

**FALKIRK COUNCIL SOCIAL WORK SERVICES
FOLLOWING THE PUBLIC POUND ANNUAL REPORTING STATEMENT
2013/14**

Organisation Name	<u>Central Carers Association</u>
Project	The Princess Royal Trust Carers Centre (Falkirk & Clackmannanshire)
Agreement Dates	April 2013- March 2014
Name of Lead Officer	Suzanne Thomson, Service Manager – Community Care
A OVERALL ORGANISATION AIMS	
<u>Summary of Key Aims & Objectives</u>	
<p>Central Carers Association (Falkirk and Clackmannan), the managing body of The Princess Royal Trust Carers Centre (Falkirk & Clackmannanshire), provides information and support to carers and former carers in all ages and care groups in Falkirk and Clackmannanshire areas. Central Carers Association also encourages the development of local services, which improve the quality of life for carers, and those for whom they care.</p> <p>The Centre's aims are to:</p> <ul style="list-style-type: none"> ▪ identify carers, including young carers, and provide support and information ▪ encourage mutual support through the establishment of carer's support groups ▪ raise awareness of the needs of carers ▪ promote services which will help carers ▪ assist carers to liaise with all relevant agencies ▪ collate and disseminate information relevant to carers, professionals and local organisations ▪ promote good communication, collaborative working and partnerships with statutory voluntary and community organisations ▪ encourage carers to contribute and participate in community care and health planning. 	
<u>List of Agreed Outcomes</u>	
<ul style="list-style-type: none"> ▪ Carers will have improved emotional and physical wellbeing ▪ Carers will have increased confidence in managing the caring role ▪ Carers will have the ability to combine caring responsibilities with work, social, leisure and learning opportunities and retain a life outside of caring ▪ Carers will not experience disadvantage or discrimination, including financial hardship, as a result of caring ▪ Carers will be involved in planning and shaping the services required for the service user and the support for themselves 	

Reasons for External Funding

The Carers Centre is affiliated to the national Princess Royal Trust for Carers organisation, which has become the largest provider of carers support services in the UK, giving practical advice, information and support. It also supports more young carers than any organisation in the world, reaching more than half of all young carers supported in the UK.

The local Carers Centre has the ability to draw on this national network to develop locally based services, in addition to attracting external funding from for example Children in Need.

B ACTUAL PERFORMANCE vs. OBEJECTIVES / AGREED OUTCOMES

Summary of Key Achievements

Individual Support

- Responded to 1206 enquiries, resulting in 3257 one to one contacts with carers
- Provided one to one information and support to 807 carers, 461 of whom were new to the service
- This includes the provision of more focussed support that was provided to 145 parents of children (including adult children) with autism who made 230 enquiries, resulting in 487 one to one contacts (Autism Development Funding)
- Funding from Reshaping Care for Older People supported the development and implementation of personalised Carer Support Plans; 110 Carer Support Plans were co-produced with carers
- Support was provided at the Carers Centre, through home visits (Carer Information Strategy [CIS] funded), at Forth Valley Royal Hospital (CIS funded) and Falkirk Community Hospital (Reshaping Care for Older People funded)
- 182 carers received information/support in relation to welfare benefits; 108 carers were referred on for help to access welfare benefits
- Partnership work with the CAB enabled the provision of a monthly welfare benefits clinic for carers at the Carers Centre
- 152 carers were given information about Carers Assessments; 23 carers were assisted to complete the Single Shared Assessment Carers Assessment form
- Funding from donations enabled the provision of monthly pampering sessions for newly identified carers
- Keep Well checks were provided in June and December at the Carers Centre
- Partnership work with Relationship Scotland resulted in the provision of counselling sessions for carers at the Carers Centre
- Funding from the Shorts Breaks Fund (Creative Breaks Programme) allowed the provision of grants of up to £300 for 49 carers to allow them to purchase a personalised short break
- 112 Carer Support Plans were completed and 38 Reviews recorded. Where issues were identified, recorded and reviewed as part of a personalised Carer Support Plan, the percentage of carers reporting improvements were:
 - Health and wellbeing - 80%
 - Confidence in caring - 80%
 - Freedom from disadvantage or discrimination, including financial hardship - 63%
 - Being able to retain a life outside caring - 87%
 - Involvement in planning and shaping services - 85%
- There were 65 new referrals to the Young Carers Project
- 129 young carers regularly access support from the project
- 37 young carers received one to one support resulting in 444 individual sessions

Group Support

- 13 regular weekly/monthly groups were provided throughout the year
- A review of support group activities was carried out in 2013 which resulted in a number of changes to the programme in 2014
- There were 1045 carer attendances at the various groups
- This included community support groups in Bo'ness, Polmont and Slamannan that were facilitated using CIS funding
- It also included specialist support groups for parents of a child (including adult children) with autism funded by the Autism Development Fund
- In addition a programme of activities was provided for carers during Carers Week and Christmas lunches were provided for the various groups
- Using funding from the Short Breaks Fund (Better Breaks Programme) a programme of outings for children with additional support needs and their families was arranged during the Summer, October and Christmas holidays
- Funding from BIG Lottery Young Start funded a programme of varied activities and outings for young carers
- 96 young carers accessed the 64 term-time groups that were provided throughout the year

Information

- 1294 carers are on the Carers Centre mailing list to receive regular information
- 2809 copies of 'Carers News', the Carers Centre 6 monthly newsletter, were distributed to carers and professionals
- 113 Carer Information Packs were distributed
- The updated Carers Emergency Pack was taken out for consultation to various stakeholders. 61 of the new Emergency Packs were distributed
- 387 Carers Centre leaflets were given out to carers during one to one support
- 275 Carers Centre leaflets were given out to professionals
- 1805 NHS leaflets were placed in various hospital and GP waiting rooms
- 400 NHS appointment cards were given out to health professionals
- 88 young carers have applied for a Young Carers Authorisation Card

Carer Training - Care with Confidence

- Funded by Carer Information Strategy and Reshaping Care for Older People, 73 Care with Confidence sessions were delivered on a range of topics including: Stress Management; Power of Attorney and Guardianship; Managing Incontinence; Dementia; Welfare Benefits; Telehealthcare; Handling Anxiety and Agitation; Foot Care; Handle with Care; Residential Care; Community Care Services; Palliative care; Sleep; Skincare; Assertiveness; Planning for the Future; Patient Relations; Craft; and Relaxation
- As well at the Carers Centre, sessions were delivered in Grangemouth; Falkirk Community Hospital; Bonnybridge; Polmont; Slamannan; Bo'ness; Denny; Laurieston; and Stenhousemuir
- There were 470 carer attendances at the sessions
- 5917 leaflets were disseminated containing details of the Care with Confidence programme
- 200 Young Carers Authorisation Card leaflets were distributed to young carers, families and professionals

Carer representation and involvement

- Staff from the Carers Centre represented the needs of carers at the following local events/planning groups:
 - Self-directed Support Information Events
 - Chronic Pain Stakeholders Event
 - RCOP Steering Groups
 - Older Peoples Implementation Group
 - Community Care and Health Forum
 - Adult Support and Protection Local Strategy and Planning Group
 - FV Carer Information Strategy Implementation Group
 - Community Health Partnership Sub-Committee
 - Public Partnership Forum
 - Transforming Admission, Transfer and Discharge Group
 - FVRH Patient Information Group
 - Neurological MCN Steering Group Meeting
 - NHS Single System Improvement Group
- 104 carers took up the opportunity to get involved and have their say by participating in:
 - Carers Forum Meetings on: How to cope when the person you care for refuses to accept services; Carers Rights Charter; Carers Legislation; Residential Care Homes
 - Focus Groups on: Older Peoples Services; Living it Up website; Dementia study group; Carers Centre Support Activities
 - 3 x Coalition of Carers in Scotland meetings
 - The Carers Parliament
 - Carers Cross Party Working Group on welfare reform
 - Meetings with local MSPs during Carers Week
 - Question Time on Welfare Reform with elected members and council officers during Carers Week
- Consultation opportunities were offered on: Older Peoples Services; Self-Directed Support; National Carers Organisations Male Carers Survey; Carers Legislation; Independence Referendum; and the development of a local Older Peoples Forum
- 7 young carers worked in partnership with NHS Forth Valley to develop a DVD about the needs of young carers and how they want to be treated by professionals
- Young Carers Workers attended 51 meetings relating to individual young carers e.g. LAAC, TAC, MAG

Awareness raising

- 41 awareness raising sessions sessions/events provided
- 15 young carer awareness raising sessions provided in schools
- 29 events attended to raise awareness about the Young Carers Project

Summary of Key Issues/ Challenges Facing Organisation

In line with other Third sector organisations there are funding pressures as a result of an increasing demand on the services and a more challenging environment to secure sustainable and longer-term funding through for example the Big Lottery. The service has noted an increase in contact with all carer groups, including young carers who require or have social work involvement due to child protection concerns.

The Carers Centre has however been able to identify and secure additional funding, through for example the Reshaping Care for Older People Change Fund, Carer Information Strategy Fund, Short Break Fund, which has contributed to the range of innovative services provided. However it should be noted that some of this funding is time-limited.

How has Organisation Contributed to Council/ Service Priorities

Central Carers Association contributes towards the goals of the Corporate Plan by:

- Continuing to improve the health, safety and wellbeing of our citizens and communities
- Increasing our efforts to tackle disadvantage and discrimination

List any Areas where there has been Shortfall in Performance

None

How often are Review Meetings held with Lead Officer

Annually, however there is regular contact with the Carers Centre through a range of strategic and operational planning meetings.

C FINANCIAL / RISK ASSESSMENT OVERVIEW

Total Support Provided (Financial & In- Kind Contributions)

A Joint Working Agreement is in place from 1 April 2014 – 31 March 2015.

Funding from Falkirk Council is summarised as follows:

2010/11	2011/12	2012/13	2013/14	2014/15
£141,898	£141,898	£141,898	£141,898	£141,898

Audited accounts for 2011/12 and 2012/13 have been checked by the Falkirk Council Finance section and no issues were identified.

Last Period of Submitted Audited Accounts

2013/14

Future Risks (Financial, Operational or Structural) Faced by Organisation

As with a number of voluntary sector organisations there are funding pressures as a result of a reduction in core grant funding and a more challenging environment to secure external funding through for example the Big Lottery. The service has also noted an increase in young carers who require or have social work involvement due to child protection concerns.

The conclusion of the Reshaping Care for Older Peoples Change Fund in March 2015 will mean the funding to:

- provide training for carers in their own communities;
- identify and support carers at the point of hospital discharge;
- represent carers and involve them in the planning of services to support them and those they care for and
- implement the 'Talking Points' methodology to allow carers to develop a personalised Carer Support Plan

will end.

Without replacement funding, the preventative work this stream of funding has supported will disappear, which could result in an increased demand for expensive Community Care services.

There is ongoing contact with the Board and Carers Centre manager to ensure the Council is aware of any likely impact on service delivery arising from these budget pressures.

Overall Risk Rating (Low/Medium/High)

Low

D CONCLUSIONSSummary/ Opinion of Organisations Overall Progress During Year

The Board is continuing to work with the Council and partner agencies, including NHS Forth Valley and Clackmannanshire Council, to deliver and develop services that will support carers to continue in their caring role. The Centre has obtained short-term funding through the NHS Carer Information Strategy to provide services to identify carers in a hospital and primary care setting and to work with partners to deliver carer training and learning opportunities.

While it is acknowledged that funding beyond April 2015 is unclear and likely to be very challenging, we are clear that we will prioritise the type of work carried out by the Carers Centre. Without a strong support network for carers the Council would face significantly increased pressure on Social Work Services. The Carers Centre is therefore provides a key preventative function.

E COMPLETED BY	
<u>Name</u>	
<u>Designation</u>	
<u>Date</u>	