

Wandsworth Carers' Centre

Impact Report 2022 / 23





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.

Trustees Report

As we sit back and reflect on the year, we must highlight the impact of the Cost-of-Living Crisis on Carers who are supporting some of the most vulnerable in our society. The levels of anxiety for many Carers, and often of the people they care for, increased significantly particularly as we approached the Autumn and Winter months. Concerns about being able to eat healthily, pay the bills and keep warm became a very stark reality for some Carers and their families.

We are pleased to report that we were able to respond to many of these concerns in a variety of proactive and positive ways including:-

- Increased Appointments for benefits checks/Income maximisation
- Providing Foodbank Vouchers
- Offering family respite and fun outings and activities for families with children with additional needs
- Providing information in our newsletter and on our website about sources of cheaper food and deals for kid's meals in the school holidays
- Completion of grant applications for essential items

Most significantly of all we launched our weekly Supper Club where up to 20 Carers can come together to share a hot meal and socialise with or without the person they care for. As you read through this report you will see how fortunate we were to receive support for this from local organisations, and for which we are extremely grateful.

As we looked through our Carers newsletters to remind us of the activities throughout the year, we could not help but be proud of the staff and volunteer team and all that they have achieved. Again, as you read on you will get a flavour of the year but there are too many activities, partnerships and collaborations to mention them all, but the most significant is of course our partnership with Carers who support us and our work and the wider Carers work in the borough undertaken by colleagues in health and social care. Please turn to page 10 to see details of some of our supporters and partners.

Supper Club

February saw the launch of our weekly Supper Club. With the cost of living crisis, Carers were struggling and we wanted to do something that would go even a little way to helping. We decided to launch Supper Club, offering Carers the opportunity to come along for something to eat in a warm space and to socialise with other Carers.

We have been lucky to receive support from the community, with local bakeries, restaurants and the local Temple all providing food. During the Summer we were able to take Carers out for the evening to the Post Market in Balham, where two businesses provided food and drink.

We have been overwhelmed by how popular Supper Club has been; we are fully booked week on week and we know how much Carers value coming along. We get regular feedback from Carers who tell us how much they appreciate the opportunity to not have a meal but to socialise with other people.



“
It is a time when I eat
well without worrying
about cost
”

Get Connected

We were successful in securing funding for a project to digitally support Carers in Wandsworth.

The project has three main aims; to supply or upgrade a digital device, to provide an internet connection and to offer training to Carers through one to one sessions or group workshops.

We have supported over 50 Carers to access digital services which has enabled them to stay connected to family and friends, use email and stay safe online, amongst other things.

We developed an easy use booklet for Carers to guide them through various things such as setting up email addresses, downloading apps and using messaging services.

This project has been so successful that the funding has been extended, so we are delighted to be able to continue to provide a service that is having such positive impacts for Carers.

“
I'm able to access more things online, I'm looking at online courses, and it's easier to read the Carers' Centre newsletter
”



What Carers Say...

The job you do really has a positive impact on peoples lives and you never feel alone. it is such an invaluable service.

Thank you so much, you were instrumental in us being able to see beyond our daily grind.

I would be really lost without the Carers Centre, I don't know what I would have done without your help.

A heart felt thank you for being caring and working to make changes to people's lives, no matter how small or how big.

I had been nervous about my issue but you very quickly made me comfortable and able to trust you. Please know that it made the world of difference to me.

Thank you for always being there. It really really helps knowing we are being cared for and we are known.

I feel really lucky and privileged to be able to access the Carers' centre.



50
training
sessions
delivered



209 peer
support
sessions
delivered



499
new Carers
registered



2,839
hours of respite
provided



775 hours of
volunteer
support



557 back
care sessions
delivered



Over **700** advice
appointments
made available
to Carers



27,000
Newsletters
sent

Case Study

Mr H is a 55 year old man who is a working Carer, supporting his 85 year old mother who has dementia. When he was connected to Wandsworth Carers' Centre, Mr H was at breaking point. He had been supporting his mother for 3 years without a break.

This began during lockdown and just prior to taking on his caring role, Mr H lost his partner of 26 years. He did not have time to grieve and had no family or friends that could support him.

Mr H initially approached Wandsworth Carers' Centre via a Peer Support Group Meeting and expressed that this first meeting felt 'like a lifeline'.

We supported Mr H to contact social services where he was able to access a Carers Assessment and an up to date Needs Assessment for his mother. It was clear that Mr H was in need of respite.

Before connecting with us, Mr H's mother had visits from care workers for 1 hour, 3 times a day. After advocating on his behalf, this was increased to a care worker visiting from 8.30am -6pm Mon to Friday & a care worker visiting three times a day for 1 hour on the weekend. It was also agreed that Mr H could have 3 weekends away from home per year, in addition to 14 days away from home once a year. During this time, his mother would be supported by care workers 24/7 within her home.

Mr H has continued to attend Peer Support Meetings and he now attends trips for Carers too. He has built friendships via these activities and is going on his first trip away for 2 days and is looking forward to his first break in 3 years.

Carer Trips & Events

We have had another great year of trips and events where Carers have had the opportunity to take a break from their caring roles. Trips this year included The Royal Mews, Woburn Safari Park and Windsor Castle.



Volunteers

Wandsworth Carers' Centre is lucky to have a great team of volunteers supporting us. Our volunteers are integral to our organisation and being able to provide services in the borough.

Volunteers support with services including counselling, complementary therapies, group facilitation and office admin.

Jacqui has been volunteering at the centre for 8 years within the counselling service and has worked with a huge number of Carers during her time at the Centre.

“I value enormously, the professional working relationships I have developed over many years with both the staff at WCC and its carers in my counselling role. I enjoy and am interested in learning about people/carers, their experiences, feelings, behaviours and what may be affecting their mental well-being. I feel privileged through my work at being trusted and permitted access into deeply sensitive and private areas of someone's world, with things that are causing them distress for e.g., anxiety, depression. My role involves the willingness to working collaboratively by both carer and counsellor towards facilitating positive change.”

We would like to say a big thank you to members of the community including Balham Social, True Blue restaurant and the Radha Krishna Temple for their valuable support over the last year.

WANDSWORTH CARERS' CENTRE

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

		Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME AND ENDOWMENTS FROM	Notes				
Donations and legacies	3	1,846	-	1,846	1,111
Charitable activities	5				
Carers Support Service		771,398	-	771,398	764,653
Investment income	4	1,182	-	1,182	82
Total		<u>774,426</u>	<u>-</u>	<u>774,426</u>	<u>765,846</u>
EXPENDITURE ON					
Raising funds	6	28,100	-	28,100	25,460
Charitable activities	7				
Carers Support Service		686,405	-	686,405	650,893
Total		<u>714,505</u>	<u>-</u>	<u>714,505</u>	<u>676,353</u>
NET INCOME		59,921	-	59,921	89,493
RECONCILIATION OF FUNDS					
Total funds brought forward		595,490	-	595,490	505,997
TOTAL FUNDS CARRIED FORWARD		<u><u>655,411</u></u>	<u><u>-</u></u>	<u><u>655,411</u></u>	<u><u>595,490</u></u>



Show your support for Carers

**Identify
a Carer**

**Volunteer
with us**

**Fundraise
for us**

**Donate
to us**

46 Balham High Road, London SW12

Tel: 020 8877 1200 Email: info@wandsworthcarers.org.uk

www.carerswandsworth.org.uk

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