The Organisation

Carers Trust Heart of England’s aim is to support carers, and those they care for, by providing information and advice, emotional and practical support including respite.

We aim to provide a one stop shop for carers, to enable them to continue in their caring role, for as long as they wish to do so, whilst receiving the advice, information, practical support and skills they need to help them maintain their own health and wellbeing, whilst caring for their family member or friend.

Carers Trust Heart of England is a registered charity, no 1057024, a company limited by guarantee, no 3206963 and is also a Network Partner of Carers Trust, a national charity promoting the rights of carers through working with other charities, the government and its network partners throughout the United Kingdom.

Our aims are achieved by recruiting, employing and training committed, enthusiastic staff, to offer the range of services to support carers and those they care for. Carers Trust Heart of England was formed by the merging of two well known and highly regarded charities, Coventry Carers’ Centre and Crossroads, Coventry & Warwickshire in June 2015.

This annual report will tell you about our current services, how we are meeting the needs of carers and those adults and children they care for, how we are working to constantly improve our services and our plans for the future.
A year to remember - The Chairmen’s report

2015/2016 has been another year full of positive and exciting developments for Carers Trust Heart of England.

Our CEO’s report of last year commented on the challenges involved in developing our newly-merged charity into an efficient and thriving business. The last year has seen her face these challenges with enthusiasm, professionalism and courage, earning the respect of all the staff.

We also celebrated our Chief Executive’s twenty-five years of service, at an event where staff, past and present gathered together to offer her our congratulations, and thanks, for her long years of dedicated service, developing Crossroads Coventry from a small organisation to the formidable enterprise which merged with the Coventry Carers’ Centre last year.

The Information, Advice and Support Service moved into a customised, central location in Coventry’s Central Library. The service is available there every day, providing a greater footfall and hence the ability to assist a greater number of carers.

The Lord Mayor of Coventry did us the honour of formally opening the service in the Library, at a reception to which we also welcomed the Chief Executive of Carers Trust, our national body, and invited guests.

The Regulated Service continues, as ever, to be busier, year on year. We continue to be at the forefront of support for carers in the community, with strong links with the Local Authority and the NHS.

The Care Quality Commission carried out their stringent review of services recently, at both the Coventry and the Rugby sites. Their reports recorded “good” across all our range of activities, confirming the positive attitude, competence and efficiency shown by all staff, on a daily basis.
A recent “Building Capabilities” review, undertaken by the Coventry University, confirmed that our staff are our biggest asset, and that they appreciate the efforts made by their managers to make the organisation a good company to work for.

Those members of staff now undertaking bigger, and sometimes quite different, jobs are to be commended for their can-do attitude to their new challenges and their willingness to grasp the opportunities with both hands, making Carers Trust Heart of England an even more respected organisation.

As ever we have an eye to the future, and maintain our presence on National Committees, ensuring that we are best placed to face whatever challenges may arise in the future. We now have a highly skilled Business Development Manager, who has already achieved considerable success in raising financial support for a range of projects, to support all carers. We are always seeking new opportunities for this.

We are proud to be associated with such a forward-thinking and quality organisation. We would also draw attention to the other Trustee Board members, who continue to dedicate their time and expertise for the benefit of carers throughout Coventry and its environs.

Janet Jones Legg MBE & Garth Murphy BSc MBA
Co Chairmen

Carers Trust is doing a marvellous job preparing carers to perform their duties efficiently thus conducting various sessions on health/ ailments related subjects by experts. Great work!!!

Very happy to work with Carers trust Team
The merger, a year on...

Each year I write my report, and each year I say “it was a challenging year”. Is it me I think?

Then I talk to colleagues in the voluntary and private sector, working in social care in Coventry and Warwickshire and around the country, and find that they are all saying the same. Health and Social care is in crisis; of that I have no doubt. The cutbacks forced on local authorities are impacting on all areas of social care, as the eligibility criteria become ever more stringent. The growth of the ageing population, which should be seen as so positive, certainly for those who reach older age living healthy and active lives, is not so positive for those who become ill, frail or disabled.

So the role of the family carer is even more crucial in these challenging times. Their contribution is estimated to be valued at £680 million, in Coventry alone, and we see it as our job to provide those carers with the range of information and advice, together with emotional and practical support, to ensure they know what services are available to them, to help them sustain their caring role.

Knowing the challenges, financial and practical, facing us in our endeavours to reach more carers was one of the reasons the two former charities, Coventry Carers’ Centre and Crossroads, Coventry & Warwickshire decided to merge last year, in June 2015. We knew that, in order to meet the growing demand for services, we needed to ensure we were lean and efficient. The aims of both former charities were complementary and, as two leading charities in our area, we knew that together we could offer more to support carers.

The merger has not been without its problems, but with goodwill and commitment from the staff and trustees from both former charities, we are making real progress in achieving our aim of a “one stop shop” for carers. This has been helped by the Information, Advice and Support Service arm of the organisation moving into Coventry Central Library. With a footfall of more than 250,000 each year, we know that we have the potential to reach many more carers, and so ensure they have the support they need to continue in their caring role.

We are fortunate, as a long established provider of services, in having excellent working relationships with our statutory funders, and we work closely with them to identify and deliver services to support our shared aims.
Our charitable status also enables us to bid for funding, not available to the statutory funders, from a variety of different sources. As a result, we are fortunate to have the support of the Big Lottery, Children in Need, Henry Smith Charity Trust, Tudor Trust and MacMillan. This funding enables us to develop and grow our services with projects targeting specific groups of carers, and so enables us to meet the needs of carers and those children and adults they care for. We are also very fortunate to be supported with donations from other charitable organisations, Coventry General Charities, 29th May 1961 Charitable Trust, Kleinwort Benson CHK Charities, Eveson Charitable Trust and many more who support our work throughout Coventry and Warwickshire.

So, I know this coming year will be equally challenging, that will never change. Working with, and for, people, delivering a range of services to people in very difficult personal circumstances is the most rewarding role, but one that also demands complete dedication from everyone. I am very fortunate in the team around me and the tremendous support they give me, my two chairmen, Janet and Garth, the trustee board, my managers and all the staff who are so committed to providing the best possible service to those our charity serves, the most important people, carers and those adults and children they care for.

Penny Collard MBE
Chief Executive

STARS has also been very important as my son has joined adult services with lots of changes and given him a secure regular activity on a Saturday and allowed him to continue seeing his friends from Baginton Fields with skilled support.

Stars is a wonderful group, providing respite for our children. this allows us a couple of hours to have on our own to do shopping etc. they also provide extra additional activities swimming, cinema trips and pantomime trips at Christmas, this allows our children to access things they may not always be able to because of different circumstances. Three cheers for STARS All staff are wonderful and have lots of time for our children.
Regulated services report
Coventry, Rugby & Warwickshire

The regulated service includes all of our practical support to carers, and those adults and children with care needs. In the last year, we provided a total of 82,647 hours of support from the Coventry office, and 67,721 from the Rugby office. This resulted in a total number of hours of service across the organisation of 150,368, to 1,392 customers. Of these hours, 27.5% were to customers who purchased their services privately, 65% to customers funded by the statutory authorities (Coventry City Council, Warwickshire County Council and the Clinical Commissioning Groups in Coventry, Rugby and Warwickshire) and 7.5% to customers funded through grants.

The regulated services included specialist re-ablement services, breaks for carers, dementia enablement programme supporting people with dementia out of hospital, an end of life service, Cress, Telecare and training, as well as our domiciliary care support service. In total, we made over 200,000 visits to people with care needs, in their own home, to support them to live as independently as they can. This service, 24 hours a day, 7 days a week, including Christmas Day, is delivered by our team of experienced, and well trained, care support staff, who are supported by our Care Managers, Sarah Roscoe in Coventry, and Mary Smith in Rugby, and their respective teams of coordinators and assessors.

Providing these services is a very demanding role, both for the care support staff, visiting our customers in their homes, delivering the personal care services, and for our managers and coordinators, who literally piece the jigsaw of demand together. Getting staff to our customers at the time they want the service is only half the story, liaising with
GPs, District Nurses, Social Workers and, of course, most importantly, family members, many of whom are also carers, is the challenge. Added to this are our assessors and senior care staff, who support the setting up of care plans, carrying out risk assessments and revisiting our customers once the service has started, to make sure it is meeting their needs.

This year we have been successful in being awarded the leading contractor role in the delivery of domiciliary care services in Rugby. With a 5-year contract, and a possible 2-year extension, this will enable us to build on these strong foundations, and further expand the services from the Rugby office. The staff have responded positively to this good news, and we are already meeting our contractual targets.

Meanwhile, in Coventry, we are awaiting the outcome of a new tender to support people returning home from hospital. After deciding, for contractual reasons, not to tender for this contract 2 years ago, we were asked, in the spring of 2015, by Coventry Social Services, to support them with this work, we were delighted to do so.

Our Cress emergency service continues to go from strength to strength. We now have over 1,100 members signed up, who have been visited, an emergency care plan agreed and in place, in case the family carer is incapacitated and unable to care for their family member. This last year we have responded within half an hour to Cress emergency calls 47 times, taken the place of the carer and prevented, on many occasions, hospital admission or admission to residential care. In total 2,609 carers have been registered for this scheme, since its inception.

Alongside all of this work is our carer trainer, providing training for carers, either in groups or in their own home, as part of our drive to ensure carers have the skills to continue in their caring role. People from all walks of life become carers, and most do not have the practical skills to ensure they safeguard their own health at the same time as caring for their family member. In particular, moving and handling the person they care for is the cause of many injuries to carers, and our training programme aims to give carers the skills and knowledge to keep both them, and the person they care for, safe.
Telecare has emerged over the last few years as an important tool to safeguard vulnerable and elderly people, often those who live alone. Technology is developing all the time and we, as an organisation, have worked closely with the Local Authority to promote Telecare and its value. As part of this work, we now support 268, mostly elderly people, who have no close relative or neighbour who can respond to their call for help. We carry out an assessment of their needs so that, in the case of an emergency, we can respond to their personal care needs and ensure their safety.

We reported last year that we had, through a pilot project, been able to employ our own Occupational Therapist. This has proved invaluable to our service in many ways. Specifically, she has been a fount of knowledge that we can access quickly, and so respond more effectively to issues, as well as providing the assessment and rehabilitation skills to support people with dementia, her main role. She has also worked closely with our carer trainer to assess for equipment to help carers in their caring role. This year, we have had the opportunity to have a 3rd year Occupational Therapy student, from Coventry University, who she is supervising, bringing yet more expertise and knowledge to the delivery of our services, whilst giving the student practical experience in supporting people in the community.

The value of our services can be summarised by the most important people, our customers. One family told us, “My dad and ourselves couldn’t do without the help from Carers Trust, we have become a big family. All we can say is thankyou”.
Overview of the Information, Advice and Support Service (formerly Coventry Carers’ Centre)

“The Carers’ Centre is a very important resource and offers invaluable practical advice and emotional support.” (Adult Carer)

“I’ve daughter with learning disabilities and have language problem but your staff have been so helpful and supportive it’s amazing.” (Adult Carer)

“Young carers is good coz it makes some people feel less left out when they can’t do certain things with their family.” (Young Carer)

“They help just by being there as a safety net. Knowing that they totally understand what it is like caring.” (Adult Carer)

“Young Carers helps me escape the stress of home and lets me be me. I love making friends.” (Young Carer)

“This project has helped me get a break from my younger brothers even if it is just a one-day event but I get to meet people who know what I’m going through.” (Young Carer)

“Coventry Carers help to guide us along in solving a problem otherwise one can be up against a “brick wall” or going around in circles at the detriment of own personal wellbeing.” (Adult Carer)

“The Carers’ Centre is a very important resource and offers invaluable practical advice and emotional support.” (Adult Carer)
These are just some of the things that carers told us about our service over the past year. They help to demonstrate how we are achieving our aim of improving the lives of family carers, by providing information, advice and support to meet their individual needs.

Identifying ‘hidden’ carers is vital to ensure they receive timely support, to prevent the adverse effects that caring can cause. We undertook a wide range of awareness raising activities to identify and support new carers, which included work with GP surgeries and other primary care organisations, University Hospital, the Caludon Centre, schools, colleges, social care professionals and a range of community organisations.

A total of nearly 1,550 new carers were identified and supported. Of these, 35% were male and 65% female; 18% were aged 18 years or under, 59% 19-64 years and 23% over 65 years. About a third were from Black, Asian and Minority Ethnic (BAME) communities, demonstrating our success in ensuring access to our service by hard to reach groups; this was greatly assisted by our fluent speakers in Arabic, Bengali, Cantonese, Dari, Farsi, French, Gujarati, Hakka, Hindi, Mandarin, Mirpuri, Pashto, Polish, Pothohari, Punjabi and Urdu.

There were a total of 5,300 one-to-one support contacts with about 2,440 individual carers. Many of these required follow up and/or advocacy work; carers were also referred or signposted to other support services in the statutory, voluntary and private sectors. All the one-to-one support contacts aimed to meet carers’ individual needs, and so empower them to be able to undertake their caring role, for as long as they choose to do so, and prevent the adverse effects experienced by carers who are not supported, in particular financial hardship, social isolation and ill health.

Our partnership work with Coventry City Council led to us being able to extend our service to provide Carers’ Assessments, as part of the introduction of the Care Act 2014 and nearly 110 were completed. Work with other organisations, such as the Pension Service and Law Centre also helped to ensure even more support to carers.

Carers contacted the service mainly through our telephone help line, at the Carers’ Centre and through outreach Carer Clinics, held at a large number of venues in various parts of the city. Home visits were also arranged, and other means of communication were available - email, Skype and Facebook; in particular, young carers used SMS Text. In total, 55% of the one-to-one support contacts were face to face which, research has shown, is the way carers prefer to receive support.
To ensure that carers continued to be updated on the services available to support them, regular emails and texts were sent to about 6,000 registered carers. Information was also posted on our website and Facebook pages.

In addition to the one to one support contacts, there were over 5,000 contacts with over 500 adult carers, and about 1,200 contacts with over 240 young carers, through group activities, which provided the opportunity for peer support, social interaction and a break from caring. These included a number of support groups - one for all carers, and targeted groups for Asian, Chinese and Parent carers, also carers of people with Mental Health needs, BAME Learning Disabilities and adults with ASD. A range of trips and activities, a bi-monthly carers’ Luncheon Club and fortnightly Former Carers’ Coffee Mornings were organised. The Young Carers’ Project enabled young carers to access a wide range of both group and individual activities.

The carers’ therapy room (provided in 2005 by BUPA) was used to deliver stress relieving therapies, using a number of professional therapists who provided their services at reduced rates. A free counselling service was provided through our links with local Colleges. Coventry’s Passport to Leisure and Learning was issued to nearly 200 registered adult carers, which enabled them to access a wide range of services at a much reduced cost. These were also issued free to young carers.

As well as the Universal Support Service, mainly funded by Coventry City Council and Coventry and Rugby Clinical Commissioning Group, a number of targeted support services were available. Specialist workers provided support for carers of people with mental health needs (funded by Coventry and Rugby Clinical Commissioning Group), Chinese carers (funded by the Henry Smith Charity), carers of people from BAME communities with mental health needs and/or learning disabilities (funded by Tudor Trust and the Lloyds TSB foundation) and Young Carers (funded by the Big Lottery and Children in Need) and Young Adult Carers (funded by Carers Trust). Our targeted work with GP surgeries and other primary care organisations was also funded by the Big Lottery.
A major new service next year will be the new post, funded by Macmillan, to provide targeted information, advice and support for carers looking after people with cancer. This is a first in the country and we look forward to working with Macmillan to develop this vital role.

It is important to us to measure the outcomes that the service is achieving for carers and continuously to make improvements to our services, in line with carers’ feedback. To this end, we undertake annual surveys of the carers being supported. Of the adult respondents, 91% (this is down from 94% last year and 95% in 2014) said they would recommend the service to other carers and 93% said staff were friendly and approachable, explained things clearly, and did what they said they would do.

The surveys also asked carers what they considered to be the outcomes of the support they received; these are:

### Outcomes for Adult Carers

<table>
<thead>
<tr>
<th>Outcome</th>
<th>%</th>
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<tbody>
<tr>
<td>Less alone in their caring role</td>
<td>79</td>
</tr>
<tr>
<td>Reduced stress</td>
<td>73</td>
</tr>
<tr>
<td>More able to carry on caring</td>
<td>68</td>
</tr>
<tr>
<td>Increased control of their lives</td>
<td>61</td>
</tr>
<tr>
<td>Increased self confidence</td>
<td>59</td>
</tr>
<tr>
<td>More able to deal with health and social care professionals</td>
<td>60</td>
</tr>
<tr>
<td>Improved financial position</td>
<td>46</td>
</tr>
</tbody>
</table>

### Outcomes for Young Carers

<table>
<thead>
<tr>
<th>Outcome</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improved self-esteem and/or life skills</td>
<td>96</td>
</tr>
<tr>
<td>Reduced social isolation</td>
<td>88</td>
</tr>
<tr>
<td>Improved mental health and well-being</td>
<td>86</td>
</tr>
<tr>
<td>Improved physical health</td>
<td>78</td>
</tr>
</tbody>
</table>

The Information, Advice and Support Service (formerly Coventry Carers’ Centre) is supported by:
Busier and busier? My new role

This time last year I thought I was busy, but this year, well, let’s just say there are never enough hours in the day! From being Operations Manager of the Regulated Services, as of earlier this year, I became Head of Operations for the organisation.

This was an exciting opportunity for me, and I relished the chance to be part of the management team, helping to make two service streams come together, to offer even better services and support to carers and those they care for.

I already knew quite a lot about the former Carers’ Centre services and, over the last few months, have learned even more. Both former charities provide a raft of specialised and general services to different sectors of the community, either based on the disability of the cared for, the ethnic background of the family or, as with the Young Carers’ service, the age of the carer. One common theme runs through both service arms, committed staff. And I am a firm believer that, if you have the enthusiasm and willingness of the staff to commit to the services we want to deliver, then it’s just a matter of putting the building blocks in place.

Of course there have been teething problems, and still are. Bringing two charities together under one management team has its challenges. Sorting out joint policies and procedures, health and safety, contracts of employment, ways of working, are all potential minefields. But, with goodwill from everyone, then the rewards are there for all. And we are making good progress, I am encouraged by the willingness of staff to support me in my role, and to go out of their way to problem solve.

The move to the Library has had its challenges, but staff are now settled, and carers are finding us again, and I am confident that, with the footfall in the Library, our ability to reach out to carers will be enhanced.

I continue to support my colleagues in the regulated service, and was delighted at our success with the Rugby tender, guaranteeing our stability and future. We continue to provide a very wide range of services from the Coventry office, and look forward, fingers crossed, to success with new tenders.
Allied to our regulated services are Cress, Telecare, Carers Training and the STARS club. All are managed and organised by my team of staff, delivering these essential quality services throughout Coventry.

Underpinning the delivery of all the services, Regulated, Information, Advice and Support and Young Carers is the finance and admin team. They provide the foundation of the charity, ensuring that the finance is in place, staff are paid accurately and on time, and statistics are collated so we can demonstrate our worth to our funders. Human Resources is the other support to our staff, ensuring staff are well recruited, inducted, trained and supported in their work life balance.

The fact that all of these staff are committed to providing excellent services supports me in my role, and I thank them all, and I look forward to another positive and successful year.

Salma Jussab
Head of Operations

It is always a pleasure to visit the office as all staff are very good and listen to what I have to say and any problems are sorted quickly, all are great team

Definitely the best care agency in Coventry
Pauline Takes Up New Challenge

Anything that doesn’t grow dies, and this was never truer than for us in the current climate of reduced funding, and greater competition for that which does exist.

With this in mind, the re-structured organisation created the post of Head of Service Development, which I was happy to accept. The position builds on my main role as the former Chief Executive of Coventry Carers’ Centre. Much of my work is to develop new services for carers, and secure money to provide them. At least as important, I deal with our existing funders to ensure we demonstrate our value for money, and so retain the funding we already have.

I took up post in April 2016, and am pleased to have secured funding, for three years, from the Henry Smith Charity, to continue our service to support Chinese carers, and from Macmillan, for three years, to fund a new post to provide targeted information, advice and support for cancer carers. Among other things, I am currently working to secure stable funding for Stars, and to develop services for carers and the people they care for, working in partnership with Ryton Gardens.

As a part time post (24 hours per week) it also allows me a better work life balance, and so more time to take part in my favourite leisure pursuits, in particular golf and hiking.

Pauline Dye
Head of Service Development
Human Resources

As a Human Resources Generalist and HR Coordinator for Carers Trust, Heart of England, one of the aspects of my role is to manage recruitment for the organisation. This encompasses the recruitment of staff required for our Information Advice and Support Services (formerly the Carers Centre) located in Coventry Central Library, vacancies at Queen Victoria Road and our Rugby office from where we deliver regulated services, and vacancies at our Young Carers service. To meet the demand recruitment for Care Support Workers for both Rugby and Coventry is continuous.

Where Care Support staff are concerned we are one of over 50 listed providers of Homecare services in Yellow Pages for Coventry alone, all recruiting staff from the same pool of experienced carers or those looking to start a career in care. As an organisation our pay rates and contractual terms and conditions are, and always have been, very competitive and the rise of the minimum wage to the living wage has made the role of a Care Support Worker more feasible for a lot of potential staff. However, continuous bad press of ‘0’ hour contracts and bad practice has had a negative impact on the ability to recruit caring, reliable staff who will continue to uphold our excellent reputation.

We can no longer guarantee that simply placing an advert in the local paper will provide us with an influx of new Care Support Staff to meet the changing contractual need of the business and whilst we continue to utilize the local press, our website, Facebook page, Twitter and internet job sites I have had the challenge of sourcing new methods of recruitment.

Over the last year I have opened new avenues of recruitment by having a regular desk at the Job Centre in Coventry City Centre. Job Coaches can then signpost potential Care Support Workers to come and have a chat with me, and last month I became part of the Job Centre’s induction team which enables me to regularly talk to groups of people who are newly unemployed or seeking benefits. Along with attending monthly recruitment sessions at the Job Shop in Coventry City Centre I now attend more Job Shows and Job Fairs. All of these recruitment methods are also networking opportunities and keep the Carers Trust name, my name and our reputation as an excellent employer in the minds of those who can support us.

Shirley Bayliss our new Receptionist for the Information Advice and Support Services was successfully recruited after a contact at the Job Shop discussed the receptionist vacancy with Shirley and then called me to let me know she was forwarding Shirley’s
completed application form to me. Shirley has very quickly settled into her new role and become an integral part of the team based in Coventry Central Library.

I recently became aware of a small agency that would be losing the majority of their staff and after talking to the manager I was able to offer their staff immediate interviews with Carers Trust. This speedy response I am very pleased to say, resulted in seven new experienced Care Support staff joining our Coventry team.

I continue to learn and look for new cost effective methods of recruiting for each of our teams and when our Head of Finance and Administration, Yvonne Moore suggested a banner on the outside of the Rugby office advertising our Care Support vacancies in that area, we gave it a go - and its working. In our last induction two of the new Rugby staff had applied after seeing the banner and our contact details.

So, my role is to ensure I am continuously looking at new methods of recruitment and to ensure we can recruit the caliber of staff the organisation requires. This is essential if we are to actively find potential new staff to work for us, rather than another agency.

As I like to make every contact count, – if you, the reader are interested or know anyone who would like some information on working for Carers Trust as an organisation that has over 40 years of outstanding service provision within the Coventry and Rugby areas please give me a call on 02476 101 040 or email me at mandy@carerstrusthofe.org.uk

On that note, I am looking forward to a year of innovative recruitment. Supporting the managers and staff within each area of the organisation, gaining more knowledge and being aware of any impending employment law changes that may occur as we come to terms as a nation with leaving the European Union.

Mandy Minton
HR Coordinator
The Information, Advice and Support Services move to the Central Library!

On Monday 14th March 2016 the Information, Advice and Support service opened in our new home in Coventry Central Library. After months of planning, including redesigning the new ‘space’ in the Library and refurbishing the suite of offices, we officially welcomed our first visitors. After so many years based in City Arcade, the staff were anxious about the move and whether carers would still be able to find us. It is true that the number of carers visiting us did fall in the first few months, but is now improving as carers get used to our new location.

The move was a big step for our Information, Advice and Support Service to take, and it was a long process to ensure that the layout and design of the centre was welcoming, and fit for purpose, for both carers and the staff based at the Library. After agreeing the lease with Coventry City Council, the process began in June 2015, when we met with the contractors to discuss the layout. As with all building work, however well laid the plans, there is always a hitch, and that was true for us.

Of course a move such as this involves a completely new phone system, IT for all the computers and printers, as well as ensuring adequate desks and space for everyone to work. We had excellent support from the managers at the Library and the City Council, who were enthusiastic about us being part of the Library and delivering our services from there.

We had the official opening on Friday 8th April when Councillor Michael Hammon, Lord Mayor of Coventry, opened our new reception area, and we were joined by Councillors, senior officers, friends of Carers Trust and of course, most importantly, carers. I was tasked with overseeing the work on the building and organising the move. Without doubt it was stressful, but also very rewarding. I learned a lot about negotiating with contractors, and monitoring deadlines, as well as being the person responsible if things didn’t go to plan, and what to do about it! - Casey Chaplin
A busy year...

My name is Varsha Thakrar, and I work as an Information Advice and Support Worker for Carers Trust Heart of England at the Carers’ Centre in the Central Library. My role is to advise and support all carers by providing drop-in services at the centre, carry out initial carers’ assessments, and organise support group meetings, training, outings and trips for Asian Carers. I am also employed, one day a week, since November 2013, as a Primary Care Based Information Advice and Support Worker. I work with GP surgeries, and provide outreach at Paradise Medical Centre. Last year was a very busy, and challenging, year for all of us, with all of the changes, the merger, and moving. Since we have merged, and become Carers Trust Heart of England, it is lot easier to provide all of the support to carers from one organisation, and also easier for carers to receive all of the services and support they require, from a ‘one-stop shop’.

During the last twelve months, various activities, celebrations, trips and outings were organised for the Milan Asian Carers Support Group members. Health and Social Care professionals were invited to the support group meetings, to consult with carers. We also worked jointly with Sahara Project, and organised a Diwali/Eid party, on 20th November 2015. Over 100 carers, with their family members, plus health and social care professionals and local politicians attended the event. A picnic at Warwick Park was organised, in partnership with National Citizenship Services. The visit to Naidex, at the NEC, was organised, and a Vaisakhi celebration took place, in April. After receiving funding from a Community Grant, Mindful Meditation and Yoga sessions have been organised, from 14th September, for 8 weeks. Every week about 20 carers are attending the sessions, feeling very relaxed and trying to reduce their stress. Below are some photos from events that took place during the last year.

Varsha Thakrar
Information Advice and Support Worker
Due to an expansion of the charity, we needed a new member of staff within our Administration Department at Queen Victoria Road, and looked at offering a placement to an apprentice, as it would be cost effective. We also considered that, by recruiting an apprentice, we could “home grow” a young person, and mould them to our organisation’s way of working, with a view to the apprentice becoming a long-term employee. After considering various qualifications, we decided to offer a placement for an apprentice linked to a Business & Administration level 2 qualification.

We interviewed several applicants. Hazel arrived on time, was dressed appropriately and, during the interview, she appeared very interested in the work that we do. Hazel asked relevant questions and wanted a career, and made it clear that the apprenticeship would not be just be a stop gap, but the start of a career in administration. Hazel started her employment with us in late September 2015, working 37 hours a week, with a morning release to attend college, on a Friday. As an organisation, we took very seriously our commitment to employ Hazel as an apprentice for a minimum of 12 months, and to ensure she was given every opportunity to complete her qualification. We were very mindful that we wanted the role of the apprentice to benefit the business in the long term and, therefore, we ensured that Hazel undertook work that was integral and important to the business, rather than giving her unnecessary projects created only to meet the targets of her apprenticeship. So, every task contributed to the smooth running of the administration team and, hence, the company, and she knew she was contributing positively.

Hazel has become a very valued member of the organisation, and the administration team. With coaching and mentoring, we have indeed been able to mould our new staff member into an excellent administrator. Hazel has taken a fresh approach to her administration role, and become very versatile throughout the organisation. She is a very motivated, skilled and conscientious member of the team. With our support, and her hard work, after just 10 months Hazel has completed all of her assessments. Whilst her apprenticeship cannot be officially signed off until a full year has passed, we have offered Hazel a permanent position within the organisation, to commence in October. We are now looking at the Business & Administration level 3 criteria, as this will not only aid Hazel in her personal development, but will also be of great benefit to the organisation.

Yvonne Moore
Finance & Administration Manager
Administration team report

The team are now providing financial and administration support across the whole organisation with ongoing training to ensure that there is adequate knowledge within the team to provide crucial support to the different departments.

We are producing nearly 350 invoices every 4 weeks with 190 (54%) of these for private customers. We have registered 452 cress members, completed updates on a further 912 and have 264 registered with Telecare. We manage an income of just over £3,000,000 and produce statistics for our funders across 29 contracts/projects.

As part of the merger process we have been busy looking at the existing contracts for photocopiers, mobile phones, stationery and printing for the former Carers Centre and Crossroads and have been consolidating them to give us best value for money whilst maintaining the standards that we require to operate efficiently across the whole company.

Hazel has now completed her apprenticeship in only 10 months to a high standard and has received praise from her assessors. We are delighted and proud that she has been nominated for the 2016 Coventry & Warwickshire apprentice of the year award. She is an enthusiastic member of the team and has worked hard to learn new skills. It was the first time we had taken on an apprentice within the administration team and the decision has proved to be very successful and she has recently become a full time permanent member of the team.
This year we welcomed the newest member of the team, Joanne. She was originally based at the Carers Centre but is now based at Queen Victoria Road and as part of her extended role will be working to expand our volunteer team which is so crucial to our work.

We are anticipating another challenging year with the UK’s welfare budget reducing and an expectation of an increase to the National living wage. Our role within the company is to continue to monitor our income and expenditure in all areas, ensuring it is within budget, ensure our processes are efficient and produce timely statistics for the senior management team and board of trustees in order for them to make informed decisions on future services and developments.

We are very proud once again of the feedback from the auditors regarding the accuracy of the annual accounts and would like to thank all of our colleagues and of course the support of our accountant Greville Webb & Andrew Webb.

I look forward to yet another challenging year supported by my team and colleagues and to yet another successful year of supporting carers and those they care for.

Yvonne Moore
Finance & Administration Manager

The office staff are always polite to myself on the telephone or when I am in the office they always work with a smile on their face even though they are working under pressure themselves

Always supportive when needed
CARERS TRUST, HEART OF ENGLAND STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31ST MARCH 2016

<table>
<thead>
<tr>
<th>Notes</th>
<th>Unrestricted fund £</th>
<th>Restricted funds £</th>
<th>2016 Total funds £</th>
<th>2015 Total funds £</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INCOME AND ENDOWMENTS FROM</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Donations and legacies</td>
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<td>44,293</td>
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<tr>
<td>Charitable activities</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Care and support services</td>
<td></td>
<td>2,767,627</td>
<td>-</td>
<td>2,767,627</td>
</tr>
<tr>
<td>Peoples Health Trust (Carers Trust)</td>
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<td>-</td>
<td>18,444</td>
<td>18,444</td>
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<tr>
<td>Other trading activities</td>
<td>3</td>
<td>4,957</td>
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<td>Investment income</td>
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<td></td>
<td>312,577</td>
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<td><strong>EXPENDITURE ON</strong></td>
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<td></td>
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<tr>
<td>Raising funds</td>
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<td>43,059</td>
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<tr>
<td>Care and support services</td>
<td></td>
<td>-</td>
<td>2,866,051</td>
<td>2,866,051</td>
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<tr>
<td><strong>Total expenditure</strong></td>
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<td>2,909,110</td>
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<tr>
<td><strong>RECONCILIATION OF FUNDS</strong></td>
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<td></td>
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<tr>
<td>Total funds brought forward</td>
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<td>161,752</td>
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<tr>
<td><strong>TOTAL FUNDS CARRIED FORWARD</strong></td>
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<td>1,049,570</td>
<td>1,480,840</td>
</tr>
</tbody>
</table>

CARERS TRUST, HEART OF ENGLAND BALANCE SHEET AT 31ST MARCH 2016

<table>
<thead>
<tr>
<th>Notes</th>
<th>2016 £</th>
<th>2015 £</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FIXED ASSETS</strong></td>
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</tr>
<tr>
<td>Tangible assets</td>
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<td>418,084</td>
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<tr>
<td><strong>CURRENT ASSETS</strong></td>
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<tr>
<td>Debtors</td>
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<tr>
<td>Cash at bank and in hand</td>
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<td>1,576,090</td>
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<td></td>
<td></td>
<td>1,679,018</td>
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<tr>
<td>CREDITORS - Amounts falling due within one year</td>
<td>17</td>
<td>(616,262)</td>
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<tr>
<td><strong>NET CURRENT ASSETS</strong></td>
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<td>1,062,756</td>
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<tr>
<td><strong>TOTAL ASSETS LESS CURRENT LIABILITIES</strong></td>
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<td>1,480,840</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td></td>
<td>1,480,840</td>
</tr>
<tr>
<td><strong>FUNDS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unrestricted funds</td>
<td>20</td>
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</tr>
<tr>
<td>Restricted funds</td>
<td></td>
<td>1,049,570</td>
</tr>
<tr>
<td><strong>TOTAL FUNDS</strong></td>
<td></td>
<td>1,480,840</td>
</tr>
</tbody>
</table>

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective January 2015).
National Citizen Service

Another novel event for the group was provided through the National Citizen Service Challenge - a government-funded initiative that supports community engagement, social action and social mixing among young people aged 14 to 17 years.

The Media Group arranged 2 Days of activities to understand the difficulties faced by Black, Asian and Minority Ethnic (BAME) Learning Disabilities (LD) carers, in their daily lives. As a result, the students prepared a short, 15 minute, theatrical performance, demonstrating what they had learnt by interacting and engaging with carers, which brought tears of joy to many of the carers who took part, when they saw the snap shot of their daily caring role.

On the final day, a party was held to celebrate Graduation Day, where students took great interest in caring and entertaining our LD carers. This was followed again, this year, with a Photography Group, where the students interacted with carers and showed their photography portfolio, followed by the grand party arranged by the students for the carers. On both occasions the students raised funds for the group to cover all expenses.

Tahira Procter
BAME LD Support worker
Staff training report – My role as the trainer

In June 2016, our training coordinator, Johanna Dyde, retired after 12 years of dedicated service to the former Crossroads Care, now known as Carers Trust Heart of England. I am sure we will all wish to thank Jo for her diligence and dedication to staff training & development.

Training and development of all staff within the Carers Trust is a priority and the Trust takes pride in the fact our training enables our staff teams to deliver high quality services to our customer base. Training is required under Health & Social Care Act 2008 & Care Act 2014 and as the external provider of training to Carers Trust Heart of England (albeit, I feel and am treated like one of the team) I share their commitment to high quality face to face training.

It is predominantly part of my role to ensure that all staff are aware of the Mental Capacity Act 2005. We focus on the 5 enduring principles of this act, and we are proud to show our Commissioners and Inspectors we can care for our customers in a person centred manner, taking into account the need to protect all from possible neglect or abuse. We are also, as a management team, aware of the possible implementation of the Deprivation of Liberty Safeguards and are poised to launch the identified implications of this with our staff team as need demands.

The Care Certificate continues to be at the forefront on operations, demanding a great input of resources and time to deliver a high quality Induction, as required by the Care Quality Commission and the commissioning services of both Coventry & Warwickshire. We have delivered 10 sessions to 37 new care workers over the last year.

We are delighted to have a positive feedback on this Induction, and I would like to extend my appreciation to Mandy Minton, HR for all her vital input. One cannot believe the work which goes on in the background to run such a high level training course. During the Induction process, we benefit from the vital assistance of both Jo Johnson, our in-house Occupational Therapist, and Paul Nicholls, Carer Trainer, who offer their expertise during the mandatory moving & handling training. Feedback tells us staff greatly benefit from learning about all the useful equipment. I am aware not all care homes or agencies train staff in such a comprehensive manner. My thanks are offered to both Paul & Jo.

Mandatory training, such as safeguarding, medication, moving & handling remains
an ongoing process, with sessions delivered to staff at Carers Trust Coventry, Rugby and to the Information, Advice and support team. We are aware of changes to legislation and keeping our dedicated staff updated ensures we all deliver services to the highest possible standard. Legislation is constantly reviewed and we pride ourselves in leading from the front in our training of care workers. In the period November 2015 to beginning October 2016 we delivered 28 mandatory sessions to 136 staff at Rugby and 37 mandatory sessions to 203 staff at Coventry.

React to Red Skin is an initiative between the Local Authority and the Clinical Commissioning Group and we have over 85% of all frontline care workers trained, which allows us to display accreditation from “Your- Turn” who manage this programme. There are very few care providers to have accreditation in this area, which is a contractual obligation.

We have delivered 6 training sessions to our volunteers at the Information, Advice and Support centre, which has been well received.

My thanks to Mary Smith & Sarah Roscoe for their valued assistance in the past few months. Also I wish to express gratitude to the Administration team, without whom training would be a challenge.

Lastly, I wish to thank our amazing care support workers, who attend training with grace, humour and diligence, which allows Carers Trust to remain at the forefront of care provision in both Coventry & Warwickshire. Training is a vital element in the role of the care support worker in the 21st Century if we are to deliver the quality of care we consider essential. We look forward to facing the challenges of ever changing legislation, funding and the imminent change from Qualification & Credit Framework (QCF) to Regulated Qualification Framework (RCF) and how this will affect training delivery is yet still to be fully understood.

Daniel McKenzie - Social Care Training
As in previous years the recruitment and training of new care support staff took priority in our training plan. We aimed to hold intensive induction /care certificate training each month throughout the year, and were able to deliver training on the 10 topics, including the mandatory subjects, over a 2-week period. This included ‘on the job training/shadow training’, which was organised by Sarah Roscoe and Mary Smith, the respective care managers of Coventry and Rugby services.

Direct observations in the workplace, which is a requirement of the Care Certificate, were carried out by the training coordinator at Coventry and a Coordinator at Rugby. Both are qualified, and have many years of experience of hands on care. They both reported how rewarding it was to see how well our new staff met the challenges of providing domiciliary care, and how they were able to carry out their duties, often in quite demanding circumstances, putting their training into practice. Care staff feedback was very positive, in that they felt well equipped, trained to the highest standard and supported by all of the office teams. Regular supervisions, meetings with their Care Manager and their teams, and spot checks followed, as part of the 12-week period to complete the Care Certificate.

With this programme for new starters taking up much of the training time and resources, the training programme was reviewed, to ensure that all of our existing staff were up to date with the mandatory training topics, to meet the requirements of CQC inspectors and commissioners, and the increasing needs of our customers with complex health conditions. Training was held, once a week, at both Coventry and Rugby offices, apart from school holidays. We strove to have at least 6 attendees on each training session.
but, on occasions, staff shortages meant that delivery of care had to take priority over training, and numbers consequently were lower than planned, and some sessions had to be cancelled altogether. However, any staff that missed training were re-booked on the next available session. All in-house training was provided by Daniel McKenzie, of Social Care Training Services. An experienced and knowledgeable trainer who has worked with our organisation for many years, he understands the needs of our organisation, and is familiar with our policies and procedures. With the merger of Crossroads and the Coventry Carers’ Centre, we have addressed the training needs of all staff for the combined organisation, Carers Trust Heart of England.

In-house training was provided across the organisation in Health & Safety, Basic First Aid, Safeguarding Adults and Children and Mental Capacity Act awareness. Fire Warden Training, and accredited First Aid in the Workplace, was sourced from external providers for key members of the teams, and for all those who needed to update their knowledge in these mandatory topics.

**QCF Diplomas in Health & Social Care**

During the year the following staff attained a qualification in Health & Social Care:

- **QCF Level 5 Diploma in Leadership and Management** - Mary Smith Care Manager, Rugby.
- **QCF Level 2 in Health and Social Care** - Janice Bacon, Danielle Peirce and Denise Compton, Rugby and Amanda Normoyle, Laurie Wensley, Parminder Kaur and Michelle Gardner, Coventry.
- **QCF Level 3 in Health & Social Care** - Laverne Baptiste, Coventry.

Our provider of choice was, once again, Aurelia Training, in Coventry, who continued to work well to support our staff at both Coventry and Rugby, and to plan their workshops around the needs of our organisation. We were successful in claiming back a total of £7,410 from Skills for Care towards the cost of training for QCF’s in 2015-2016, and this is a very valuable contribution towards the overall cost of training which is significant for a company of our size but which, we believe, is essential to provide the quality of services we want to deliver. We cannot expect our staff to deliver high quality, personalised, outcome focussed services unless they have the skills and expertise to deliver those services.

**Jo Dyde - Training coordinator**
Mental Health Carer Support Project

One in four people will be affected by mental health at some point in their lives and, therefore, through our work, we feel it is important to raise the profile of mental health, in order to overcome the stigma and discrimination attached to it. Tackling the taboo can help people feel more comfortable talking about their experience and thus seek the support they need.

For 15 years, there has been a Carer Support and Development Worker for mental health at the centre, with links across Coventry and Warwickshire Statutory and Voluntary services. Together, myself and June have accumulated over 35 years of experience, and have an extensive range of specialist knowledge that includes the Mental Health Act, policies and procedures, and the wide range of mental health conditions, and treatments available. With our experience of the mental health system, we are able to challenge decisions made by mental health professionals, and get the best outcome for both the carer, and the cared for.

Caring for a person with a mental health condition can be very complex and, therefore, the support that we offer needs to be flexible, in order to meet the needs of the carer, which includes emotional support, advocating and liaising with staff on the wards, or in the community.

In addition to one to one support, we also facilitate a support group, held on the first Thursday of every month.

The following are a few examples, taken from the carers’ evaluation forms.

The group is vitally important to me both for advice and the support that fellow carers give.

It was a great help to be able to share with other carers my experience, I have only been coming to the group for a few months but have found it an invaluable source of support. So much so, that I have been given time off work to attend in future, once I return following a period of sick leave, due to stress at home.
Here is a quote from a professional who attended the group, “Very useful in terms of understanding the needs and experiences of people caring for people with a mental health problem. The quality of support offered, and information exchanged, was great. I would recommend this group to others”.

We invited an Inspector from the Care Quality Commission to attend the group, and listen to carers concerns regarding mental health services. This gave carers the opportunity to contribute to the Annual Inspection of Coventry and Warwickshire Partnership Trust by the C.Q.C. Carers were also given the opportunity to raise issues with the Clinical Commissioning Group, and there is a regular attendance by the Public Governor of C&WPT.

In March, I was invited to Parliament for the first ever round table discussion on mental health. I was able to raise mental health issues affecting carers, and have since been assured that the issues raised have been made into a report that has been submitted to the Labour Party’s Policy Commission on mental health.

We are always looking at ways in which we can improve services, and thus improve the lives of mental health carers.

Jeanette Worrall and June Cooley
Mental Health Carers Support and Development workers
Carers’ Lunch Club

Some people will have come across the Carers’ Centre by chance, perhaps while visiting their local surgery. There they will have found not only practical help, but genuine empathy and kindness. They will also have been told about the Carers’ Lunch Club, which meets on alternate Tuesdays, at various pub venues.

Carers, and former carers, so enjoy these get-togethers. It gives them something to look forward to, with an opportunity to make new friends, swap stories and, above all, have a laugh. For a few hours, these lunches are a welcome respite for carers, who could be feeling stressed out and, for others, even though it may be some years since their loved one passed away, there may still be days when they feel in need of someone to talk to and, most importantly, to be listened to.

Instead of eating in isolation, carers have a group of friends to share a meal with and, of course, there is no need to do any cooking and most definitely no washing up!

We visit a wide variety of pubs and are always on the look-out for new places to try. The members have their favourites, and these are visited more often. Mostly, the meals are extremely good – of course, it all depends on whether the regular chef is having an off-day or is away – but, occasionally, the food has not been up to scratch, and the members will soon vent their feelings!

There was one memorable occasion when one of our group, who had ordered fish and chips, was astounded to find that, when she cut into the battered cod, there was no fish inside - not one single flake! Everyone had a good laugh and, to this day, it remains a mystery as to how this phenomenon could have occurred. Rather than being annoyed, one couldn’t help but see the funny side. However, that was one venue which didn’t receive another visit!

A few people have said that, before they knew about the lunch club, they didn’t go anywhere, except for shopping. Now they know that there is somewhere they can go to enjoy a meal, and have the chance to chew the fat and discuss any problems they may have, with others who have, or may have had, similar issues. There is usually someone who can suggest possible solutions for them.

As mentioned previously, the club is a wonderful way of making friends. Several of the group have already visited the cinema together, and are now regular patrons of
the Belgrade Theatre. They have already booked for the pantomime this year, and it is hoped they don’t finish up soaking wet, as per last year, when one of the characters was a bit too free with his water pistol!

The chatter around the tables is very varied and always interesting, from putting the world to rights to telling humorous anecdotes. One lady, in particular, always seems to have a fund of amusing stories, most of which seem to happen to her! Recently, she received a phone call at half-past-midnight. Quickly – well as quickly as she was able to – jumping out of bed, thinking it may be some kind of family emergency, she was greeted by the caller saying “Hello, would you like your oven cleaned?” She thought afterwards, she should have replied “Yes, please come over straightaway. I’ve been waiting for someone to do that.” When the same lady had two of her windows broken in quick succession, while she was in her house, she said she was going to buy a suit of armour to protect her in case it happened again! With a wonderful sense of humour, she always manages to cheer everyone up.

Of course, we have our moans – who doesn’t – but it is quite cathartic to get certain irritations off your chest, especially when you are with a group of mostly like-minded people. Of course, some people will have differing, and very strong, opinions about certain topics, and these can lead, at times, to very spirited discussions, but always in a friendly manner.

The cost of each meal is always £6.00, occasionally with a dessert and/or tea and coffee included, but mainly just for the main meal. If the meals are being offered more cheaply by the pub we visit, any residual amount will go into a kitty and then be used to pay for an outing for the club and/or a cheaper deal for a very special Christmas meal.

The general consensus of the group is that the club is the best thing that has happened for them and, all in all, is extremely good value.

Jill Swain
Lunch club member
Hospital Discharge Project

The UHCW based service led to between 11% and 13% of new carers making contact with the Centre, demonstrating the importance of having a presence in a secondary care setting, where an admission often leads to the start of carers caring.

An Information, Advice and Support Worker is based at University Hospital for two days a week, to support carers of patients, or patient carers, through the discharge process. One-to-one support for carers of people being discharged from hospital was provided through appointments and weekly drop-in at ward 40. Advocacy work was undertaken for carers, and support provided, as part of the discharge planning process. Carers were also referred to the Centre’s other services.

Partnership work was also undertaken with several departments, including the React Team, START Team, Intermediate Discharge Team and the Dementia Ward, and also with the Rehabilitation Team, and other organisations working at UHCW, including Age UK. Carer awareness activity was undertaken through a roving information board, a permanent display in Outpatients, and manned monthly information stands in both Outpatients and the Health Information Centre.

Major events were held both during Carers’ Week and on Carers’ Rights Day.

Carer awareness training was undertaken with groups of staff, and individuals, at different wards at University Hospital, and Partnership work with the hospital’s Health Information Centre ensured that they informed carers of the support available. Awareness raising was supported by one volunteer, who worked to ensure that the Centre’s literature was present on all wards, and assisted with the information stands.

Jaspreet Dhillon
Information, Advice and Support Worker
Black, Asian and Minority Ethnic Learning Disabilities (BAME LD) Annual Review

Annual targets were met, and a range of events were organised for the BAME LD carers. The Annual Information Day for carers was a successful event, followed by other events for carers, from entertainment to relaxation activities, which not only gave carers a boost to their confidence and increased their self-esteem, but also gave them time to socialise with other carers and make friends. They gained knowledge about various services, how to access and voice their views.

For LD Carers making the effort and time to come out from their daily home environment and chores, with their loved ones, for social activities like half-day trips, lunches and picnics is, in itself, a big accomplishment for carers.

To help carers, volunteers were arranged accordingly.

Outcomes: Not only did the carers appreciate, and thoroughly enjoy the activities, they requested more social events and gatherings. Professionals found it very useful, and enlightening, and suggested holding more such events, in order to keep carers updated on services and changes, and giving them an opportunity to socialise, and assurance that they have been heard.

Tahira Procter
BAME LD Support worker
Questionnaire Survey 2016

Our primary aim is to provide high quality, person-centred services which meet the needs of our customers, whether they are carers or people with care needs. We continually strive to improve our services, so that our customers have choice and control over their lives, and can be supported to live as independently as possible within their community. Similarly, we want to ensure that our staff are well motivated, supported and feel valued, so that they can offer high quality services to meet our customers’ needs.

We actively encourage our customers to let us know how their service is going, and what, if anything, can be done to improve it. This includes promoting our Compliments, Comments and Complaints procedure, carrying out regular, face-to-face, reviews of our services and our annual questionnaires.

Many of the questions we ask our customers, and staff, are designed to make completing the questionnaire simpler, as we know that carers are busy, but the questionnaire offers them the opportunity to add comments, thus expanding their answers. With this additional information, we have a clearer picture of how the needs of individuals change, and thus the direction we should be going in, as an organisation, to meet our customers’ needs. The overall results are discussed, and changes made to ensure that the organisation can deliver what our customers tell us they want.

This year we have at regulated services used Survey Monkey for the first time to try and make the questionnaires more accessible although we have still distributed paper copies for those customers who prefer that method. In total we sent out 136 questionnaires to our Coventry customers, and 70 to Rugby customers. Many of those who received a questionnaire pay privately for their services, and some have services funded through both the Local Authority and the Clinical Commissioning Group. We had a good response from both branches, 51% of questionnaires returned from Rugby, and 44% from Coventry. Last year figures were 47% from Rugby and 52% from Coventry.

We also used Survey Monkey to ask our care staff their opinions and out of the 90 care staff for Rugby and Coventry, we had 13 completed and returned. This compared to 34 last year when we sent out 120 by hand. We also used both Survey Monkey and paper questionnaires for the Information, Advice and Support service and had 267 responses returned compared to 281 last year. The results shown in the following charts are good overall, but we are never complacent, and would want to ensure that they are even better next year.
Questionnaire Results - Regulated Services

Are you satisfied with the number of visits you receive from us?
- Yes: 99.0%
- No: 1.0%

Are you satisfied with the service our staff provide?
- Yes: 97%
- No: 3%

Are staff polite and respectful?
- Yes: 100%
- No: 0%

Are you satisfied with communication between you and the Carers Trust Heart of England offices?
- Yes: 91%
- No: 9%

Overall, does the service that Carers Trust Heart of England provide assist to meet your caring needs?
- Yes: 100%
- No: 0%

On a scale of 1 to 10, how satisfied are you with the quality of support you receive from Carers Trust Heart of England?

Satisfaction rating:
- 1: 0.00%
- 2: 0.00%
- 3: 0.00%
- 4: 0.00%
- 5: 4.00%
- 6: 25.00%
- 7: 38.00%
- 8: 29.00%
- 9: 0.00%
- 10: 0.00%
Results - Information, Advice & Support Services

Has your contact with us been helpful? Have we been able to give you the information advice and/or support you have needed?

<table>
<thead>
<tr>
<th></th>
<th>% Percentage</th>
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<tbody>
<tr>
<td>Yes</td>
<td>90.0%</td>
</tr>
<tr>
<td>No</td>
<td>5.0%</td>
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<tr>
<td>Don’t Know</td>
<td>5.0%</td>
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</tbody>
</table>

In any contact with staff have you found them friendly and approachable? Have they explained things clearly and did what they said they would?

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<th>% Percentage</th>
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<tbody>
<tr>
<td>Yes</td>
<td>100.0%</td>
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<tr>
<td>No</td>
<td>0.0%</td>
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<tr>
<td>Don’t Know</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

Would you recommend the Carers’ Centre to other carers you know or may come into contact with?

- Yes: 90.8%
- No: 6.5%
- Don’t Know: 2.7%

Do you receive a service in addition to the Carers’ Centre to support you in your caring role?

<table>
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<tbody>
<tr>
<td>No - Carers’ Centre only</td>
<td>90%</td>
</tr>
<tr>
<td>Yes - also another service</td>
<td>10%</td>
</tr>
</tbody>
</table>
Learning at Work Day - HMRC Sherbourne House

It’s been great to work with an organisation who have fantastic support to their employees who are carers. After an initial email enquiry from Brian Day - HMRC Carer Network at Sherbourne House, we were invited to attend a Carers’ Hub meeting, where we met a number of carers who were interested in the services and support available both locally and nationally to carers. Being at the right place at the right time meant that we were also invited to take part in the HMRC’s Learning at Work Day, which gives employees an opportunity to browse stands that can support their health and wellbeing, both during and outside of work. Working in partnership with Suzanne Lawlor - Carers Lead, Coventry City Council, we were asked do a presentation to a group of employees, which we entitled “Don’t wait until you need help” that covered Rights to a Carers Assessment and what to expect of an assessment, services and support from the Carers Trust, Gadgets and Gizmo’s that could help a carer in their caring role. The presentation was well received, here are some comments.

“Your work on that day made a real difference. There was great feedback”

“Just wanted to let you know that I got so much out of the Learning at Work day, both especially at the Carers.”

“I would just like to say how interesting & useful both the Carer’s & the Mental Health talks were today.”

And from Brian Day who organised the support by HMRC Carers Network, “You can both be very proud of your contribution. You will be really happy to know that as a result of your presence one member of HMRC staff became aware that they qualify for 72 hours respite care at short notice. To use their words…”This made me feel like I had just won the lottery!!”. And he continued...“I am really proud of the help and support we are giving staff but I know I couldn’t have achieved half of what I have without your support. I thank you personally as well as your organisation. It is a real honour and a privilege to work alongside you.”

“BTW just to let you know Lil, that Camden Carers Trust are now supporting our office in Euston London as a result of my work!!” We will be pleased to continue to work in partnership with Brian and the carers at HMRC Sherborne House over the coming year and with any other companies in and around Coventry, so we can support their staff who are carers.

Lil Nickolds, Paul Nicholls, Uma Sharma
**Informal Carer Training**

*(Sometimes it’s the little things in life)*

We have reported many times, in the past, about training family members to undertake hoist transfers, and how to use equipment that is provided for their loved ones, so they have the flexibility to transfer when they want to, and are not reliant on waiting for carers, or trying to arrange carers at different times, for various events. I have to say that all of the training we have undertaken has left me personally gratified, as I am able to see, first-hand, the impact it can make on both the carer, and the cared for’s lives and the feedback we have from them clearly indicates this.

However, sometimes it is the smaller interventions that can make just as much difference. Why is it that you can tell a family member something till you are blue in the face, and still not get the response you are after? Unfortunately, I don’t know the answer to this one, even though I have had first-hand experience of it with my mother. Sadly, she has passed away now, but I wish I had a pound for every time I told her she needed a hospital profiling bed, following a fall. Oh, how I wish I had had someone, doing the role I now do, to talk to her. Three months later, she had the same fall. Fortunately, my brother heeded my advice not to lift her, but to call the Paramedics who, when they arrived, advised my mother that she really needed a hospital bed, and reiterated the exact reasons I had spent the previous three months trying to drum into her. My mother’s reply? “Oh that would be nice of you”. Two days later I visited, and had to bite my tongue as she lay propped up nicely in her new bed, and looking as though I’d never mentioned it.

I have been invited into many people’s homes, to give advice on various aspects of their caring role, and have ended up passing on that advice to the person who is unstable, who has previously had falls resulting in emergency service intervention, or hospital admission. As I said earlier, why they are prepared to take advice from a relative stranger I can’t answer, but I know the look on the carer’s face tells me the relief they feel, knowing their loved one is going to be safer. As was the case last month, when a carer’s husband stood up, using his walking frame to throw away his walking stick, that he had previously used every time he had fallen. Sometimes, it is just a case of reassurance that the carer is doing everything right, or to receive a few tips on doing things slightly differently.

I met a carer, for the second time, recently, whose mother suffers from Alzheimer’s Disease, and had a number of recent U.T.I.s, for which she was hospitalised. My
advice, of giving her mother smaller amounts to drink more regularly, as she would probably have forgotten having had the previous drink earlier, worked a treat, and I don’t think she could have been happier, and her mother is much healthier as a result.

So sometimes it is the little things that can give carers that ultimate gift of peace of mind, even if it does come through a slightly frustrating route. It is also difficult to measure the reduction in the demands on the emergency services, or the prevention of hospitalisation, other than to be extremely confident it has a very positive impact.

Paul Nicholls
Carer trainer
Dementia Reablement Service

As an Occupational Therapist at Carers Trust Heart of England, I support a broad range of customers to identify appropriate equipment, and services, to promote independence, and to enable them to remain living safely in their own homes.

My main role is to lead the Discharge to Assess (D2A) service, in which I support people with Dementia, or a cognitive impairment, to return to their homes after a hospital admission. I initially visit the person in hospital, to assess and, once they are ready to be discharged, I arrange to meet them at their home to complete the relevant risk assessments, and to devise a support plan and arrange an appropriate package of care to meet their needs. In addition, I visit each individual regularly, to develop a therapeutic relationship and to set, and work towards, achieving any goals they have.

Some examples of the goals that have been set, and achieved, as part of this service are:

• To be able to mobilise around the home safely
• To identify a day centre suitable for the persons needs
• To be able to have a shower with support
• To be able to make a cup of tea and a snack independently
• To be able to visit the local shops with family

With the care and commitment of the Carers Trust team, family members and other professionals, and the determination of these individuals, they have been successful in achieving their set goals. One lady in particular, who has progressed significantly since her hospital admission, is Mrs C. Whilst in hospital, she was disorientated and very confused, and was displaying aggression to staff on the ward. Her mobility had deteriorated, and her confidence was low, however she was keen to return home to her husband. Following her discharge from hospital, Mrs C took a while to adjust to receiving care and did, on occasions, get agitated and ask them to leave. However, with reassurance from her family and the team, she settled into a routine and began to engage in activities of daily living, and the care team noticed significant improvements in her well-being.

As an Occupational Therapist, I visited regularly and, as Mrs C and her husband got to know me, she was keen to set some goals. The main goal for Mrs C was to be able to go shopping with her family. Due to her low confidence, and poor mobility, we identified
that initially practicing her mobility outdoors was what we needed to focus on. Mrs C agreed that on each visit we would go out in her local community for a short walk, Mrs C had a 4 wheeled walker which she used when outdoors. On each visit we extended the walk, until Mrs C felt confident to visit the shops. I supported Mrs C to visit her local shops, where she and her family like to go. She was able to mobilise around the shops, using her walker, and was confident and happy during the visit. Mrs C’s family are now able to regularly take her out to do the shopping, and for a cup of tea and cake in her favourite café.

Since this service started in September 2014, 62 people have used the service. Of these 62 customers, 10 have been supported by other agencies, and I have worked alongside them, and the remaining 52 have been supported by Carers Trust Heart of England care support workers. Of the 62 customers who have used the service, 39 (63%) have been supported to remain living in their own home.

Of the 39 customers remaining in their own home:

- 24 are supported with reduced hours (61%)
- 5 are supported with the same hours (13%)
- 7 have returned to independent living (18%)
- 3 people are still receiving an assessment of their needs, and I am continuing to work with them to identify their goals for further independence (8%)

Through the success of the introduction of my role as an Occupational Therapist within Carers Trust Heart of England, I have now been fortunate to have the opportunity to mentor a 3rd year Occupational Therapy student. Laura Duffy is on placement from Coventry University, and will be working alongside me, within the organisation, for 12 weeks. Before this project started only 10% of people with a dementia diagnosis leaving hospital were able to return to their own home. I am immensely proud that we have achieved successful outcomes for 63% of people in this situation and supported them to return to their own home, to live as independently as they are able, for as long as they are able.

Jo Johnson - Occupational Therapist
Just one service that really makes a difference

Carers Trust Heart of England not only has the best interests of carers, and the people they care for, as its core objective, it also has the ability to react like no other similar organisation in the sector.

Within the organisation, at the moment, there are two team members who are able to assess, advise and not only order but, when necessary, pick up and deliver equipment to a carer’s home, depending on the urgency of the need. For example, one of our carer support workers may report to the office that they are now having difficulty transferring a client, a similar call may come from one of our assessors, or after a discussion with a carer who has expressed difficulties, during a meeting with one of the IASS staff at the Carers’ Centre. It is one of the services that often sits in the background of all of the things that we do, but it has changed the lives of so many people.

Unfortunately, some people still fall between the cracks in the health service, and only get noticed when their situation is brought to light, often by something totally unrelated. Since June 2013, we have supported over 100 different customers, by providing equipment, from helping hands (litter pickers) all the way through to electronic hoists, stand aids and the appropriate slings. This has not only provided a quick and effective response to the needs of our carers, and the people they care for, it has offered effective support and relief to the hard pressed Occupational Therapy services in the city.

One case in mind was George Smith, who had been discharged from hospital in December 2015, having had a second bleed on the brain. The original injury was the result of a fall whilst on holiday.

Whilst attending an appointment at her doctor’s surgery, his wife spoke to one of the IASS staff, who referred her to us, in order that she could join the CRESS emergency support scheme.

On doing the assessment, on 15th April 2016, it became clear that, although there was no obvious clinical reason, George had not been out of his bed, other than for personal care, since he had been home from hospital (almost five months), and also that his wife was manually transferring him. So in late April 2016, I assessed George, and his wife Jane, and then, on the 5th May 2016, delivered an Etac Molift Stand Aid with support belt that I had ordered for him.
I then provided the training for George’s wife to use it so that she could transfer him safely and easily. That afternoon, George was able to sit out in the garden for the first time in his wheelchair since he left hospital.

He was able to entertain his dog by throwing a ball for him to retrieve, which not only got him out into the fresh air, he was also exercising his weaker arm.

This is not an isolated case, but it does have one of the lovelier outcomes.

Paul Nicholls - Carer Trainer

Thank you, you are doing a great job for us, thank you again

Carers Trust is very helpful and very good, where we get advice and support and information we need and we are grateful and thankful for that. We need them at all time.
Stars Cinema Visits

On Sunday 14th August, Stars staff took a group of young adults to the cinema to see Finding Dory. We went to a special Autism Spectrum Disorder (ASD) showing that the Odeon cinemas were presenting. The twelve youngsters were dropped off by their parents/carers, and our staff then escorted the young people into the cinema. Some of the young adults had not had very good experiences at the cinema, and some had never been taken before, as their behaviour was deemed too disruptive. The concept of a special ASD showing of the film is that the cinema doesn’t go completely dark, and there are no adverts before the start of the film.

Every young adult that went to the cinema had a great time. They all sat and watched the film, whilst enjoying the snacks and refreshments the staff had taken. We had no behaviour issues, everyone was really engrossed in the film, and enjoyed the whole experience.

When we came out of the show, the parents picked up their children. All of the parents were really happy and thankful that their child had had such a positive, and lovely, experience. Some of the parents shared with us that at least four of the young adults had previously had negative experiences at the cinema, two had not lasted longer than five minutes watching a show, before having to leave due to their disruptive behaviour and anxiety. Another young adult had previously refused to enter the room with his parents, yet quite happily took my arm and walked through, smiling all the way. One had never been to the cinema before.

The whole experience was very positive, and all the staff were enthusiastic about repeating the outing as the young people obviously enjoyed the experience, they were so well behaved, and they were a pleasure to take out. Very importantly, it also gave the parents two hours respite, and all the parents were really grateful. We plan to do it again in the near future. Thanks to the Odeon Cinema for arranging this special showing, which supports young people with ASD.

Kelly Urquhart - Stars Team Leader
Young Carer’s Case Study

David is 10 years old. He cares for his mum, who has terminal cancer. She has been given a life expectancy of up to 18 months. David was aware that his mum was not very well, but was not aware of how severe her illness was. Neither mum nor dad knew how to tell him, or explain it to him. Our Young Carers Support Worker sat with mum and dad, with several resources that had been produced to help with this kind of situation.

As mum and dad did not feel comfortable speaking to David, our support worker held a meeting with the three of them, to talk to David about the severity of mum’s illness, and to help the family put a plan in place, for the next 18 months.

We worked with the family to produce a memory box, that could be added to over the next 18 months. This was to help David have positive memories of his mum, when the times comes that she becomes very sick, or passes away. The family decided to do a family memory box. We also helped them devise a list of activities they could do, as a family, to have more positive experiences.

David also regularly attends our young carers’ activities, to enable him to have a break from his hectic family life, and be around other young people who are understanding of situation that David is in. He has also met with our support worker when he has felt low, and needed to get things off his chest.

The family are now dealing with their situation as positively as they can and, health permitting, are doing lots of fun things as a family, to enable David to have lots of positive memories of mum and his family.

Mark Graham - Young Carers’ Family Information, Advice & Support Worker
GET INVOLVED
WE RELY ON DONATIONS TO KEEP OUR WORK WITH CARERS GOING!!!

We need your support
Some of Carers Trust Heart of England’s work relies on the generosity of Charitable Trusts, and of people who are doing wonderful things to raise money for us. Every donation we receive means we can provide more services to support carers.

Join our Fundraising Team
From Tandem Skydiving to Running the London Marathon, you can do a lot of things to raise money for us.

200 Club
Would you like to help raise funds for Carers Trust Heart of England, and have a chance of winning a cash prize?

If yes, why don't you become a member of our exclusive 200 Club?

It’s a ‘win, win’ situation, you have a great chance to win money whilst raising funds to support carers.

Leaving a Legacy Donation
A legacy is a donation left to a charity in your Will. It is a lasting gift, so the charitable causes you feel passionate about in life can continue, long into the future.

A legacy can be large or small, and should not have an effect on the amount one can leave to friends, family or relatives.

The donations we receive from legacies will help us to identify what other areas of support may be needed for carers and those they care for.
Community Support

Support from the Community is vital to all charities and we are particularly grateful to the volunteers from community groups who raise funds for us each year.

Our volunteers have:

- Arranged quiz nights
- Organised a Carers sponsored Walk in the Park
- Helped organise a Spring Fete.

Each event raises awareness of how Carers Trust Heart of England supports carers, and those people that they care for. Every penny donated really does have a positive impact on carers in the local community.

Partnership Working

There are many ways in which your organisation can get involved and support our charity.

You can:

- Making a donation
- Nominate us as your Charity of the Year
- Engage your employees in fundraising
- Volunteer or donate raffle prizes
SPECIAL THANKS

Once again we would like to say thank you to those organisations and individuals who have supported us throughout the year, in terms of time, donations and funding, all of which enable us to continue to offer a wide range of support services to those who are caring for family of friends.

Accessible It- Raymond Starkey
Coventry General Charities
The 29th May 1961 Charitable Trust
Kleinwort Benson CHK Charities
Eveson Charitable Trust
Michael March Charitable Trust
Francis Winham Foundation
Sir Edward Boughton Long Lawford Charity
The Chatwin Trust
WED Charitable Trust HICA
Coventry Provincial Grand Lodge
The Sir Joules Thorn Charitable Trust
N Smith Charitable Settlement
Joan Marsland Trust
Stoneleigh Ladies Choir
Trinity Lodge 254
Alchemy Foundation
Trinity Lodge
The Eric W Vincent Trust Foundation

Edith and Jack Griffiths Charitable Trust
The Challenge
Harris & Sheldon Group Ltd
BGI Group
Hillmorton Paddock Methodist Church
The Sparkhill Trust
Donation in memory of Jamie Chambers
Reuben Foundation
Virgin Money giving - Louisa Rigden
Bridgewater Charitable Trust
Roger Vere Foundation
J C Seccombe Charitable Trust
Coventry Summer School Of Yoga
Mr & Mrs Riley
Inner Wheel Cov North
Millie Bus Trust Fund
Inner Wheel Coventry
Ernsford Tuesdays Ladies Group
Players Charity
Rotary District 1060

Last, but certainly not least, our thanks to the statutory authorities, Coventry City Council, Warwickshire County Council and the Clinical Commissioning Groups in Coventry & Warwickshire for their continued support which enables us to deliver our services. Thanks also to our numerous colleagues in the voluntary sector who work with us to provide services to carers and those they care for. Our grateful thanks to all.
Organisation Structure
BOARD MEMBERS AND ADVISORS

Chairman
Mrs Janet Jones Legg MBE
Mr Garth Murphy BSc MBA

Vice Chairman
Miss Sue Line
Mr Dhiran Vagdia

Trustees
Mr Victor Keene MBE
Mrs Rosemarie Tonkinson
Mrs Chris Titley
Mrs Vivien Kershaw
Mr Andy King
Mrs Rita Evans
Mr John Payne
Ms Davinder Athwal JP
Mr Gian Singh Seehra
Ms Marcia Jarrett
Ms Jean Jackson

President
The Right Worshipful the
Lord Mayor of Coventry

Accountants
Mr G Webb
11, Elm Bank Road
Lillington
Leamington Spa
CV32 6LR

Mr A Webb
Aspens & Co Ltd
29, Highcroft Crescent
Milverton
Leamington Spa
CV32 6BN

Vice Presidents
Mrs Anne Jenkins
Mr David Jenkins
Mr Maurice Laws
Mrs Joan O’Neill
Mr William Shields
Mr Dennis Jones
Mrs Eileen Sadler
Mr Robert Montgomerie

Auditors
Armstrongs Accountancy
1&2 Mercia Village
Torwood Close
Westwood Business Park
Coventry
CV4 8HX
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**Practical Support Service**

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6 Queen Victoria Road, Coventry, CV1 3JH
Tel: 024 7610 1040 (option 1)
Fax: 024 7622 0752
Email: coventry@carerstrusthofe.org.uk

**Rugby & District:**
9 Lawford Road, Rugby, CV21 2DZ
Tel: 02476 101040 (option 2)
Email: rugby@carerstrusthofe.org.uk

Visit our website
www.carerstrusthofe.org.uk

Like our facebook page
www.facebook.com/crossroadscw

Follow us on twitter
www.twitter.com/crossroads_cw

**Information, Advice and Support Service**

Coventry Central Library, Smithford Way, Coventry, CV1 1FY
Tel: 024 7610 1040 (option 3)
Email: contactus@carerstrusthofe.org.uk

Visit our website
www.coventrycarers.org.uk

**Young Carers Services**

The Den (Back entrance of the Methodist Central Hall)
Warwick Lane, Coventry, CV1 2HA
Tel: 024 7610 1040 (extension 350)
Email: youngcarersstaff@carerstrusthofe.org.uk

Like our Facebook pages
www.facebook.com/coventrycarerscentre
www.facebook.com/youngcarers

Skype video link
Coventrycarers