

### GP Practices and Carer Pathways

A number of GP Practices are now working with us on shared information, which has resulted in a number of new carers identified and receiving services. We continue to see rising levels of referrals from the GP Practices who engage regularly with us and use our GP Referral Cards.

Louella and Geraldine were invited to deliver training about carers on the GP Registrars Training Scheme, working alongside the Royal College of GPs. This was very well received with comments of:

“Useful session, interesting facts.” “Useful to know support systems out there for carer and guidance for GPs.” “Very informative.” “Really appreciated the input from the carer – good to get a hands on view and gain an insight into her life.” “Very useful and engaging session.” “Will alter my management.” Indications are that we will be invited in the future to continue this training.

### Counselling Service

This year has seen the launch of our in-house, carer-specific counselling service provided by Janet Rayner (Dip Counselling). There have been 43 enquiries over the year and Janet has been able to work intensively with 11 carers over the past 12 months. The service is highly valued as can be seen in these comments:

*“I have found the counselling sessions to be excellent. To have the time to talk with someone without any consequences is invaluable and has enabled me to cope with and, in some instances, change my life.”*

*“Having being offered the counselling from Calderdale Carers I was pleasantly surprised that they were able to offer sessions over the weekend. Without this I would have found it impossible to attend due to my long working hours.”*

*“I found that meeting the counsellor over quite a long time was very helpful and enabled me to resolve many of the serious problems I had with bad temper.”*

### Quality

We received funding from Calderdale Community Foundation to work towards gaining the PQASSO Quality Mark; the leading quality standard for the voluntary sector. We have reviewed our systems, policies and procedures, looking closely at how we provide support to carers, ensuring that we are person-centred and carer-led. The PQASSO standards cover: Planning; Leadership & Management; User-Centred Service; Learning & Development; Managing Money; Managing Resources; Communications & Promotion; Working with Others; Monitoring & Evaluation; and Results. Carers and funders can be sure that we have given careful thought to how we operate in all of these areas and that we can provide evidence for good practice in each one of them. We will be assessed at a site visit in November 2015.

### Future Plans

We have a detailed operational plan for the year ahead. We have already scheduled three Looking After Me courses; various training updates for our team members; updates to our monitoring and evaluation systems and processes (not least the inclusion of contacts with professionals and improved recording of carer outcomes); application for membership of the Carers Trust and the application for the Quality for Health accreditation. We aim to build upon the existing self-management techniques and courses that we have been able to offer to carers through the Awards for All funding that we have received. We will be holding a consultation event on Carers Rights Day to enable us to develop new training modules to equip carers to better manage their own caring situations.

No doubt we will face challenges in striving to meet increasing carer needs in a difficult financial and policy environment, but we will continue to build upon our skills, knowledge and partnerships to find ways of meeting demand.

### Looking After Me

Three new volunteers have joined us following the closure of Carers Connection in Bradford. We now have 5 volunteers and 2 staff in the LAM team. A successful team-building afternoon was held in April to promote cohesiveness within the team. In November, December and February we completed the full conversion over to the updated 2012 Tutor manual, which brought significant changes with new skills and techniques for carers to learn. We delivered 3 courses between February and August 2015. Demand from carers was high, with a wide range of professionals making solid referrals into LAM. This was particularly evident in one course as a high number of carers participated who were caring for those with mental health problems. One of the courses was delivered in an evening to accommodate a high demand from working carers.

Louella and Tony both passed the demanding Tutor Accreditation process to become fully accredited, bringing the team to 5 accredited tutors and 2 awaiting accreditation. In addition, Louella and Christine have undertaken training to be able to assess Tutors who need to maintain their accreditation.

This has been yet another very busy year for Calderdale Carers Project. We have seen the landscape around us change as budget cuts hit all of us involved in health and social care. The Care Act came into force in April 2015, meaning that carers are now entitled to an assessment of their own needs by the Council’s Adult Social Care staff and, if eligible, a Carers Personal Budget to try and meet those needs. We are all learning this new process together and we thank carers for their patience with the new system.

We have experienced an increase in the number of carers with complex and urgent need contacting us over the last 12 months, often as they navigate the changes to their own family finances brought about by the budget cuts. We are pleased to have been able to form a partnership with Noah’s Ark to offer support to those in financial crisis, through the ‘Money in Mind’ financial resilience project. In addition, we continue to work in partnership with Calderdale DART for complex benefits advice and with the Alzheimer’s Society to provide support to carers accessing their services.

This summer, for the first time in 20 years, the contract to provide support to carers in Calderdale went out to competitive tender. We are delighted to have won this contract for the next three years (with a further two years’ extension if all goes well). We would like to acknowledge the huge amount of work that went into producing the winning bid and are incredibly proud of all of our staff for the excellent work that we were able to shout about! We have an outstanding team, who continue to demonstrate the commitment, stability and flexibility that our organisation so benefits from.

The next 12 months will see further changes and progress within the organisation. Before Christmas, we will be assessed for the PQASSO Quality Mark and will apply for the Clinical Commissioning Group’s preferred Quality for Health accreditation. We will be joining the Carers Trust and receiving training on developing and recording outcomes with carers. Each of these elements will strengthen our foundations as an organisation, so that we can continue to provide the best possible support to carers in Calderdale. We will continue to be a carer-led organisation through responding to carer need and involving carers as staff and volunteers in service delivery and as Board members.

We look forward to working with you all over the next 12 months.



Lynn Ward  
Chief Officer



Chris Ide  
Chair of the Board of Trustees



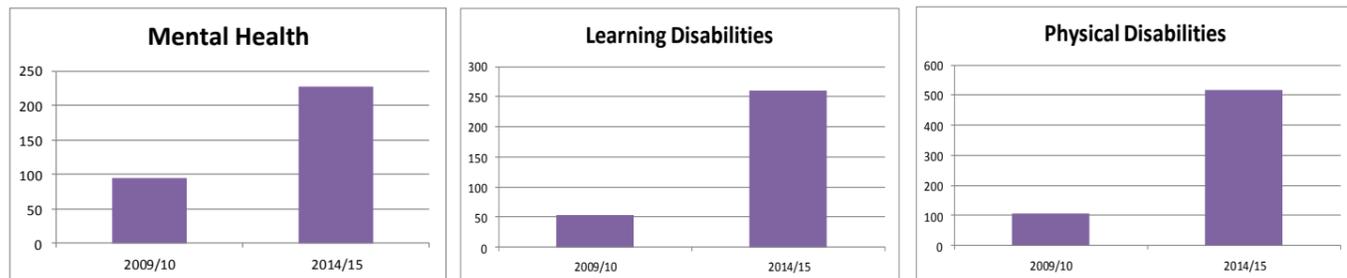
### Our Objectives

The overall objective of our organisation is to improve the lives of carers in Calderdale. We work with carers to ensure they are provided with information and advice; are supported to maintain their own identity; maintain/improve their health; have a break and have a voice.

Our specific objectives over the past 12 months have been to secure long-term funding through winning the contract from CMBC; to develop partnerships with other organisations to meet carers’ diverse, and increasingly complex, needs; to work with GP practices to develop carer referral pathways; to prepare for the assessment for the PQASSO Quality Mark; to obtain Living Wage accreditation; to provide drop-ins and networking opportunities for professionals working with carers; to review the Support Groups that we provide for carers and to remain responsive and flexible in our ways of working, to ensure that we can meet changing carer needs. We are pleased to report that we achieved all of these - and many more!

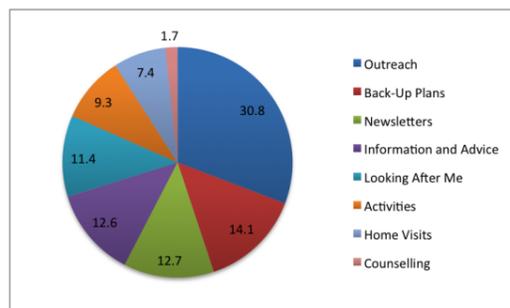
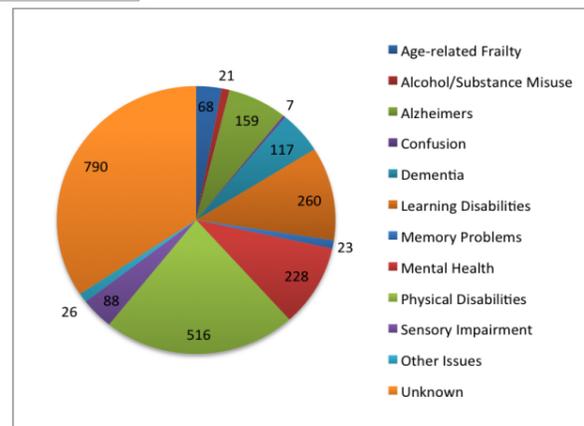
Over the last 12 months, we have worked with 2303 carers. This is an increase of almost 1000 from 2010. The number of contacts that we have with carers each year has risen by 2000 over the past five years, with this year's figure at 4750. This does not include all of the contacts that we have with professionals, where we are providing information, advice and support to those providing services to carers. In addition, we provided our newsletters to 1400 carers each quarter.

We have seen a huge increase in the numbers of carers accessing our services who are supporting people with mental health issues, learning disabilities or physical disabilities, as can be seen in the charts below.

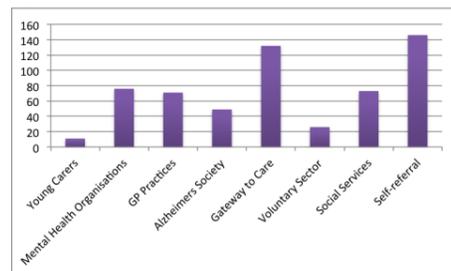


As we support carers with more diverse needs, our skills and knowledge have grown to meet their needs. We now support carers in 12 different categories and this continues to grow.

Over the past 12 months we have accessed training in BSL; Dementia Friends; Making Every Contact Count; Safeguarding; Care Act 2014; Health & Safety; First Aid; Looking After Me accreditation and assessing. In addition, staff members keep themselves updated on changes to Welfare Benefits and eligibility criteria. Over the next 12 months our team members will receive training in developing and recording outcomes with carers; policy and legislation; and Children's Safeguarding.



In terms of the enquiries that we receive, requests for case working / outreach form by far the largest proportion; more than double any other type of enquiry. This illustrates the change in the nature of support that we are providing to carers. Increasingly, we are supporting carers to self-manage through Looking After Me and case working. Our staff have skills to work intensively, using motivational interviewing techniques. Our Caseworkers carried out 87 home visits and 59 office visits over the past 12 months.



The majority of contacts with our organisation are self-referrals, as the chart (right) shows. We also receive a large number of referrals from Gateway to Care, Social Work teams and through our partnership working with other local organisations.

**Sources of funding 2014-15**

- Core funding from Calderdale Health and Social Care and NHS Calderdale / Calderdale CCG.
- Carers Grant Funding for activities, counselling, Financial Assistance Fund (sitters, transport, refreshments etc. for groups and events), Asian Carers Support Group, Young Adult Carers and the Carers Needs Awards Scheme.
- Calderdale H&SC funding for Carers Targeted Support Scheme to provide services and help to alleviate a crisis or sudden deterioration or change to a carers' situation. This scheme was supplemented with donations from The Bearder Charity and from other small one-off amounts from individuals.
- Calderdale CCG provided non recurrent funding to support a half-time caseworker post.
- Funding from the Alzheimer's Society for joint work on Back Up Planning.
- NHS Calderdale funding to develop a single referral pathway for carers to access services via their GP's .

Full details of Calderdale Carers Project accounts can be found on the Charity Commission website.

The young adult carer (YAC) work continues to be very well received and accessed. We currently have 57 YAC's registered with us and have approximately 10 YAC's regularly accessing activities, with others simply accessing 1-1 support from Lydia Thompson.

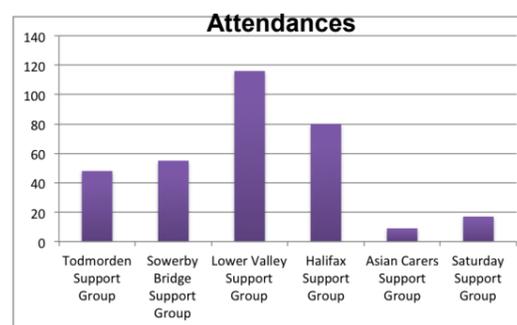
Activities over the last 12 months include a 'start your own business' workshop, ice skating, paintballing and cinema. We also have the annual residential to Low Mill Outdoor Activity Centre planned for November. The activities encourage the YAC's to have a break from their caring responsibilities and to offer peer support. One-to-one support is varied with YAC's approaching Lydia for support with a range of issues including housing issues, financial difficulties, relationship issues and of course the every day difficulty of balancing having their own life with being a carer. The 1-1 support aims to help the YAC's develop a trusting relationship with Lydia, build their confidence and encourages them to learn skills that will enable them deal with similar issues in the future. Part of this work also involves close working with other organisations such as Making Space, DART and CAB to ensure YAC's receive appropriate and necessary support.

**Anna's Story**

Anna was referred to the YAC service by Calderdale Young Carers in September 2014. She was caring for her stepfather who had MS and was receiving end of life care. Anna was very reluctant to get involved in group sessions but was able to identify that she needed support. Lydia began by supporting Anna with 1-1 sessions, usually in an informal environment, either out for coffee or lunch. In November, Anna opened up that she was feeling very isolated and unable to talk to her friends about her caring situation. After some discussion, Anna agreed to come along to some of the activities and see how she got along. It was also identified that Anna may benefit from completing a carers needs assessment, so a follow up session was arranged. Anna was supported to complete the assessment and to apply for some funding so that Anna could have some time for herself and treat herself to some new clothes.

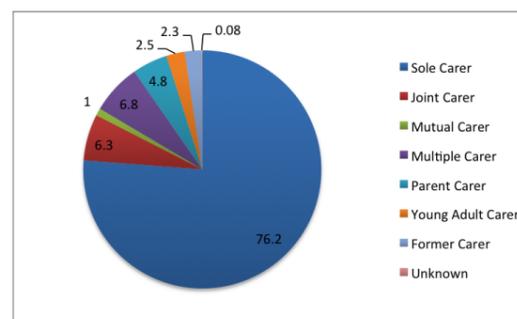
Almost a year on, Anna is still regularly accessing activities and has made some great friendships with other YAC's. She is able to talk to them openly about her situation and receives support from them. Anna is also still accessing 1-1 support from Lydia. This has involved support around Anna's housing options as she was considering moving out. In Anna's view, this showed real progression as she was able to consider pulling back from her caring role and moving forward with her own life. We worked jointly with DART to assess Anna's financial situation and to check whether she was entitled to any benefits. Lydia also supported to Anna to research house shares, housing association and private rentals.

Recently Anna's step father has passed away, so Lydia has been supporting Anna with this bereavement and the big change in her circumstances. As our former carer policy allows us to support carers for two years, Lydia is able to continue supporting Anna for the next few months, linking Anna with other appropriate support, if Anna feels this is required.



**Support Groups Consultation**

We undertook a review of our Support Groups this year and have made some changes to the way they are run. We ran a formal consultation with the Asian Carers Group members, regarding the type of support they wanted and needed. The group for Asian Carers will be re-launched this Autumn to meet the needs of the members, as attendance at this group has been very low over the past 12 months.



We continue to support carers in various different situations. The majority (76.2%) are sole carers. The next largest percentage is for multiple carers, who may be supporting a child as well as a partner or parent. Working age carers form the majority of carers that we support, yet only 14.2% are actually working.

