



# Impact Report 2017/18

Improving the quality of life  
for local Carers

Wandsworth Carers' Centre



Our vision is a society where Carers are **recognised** and **valued** for their contribution and have choice and control that enables them to care, to stay healthy, and to lead fulfilled lives.



## Ophelia's story

**Ophelia cares for her 3 sons, one has Cerebral Palsy and two have Schizophrenia. She tells us about her journey with Wandsworth Carers' Centre and how she became a Carers' representative.**

### My Caring Role...

I regularly visit my sons who have mental health conditions in their accommodation and on the ward. I provide emotional and practical support, manage their finances and attend appointments. My son with Cerebral Palsy is non vocal, uses a wheelchair, requires full time care and lives at home with me and my husband. I help him get up, washed, and dressed every day, take him to the day centre and to all of his appointments.

### Reaching out...

In 2012, after caring for more than 33 years I contacted the Carers' Centre. I realised my caring role was getting a bit much and I was struggling to look after my own health as well as manage my caring role. It was time to ask for help.

**I don't know where I would be without the Carers' Centre**

### Gaining confidence...

After coming to the Centre, my confidence increased dramatically. I felt that if I could look after my own health I would have the confidence to also look after my sons. I received advice and guidance, this made me feel more empowered and I gained the confidence to speak up and advocate for myself as well as my sons. I had counselling, which helped me to overcome previous issues that were impacting me mentally and emotionally. I've learnt how to cope better with my caring role and how to have a life outside of caring.

### Speaking up...

The Carers' Centre supported me to get involved in speaking up about Carers needs and their rights and enabled me to become a Carer Representative. I represent Carers at various strategic meetings, forums and committees in Wandsworth. I've even attended the Houses of Parliament to represent Carers and talk about the Triangle of Care.



## From the Chair and CEO 2017/18

This year saw the launch of the new Wandsworth Carers Strategy, Working Together to support Carers & Young Carers in Wandsworth 2017-2020. This was the culmination of over a years' worth of talking and listening to Carers and their representatives about what they wanted to see from local services to support them in their caring role. To launch the strategy, Carers and related professionals, were invited to the Town Hall to witness the final sign off of the strategy, and to participate in workshops to see what action we could all commit to, so as to ensure the strategy becomes a reality. Those present signed a post card pledge that will be followed up in the coming year to see what progress has been made.

As you read through the rest of the report you will see some of the action that we take at the Carers Centre to make the strategy a reality. We continue to be very proud of the work of our team, including Carers, staff and volunteers, and we would like to thank everyone for their commitment to Wandsworth Carers' Centre and the advancement of Carers.

**Sarah Duncan**, Chair, and **Eglionna Treanor**, CEO

**97%**

of Carers felt that we provide opportunities for Carers to have their views heard

**75%**

of Carers feel that we have helped them to have their voice heard

### An example of how we are converting Carers views into action:

Caring within a mental health setting is different to other care settings. For example, the experience of caring for someone with a mental health condition is often 'invisible' and hidden within the family. In many instances Carers do not identify themselves in that role and feel that this is 'how life is'.

We listened to mental health Carers feedback that for a range of reasons they are not always being identified as they should be, and when they are identified, very few go on to experience a positive Carer's Assessment. To overcome these issues, we have worked with Carer representatives, Wandsworth Mental Health CRG, SWLSTG Mental Health NHS Trust and Wandsworth Borough Council to develop the Carers Assessment Project. The project aims to bring together mental health support services, listen to Carers' views and promote partnership working. We hope that this in turn will help mental health Carers **get the support they need when they need it.**

**85%**

of Carers say we  
helped improve their  
health and wellbeing

**98%**

of Carers think  
our staff are helpful  
and welcoming

**99%**

of Carers would  
recommend our  
services to  
other Carers

**98%**

of Carers said  
it is easy to make  
contact with us

**84%**

of Carers said  
we helped them  
know their rights

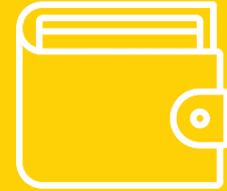


# 1,551

complementary therapy &  
back care appointments

# 3,877

hours given by our  
volunteers



# £150,500

raised in grants and  
benefits for Carers

# 957

hours of counselling  
provided



# 3,911

Carers supported



# 131

peer support  
opportunities for Carers



# 20,250

newsletters distributed

# 2,573

hours of respite  
provided to Carers



# 490

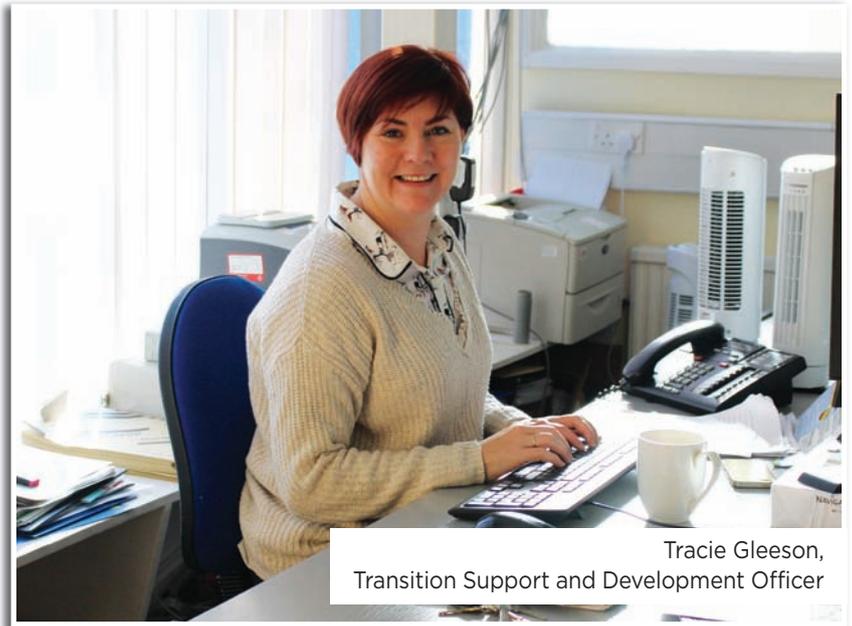
new Carers registered

## New in 2017-18

### Transition Support & Development Project

The aim of the Transition Project is to help Carers identify different housing and support options available for people with a learning disability or people with dementia. The project supports Carers to formulate plans to ensure a safe, positive transition for the person they are caring for.

The project is funded by Lloyds Bank Foundation for three years. In the last year **45 Carers** have received individual support through the project.



Tracie Gleeson,  
Transition Support and Development Officer

### Case Study: Kay – primary Carer for her mother: Kay is in her 60s and has her own health issues.

After her mother was discharged from hospital, Kay recognised that her mother's needs had increased significantly. To prevent her own wellbeing from deteriorating further, Kay acknowledged that her mother might need residential care.

We helped Kay explore her feelings about her mother transitioning to care, and identified the aspects of a care home environment that would be important to them both. We supported Kay to visit a number of care homes and provided a checklist for her to make notes and enable her to record all the care homes visited and make an informed decision.

Kay's mother moved into a care home, she celebrated her 90th birthday and the staff made it a very special day for her. Kay commented that she could spend quality time with her mother when visiting her in the care home, rather than feeling tired and frustrated in her caring role.

## Massage Workshops

As part of the Carer's Trust 'Carers Getting Together Fund', we provided eight 90 minute massage training sessions to Carers. The sessions were delivered by a qualified massage therapist and we had an average of 6 Carers attend each session. **44 Carers** attended the sessions in total.

Carers were taught how to practice self-massage and how to give shoulder, head and hand massage to the person they care for.



**92% of Carers said that by the end of the workshop they felt confident giving a massage to the person they care for.**

## Anxiety Workshops

Through listening to Carers and liaising with services for young people with mental health issues in the borough, we became aware of the desperate need for support for Parents/Carers of young people with anxiety. From this feedback we developed a pilot series of Anxiety Workshops in October and November 2017. The sessions ran at capacity with **14 Carers** in attendance.

Through the workshops we were able to identify hidden carers by dispelling some of the assumptions about the role of "Carer" and help parents of young people with mental health issues to recognise their caring role.

**These workshops help me to feel I am not the only person affected**

**100% of Carers reported having gained information and skills to use in their Caring role.**

Due to popular demand, we have bought back the Anxiety Workshops and are running a series of 6 sessions in 2018.

## Volunteers

**Meet Line, one of 6 volunteer massage therapists at the Carers' Centre who are in high demand.**

Line has volunteered with us as a massage therapist since 2015. Line is a Carer herself but, like many Carers, when she joined us she didn't recognise herself as a Carer - *"I was just doing what is natural as a daughter and a mother"*.

Line started volunteering because she wanted to use her skills and to help others. Up to 31 March 2018, Line gave 515 massages to Carers, many of whom put their name straight back on the waiting list, understandably impatient for more.

**Line is the most amazing masseuse. Her technique is excellent and her manner is very caring and warm.**

**Line is marvellous. She worked wonders for me. I love her healing touches and gentle approach. Her warmth of character is lovely.**

Line says: *"I get a lot out of volunteering, I can use my skills and give Carers a chance to rejuvenate their minds and their bodies. A massage is a little bubble in their busy caring lives. It was a little bubble for me too when I started here, I couldn't practice at the time because of my caring responsibilities."*

**90% of Carers rated their massage as "excellent".  
The remaining 10% rated their massage as "good".**

We are so fortunate to have a massive team of **99 volunteers** who support us in so many ways such as helping with governance and administration; delivering training, counselling, massage and other complementary therapies and companionship; and facilitating groups.

## STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31st MARCH 2018

	Unrestricted Funds £	Restricted Funds £	Total Funds £	2017 Total Funds £
<b>Income from:</b>				
Donations and legacies	5,211	0	5,211	6,318
Charitable activities	710,372	21,877	732,249	590,203
Other trading activities	42	0	42	101
Investments	108	0	108	1,005
<b>Total</b>	<b>715,733</b>	<b>21,877</b>	<b>737,610</b>	<b>597,627</b>
<b>Expenditure on:</b>				
Raising funds	14,800	0	14,800	19,647
Charitable activities	648,172	21,788	669,960	650,214
<b>Total</b>	<b>662,972</b>	<b>21,788</b>	<b>684,760</b>	<b>669,861</b>
Net income/(expenditure)	52,761	89	52,850	-72,234
Transfers between funds	-178	178	-	-
<b>Net movement in funds</b>	<b>52,583</b>	<b>267</b>	<b>52,850</b>	<b>-72,234</b>
<b>Reconciliation of funds</b>				
- total funds - brought forward	325,749	5,667	331,416	403,650
- carried forward	<b>378,332</b>	<b>5,934</b>	<b>384,266</b>	<b>331,416</b>

All items dealt with in the Statement of Financial Activities relate to continuing activities. There are no recognised gains or losses other than those passing through the Statement of Financial Activities.

Thank you to everyone who has donated to Wandsworth Carers' Centre this year. From your generous donations we have been able to raise **£5,211**. A special thank you to Sainsbury's Local on Nightingale Lane who selected us as charity of the year and our fantastic teams of fundraisers who took part in the Carers Thames Walk and the Vitality British 10k London Run.



Jointly funded  
and assisted by



Wandsworth Carers' Centre is a company limited by guarantee with charitable status.  
Registered Charity Number 1053121 Company Number 3152094



# How can I support Carers?

**Identify  
a hidden  
Carer...**

**Donate  
to us...**

**Volunteer  
with us...**

**Tell  
a Carer  
about us...**

**Fund  
a Carer  
Project...**

181 Wandsworth High Street, London SW18 4JE  
Tel: 020 8877 1200 [info@wandsworthcarers.org.uk](mailto:info@wandsworthcarers.org.uk)  
[www.carerswandsworth.org.uk](http://www.carerswandsworth.org.uk)

Registered Charity Number 1053121 • Company Number 3152094

