

# Carers Trust 4all



## Annual Review 2017/2018



seven million  
reasons to care

**We care,  
because you do**

# Carers Trust 4all Annual Review of 2017/2018

## Welcome to our 28th Annual Review

Our annual review offers an opportunity to reflect on what we have achieved and plan for the future. One thing remains constant however, every day 6 million people give up their time and energy to care for someone they love. In response our key focus is to ensure carers, and the people they support, continue to access critical services. There is so much to be proud of and I hope you enjoy reading about our work throughout the year. Most of all, thank you, as always, to the people and organisations who have supported us and those that will support us in the coming year.



Andrea Kinsey, CEO



Geoff Bull, Chair

2019 marks the start of a new calendar year and we face some interesting challenges over the next 12 months. The demands placed on Social Care in the UK are very much in the news and we shall be shaping the services accordingly. Quality of care remains the foundation stone of all we do and it is encouraging to note that Carers Trust 4all has been awarded 'Good' in all six CQC inspections. This reflects the hard work and dedication of our staff in all localities and ensures we are in a strong position to respond positively to the increasingly volatile environment of social care.

We could not achieve as much as we do without the sheer dedication, determination and commitment from an amazing team of staff, volunteers and trustees. Our work is also supported by the contributions of commissioners, funders and supporters who trust us to make good decisions and deliver excellent services for carers and people with care needs.

**Thank you. We look forward to working with you all in the coming year!**



# Our Vision

*We want every carer to be recognised, supported and offered services to help maintain their own health and well-being*



**4928**  
Carers  
supported

# Our Mission



**3268**  
People with care  
needs supported

*To provide services that respond to the needs of carers and the people they support, offering peace of mind and understanding. By working with carers and other stakeholders we aim to influence service innovation and growth*

***Carers Trust 4all is committed to delivering services which we would wish for ourselves and our loved ones.***

**For information call 0333 323 1990 or email [help@carerstrust4all.org.uk](mailto:help@carerstrust4all.org.uk)**

# Supporting carers under 18



*Many  
five-to-ten  
year olds are  
getting up at  
night to care  
for a family  
member*

*– Carers Trust*

## ☆ Young Carers Awareness Day ☆

*Last year we supported **566** young carers ensuring they received both emotional and practical support. A key aspect of the support we offer is providing young carers with a break from caring and a chance to have fun!*



*A group of Shropshire young carers worked closely with the Hive, a local media centre, to write and record 'Not Alone', an emotive young carers song, which was launched on the 25 January 2018 at BBC Radio Shropshire to highlight Young Carers Awareness Day.*

*The colourful CD cover (left) was also designed by the young carers, whilst young carers Beth and Meg attended an interview at BBC Radio Shropshire on the day of the launch.*

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# Volunteers are love in motion



## We love our Volunteers



**Volunteers** are an integral part of our organisation. This year Carers Trust 4all was supported by the invaluable contribution of **135** volunteers. We pride ourselves on offering a volunteering programme which ensures volunteering is a worthwhile, mutually beneficial experience. This year we have seen an increase in the number of young people signing up to volunteer and lots of interest from students, which is brilliant!

***'I needed new skills and enjoy being a volunteer'***



Supported by  
**135**  
volunteers

Image provided by Carers Trust 4all

**Join us this year, call 0333 323 1990 or email [volunteer@carerstrust4all.org.uk](mailto:volunteer@carerstrust4all.org.uk)**

# Ensuring Social Value

*As part of our commitment to deliver social value, reducing our overhead costs is key to ensuring we can invest as much as possible into our services.*

*One example last year was when we commenced the next phase of our paperless strategy by launching CARAS Mobile.*



## CARAS Mobile

**CARAS** is the software system that we use to record all of our client and staff activities. We have now issued our Carer Support Workers (CSWs) with a mobile phone loaded with the CARAS app. The new system has helped to reduce the amount of paper documents we now need to issue. The system also makes our Carer Support Workers more self-sufficient thereby reducing the number of phone calls/visits they need to make to the office.



### **What can CSWs do on CARAS mobile:**

- Access their work rotas
- Record when they arrive and leave
- Make notes about their visit
- Access client details when needed
- Read and send messages to/from the office



# Making connections



*There are  
around 7  
million  
carers in  
the UK*

– Carers Trust

## Look out for our new website

Last year we decided to invest in a brand **new website**, which is due to launch in early 2019. The new website will have a fresh new look, be easier to navigate and have lots of new features. We will have a dedicated recruitment area with online application forms. We are also excited to launch our new staff portal giving the team easier access to news and updates. **Website: [www.carerstrust4all.org.uk](http://www.carerstrust4all.org.uk)**



**New  
for  
2019**

**For information call 0333 323 1990 or email [help@carerstrust4all.org.uk](mailto:help@carerstrust4all.org.uk)**

# Our Services

*We offer a wide range of services to support carers and people with care needs, including:*

- Carer breaks
- Home based care
- Support for young carers and young adult carers
- Advice, information and guidance
- Care at end of life
- Social skills groups for Autism
- Children's breaks and activities
- Social activities



## New Services



*Last year we achieved a 90% success rate with regard to tenders and we secured over £760,000 in income.*

*We were also delighted to add the following new services:*

### **Cheshire West & Chester**

CarerLinks, Carer Breaks (respite), Young Adult Carers Service and groups for children with Autism

### **Manchester**

CarerLinks, plus a service offer for children and young people with a disability and adults with learning difficulties and Autism

### **Liverpool**

CarerLinks

*Whilst many services are free, please enquire for clarification. Not all are available in all areas.*

**For information call 0333 323 1990 or email [help@carerstrust4all.org.uk](mailto:help@carerstrust4all.org.uk)**



# ***We care because you do***



***'We were at breaking point, until we got this break, we are very grateful, thank you very much'***

*- Carer*



## ***Our team are amazing!***



*Our amazing team, spread across six locations, continued to deliver some fantastic outcomes through the range of services we offer. Our core work is to offer carers a break and we did, 125,921 times to be exact! Well done!*



### **Work for Carers Trust 4all**

***Would you like to make a difference to someone's life? Working for Carers Trust 4all means being part of a team that care, a team that are dedicated to supporting carers and the people they care for. Call or email us today!***

***For information call 0330 124 4526 or email [hr@carerstrust4all.org.uk](mailto:hr@carerstrust4all.org.uk)***

# Who we worked with last year



**NHS**  
Shropshire  
Clinical Commissioning Group



**MANCHESTER**  
CITY COUNCIL



**Cheshire West  
and Chester**



**Eastern Cheshire  
Clinical Commissioning Group**

**THE  
LOOKING AFTER EACH OTHER  
FED**

**CHESHIRE  
COMMUNITY  
FOUNDATION**



**West Cheshire  
Clinical Commissioning Group**



**Telford & Wrekin  
COUNCIL**



**South Cheshire  
Clinical Commissioning Group**



**Liverpool  
Clinical Commissioning Group**



**NATIONAL  
LOTTERY FUNDED**



**Vale Royal  
Clinical Commissioning Group**



Care and support  
through terminal illness



Support and friendship  
for families



**Warrington  
Clinical Commissioning Group**



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in Wales no. 802052 and Scotland  
no. SC039937

To get in touch call 0333 323 1990 or email [help@carerstrust4all.org.uk](mailto:help@carerstrust4all.org.uk)



# Helping people communicate

*There are  
around  
700,000  
people on  
the autism  
spectrum in  
the UK – National  
Autistic Society*



## Improving Social Skills

*Helping children and adults with Autism and their carers across Cheshire continues to be a service that we are dedicated to deliver. Last year we hosted 84 speech and language therapy (SLT) sessions, followed by 84 social outings to enable attendees to practise their new found skills in a fun, safe and relaxed environment.*



**168  
social  
skills  
groups**

**For information call 0333 323 1990 or email [help@carerstrust4all.org.uk](mailto:help@carerstrust4all.org.uk)**

# Short Breaks

*Carers Trust 4all provide a range of services for children with complex needs and disabilities. The sessions we offer allow them to try new activities, make new friends and build more confidence.*

## **We offer:**

- Weekend short breaks
- Weekend residential trips
- Activity4all
- Social skills for Autism



## **Support for parent carers, children and young people**

*Activity breaks provide much needed respite for parent carers, safe in the knowledge that their child is being cared for by skilled staff in a risk free environment whilst having lots of fun!*

*In addition, we also provide care in the home to allow parents to take a break to catch up on tasks, spend time with their other children or simply have a rest.*

***'My daughter loves this service and we really enjoy spending time with our other daughter. We would be lost without this service'***

**280**  
activity  
sessions for  
children

**1678**  
breaks  
provided for  
parent carers

*Short breaks for children with complex needs are provided in Bury, Cheshire East, Cheshire West & Chester, Wirral, Manchester and Shropshire.*

**For information call 0333 323 1990 or email [help@carerstrust4all.org.uk](mailto:help@carerstrust4all.org.uk)**



# Identifying hidden carers



*Every day  
6,000  
people  
will  
become a  
carer*  
—Carers Trust

**Carers Week 2019** 10-16 June



*For Carers Trust 4all, Carers Week is a great opportunity to get out and about in the local community. Our aim is to identify hidden carers and offer support to those who perhaps don't know what is available to them. Our growing team of Carer Advisors are pivotal to us increasing our presence in the local community.*



**Help us to identify more hidden carers**

**DONATE**

[www.carerstrust4all.org.uk/donations](http://www.carerstrust4all.org.uk/donations)

**For information call 0333 323 1990 or email [help@carerstrust4all.org.uk](mailto:help@carerstrust4all.org.uk)**

# Breaks For Young Carers



**258**  
activities for  
young carers



data provided by Carers Trust All

*'This weekend has been one of the best of my life, I've tried new things, made brand new lifelong friends and basically just had some brilliant memories made. If we didn't have this young carers group then I would never have had this experience. They've given me a brilliant experience that I'll never forget'*  
(Young Carer)

## Young Carers Having Fun

Last year we continued to offer young carer services across Cheshire East, Cheshire West & Chester and Shropshire. The groups and outings we run offer young carers valuable time away from their caring responsibilities. They also build confidence and resilience.



**566**  
young carers &  
**115**  
young adult  
carers supported



data provided by Carers Trust All



For information call 0333 323 1990 or email [help@carerstrust4all.org.uk](mailto:help@carerstrust4all.org.uk)



# Corporate Partnerships

*A corporate partnership with Carers Trust 4all gives you the opportunity to work with us to make a real difference to the lives of unpaid carers in your local community.*

## *How you can help us:*

- **Donations** – help us to offer carers regular breaks.
- **Days out** – This could be free entry to a leisure activity, an invitation to a fun event...etc
- **Payroll Giving** – a simple way to involve the whole team.
- **Fundraising** – collecting sponsorship money is a great way to support carers.



## *How we can help you:*

- **Boost your community profile**
- **Additional advertising**
- **Support for working carers**

*If you would like to get involved we'd love to talk to you!*

## Have fun helping carers!

*With a chance to win money every month, joining the **100 Club** is a great way to have fun whilst helping carers.*

*50% of the money raised each month goes to the winner and the other 50% to Carers Trust 4all.*

*The more people that join, the larger the prize fund, the more carers can benefit from the support we offer.*



*Just £5 a month can  
make a real difference to  
someone*

*Last year 12 winners won a combined total of £1,287,  
the biggest payout being £107.50*

*Contact us on 0333 323 1990 or email [help@carerstrust4all.org.uk](mailto:help@carerstrust4all.org.uk)*

# Getting social



**Carers and people with care needs are especially vulnerable to loneliness and social isolation.**

**New social groups coming for 2019!**

## Carers Singing Together

At Carers Trust 4all, we love to sing as we know it can improve health and well-being along with reducing social isolation. The people that attend our groups clearly agree with us, in fact 93% said it improved their quality of life.



**93%**  
of people who  
attended a singing  
group said it  
improved the  
quality of their life



We have a great team of staff and volunteers that run the singing groups for carers and the people they care for. We have groups in Cheshire East, Bury and more recently Shropshire.

**For information call 0333 323 1990 or email [help@carerstrust4all.org.uk](mailto:help@carerstrust4all.org.uk)**



# End of Life Care

*End of life care is a highly valued service that continues to be a key area of work for Carers Trust 4all.*

*It enables individuals to die at home, if that is their preferred place of death, and supports keeping families together.*



## Working in Partnership



*We work in partnership with a number of Clinical Commissioning Groups to deliver these specialist services including; South and Eastern Cheshire, Vale Royal, Liverpool (in partnership with Marie Curie) and Warrington.*

***'We cannot thank you enough, as a family we were very unsure about having someone coming in to our home to care for mum but looking back, it was the best thing. Thanks for providing our family with a wonderful service' (carer)***

**69% of individuals have expressed a wish to die at home**

**For information call 0333 323 1990 or email [help@carerstrust4all.org.uk](mailto:help@carerstrust4all.org.uk)**

# Quality Care



*'Where else  
would you  
find so  
many  
people  
who care  
so much'*

*- Carer*

## Your care, your way

*As a registered charity, we aim to offer as many services as possible, free at the point of delivery to support carers and people with care needs. In addition, to ensure our high quality services are available to as many people as possible, we provide a first class private care service offering support for those needing extra care in the home. We can offer unbeatable value as we deliver this service on a not for profit basis.*



*Whether you are paying for care yourself or receive funding, we can tailor your care package to meet your individual needs. We understand that care needs can vary and no two months will be the same. Talk to us today about how we can help.*

*'An excellent service, easy to contact and good communication, they provide care of the highest standard and we are extremely happy and grateful to them' – Carer*

**For information call 0333 323 1990 or email [help@carerstrust4all.org.uk](mailto:help@carerstrust4all.org.uk)**



# Carers Feedback

***We asked, you said:***

***Absolutely first class service provided by cheerful, caring and dedicated staff.***

***I am treated as an intelligent person, always consulted and cared for with responsible, professional expertise and friendship, terrific!***

***I did not know that this standard of care was available until a few weeks ago. It has made such a difference to both our lives.***

***Always makes sure I am safe, I feel very confident when with my support worker.***

**99% of  
carers would  
recommend us  
to a friend**



Data provided by Carers Trust Ltd

**100%**  
of people who  
use our services  
tell us:

***"We are  
treated with  
dignity and  
respect"***



Data provided by Carers Trust Ltd

# Help us, help carers



**Three in five  
people will be  
carers at  
some point in  
their lives in  
the UK**

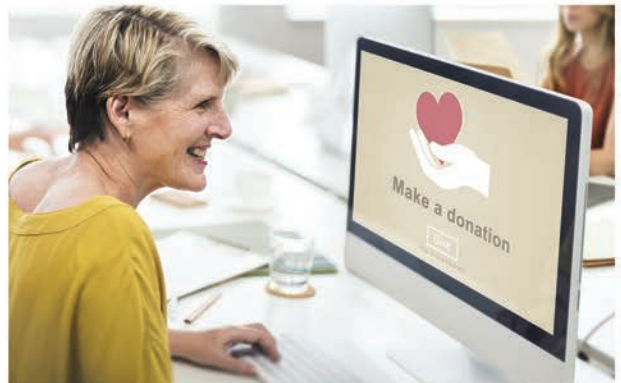
**- Carers Trust**

## Making a difference with donations

At Carers Trust 4all we rely on money from funders, local organisations and individual fundraisers to enable us to support an increasing number of carers each year. Last year, individual fundraisers alone donated £37,890 through one off donations or as a gift in their will.

**A massive thank you to you all, you make a difference!**

**You can make a  
one off  
donation, a  
regular monthly  
donation or  
perhaps consider  
leaving us a gift  
in your Will.**



**It's really simple to donate online, go to [www.carerstrust4all/donations](http://www.carerstrust4all/donations)**



# Fundraising Ideas

*At Carers Trust 4all, we rely on funds from all avenues to ensure we can continue to support an increasing number of carers each year. Every day 6000 people take on a caring role so we'd love you to help us and of course have some fun whilst doing so.*

*Here's a few ideas to get you started:*



*If you love running, ask your friends and family to sponsor you once or twice a year.*

*Bit of a daredevil? The sky's the limit on ideas for you!*



*Everyone loves cake right? Bake sales are a great way to raise funds and put a smile on peoples faces.*

# Raising vital funds

*By 2030, the  
number of  
carers will  
increase by  
3.4 million to  
over 10 million*

*- Carers Trust*



## Fundraising is fun 4all

*Aside from our fabulous funders, we also rely on donations from local organisations. Last year we received a fantastic £24,420 from local clubs, schools, churches and community groups. We would like to thank each and every one of you for your valuable contribution. We'd like to give a special mention to the organisers and runners of the Yule Yomp, the Nantwich Church Wardens and the Chester Lions who between them contributed £17,000!*



**£24,420  
received  
last year**

*If you would like to work with us to support carers,  
please get in touch, we'd love to hear from you*

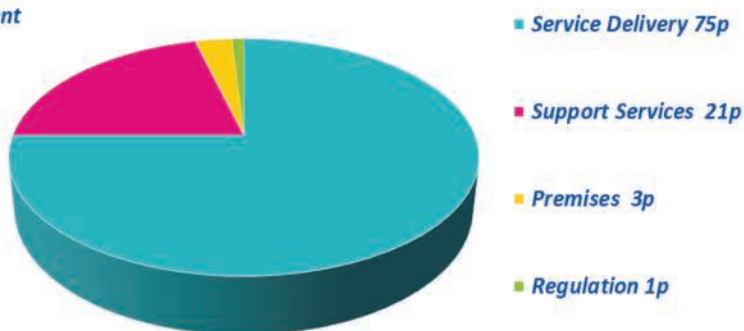
**For information call 0333 323 1990 or email [help@carerstrust4all.org.uk](mailto:help@carerstrust4all.org.uk)**



# Our Story in Numbers

Funding at Carers Trust 4all comes from a variety of different sources including donations, charitable trusts, contracts and legacies. Services are supported by a range of funders, enabling us to deliver support to thousands of carers of all ages. We work hard to ensure as many services as possible are free at the point of delivery and will continue to do so. We accept donations from far and wide, whether you make a regular or one off donation, or take part in an organised event or even create your own fundraising activity, every penny really does help.

How each £1 received by Carers Trust 4all is spent



## Results for 2017/2018

In the year to 31 March 2018, our total income was £3,917,307 and our total expenditure was £3,893,358 resulting in a surplus of £23,950. All of the surplus will be re-invested in providing services to carers. At 31 March 2018 our total funds were £777,368 of which £87,674 were restricted funds, given for a specific purpose. We expect the next financial year to be challenging, however we have good reserves and strong bank balances so we face the future with confidence.

***And finally.....***

***We work hard to make  
carers count!***



***Carers Trust 4all would like to thank  
everyone who helped to support us last  
year and hopefully will continue to do  
so in the coming year.***

***For information call 0333 323 1990 or email [help@carerstrust4all.org.uk](mailto:help@carerstrust4all.org.uk)***



# Get In Touch



*If you are a carer, a person with care needs or a professional who would like to talk to us about our services or making a referral, then call us at one of our local offices.*

## **Bury**

***bury@carerstrust4all.org.uk***

***Call 0333 323 1990***

***Option 1, then Option 1***

## **Manchester and Tameside**

***manchester@carerstrust4all.org.uk***

***Call 0333 323 1990***

***Option 1, then Option 4***

## **Cheshire East**

***cheshireeast@carerstrust4all.org.uk***

***Call 0333 323 1990***

***Option 1, then Option 2***

## **Liverpool, Sefton, Warrington & Knowsley**

***merseyside@carerstrust4all.org.uk***

***Call 0333 323 1990***

***Option 1, then Option 5***

## **Cheshire West & Chester and Wirral**

***cheshirewest@carerstrust4all.org.uk***

***Call 0333 323 1990***

***Option 1, then Option 3***

## **Shropshire**

***shropshire@carerstrust4all.org.uk***

***Call 0333 323 1990***

***Option 1, then Option 6***

## **Support Services**

***General enquiries: help@carerstrust4all.org.uk***

***Recruitment enquiries: hr@carerstrust4all.org.uk***

***Volunteering: volunteer@carerstrust4all.org.uk***

***Finance enquiries: finance@carerstrust4all.org.uk***



***Carers Trust 4all***



***@carerstrust4all***



***www.carerstrust4all.org.uk***

***Call us on 0333 323 1990***

***Email: help@carerstrust4all.org.uk***

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