

Suffolk Family Carers

Living Fuller Lives

2016
ANNUAL
REVIEW
2017

Our Performance



We continue to support family carers already registered with us. In 2016/17, a further **3,007 new family carers** were supported by us, a **29% increase** in new referrals from last year.



99% of family carers felt that Suffolk Family Carers **listened** and gave them information and advice to **empower them** to make **informed decisions** about their caring role.



Our information line handled over **14,800 calls**, providing **information, advice and guidance** to family carers. **1368 referrals** were made to partner organisations to provide family carers with additional support.



Over **900 carers assessments** conducted by our Information Line Advisers.

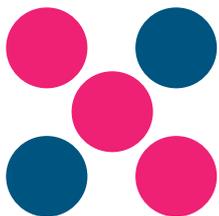


The **Suffolk Family Carers Bus** continues to take information and advice out to communities across Suffolk and had over **3,970 visitors**. It also **raised awareness** at events and toured Suffolk during Carers Week.



Nearly **4000 family carers** collectively participated in **respite activities, one to one support or peer group support** organised by the team at Suffolk Family Carers.

Family Carer Facts



3 in every 5 people in Suffolk will become a **family carer** at some point during their lives.

There are currently over **78,000** identified family carers living in Suffolk. For thousands more, looking after an ill or disabled loved one doesn't have a name, it is 'just something you do'.

Every day another **6,000** children and adults across the UK take on caring responsibilities – that equates to over **2 million people** each year.

Anyone could be a family carer – a 5-year-old girl looking after a parent with alcohol dependency, a 46-year-old man caring for his partner who has multiple sclerosis, or an 80-year-old woman looking after her husband who has dementia.

57% of adult carers provide over **50 hours of unpaid care every week**.

Suffolk Family Carers are known for using their expertise, influence and innovation to empower and improve the lives of family carers and their families.

Source: Carers Trust and Suffolk Family Carers SCIL statistics 2016/17

www.suffolkfamilycarers.org

Chair's Report

Suffolk Family Carers has been a pivotal and influential local charity for nearly 30 years, valued for the experience and skills of the staff in supporting family carers of all ages. In recent times there has been a boom in demand for our services, coupled with increasing complexity in the lives of family carers and the people they care for. This is further exacerbated by reduced resource within the health and social care sector, adding to the overwhelming nature of the caring role experienced by so many.

Against this backdrop, Suffolk Family Carers continues to adapt and innovate to deliver what is needed, always with a passion and determination to make a difference to the lives of family carers.

I want to express the Board's thanks and admiration to our staff and our 112 volunteers for what they do, and to our senior management team, headed by our CEO, for their continued resilience and tenacity to achieve results.

Thank you also to the board of trustees for their continuing commitment to both the organisation and to me as chair. We say goodbye and sincere thanks to David Eagles who has served as our treasurer so ably over the years, and to Dr Ben Azvine who has contributed greatly to our understanding of online services. We welcome James Tucker as our new treasurer, Jane Millar and Carole Burman, who each bring valuable skills and experience to the organisation.

Janet Dillaway, Chair of Trustees



Janet Dillaway, representing Suffolk Family Carers at Buckingham Palace for the Queen's Garden Party.

Message from our CEO



2016/17 has been a year of change and achievement. This year we have supported 3,007 new carers, a 29% increase on last year. Our information line handled more than 14,000 calls and our mental health and wellbeing team delivered courses to more than 800 adult carers. In our Young People's Service, we now support more than 1,900 young people, who we encourage to build resilience, confidence and self-esteem. We continue to deliver excellent services whilst ensuring that the way we work is fit for purpose, modern and sustainable.

New focus this year includes the IAGES partnership with Suffolk Libraries and Suffolk Mind, where we now support family carers in the community with their mental health. We are part of the re-tendered Wellbeing Service in Suffolk. As part of the Total Voice Suffolk Partnership, we continue to advocate for family carers in many different ways. We now also support families who require the help of a Responsible Person Representative, ensuring deprivation of liberty safeguarding. The fact that we are partners in so many different initiatives demonstrates the importance and high standards of the services that we provide to family carers.

Suffolk Family Carers would not be able to do what it does so successfully without the excellent work of staff, trustees and volunteers. I am, as ever, so grateful to all who contribute to this wonderful organisation.

Kirsten Alderson, Chief Executive Officer

Mental Health and Wellbeing Service

We know that 8 in 10 family carers feel lonely or socially isolated in their caring role. Our family carers tell us that their loneliness stems from dedicating themselves to meeting the needs of someone else, and putting their own needs to one side. Caring takes up so much time and energy that there's little left over and many contact us when they are emotionally exhausted and feeling stressed and depressed.

Our devoted Mental Health and Wellbeing team offer support, information and education to family carers to underpin their wellbeing and bring resilience to the caring role. We have evolved and adapted our services to meet needs and encourage family carer and service users to feedback across all systems.

During 2016/17 we have worked in partnerships with **Suffolk Libraries** and **Suffolk Mind** to provide an Information, Advice, Guidance and Emotional Support (IAGES) service for family carers supporting a person living with mental wellbeing needs. Over a hundred family carers received one-to-one or programme based support through this partnership.

Our courses are delivered by trained professionals who are experts in their field and are designed to provide family carers with practical and emotional support to assist them in their caring role. Our wellbeing work has provided vital support through a wide range of channels, designed to focus on strengthening family carer wellbeing. 2016/17 was a busy year for course delivery, with a wide range of support and information programmes running at venues across the county. Our course facilitators provided support and training to **over 800 family carers** during the year. Courses include:

- **Caring with Confidence**
- **Youth Mental Health First Aid**
- **Wellbeing for Me**
- **Who's in Charge? Programme for parents affected by child-parent violence**
- **Autism and ADHD course for family carers who support adults or young people living with the diagnosis**
- **Feeling Stronger to Connect**



Feedback from family carers who attended courses:

"The course was excellent and really helped me to see my caring role more clearly... Rachel was an excellent facilitator and gave me a lot of confidence - thank you very much."

"It was so good to discuss honestly with people in the same or similar situation. There were humorous moments and I thoroughly enjoyed the learning process. Judith was excellent - very informative in a friendly and happy way."

"Coming from NO information at all this has been an absolute joy! My personal opinion of myself has increased considerably - and I feel much happier - Thank you!"

Throughout the year we have increased our involvement with other charitable organisations in order to widen our support to military families. We are currently exploring funding opportunities to enable the delivery of a dedicated service within Suffolk.

A health professional at West Suffolk Hospital told us:

"Suffolk Family Carers really are a lifeline to the NHS as the courses and support they provide is incredible."

Our substance misuse team facilitated 9 x 'Navigating the Road to Recovery' programmes across Suffolk which has provided much needed support to over 100 people.

Looking ahead to 2017/18, we will continue to develop and diversify our offer of programmes and support to meet the needs of family carers. We are excited to be working in conjunction with **Suffolk Wildlife Trust** to provide **Wellbeing Walks** which will enable family carers to improve access to physical activity and practice mindfulness exercises within a relaxed environment. Through coming together with other people in similar situations, this activity will also provide a valuable opportunity to build and share peer support, enabling not only the connection with the natural world but also a human connection between carers.



We are here to help

Adult Services

Our experienced team of Advisers provide free information, advice and guidance to adult carers across Suffolk.

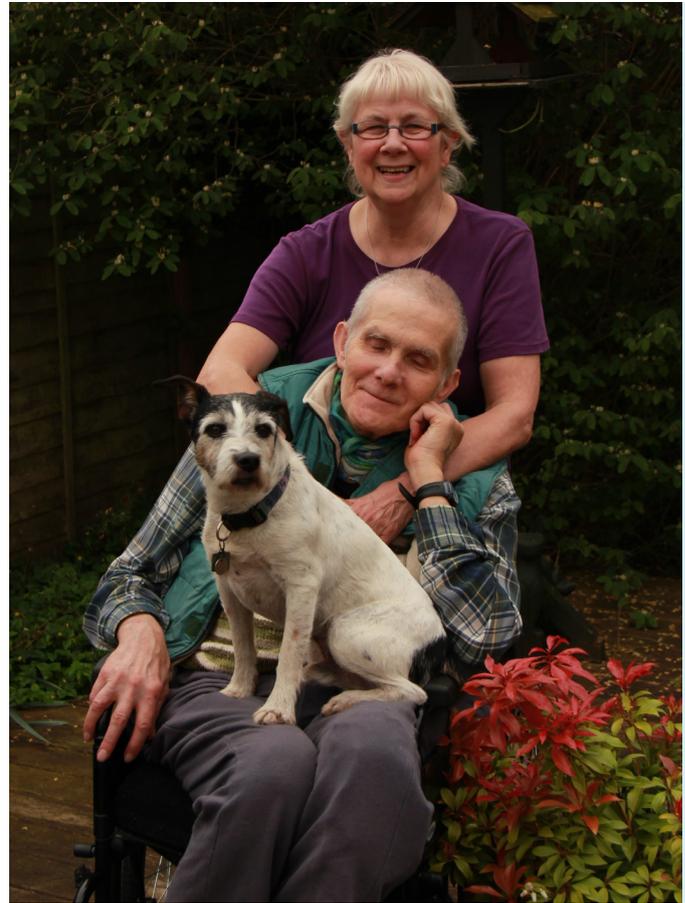
Information and Support

When family carers register with us, our highly skilled Advisers listen to their needs and challenges to ensure they access support. Our information line team has a wealth of knowledge on support services available across Suffolk so they can help in a solution focused way. We also conduct **Carers Assessments** with family carers to ensure they are getting the support available. This **single point of contact** enables family carers, professionals and the wider community to access information easily.



Our Suffolk Family Carers Bus, now in its third year, continues to raise awareness of the vital role family carers provide by travelling to various events across the County. In 2016/17, the team visited 46 different venues, and had over 3,970 visitors on board. During Carers Week, the bus toured the County taking information and advice out to rural communities. The week culminated in a visit to John Grose in Ipswich to support their motability awareness day. We are extremely pleased that **John Grose** has chosen us as their **Charity of the Year** for a second year running.

Our dedicated team of 112 volunteers provides much needed support across Suffolk Family Carers. The talk and support service, aimed at adult family carers who have a difficult caring role or are isolated from their community, are contacted by a volunteer on a regular basis to reduce those feelings of isolation, which enables them to cope with their day-to-day caring role.



Family carer support in Hospitals and GP Surgeries

Strong partnerships have been made with all the hospitals across Suffolk, introducing the pioneering quality 'Carer Friendly Hospital' Award for hospitals to recognise the needs of the family carer, alongside the patient.

Stephen Dunn, Chief Executive at West Suffolk Hospital said:

"We are thrilled that our efforts have been recognised by Suffolk Family Carers, and look forward to finding further ways in which we can improve and make life easier for family carers. Our close partnership with Suffolk Family Carers is a great example of joined up working between a charity and the NHS, and another example of our staff going the extra mile to improve the experience of patients and their families."

Full-time family carers are more than twice as likely to be in bad health as non-carers. Our dedicated team of hospital workers identify carers through partnership working and provide support they need through admission and discharge. As a testimony of the support our hospital team provides to family carers, the Ipswich Hospital Outpatients Clinician asked our team to run a family carers clinic alongside her appointments.

Hayley Hancock, Head of Adult Services at Suffolk Family Carers commented;

"Clinicians are starting to fully embrace the need to support family carers alongside their patients. They see the benefit this has made to the wellbeing of family carers and the support we can provide to help ensure family carers access services at the right time and place to help prevent admissions and readmissions to hospital, such as having our 'moving and handling' training in the home to help prevent falls and injury."



Our team work proactively with health and social care professionals in the community through GP surgeries. In 2016/17 our Advisers continued to deliver regular one to one and group family carer support in over 25 GP surgeries across West Suffolk. In the West of Suffolk we secured funding to continue the **'Respite on Prescription'** project to provide respite, enabling family carers to have planned surgery and attend hospital or doctors' appointments that they would otherwise postpone or cancel due to their caring responsibilities.

Our successful work within the Crisis Action Team in East Suffolk and the Early Intervention Team in West Suffolk has ensured we are able to continue the service to support people in crisis, alongside our health and social care colleagues.

We now have a team of **Responsible Person Representatives** to support families who require our help in ensuring **deprivation of liberty safeguarding**. Over the coming year we will continue to develop strong relationships with businesses across Suffolk, such as UK Power Networks, to extend our support services into the community. We would like to express our grateful thanks to all our funders and supporters including Suffolk County Council, Ipswich & East CCG and West Suffolk CCG.

We are here to help

Young People's Service

2016/17 has been another very busy year for the Young People's Service. We have supported over 1900 young people aged between 5 – 24 years, a 17% increase in new young carer referrals and an 11% increase in young adult carer referrals since last year.

Young carers do an amazing job and often feel very proud of the job they do. It can help them build some valuable life skills and many are very resilient, caring and mature beyond their years. We know however, that caring has a significant impact on many young people, especially on their physical and mental health, social interactions, educational outcomes and employment opportunities. 1 in 20 miss school because of their caring role. Many feel socially isolated and 60% are bullied.

Our passionate young carers team supports young people to reduce inappropriate or excessive caring and to ensure that they have a chance to be children, first and foremost, by receiving opportunities to have a break from their caring roles, relax and make new friends, and make successful transitions into adulthood. Support has included information, advice, one to one support, drop-ins at schools and colleges, peer support, monthly clubs, activities, life skill workshops and residential trips.

“The advisers are very friendly and give you useful advice and information that will make you feel more happy and confident when speaking to others. Plus it's a great way to make new friends who are in the same situations as yourself. It's a great way to have a break from home.”



Our schools and college work continues to play a pivotal role in supporting young carers and young adult carers. Many of the young people we meet have reported what a difference being recognised and valued as a young carer in school has made for them. Schools who pro-actively provide young carer sensitive practices, signing up to our Young Carers Schools Award, have also reported that there has been a 67% increase in improved attendance, 50% improvement in behaviour and 42% increase in attainment. Currently more than 90 schools and colleges across Suffolk have signed up to the Schools and College Award programme and we work in a further 130 schools.

Our Advisers have been active in schools and colleges, working with the young carer lead or pastoral support team to raise awareness of young carers and young adult carers and the issues they can face. The Advisers have presented at assemblies and staff continuing professional development sessions, as well as helping the schools develop drop-in sessions that provide direct support to young carers and young adult carers. There were 130 drop ins at schools and colleges attended by 597 young people that are registered with our service and a further 110+ that receive support only within school and college.



The **Big Lottery Under 9s project** is proving very successful to provide early intervention for families. We work closely with schools, parents and young carers. Monthly clubs in south and north Ipswich, Bury St Edmunds and Lowestoft have been established. We have also established joint family attended activities, such as swimming and park days out, that have empowered families to continue with these activities independently and build peer support networks with other young carer families.

We have set up a closed **Facebook group** for parents of the under 9 young carers and this has proved successful in encouraging families to meet up outside of our activities, and build stronger friendships and peer support for both parents and young people.



“Both my children now know that they are not alone having to look after a disabled parent. They have made many friends, look forward to the monthly meetings and look forward to school holidays now. They have the confidence now when they need to speak to a teacher or another adult if they are concerned about anything. Positive outcome all round... You’re providing a brilliant service and not only are my children benefiting, but I do too. Especially in the respect that I no longer feel like a total failure as I can’t do much.”



As part of our role to ensure that young carers do not have excessive or inappropriate caring roles, we have worked as part of a multi-agency team of professionals to support 134 young carers. We have worked with **Turning Point** and **Iceni** to provide the whole family support for those young people affected by someone in the family that misuses drugs or alcohol.

There has been a focus on identifying young carers and young adult carers that are “hard to reach.” These young people are often not easily identified as carers because of family loyalty and stigma, being bullied or feeling isolated, not knowing where to go for support or not realising that what they do is a caring role. As a result of this focus there has been an increase in hard to reach young carers and 45% of the referrals we receive are from this group.

Young carers and young adult carers have had the opportunity to attend a number of different activities and clubs across Suffolk throughout the year (290 different club sessions, respite and personal development activities). These range from monthly clubs, university taster days, self confidence and self-esteem courses, to challenging fun days out sailing. For the Under 9’s there was an overnight camp under the tunnel at Sea Life centre. All this has been achieved by working with numerous partners and community groups, which have facilitated some valuable opportunities for the young people we have worked with.

“I would just like to say a massive thank you to you and your team for supporting me when I was afraid to ask for help. Even though I only met and attended a small amount of the workshops you put on it helped my self-confidence and self-esteem. I’m so grateful for all the support you gave me... I can safely say without the help of you and Claire [at West Suffolk College] I wouldn’t have passed my college course.”

Looking ahead to 2017/18 we are delighted to have been accepted as a centre to run the **Duke of Edingburgh Award** and offer this to young carers so that they can experience a wide range of activities, gain new skills, push their personal boundaries and enhance their CV’s and University applications.

We are grateful for funding from Suffolk County Council, Big Lottery, Children in Need, Turning Point, Suffolk Community Foundation, Henry Smith Charity, Carers Trust, Global’s Make Some Noise and DCR Allen Charitable Trust. We are also grateful for all the donations from individuals and local organisations that have made a contribution to the Young People’s Service.

We are here to help

Thank you to our Volunteers

Our committed team of volunteers have made, and continue to make, a significant contribution to Suffolk Family Carers.

In 2016/17 volunteers gave a generous 4,997 hours of their time helping Suffolk Family Carers deliver services and support to family carers.

In addition to the 'Talk and Support' service, volunteers provide valuable help and support at events, training courses and family carer groups across the county. Volunteer roles also include providing general administration and promoting our services.

One of our Volunteers said:

"I have volunteered with Suffolk Family Carers for over 5 years now and the talk and support role gives me a great deal of satisfaction, knowing I have provided support to others when they are feeling lonely."

We are committed to making volunteering with us an enjoyable and rewarding experience and place high importance on supporting our volunteers with ongoing training and regular contact.

If you are interested in joining us, call our information line on 01473 835477.

How you can help us

People can become family carers overnight through sudden illness or an accident and for most of our young carers, their caring role is all they have known and they don't have a choice.

Your support can make a real difference to the lives of family carers living in Suffolk.

£5 – will provide craft and art supplies for young carers groups. Providing them with an opportunity to socialise and spend some time away from their caring role.

£20 – will enable one of our Advisers to identify the needs of an adult family carer and provide information and possible solutions to sustain them in their caring role.

£50 – will provide respite to allow a family carer a break from their caring role.

There are many ways you can raise money by selecting us your chosen charity or hosting an event, to supporting us through your workplace or making a one off donation.

Visit www.suffolkfamilycarers.org to find out more and donate online.



We have a brand new website! Amongst the new features, the Suffolk Family Carers site has a live chat facility, interactive groups and events calendar, ability for users to book directly onto courses, young carers self-help toolkit and an online community forum.

We hope you find the new website with its fresh look, easy to navigate and access information.

www.suffolkfamilycarers.org
enquiries@suffolkfamilycarers.org

Suffolk Family Carers
Units 6 & 8, Hill View Business Park,
Old Ipswich Road, Claydon, IP6 0AJ



Suffolk Carers Limited Registered Charity No.1069937
A company limited by guarantee in England No.3507600
Registered Office: Unit 8, Hill View Business Park, Claydon IP6 0AJ

Information Line 01473 835477