down. They needed to do laundry on a daily basis due to their daughter's incontinence. A grant was submitted to a Trust and a new machine was awarded within five days.

The carers were also reliant on a very old cooker, with only two working hobs and an unreliable oven, making it difficult for them to cook properly. An application was made to the Carers Trust who awarded a grant for a new cooker.

At this time, another daughter returned to live at home following heart difficulties. The carers were referred to the Sheffield Citizens Advice benefits worker at the Carers Centre. They supported the carers to ensure all relevant benefits were in place for the family, including pension credits for themselves and disability benefits for their daughters.

Case study 2: employment

John was supporting his partner, who was in remission from cancer, along with his partner's elderly parents and his own health condition. SOHAS spoke directly to the employer to arrange home working and a gradual phased return to work which reduced pressure on John. This allowed him to return to work much sooner, without exhausting his annual leave allowance.

What Sheffield Carers Centre has done to make sure that carers have a voice

Carers often feel that they are invisible and unheard, and that their voice counts for little. We have supported carers individually to speak up about the issues that are important to them, and have worked with partners to improve carer engagement with other services. Sheffield Carers Centre also 'has a seat' at various policy and strategy forums, ensuring that carers issues are taken into account in the development of policies, strategies and services. Our Carer Expert Panel has played an important part in developing the Carers Centre's services and support.

Key achievements

- More than 30 carers took part in a campaigning workshop for carers, delivered by The Carers Trust.
- A group of carers met with Paul Blomfield MP to discuss the challenges they face.
- Our Carer Expert Panel contributed to many areas of work, including the development of the Carer Card and Emergency Contact card, the revision of the telephone companionship service and reviewed promotional materials. Members of the panel were filmed for our promotional video.

Case study

A Carers Assessment was completed with a carer who looks after their daughter who has cerebral palsy and autism. The carer's daughter had her care package reviewed by Adult Social Care and Continuing Health Care and the package was reduced by over one-third in terms of respite and replacement care.

The carer was very concerned about the impact of the reduction on their daughter's health and their own; they didn't know how they would manage. The carer was extremely stressed, had limited opportunity for any break, social or leisure activities, and also has their own health concerns.

Over several months of the carer working with Adult Social Care and CHC, an agreement for a replacement care and respite package was reached that returned this to its pre-review level. A carer support package was also agreed to help maintain the family home, preserve the carer's health and free up some time for themselves.

The carer valued the moral and emotional support they received from the Carers Centre and the Carers Assessment which put forward their views and concerns, saying that this gave them the strength to continue pushing for the care their daughter needed.

'I felt totally alone and Sheffield Carers Centre has helped me... It gives you strength, strength to have a voice'

LISA

We hope that you have enjoyed reading this report and learned more about the work of Sheffield Carers Centre.

In 2019 we celebrate the 25th anniversary of the charity and also look forward to the future. Most adults (3 in 5, according to Carers UK) will, at some point in their lives, take on a caring role, so the services provided by Sheffield Carers Centre will be needed more and more.

There are many ways that you can support us so that we can continue our vital work for the next 25 years.



We already reach over 12,000 carers, but our ambition is to connect with the other 50,000 adults who provide unpaid care in Sheffield.

We can only do that if we all work together: carers, professionals, businesses and members of the public who support our efforts to make this a carer-friendly city.

We are always grateful for every bit of help people are generous enough to give us.

The gift you might give us could be your time, through various opportunities to volunteer or by helping to publicise our services on social media or helping to ensure our publicity is displayed in your community.

Your help might be financial. Donations are very welcome, whether they are regular or one-off. If you are writing or revising your Will, perhaps you would consider leaving a gift to Sheffield Carers Centre. You can donate by sending us a cheque or donating via a bank transfer.

Find out more about us and hear why carers value our services by watching the video made for our last AGM
www.sheffieldcarers.org.uk/about-us/

If you would like to read more detail about what Sheffield Carers Centre has achieved in 2018/19, you can download a copy of the full annual report from our website at www.sheffieldcarers.org.uk/about-us/ or find it on the website of the Charity Commission by searching: 'Charity Commission Sheffield Carers Centre'.

Sheffield Carers Centre
Ground Floor East,
Concept House, 5 Young Street,
Sheffield, S1 4UP

office@sheffieldcarers.org.uk

0114 278 8942

 /  @SheffieldCarers

www.sheffieldcarers.org.uk