

# Annual Report

## April 2018 to March 2019



"I now don't feel so isolated, I've made new friends and I get all the information I need"



"I haven't been in contact for long but in the short time I have, I have been well informed"

"Just knowing someone is there to listen to you, offer help and advice, to help wade through the red tape and is with you from the beginning to the end of your carers journey. That's Lanarkshire Carers Centre"



"Just to know there is someone at the end of the phone. Makes all the difference"



"I feel like I'm not alone"



## "Celebrating Carers: Continuing to Care"

# Introduction

Welcome to Lanarkshire Carers Centre Ltd annual report for the financial year  
April 2018 to March 2019



**Samar Sheikh**  
Chairperson

*S. Sheikh*



**Barbara McAuley**  
Chief Executive Officer

*Barbara McAuley*

We are very proud of our organisation and would like to thank the board members, staff and volunteers for everything they do to contribute to our success. We recognise and thank every carer involved in Lanarkshire Carers Centre, you are the heart of our organisation, accessing and shaping services and sharing your journeys. Caring can be both rewarding and challenging and the right support at the right time is important. We want to celebrate with you the valuable contribution carers make within our communities.

It has been another busy and sometimes challenging year. More carers are contacting us than ever before. Our services continue to grow and develop as does our commitment to working with and for carers to achieve outcomes that enable them to continue to care, whilst maintaining their own health and wellbeing.

In January 2019, we were awarded the contract to deliver Direct Support for Adult Carers in North Lanarkshire. Thank you to North Lanarkshire Health and Social Care Partnership for this recognition and trust in the quality of our organisation's work. This investment, over the next four years and beyond, provides security and development opportunities to make a positive difference to the lives of carers throughout North Lanarkshire. We hope to secure a similar outcome in South Lanarkshire and that commissioners here will also recognise the added value that an established, Lanarkshire wide organisation provides.

Lanarkshire Carers Centre is at the forefront of delivering flexible, community based, carer led and consistent services to adult carers. We are a resilient, adaptable and reliable organisation committed to our vision:

**'To deliver services that make a positive difference to the lives of carers in Lanarkshire'**

It been an eventful year and it is a pleasure to present some of the highlights in this report. Looking to the year ahead, Lanarkshire Carers Centre remains committed to ensuring that carers are valued, equal partners in care and protecting carer's health, wellbeing and welfare.

Identified

Well Informed

Supported

Involved

Empowered

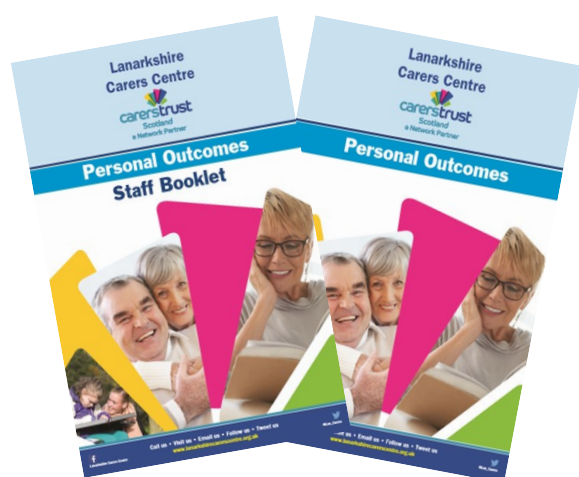
# Personal Outcomes Making a Difference

Making a difference to the lives of carers is important to us, acknowledging what's going well and dealing with things that need to change. This year we have dedicated time to ensure that our skilled and experienced staff team feel well equipped to facilitate meaningful conversations with carers. At the same time, we have developed our background systems to ensure that this work is recorded and evidenced.

We have been working with carers for many years, providing individualised support and innovative services. As a result we were ready and prepared to respond to the implementation of the Carers (Scotland) Act. We have worked with our funding partners in both North and South Lanarkshire, sharing our experience and practice, involving carers in new developments and highlighting why the investment made in our organisation is so important.

Our Personal Outcomes Approach has been published in the form of a practice toolkit for staff and our 'cake and prompt card' carer friendly resource. It has been well received locally and included as a model of good practice within the Equal Partners in Care framework.

The concept highlights the impact that Lanarkshire Carers Centre services, universal and community resources and carers own personal networks and actions can have on personal outcomes.



The practice toolkit is used to reinforce the good conversations that Lanarkshire Carers Centre staff have always had with carers. It has been developed to support a process that is carer led, person centred and carried out with a shared purpose. We know that carers can find it difficult to think about themselves and express how they feel about their caring role. Prompt cards, from the toolkit, help carers talk about the challenges they face and words that best describe their lived experience. This, in turn helps the staff member to open up the conversation into these, sometimes, difficult areas and become better informed to offer information, advice and support to address the issues individual carers face.

A carer said that cards with resentful, let down, anxiety, worry, no life of own, and thick skinned best described the way they currently felt. The prompt card session and the discussion that followed helped focus the carer on the areas of their life they felt were being unduly affected by their caring role. The personal outcome they felt most important to them at this time was peace of mind. The carers cake toolkit was then used to develop an action plan to help them achieve this outcome and see what, if any, support they may require. This identified specific actions around future planning, training, short breaks and links with other services.

The carers personal outcome and a copy of the carers cake makes it easier to monitor and review the situation and work with the carer to ensure that the plan is working for them or if any changes need to be made to help achieve their personal outcome.

# Performance Reporting

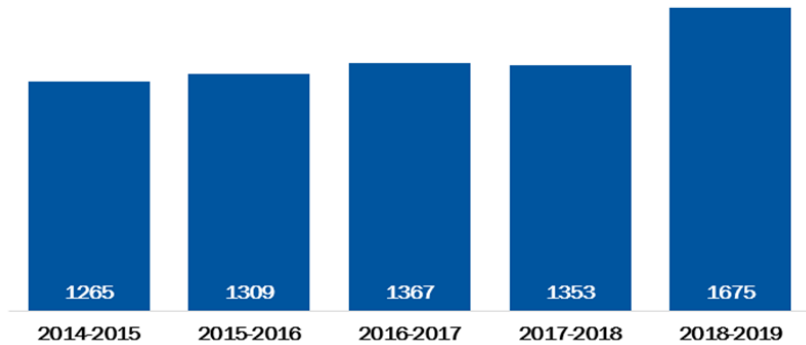
Throughout the year we have provided detailed quarterly monitoring reports covering the numbers, case studies, activities, development and partnership work that demonstrates the impact of what we do. We have received positive feedback and recognition of achievement and want to celebrate this by sharing some of this information.



**1,675**

**New carers identified by Lanarkshire Carers Centre**

▲ **24 % increase compared to 2017/18**



**9,853**

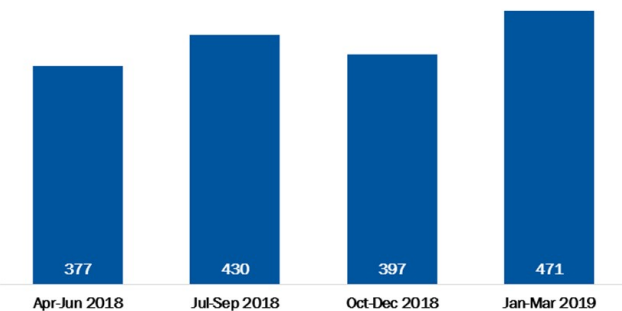
**Carers are registered with Lanarkshire Carers Centre**

▲ **16% increase since March 2018**

▲ **78% increase since March 2015**



Most carers who got in touch have been told about Lanarkshire Carers Centre by another carer. We are pleased that so many carers tell others that the support and services we provide are helpful. That first contact is important, as it's the beginning of a relationship through which we can define what will make a difference to that person. We work with many partner organisations who tell carers about us , our outreach service delivery model and information services, which really helps raise awareness.



January to March 2019 recorded the highest number of new carers identified by the organisation within a three month period.

A carer self-referred to our organisation after visiting the bowling and noticing someone using our Carer Registration Card. She made contact, by telephone, to our Hamilton Centre for the sole purpose of applying for a Carer Registration Card.

During the conversation, our carer support worker asked how she was doing and the carer became emotional and began to open up about her situation. She has a complex caring role and spoke about feeling isolated. Her friends do not seem to understand the difficulties that she faces on a daily basis.

Through the conversation she was told about our Training Programme and enrolled on some courses available at that time. She also found out about our Carer Support Groups and decided to go along to meet other carers who share similar experiences, she now attends regularly.

A Carer Support Worker provides individual support including liaison with statutory services. The carer continues to access ongoing information, advice and support from Lanarkshire Carer Centre and we share information about our own and other services. She also got her Carer Registration Card!



**896**

## **Adult Carer Support Plans**

Adult Carer Support Plans	Q1	Q2	Q3	Q4	Total
North Lanarkshire	111	74	130	171	486
South Lanarkshire	58	56	125	171	410
<b>Total</b>	<b>169</b>	<b>130</b>	<b>255</b>	<b>342</b>	<b>896</b>

Every Adult Carer Support Plan is important and we have developed resources and recording systems to help us with this. The focus of our conversations with carers is to identify, agree and respond to support needs. We base the questions we ask by taking the lead from the carer, but the starting point is always how their caring role impacts them. Seven key aspects of a carer's life can be covered: health and wellbeing; relationships; living environment; employment and training; finance; life balance; future planning. We talk to and listen carefully to carers and our personal outcomes toolkit has been developed to support this process.



### **To be less anxious and depressed**

Provided individual support and looked at training opportunities that will help. Linked in to a support group where the carer can speak with people without feeling like they are burdening others, as well as feeling listened to.

### **To sort out my finances and have more money**

Carer is waiting on changes to benefits taking effect. Carer is not sure if they are in receipt of all benefits they are entitled to. Referral to money matters will help.

### **More time for me, to do the things I want to do**

Carer would like a bit more time during the day to do things they like. Consider creative break application to help give carer a break from the caring role.

### **More support for the person I care for**

Carer is providing most of the care themselves and would like more assistance. Home care referral should help, but would also like to consider other options, like a befriending service. Also recommended moving and handling training.

### **Legal aspects of caring role**

Legal clinic appointment provided through Lanarkshire Carers Centre so the carer could find out more information regarding wills, guardianship and power of attorney. Peace of mind has been identified as an outcome that will help reduce stress and anxiety.

### **Taking time to focus on self**

Carer would like the opportunity to focus on own mental health needs and has expressed an interest in therapeutic art and mindfulness. Carer is determined to look at ways to spend more time looking after self and identified our training programme as an opportunity to do this. Also discussed online and community support.

### **To improve my mood and my relationship**

Discussed a creative break application which will help with the costs of a dream trip. A creative break grant was awarded and the carer and her partner planned a trip away together. Carer was keen to make lasting memories and a short break grant enabled them to have this experience.

### **Need my caring role to be easier**

Carer supported through a successful application for funding to get a new washing machine to help ease the caring workload and a Respite Break to get a proper night sleep. Also individual support including help with the process involved in securing more suitable housing that will make the caring role less difficult.

# Carers Accessing Services



7,123 services accessed by carers through Lanarkshire Carers Centre



506 carers regularly attended support groups



415 carers took advantage of training opportunities with a total of 740 attendances



1,891 individual carers accessed information in relation to their caring role



51 new BME carers registered with Lanarkshire Carers Centre within reporting period



502 BME carers are engaging with Lanarkshire Carers Centre. 41 BME carers attending International Women's and Polish support groups.

“Lanarkshire Carers Centre has helped me at my lowest. It is great that I can call in any day for advice. I don't know what I'd have done without them over the past year”

“Fantastic service. A must in Lanarkshire. Provided positive input, helping me continue my carer role. Kept me informed with advice and information to help me”

## Carer Registration Card

**2116**

**Carers have a Carer Registration Card – 944 issued 18/19**



“Would definitely recommend to any carer. Has been a lifeline to myself. Thank you”

106 carers were supported by our CareTalk Service and our dedicated team of volunteers who made 1,463 calls.

# Carer Training Programme

**Carer Training Programme**  
 January to June 2019

Lanarkshire Carers Centre  
 carerstrust Scotland  
 a Network Partner

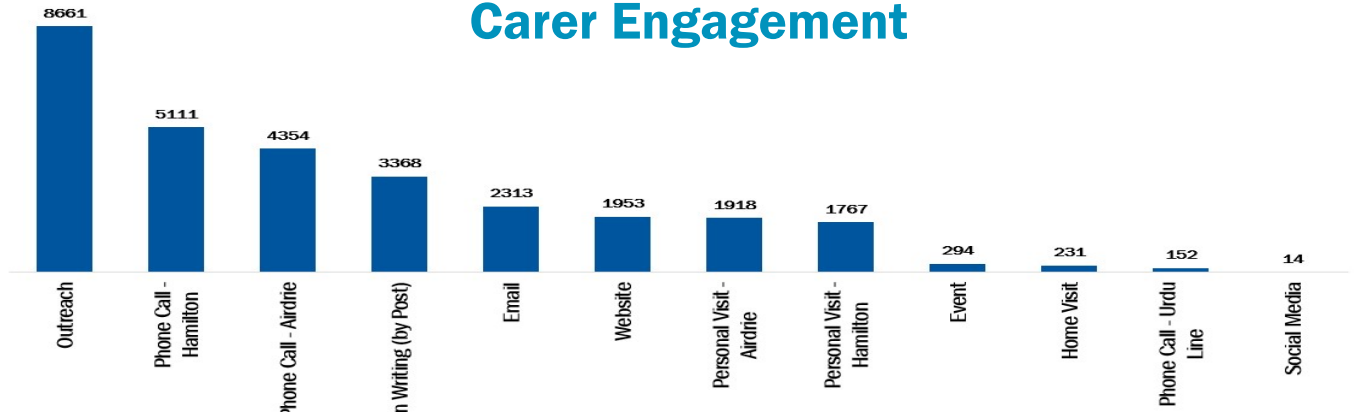


As part of our programmes we delivered a range of condition specific training courses, including Autism, Dementia training and Makaton.







Over a third of our training courses were focused on carer health and wellbeing and helping carers to reduce stress and isolation, including introducing online mindfulness sessions that can be done at home.

We also continue to provide moving and handling training, sleep workshops and our in house developed Caring at Christmas, Steps of Caring and Moving Forward from Caring courses.

# Carer Engagement



Complimenting our Lanarkshire wide outreach activity, we received over 3,500 visits to our centres by carers who accessed a range of support services including information, advice, pampering, podiatry, keep well health checks and legal clinics. Our online platforms also enhance access to our services.

-  Over £57,000 worth of benefits accessed by carers as a result of engaging with Lanarkshire Carers Centre (£8,200 worth of backdated payments)
-  325 carers received grant funding towards the cost of a short break, totalling over £74,265
-  19 carers received other grant funding totalling over £3,800
-  505 carers had Respite Breaks
-  321 carers accessing information on short break opportunities
-  42 Short Breaks awareness raising activities
-  Carers are involved in consultative groups and activities to help in plan, shape and review services
-  8 volunteers regularly give their time to the organisation and help with administration, care talk and other aspects of our work

## Evaluation Postcard Feedback

- 97%** Said their Health and Wellbeing had improved
- 97%** Are able to continue in their caring role and feel confident about the future
- 98%** Said they would recommend us to other carers



## Postcard Comments

“The Dementia course was excellent. Clear information that has really helped me in my caring role.”

“Staff very welcoming and understanding of my caring role. They are very supportive and keep me informed of information that I need to continue in my caring role. Recently, they have been helping me with compiling an emergency support plan.”

“Lanarkshire Carers Centre have supported me and my family for a number of years. I am grateful for all the help which the friendly, caring staff provide. You are all angels in disguise. Thank you so much.”

“Great support produced. Great information. Could have spoken all day long about Autism. Great course with lot of knowledge and understanding of Autism. Very well delivered.”

## Staff Members (September 2019)



**Barbara McAuley**  
Chief Executive Officer



**Francine O'Donnell**  
Carer Services  
Manager



**Carla Maxwell**  
Carer Resource  
Co-ordinator



**David McCord**  
Carer Resource  
Co-ordinator



**Alan McDonald**  
Data Management  
Co-ordinator



**Lynda Freeman**  
Carer Support  
Worker South



**Julie Lennox**  
Carer Support  
Worker South



**Lorna MacDonald**  
Carer Support  
Worker South



**Dian McFadden**  
Carer Support  
Worker South



**Kimberly Sherry**  
Carer Support  
Worker South



**Jacqui Budris**  
Carer Support  
Worker North



**Lorraine Caldwell**  
Carer Support  
Worker North



**Gail Fulton**  
Carer Support  
Worker North



**Adrienne Lennon**  
Carer Support  
Worker North



**Janice McKay**  
Carer Support



**Fiona Rough**  
Carer Support  
Worker North

During the reporting period April 2018 to March 2019 we had four members of staff who left Lanarkshire Carers Centre, two of whom retired.

We have welcomed a number of new staff to the team this year to fill these vacancies and also into newly resourced posts.

All of them have added to the diverse range of skills and experience our team has.





**Paul Stewart**  
Carer Support  
Worker North



**Karin Thomson**  
Carer Support  
Worker North



**Isbah Khan**  
Carer Support  
Worker BME



**Ifthkare Yaqoob**  
Carer Support  
Worker BME/SBB



**Liz Findlay**  
Volunteer and Respite  
Development Worker



**Anne Fitzpatrick**  
Short Breaks Bureau  
Administration Worker



**Helen McAllister**  
Short Breaks Bureau  
Development Worker



**Ailsa Tweedie**  
Carer Information  
Worker



**Nicole Lennox**  
Assistant Carer  
Information Worker



**Sammy Pollock**  
Centre Support  
Worker



**Ann Wilson**  
Centre Support  
Worker



**Keiran Mearns**  
Assistant Centre  
Support Worker



**Linda Moran**  
Centre Finance and  
Administration  
Worker



**Vicki Johnstone**  
Centre Administration  
Worker

# **Treasurers Remarks**

## **Treasurer's Report for The Year Ended 31 March 2019**

The statutory accounts once again show a satisfactory set of figures with overall income remaining very similar to last year, £879,203 compared to £883,589 in 2017/18. There was a net outflow of resources of £30,395 in the year, associated with the decision to invest in the organisation and ensure that a successful tender bid for North Lanarkshire Council's Adult Carer Support Services was achieved. We also invested funds in additional training for staff, ensuring that we were fully prepared to meet the needs of the new Carers Act.

Our Charitable Expenditure on running the carer support services that we offer, increased by £146,321 to £796,658 in the year, an increase of 22.5% on the previous year, helping us to meet the needs of more carers year on year.

Once again, we were the most successful Carer Centre in Scotland in our application to Shared Care Scotland for Time to Live Creative Breaks fund in 2019, securing £81,154 in this grant funding round, representing an increase of 19.6% on what was already the largest donation in Scotland in the previous year. I think that this is a direct result of the hard work that our team puts into delivering a well-run, proven and respected service to carers in Lanarkshire. The increase in the Shared Care Scotland grant funding, has allowed us to continue to provide grants to more carers than ever before and give carers a helping hand to obtain some well-earned respite in their caring roles.

As mentioned at the beginning of my report, we were successful in securing the Direct Support for Adult Carer contract in North Lanarkshire, through their competitive tender process, the result of which was announced in January of this year. The competitive tender process did cause a lot of anxiety, not only to staff and directors, but also to carers in North Lanarkshire, however, as a result of the tender process, we now have a firm commitment of funding for the next 4 years with the option to extend for a further two plus one years. This investment will allow us, for the first time in a good number of years to try and plan for the longer term in North Lanarkshire.

This year will see the turn of South Lanarkshire Council, to put their Adult Carer Support Services out to competitive tender. Hopefully we shall be equally successful in our submission to continue to provide carer services in South Lanarkshire for 2020 onwards.

My thanks go once again to all of our main funding partners for their continued support throughout the year and also to the many individuals who not only provide financial support to Lanarkshire Carers Centre, but by donating their own time in volunteering activities too.

A copy of the Statement of Financial Activities for the Year Ended 31 March 2019 from the audited accounts has been included for reference. A full copy of the detailed audited accounts will be available from the office by request and will also be available shortly after the AGM for download from our website <http://www.lanarkshirecarerscentre.org.uk>

## Funds Carried Forward

Unrestricted Funds carried forward amounted to £156,652

Restricted Funds carried forward amounted to £301,429

Overall Funds carried forward amounted to £458,053

### Lanarkshire Carers Centre Ltd Statement of Financial Activities for the Year End 31 March 2019

	Notes	Unrestricted Fund	Restricted Fund	2019 £'s	2018 £'s
<b>Incoming Resources</b>		<b>£'s</b>	<b>£'s</b>	<b>£'s</b>	<b>£'s</b>
Donations, Legacies & Similar Income		199,797	679,406	879,203	883,589
<b>Total Incoming Resources</b>		<b>199,797</b>	<b>679,406</b>	<b>879,203</b>	<b>883,589</b>
<b>Resources Expended</b>					
Charitable Expenditure—Objects		116,950	679,708	796,658	650,337
Governance Costs		112,939	0	112,939	101,900
<b>Total Resources Expended</b>		<b>229,889</b>	<b>679,708</b>	<b>909,598</b>	<b>752,237</b>
<b>Net Incoming/(Outgoing)</b>		<b>(30,092)</b>	<b>(302)</b>	<b>(30,395)</b>	<b>131,352</b>
<b>Resources</b>					
Transfer between funds		36,653	(36,653)		
<b>Total Funds Brought Forward</b>		<b>150,064</b>	<b>338,384</b>	<b>488,448</b>	<b>357,096</b>
<b>Total Funds Carried Forward</b>		<b>156,652</b>	<b>301,429</b>	<b>458,053</b>	<b>488,448</b>



**Brian Fitzgerald**  
Treasurer

*B. Fitzgerald*

## Acknowledgements

We would like to acknowledge the following individuals for their contribution to Lanarkshire Carers Centre over the year:

### Volunteers

Margaret Barrie  
Liz Beattie  
Jan Caithness  
Ann Collinson  
Sadaf Khan  
Isabel McQueen  
Jane Jackson  
Jimmy Gray

As a volunteer friendly organisation, we appreciate the contributions each and every one of our volunteers makes. They support all aspects of our work with their time, skills and experience.

This includes our Board of Directors. Their hard work, dedication and support is greatly appreciated across the organisation.



### Farewells

Colin Smith  
Liz Campbell  
Emma Morgan  
Craig Muir  
Linda Craig

### Special Thanks

Carole Davis  
Jacqueline Gray  
Tricia Beattie  
Susan Smyth  
Hazel Dunsmore  
Lee Ann Darroch  
Amanda Soave  
NHS Keep Well Team  
Soundroutes Singers

Thank you to all the individuals, groups and businesses who have helped and supported Lanarkshire Carers Centre through various fundraising activities and donations.

“Being able to speak to someone face-to-face is so important to me. At times, when my situation and health do not allow me to leave the house, having someone to come and see me is a godsend.”



## Board of Directors

**Samar Sheikh** Chairperson  
**Bill Craig** Vice Chairperson  
**Brian Fitzgerald** Treasurer  
**Liz Beattie** Director  
**Vicki Johnstone** Director  
**Gordon Lennox** Director  
**Arlene MacNeill** Director  
**Kevin McGoldrick** Director  
**Liz Seaton** Director  
**Margaret Moncrieff** Associate Member

### Hamilton Centre

Unit 1a Princes Gate  
60 Castle Street  
Hamilton, ML3 6BU  
Tel: 01698 428090

### Airdrie Centre

Airdrie Locality  
92 Hallcraig Street  
Airdrie, ML6 6AW  
Tel: 01236 755550

### Email

info@lanarkshirecarerscentre.org.uk

### Urdu/Punjabi Telephone

07780 926595

Further information about Lanarkshire Carers Centre services can be found on our website:

[www.lanarkshirecarerscentre.org.uk](http://www.lanarkshirecarerscentre.org.uk)

We are also on Facebook, Instagram and Twitter, where you can keep up to date with our latest news. Please feel free to drop into one of our centres, call or email us and we will be happy to assist you further.

