



Impact Report 2018/19

Improving the quality of life for local Carers

Wandsworth Carers' Centre



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.

Our Mission

is to improve the quality of life for Carers and people affected by caring responsibilities

Our Values

- Integrity and Honesty
- Transparency
- Respect
- Accountability

A Message from our Chair and CEO 2018/19

In the State of Caring Report¹ this year 61% of the Carers surveyed said they had experienced physical ill health due to caring, a staggering 72% had experienced mental ill health and 37% said they were struggling to make ends meet. Sadly these figures don't surprise us as we see Carers on a daily basis struggling with the reality of caring and the impact on their lives and health. Our advice service is busier than ever supporting Carers with benefit applications and appeals, our support staff are still making referrals to the food bank and requests for counselling are so numerous that we have had to temporarily close the waiting list. Our Partnership with Bluebird Care Wandsworth means eligible Carers can access up to 52 hours of free respite and demand for this service is high, giving Carers an essential break to recharge their batteries or a breathing space to do simple things that most of us take for granted like attending a family function or a place of worship.

As you look through this report you can see what Carers said about how our services help them with their health and finances, from practical support to the opportunities to take part in creative arts, outings and celebrations. Carers are keen that we recognise that caring has many rewards and that they want and need the support to continue to care well and safely and also to have a life outside of caring.

Looking forward, 2020 sees us approach the end of our current contract with Wandsworth Clinical Commissioning Group (CCG) and Wandsworth Council. We are pleased to say that both the CCG and the Council continue to be committed to providing support to Carers and the contract for Carers will be retendered in late 2019.

Also in 2020 we will celebrate 25 years of working with and for Carers in Wandsworth - a record of which we are very proud.

Sarah Duncan (Chair) and Eglionna Treanor (CEO)

Thank You

We would like to thank all Carers, volunteers, staff, board members and other partners for their support, commitment, dedication and laughter that have helped us to enjoy another great year.

Our Impact

Every day, Wandsworth Carers' Centre is making the lives of local Carers that little bit easier. Our support team work tirelessly to ensure that Carers registered with the service are accessing the support they need, when they need it. For many Carers, Wandsworth Carers' Centre is the only form of support they have for themselves. By offering Carers so many different elements of support within the service, we are able to address multiple issues, meaning Carers can often have one point of contact for their support needs.

¹ State of Caring Carers UK July 2018

“When my husband was first diagnosed with Dementia, the Carers’ Centre helped me to get back on my feet. They have now been supporting me for 18 years. I would not have been able to cope with my caring role without their support.”



“ The Carers' Centre means more than gold to me. They have provided me with great support, emotional help, practical help, support with advocating and writing letters, and making phone calls for me ”

Wandsworth Carer

Dementia One to One Support

Our Dementia Carers' Support and Development Officer is able to offer Carers person centred support tailored to the individual needs of Carers and the people they are caring for.

"I have so much more confidence and knowledge since attending the dementia training and working with the dementia support worker."

to navigate the health and social care systems or to know who to speak to about accessing the support needed. Georgia is able to guide Carers through a range of issues, offering information and advice, referrals into services and provide advocacy. As well as practical support, Carers also have access to listening support

Dementia Carers are able to attend Carers' Dementia Awareness Training at our offices. It is important that Carers are given the opportunity to increase their knowledge about this condition, learn techniques to enhance their skills as Carers and to meet and learn from other people who are in similar situations.

Dementia Cafés

As part of the dementia support offered, we run the Sunflower and Jasmine Dementia Cafés every month for both Carers of people with dementia and those affected by it. Both Cafés offer Carers the opportunity to attend an event that offers a fun afternoon of socialising, activities, entertainment and the chance to take part in the Carers' support group. Each Carer is an expert by experience; the knowledge and support that each of them bring to our Cafés is extremely valuable to all who attend. We have been lucky enough to be entertained by ukulele bands, opera singers and a host of other performers who have kindly donated their time on a Saturday afternoon.

A number of Carers who attend the Support Groups have built friendships and support networks that they can lean on throughout their journey as a Carer.

Carers and the people living with dementia often describe the Cafés as the 'Highlight of their Week'!

The Dementia service is often the first port of call for many Carers when they need help or support within their caring role; it can be difficult



*Georgia Pollicott
Dementia Lead*



This is what Carers had to say about our service...

82% of Carers feel they are managing better at home with their caring roles

98% of Carers said that they received a quick response to their enquiries

63% of Carers have been supported to maximise their income

78% of Carers said they felt less isolated as a result of accessing our services

99% of Carers would recommend our services to other Carers

75% of Carers said they feel less anxious and stressed since accessing the services we offer

91% of Carers felt that their needs are fully understood



481 new Carers registered



Over 19,000 electronic and postal newsletters distributed



700 Counselling sessions offered



1,980 Complementary therapy and back care appointments



2,498 hours of respite provided



4,474 Carers Supported



4,057 hours given by volunteers



£163,863 awarded to Carers in Benefits and Grants

Wandsworth Carers' Centre is lucky to have so many dedicated volunteers who offer their time and skills every week. Volunteers are vital to our organisation and the support we offer to Carers. We currently have 52 active volunteers who support us day to day with everything from office administration to providing complementary therapies.

"The Carers' Centre does a great job for Carers and without them many of us would be very frustrated and struggle, especially with advice and wellbeing."

Meet Florence...

Florence first came into contact with Wandsworth Carers' Centre two and a half years ago. Having a son with additional needs and a son who is a Young Carer, Florence wanted to meet other parents who were in a similar situation to herself and was also looking for Young Carer support in the area.

Florence was able to access our peer support service, offering a chance to meet other parents who may have been experiencing similar situations in their caring roles.

Florence began volunteering for Wandsworth Carers' Centre in early 2019 and offers her time each week as a administrative support volunteer. The time and skills that Florence brings to our service are invaluable to what we do and the Carers we support.



"I wanted to give something back to my community and especially to my fellow Carers who do such marvellous work."



Case Study

David visited the Carers' Centre as he had a housing issue and didn't know where to start to resolve the situation; he was able to get an appointment to see our duty support worker.

David looks after his adult daughter who has learning difficulties and he also suffers himself, with anxiety, which was contributing to him feeling that he could not deal with the situation which had arisen.

A letter had been received from the local authority stating that David owed over £2000 in rent arrears but he did not know how this had happened as housing benefit had been in place for some time.

The first step the duty worker took was to contact the rent arrears department to find out how these arrears had been incurred and it transpired that housing benefit payments had stopped three months previously and the only payments which had been received were monthly top up payments by the Carer.

The next step was to speak directly to housing benefit to find out why this had happened. The housing officer had explained that the Carer had made a claim for Universal Credit earlier in year and that when that claim had started his housing benefit had migrated over to his Universal Credit payments. Unfortunately David had not realised this and felt that this hadn't been made clear to him at the time. During this conversation, the housing officer also said that he felt he should advise that David had also fallen behind with his council tax payments and as a result, the account was due to be passed to the courts. However, it was agreed that if David could pay a certain amount that same week, court action could be prevented; David agreed he would be able to do this. The duty worker explained to David that it was important that he kept to his agreement regarding his council tax payment to avoid further action being taken.

The duty worker then contacted the debt department to explain exactly what had happened and it was agreed that a payment plan could be arranged for David to pay off the debt in affordable instalments.

It was explained to David that going forward his rent payments had to be paid directly from his Universal Credit payment but that he could request the housing element be paid directly to the council.

When David first arrived at the Centre, he was visibly nervous and very worried about the situation. Our duty worker was able to work with him and advocate on his behalf to find a solution that was acceptable to all involved. The duty worker also ensured that David fully understood what he needed to do in future regarding his rent payments.

David left the Centre saying he felt like a huge weight had been lifted from him.



New for 2018/2019

Life Coaching

New for 2019, our Life Coaching sessions have proved popular with our Carers, giving people an opportunity to set clear goals for themselves with support and encouragement to work towards them.

Carers are helped to focus on a goal and to explore their strengths and the resources available to them. We offer 6 weekly sessions where the emphasis of life coaching is very much on enabling Carers to achieve changes in their life, based on values, exploration and decision making.

"I've got so much out of my life coaching and would really like to have more sessions in the future."

Art Sessions

During the last 12 months we have been offering Carers the chance to attend art classes held at our Wandsworth office. The sessions have become increasingly popular with Carers who are able to learn new skills or show off their talents.

Carers Surgeries

Earlier this year we started our Carers surgeries. Georgia, our outreach worker for these surgeries, attends GP practices in Battersea, Putney and Streatham every month.

The aim of the surgeries is to take the service we provide out into the community and reach as many Carers as possible.

Carers registered at the GP Practices are able to book a 30 minute appointment through the GP reception with a Carers Support Officer from Wandsworth Carers' Centre.

During the appointment we can register Carers with the service, offer advice & information and arrange any ongoing support that might be required.



WANDSWORTH CARERS' CENTRE STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31st MARCH 2019

(includes an Income and Expenditure Account)

	Unrestricted Funds £	Restricted Funds £	Total Funds £	2018 Total Funds £
Income from:				
Donations and legacies	4,804	0	4,804	5,211
Charitable activities	621,640	61,941	683,581	732,249
Other trading activities	0	0	0	42
Investments	9	0	9	108
Total	626,453	61,941	688,394	737,610
Expenditure on:				
Raising funds	812	0	812	14,800
Charitable activities	641,255	59,795	701,050	669,960
Total	642,067	59,795	701,862	684,760
Net income/(expenditure)	-15,614	2,146	-13,468	52,850
Transfers between funds	0	0		
Net movement in funds	-15,614	2,146	-13,468	52,850
Reconciliation of funds				
- total funds - brought forward	378,332	5,934	384,266	331,416
- carried forward	362,718	8,080	370,798	384,266

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.

How you can support us to support Carers?

Donate
to us

Volunteer
for us

Identify
a Carer

Fundraise
for us

Thank you to everyone who has donated
to Wandsworth Carers' Centre this year

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