

# CARERS TRUST

Heart of England



## IMPACT REPORT 2022/2023



# CONTENTS

**3. Chair's Foreword**

**4. CEO Introduction**

**5. Our Board and Trustees**

**6. Looking back at 2022/2023**

**7. Looking back at 2022/2023 continued**

**8. Our impact in numbers**

**9. Warwickshire Wellbeing Team**

**10. Coventry Wellbeing Team**

**11. Young Carers**

**12. STARS**

**13. Financial Review**

**14. CRESS and Care at Home Service**

**15. Thank You**

# CHAIR'S FOREWORD



It has been a very exciting, challenging and successful year. We have been agile, focussed and determined.

The constant challenges around health and social care, rising costs and market uncertainty, have all made things even more difficult for both carers and for us, as a team. We have responded, adapted, and made significant progress to help those we care for, and their carers. Our staff team have, as always, gone above and beyond, to ensure they continue to deliver the best services possible.

Our communities have complex and varied needs, and our teams have moved forward in delivering more focussed services, whilst widening the breadth of support being offered. We have been mindful for the need to deliver coherent, joined up services, to the very highest standards.

We have continued the delivery of contracted services, and alongside, have diversified our income and our support to carers, and those they care for. We have received funding for new and additional services, whilst also adding multiple income streams to our Charity. In an uncertain social and financial landscape, the diversification gives us stability and security. This also gives us the ability to look forward, to see what more we can do, to help our beneficiaries, and our teams.

Our Charity has an excellent staff team, all with a strong passion for best practice, expansion, and delivery. Our work through the 'Take Five' Strategy continues to move from strength to strength, giving us an excellent core framework to work within.

Whilst reflecting on this past year, we are very excited for the year ahead. Our Charity is working on a wide range of ideas, projects and initiatives, to make life better for our beneficiaries. We look forward to the journey ahead.

As always, and with great warmth, I am delighted to take this opportunity to thank all of our team; our people, our volunteers and our Trustees, for their committed service, relentless passion and generous offerings to our Charity. This all leads us in our galvanised aim, to support our carers, and those they care for.



# INTRODUCTION FROM OUR CHIEF EXECUTIVE OFFICER



My first full year in post with Carers Trust Heart of England has been a busy one for the organisation for many reasons and it has been wonderful to be a part of our growth and development over the last twelve months.

As a team we began revisiting our previous Strategic Business Plan and following consultation with colleagues, carers, and a range of partners we launched our 'Take Five' Strategy which takes us through until 2026.

Within our Strategy we have identified five key Strategic Intentions which we will deliver against over the lifetime of the plan, and these are in relation to:



Our vision is to be a provider and employer of choice delivering high quality, person-centered care, and support services.

During the last year we have been fortunate enough to have successfully gone through several procurement processes, where we have not only resecured some of our existing contracts, but we have also been successful in applying for funding for new and additional services.

## CLAIRE DALE CEO

Whilst this growth and development of services sees us being able to offer a broader range of support for carers and people with care and support needs across Coventry and Warwickshire it also provides the organisation with some stability and security in terms of having in place contracts for the next five to ten years.

I would like to take this opportunity to give my thanks to the whole staff team, volunteers and our Board of Trustees for their ongoing support and commitment to the organisation. Everything that we have achieved to date and will achieve in the future would not be possible without their continued desire to support carers and people with care and support needs.

Looking ahead, we remain committed to providing the best possible care and support to carers and the people they care for, and we know that we will need to work harder than ever to ensure that we remain well placed to continue to do this.

I am incredibly proud of how the organisation continues to demonstrate it has the skills, experience, and resilience to continue to provide much needed person-centered services for carers of all ages and those they care for, and I am excited for the future of the organisation as we work through our Strategic Business Plan.

*Claire*

# OUR BOARD AND TRUSTEES



**Claire Dale,  
CEO/Company  
Secretary**



**Dhiran Vagdia,  
Chair**



**Angie Watkins**



**Alex Winstanley**



**Davinder Athwal**



**Gian Singh  
Seehra**



**Jonathan Trace**



**Marcia Jarrett**



**Martin Henwood**



**Ramesh Farmah**



**Robert Vilette**



**Rosemarie  
Tonkinson**



**Stephen Cobb**



**Vivien Kershaw**



**Victor Keene MBE**



**Jean Jackson**

# LOOKING BACK AT 2022/2023

## ➔ APRIL/MAY/JUNE

- ★ Returned to group activities and hosted a family party for our **Young Carers**.
- ★ Consulted colleagues on our new **Strategic Business Plan** which will shape our future growth and sustainability.
- ★ Improved our offer to staff by creating **Health Champions** to develop and implement wellbeing. Introduced **Perk Box** as a benefit and launched our **Career Progression Pathway**.
- ★ Appointed our **Fundraising and Business Development Manager** - a key turning point in our new strategic direction and income diversification.
- ★ **Carers Week** saw a return to in-person groups and activities including flower arrangement, coffee and cake clubs and wellbeing walks.



## ➔ JULY/AUGUST/SEPTEMBER

- ★ Received news that we were successful with the **Warwickshire Contract**. This also included the Assessment service for Young Carers which was new to Carers Trust Heart of England.
- ★ We found out we were successful in securing 3 years of lottery funding for **Coventry Young Carers**. This will help fund activities to support young carers.



## ➔ OCTOBER/NOVEMBER/DECEMBER

- ★ Launched **Caring Together Warwickshire**, the new name of the all age service funded by **Warwickshire County Council**.
- ★ Went live with our new database **Charity Log**. This will be instrumental in how we register and support carers throughout their caring role.
- ★ We said goodbye to our colleague and friend **Janet Jones-Legg MBE** who sadly passed away on the 31st December 2022.

Janet had worked with the organisation as Trustee, Chair and Vice-Chair for over a decade, right up until her passing; she gave her time both generously and graciously and for that we are incredibly thankful.



We will remember Janet's passion for the organisation and the work that we do to support unpaid carers and those who they care for and her voice and values will continue to be present in the work that we do into the future.

- ★ We were delighted to receive the news from **Coventry City Council** that we were continuing the service for **Coventry Young Carers**.

## ➔ JANUARY/FEBRUARY/MARCH

- ★ We found out we had been chosen as one of the benefactors for the **Tesco** Blue Chip scheme in their Rugby Stores.
- ★ We achieved the **Bronze Thrive Award**. The Thrive workplace health and wellbeing awards are the West Midlands county standard of good practice and a quality mark for health and wellbeing in the workplace.
- ★ **Teresa Bird**, our **Young Carers Assessment Officer** won the Children and Family Supports Community Partnerships Award.
- ★ **Young Carers Action Day** and its theme of 'Make Time for Young Carers' saw activities across the area from sunflower planting and conversations and pledges of how young carers were going to make time for themselves.
- ★ Our older Young Carers had the opportunity to take part in a variety of masterclasses at **Coventry University** in Psychology, Business, Aviation and Film as they sampled life as a university student.

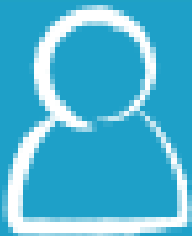
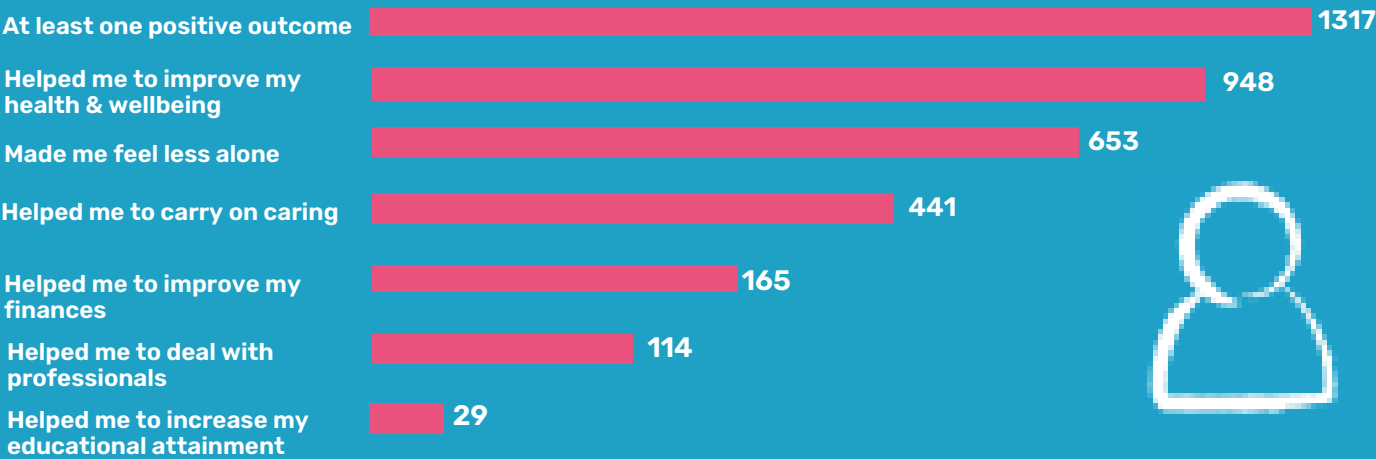


# OUR IMPACT IN NUMBERS



- Information, advice and guidance was provided to 4,770 Carers 15,627 times
- 2327 attendees to groups & cafes
- 30,000+ Facebook reach CTHofE, 40,000+ young carers reach
- 461 Carers attended groups and activities
- 375 wellbeing assessments completed
- 159 Carer Training Sessions completed
- 4032.25 hours of short break support
- 42 Carers received £13,551.97 in Direct Payments
- 63 Carers in Warwickshire received £16,553.45 in Direct Payments
- 114 Mental Health Resilience workshops
- 82 attendees at virtual groups
- 349 support groups & cafes held
- 40,000+ reached on website

## CARER REPORTED OUTCOMES



# WARWICKSHIRE WELLBEING TEAM

Since the pandemic, there has been more change than ever but we have continued to go from strength to strength, learning to adapt and change to carers needs.

We learned that the Warwickshire Wellbeing contract was up for tender which involved a huge amount of preparation in making sure that we continue to deliver the high quality service that we have delivered over the years. From October 2022, we were awarded the contract to deliver carers services to Adult and Young Carers across Warwickshire. Part of this contract was to deliver Carers Assessments which involved training on new systems.

## Carers Week 2022

Carers Week saw a blended approach of online and in-person sessions with carers still feeling uneasy about being in a group setting but many saying they'd missed the support. Aromatherapy and Laughter Therapy were popular and there was a multi agency approach in raising awareness.

We continued to help to signpost carers to the correct support needed such as benefit and financial advice with a partnership with Warwickshire CAB for quick and prioritised access for carers. Our Wellbeing advisors continue to support carers with Blue Badge and Carers Allowance claims and support.

“ Every time I speak to you, you give me so much support and information which makes me feel so calm and confident to move on. Thanks for all your help. ”



# COVENTRY WELLBEING TEAM

After coming through the pandemic, we've now entered a cost-of-living crisis. This has generated new barriers for carers accessing support from services and has exacerbated existing difficulties in utilising vital support services for people, hindering more people from accessing the care they need. We've seen an increased issue, specifically facing men and those from non-white ethnic backgrounds. Understanding this, the team have undertaken targeted work supporting those facing increased barriers.

We have focused on delivering carer awareness and delivered to different communities.

This has enabled us to build more knowledge and develop the training further. In addition, we focused on community events around key celebrations', Diwali event was one example held in November 2022. This was successful in engaging with the community, allowing carers to share their festival with us and each other.

## A DAY IN THE LIFE OF A WELLBEING ADVISOR

As a wellbeing advisor, no two days are the same. We're either responding to triage enquires, undertaking assessments in the community, attending events to promote our services or completing casework.

I met with a carer who needed advice for her husband who had mixed dementia. During the assessment, we were able to have an honest conversation about her caring role, the impact this has on her life and to discuss areas of support that are available. The carer was already supporting her husband brilliantly however, we were able to identify she would benefit from day care attendance to allow her much needed respite. I organised help from the Adult Social Care Team to complete a strength and needs assessment for her husband which will help hugely. We also discussed what she enjoyed doing when she has a break from her caring role. Through this conversation, I was able to offer the carer a direct payment for a gym membership as she could no longer afford to pay for the subscription and also not having support for her husband when she went. The difference our conversation made was heart warming.

After the visit, I returned to the office to complete some phone calls to newly registered carers and to follow up on some calls and contacts I have previously made with carers. In addition, checking everything is ready for an up-and-coming group and reviewing actions and new referrals on charity log. It is a challenging but rewarding job supporting carers in Coventry, it's a role where you are always learning something new and it's the best job!



# YOUNG CARERS

**233**

**Young Carers  
identified**

**115**

**Young Carer  
assessments**

**237**

**Young Carers  
attending  
activities in  
Coventry**

**2419**

**Young Carers  
registered**

Coventry Young Carers Service has been a vital resource that has offered support and guidance and a sense of community to young carers throughout Coventry.

Our service is a lifeline for many young carers across the city offering safe spaces for them to come together during the year, facilitating activities and groups where they can share their own experiences, seek advice, and receive practical and emotional support.

This year we've watched on with pride as our young carers continued their development, even taking it upon themselves to participate in the All Party Parliament Group, where they shared their experiences with the children's commissioner in London.

We were also incredibly proud of our young carers who hosted a fundraising event at a local rugby club which not only raised awareness of the service but money that was donated to a local food hub that was supporting those affected by the war in Ukraine.

Throughout the year, we have helped young carers maintain their well-being and education while still fulfilling their caregiving responsibilities. This has been achieved through continued weekly group sessions and 1-1 individual support plans.

Last year saw the successful delivery of the Your Future project which supported young adult carers through the transition from being a young carers to our adult wellbeing service. This work has helped shape a more fluid transition for young carers who reach adulthood.

One of the heartwarming aspects of our service is the sense of community it fosters, reducing isolation and the burden of their caring responsibilities, allowing them to connect with their peers who understand their unique challenges.



“ My school worked with Carers Trust Heart of England to identify me as a Young Carer and since then I've accessed their sessions and have never looked back. Sessions are really enjoyable and a great opportunity to take some time out to just have fun. I know I can always talk to the team about any issues or worries too, which is reassuring. ” Harvelee McIlhone

# STARS



Our **STARS** Club supports children and young people with severe and often multiple disabilities, allowing them to learn new skills, improve their health and wellbeing, and boost their confidence. The sessions take place every Saturday and allows parents and siblings the opportunity to have quality respite together away from their caring role. The types of activities we provide include:

- Arts and crafts - to stimulate creativity and improve dexterity.
- Parachute Games - fun, healthy activities that teach teamwork and co-operation, and increase strength, agility, coordination, and endurance.
- Life Skills Development - cooking, healthy eating, social skills and personal hygiene.
- Sports - swimming, football, tennis, basketball and rounders.
- Other physical activities - dance, fitness and soft play area exercise.

Our approach at STARS is to focus on what children and young people can do, rather than what they cannot, and tailored support is provided to enhance this.

**WE'RE  
THE ONES  
CARERS  
TRUST**  
Part of the Heart of England Foundation  
**Heart of England**

You can help us make a difference by:



**Involving your  
company**



**Make a one off or  
regular donation**



**Do your own  
fundraising**



**Leave a gift in  
your will**

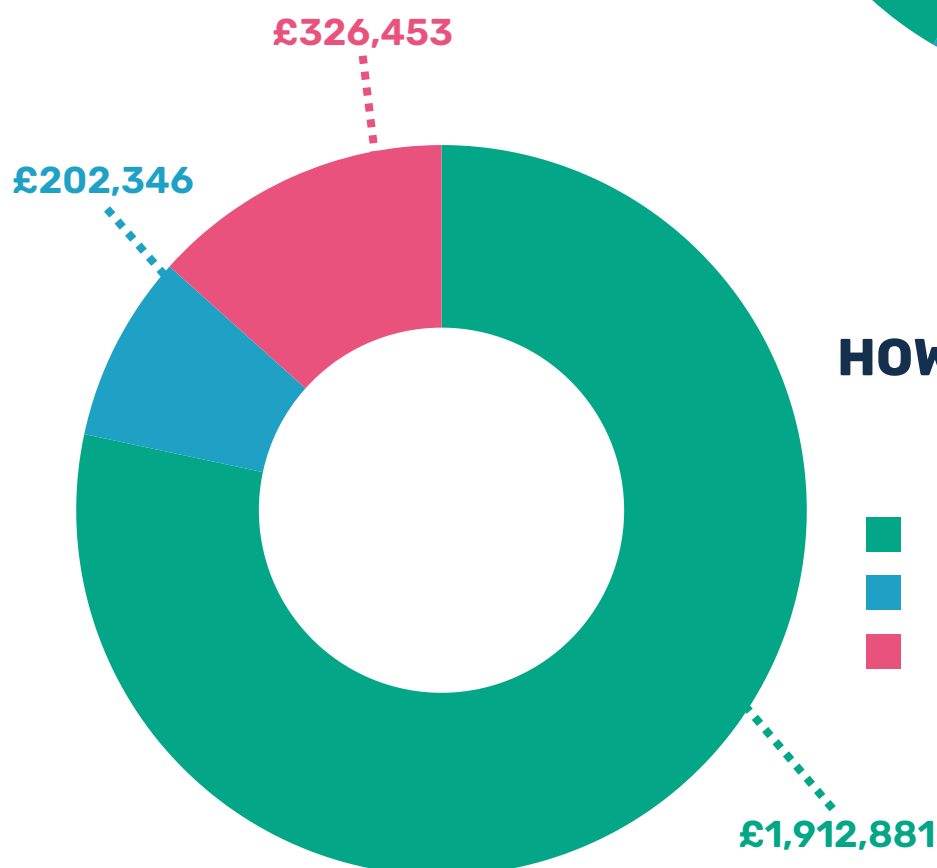
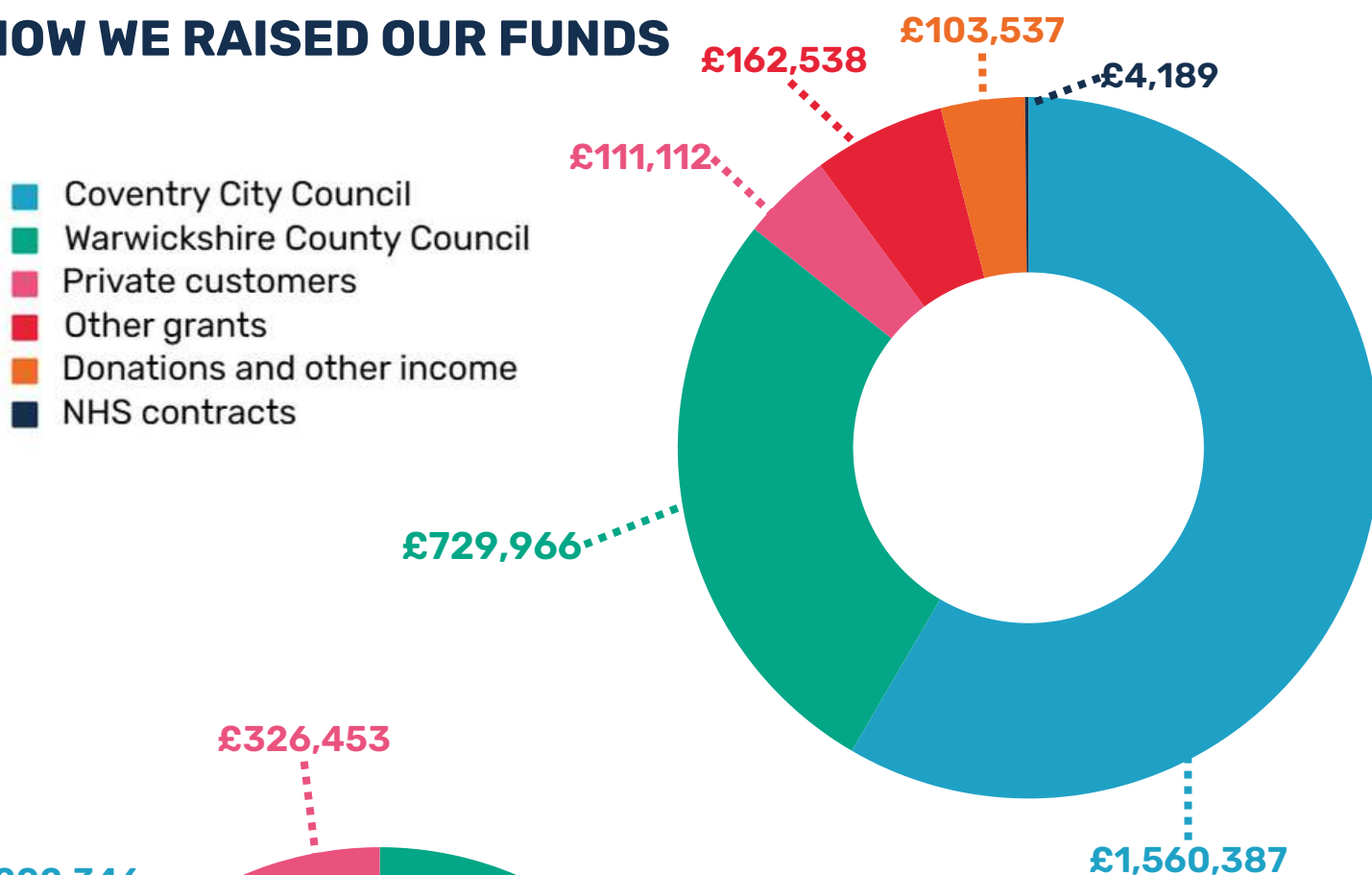
# FINANCIAL REVIEW



This year has seen us navigate a full twelve months 'post-covid' and it has been wonderful to see staff fully returning to our building bases, whilst embracing an ongoing hybrid approach to working and fully bringing back into being our community-based, face-to-face groups and activities alongside maintaining an element of online and digital delivery.

We have also gone through numerous procurement processes which have seen us re-secure contracts for delivery in both Coventry and Warwickshire in addition to securing additional work and income across both areas, building on the sustainability and growth of the organisation.

## HOW WE RAISED OUR FUNDS



## HOW WE USED OUR FUNDS

- Staff costs
- Other direct delivery costs
- Support costs

# CRESS

## PROVIDING A SHORT BREAK FROM RESPONSIBILITIES

Many carers tell us that, due to their caring commitments, they feel unable to attend GP or hospital appointments and often lose contact with wider family and friends, leading to feelings of loneliness and isolation.

Our CRESS team are able to offer FREE emergency and planned cover to help support carers across Coventry and Warwickshire ensuring that their health and wellbeing needs are met. The service is FREE and available at short notice to carers who need emergency cover which could prevent a crisis occurring and relief for carers who want to ensure that they maintain relationships and have a life outside of caring.

### HOW WE HELPED

Neeraj, who cares for her mother with Dementia, mentioned to one of our Care Support team that her daughter's Masters Graduation was approaching and she would have loved to attend but couldn't due to her caring responsibilities.

The graduation was taking place in Middlesex which required Neeraj to be away from home for the day. Due to the limited tickets, Neeraj couldn't take her mother Satya with her.

Understanding how important it was for Neeraj to attend, our Care Support Worker suggested a carer could be arranged to look after Satya. Our CRESS team organised a Care Support Worker who spoke Punjabi. This was vital to Neeraj as she knew this would decrease anxiety in her mother and attend to her needs thoroughly.

Neeraj was able to enjoy her daughter's special day with the reassurance of knowing her mother was being looked after.

**962**

**Carers  
Registered  
to CRESS**

**4,625**

**CRESS carers  
registered with  
emergency plans**

**2,457**

**hours of Care  
provided from  
CRESS**

**520**

**Carers have  
completed  
contingency  
plans**

## CARE AT HOME SERVICE

Our **Care at Home Service** which is also referred to as **Regulated Care**, is for when extra support is needed to help the one you care for live independently at home.

Our service is regulated by the Care Quality Commission certifying that the support we provide is safe, effective, compassionate, high-quality care. The care plan is tailored to the needs of the person, whether that's help around the house, personal care, medication or mobility support. We also provide companionship and can support the loved one to attend appointments and events.

We support a lady who is living with long-term health conditions in her family home. Her regular care package consists of four visits a day with two carers. Her family wanted to take their granddaughter away for a holiday which would have been their first one in twelve years. Because of the complex health needs of the family member, the family were unable to travel and hadn't had time away in over ten years. We were able to create a short term package of care which included overnight support. This ran alongside the existing package that utilised the same carers the lady knew. This allowed the individual and her family peace of mind and reduced anxiety in the run up to the holiday. It was so successful that the family have booked another holiday for later in the year.

# THANK YOU

## TO OUR PARTNERS, DONORS AND FUNDERS

We continue to value the generosity of our Partners, Funders, Donors, supporters and grant makers - without your support, we couldn't do what we do. Our special thanks go to the following for making a particular contribution to our work in 2022/2023.

Amazon - Coventry

Bablake & King Henry VIII School

Carers Trust - Young Carers Action Day Fund

CG & HH Taylor 1984 Trust

Coventry Building Society

Coventry City Council

Coventry Three Spires Round Table

Coventry University

Dorothy Youell

Hearsall Golf Club

Midland Kashattri (Taank) Society

Jean Russell

Paul Wheeler

Victor Keene MBE

Tesco

The 29th May 1961 Charitable Trust

The Coventry Church Municipal Charities

The Biggin Hall Public House

The MTC.Org

The Rowlands Trust

Warwick Univeristy

William A Cadbury Charitable Trust

## HOW YOU CAN HELP CARERS IN COVENTRY AND WARWICKSHIRE

It's not always about the money! Gifts in kind such as gift vouchers, raffle prizes are incredibly valuable to us. Volunteer support and skilled help also makes a real difference.

From holding a fundraising event to recycling your unwanted jewellery, we are here to support you. Our fundraising team can be contacted at

[fundraising@carerstrusthofs.org.uk](mailto:fundraising@carerstrusthofs.org.uk).

### DONATE



Whether it's a one off donation, regular giving, payroll giving or leaving us a gift in your will - your difference supports carers.

### FUNDRAISE



From baking to quizzing to gaming to running or walking or cycling. We've got everything you need to raise money to support carers.

### VOLUNTEER



Change lives, meet new people, develop your skills. Volunteer with us and make a real difference to carers.

**WHEN  
THEY NEED**

**A FRIEND  
SUPPORT  
ADVICE  
STRENGTH  
A BREAK  
HELP  
ACTION  
RECOGNITION  
IMPACT  
CHANGE**

**WE'RE  
THE ONES  
CARERS  
TRUST**

**Heart of England**

 **024 7663 2972**



**[www.carerstrusthofe.org.uk](http://www.carerstrusthofe.org.uk)**



**[contactus@carerstrusthofe.org.uk](mailto:contactus@carerstrusthofe.org.uk)**

**6 Queen Victoria Road  
Coventry  
CV1 3JH**



**Registered with  
FUNDRAISING  
REGULATOR**