

Carer  
Support  
Wiltshire:



**Creating a**  
**Caring Community**



## Our goal:

To make sure that Wiltshire's carers are well supported.

There are five over-arching outcomes which we will continue to follow and improve on in order to develop our services and make a difference.

# The introduction

Some months ago, thanks to a grant from the Cabinet Office, Carer Support Wiltshire (CSW) embarked upon a journey to discover the impact we were making on carers' lives and on the wider community in Wiltshire. We were lucky to be able to work closely with the South West Forum who are experts in this field.

Part of the reason for wanting to do this was to understand and celebrate the results of our work. But that is just the beginning – once we can see the outcomes of our work in different areas, we can focus on improving our services for the future, developing our work so that we create the best possible outcomes for carers.

We can also focus on improving our social value, making sure that we create maximum benefits for society with the money we are given through contracts, grants and donations. As a charity, this is extremely important to us. We believe it's important to be able to show all our funders that we can be trusted to spend money wisely, running effective and efficient services.

At the start of the project, we already had some idea of the changes we were creating over time with individual carers. We had developed our initial assessment which is undertaken with each carer registering with us. When repeated at a review assessment some weeks later, this shows clearly the

difference our interventions have made. However, we are not able to undertake reviews with all carers registering with us as that would take too long. Also, we aren't really able to see from the review which of our services had made the difference to each carer.

The South West Forum helped us develop a way of understanding the outcomes of our work in a more detailed way. Starting with a workshop attended by carers, staff, trustees, and representatives from Wiltshire Council and NHS Wiltshire Clinical Commissioning Group, we first started to identify what outcomes we were creating and what we could measure as indicators as evidence of these outcomes being achieved. We also agreed an overall goal for our work. This was followed up with various surveys and interviews to link the outcomes with various areas of our service. This learning was brought together in a theory of change, and a framework to embed evaluation of outcomes across our services, so that we can focus on developing services that really make a difference.

This document summarises our learning so far. Through it, we hope to explain how we are creating a caring community in Wiltshire and how we are delivering the goal we have identified: Wiltshire's carers are well supported.

# Outcome one

Following the initial workshop, we worked with the South West Forum to summarise and group the positive effects from our services that were identified. This resulted in identifying five over-arching outcomes, each of which was aligned with indicators which could be measured. We then worked out which services would be likely to deliver which outcomes and we have now designed a suite of feedback postcards and surveys, tests and forms specific for each area of our service.

## **Outcome one: Carers have improved physical health, mental health and well-being**

### Key indicators:

- Carers are happier
- Carers are less socially isolated
- Carers have improved relationships / family life
- Carers are looking after their own physical health
- Carers are able to do things they want to do ("me" time)
- Carers are able to take a break
- Carers feel safer
- Carers are less tired
- Carers are less stressed

### How CSW delivers outcome one:

- Complementary therapies
- Outings, trips, treats
- Counselling
- Befriending, Talk and Support
- Support work (individual and group)
- Carers Cafés
- GP prescription breaks grants
- Carer clinics
- Initial and full carer assessments
- Carer Emergency Card

### Feedback from carers:

From a carer who has been regularly attending a carers café:

*"I think this group has definitely been a 'life saver' for me because I was depressed [...] and now I have stopped taking anti-depressants. This group has given me vital contact. I wasn't brave enough to go out on my own to a new place [...] but this carers café is excellent as it is welcoming and friendly and supportive. I don't know what I would do if this facility was not available anymore."*

**80%** of carers said that their health and well-being had improved as a result of the support they had receive from CSW

**89%** of those attending CSW groups and cafés surveyed in June and July said they felt happier for attending





**80%** of those responding to a CSW survey about training they'd received in the previous 3 months said they had better skills and knowledge to look after the person they cared for

**78%** of those attending CSW groups and cafés surveyed in June and July said they had better access to information through attending

# Outcome two

**Outcome two: Carers are empowered to make choices about their caring role and to access appropriate support and services for them and their cared for person**

Key indicators:

- Carers feel more in control
- Carers feel better able to cope
- Carers have more confidence and improved self-esteem
- Carers have access to high quality, relevant information when they need it
- Carers understand their rights and what they and their cared for person are entitled to
- Carers are more able to meet the needs of their cared for person
- Carers are more knowledgeable about health and social care systems
- Carers feel more able to access community resources and facilities
- Carers wishing to work or study are able to do so

How CSW delivers outcome two:

- Information giving
- Support work
- Groups and Carer Cafés

- Training
- Initial and full assessments

**Feedback from carers:**

From a carer who did some basic computer training:

*"I was computer illiterate, friends were emailing and telling me to join the 21st century but I had no time to learn. Carer Support Wiltshire organised 1:1 training, so that I can now do emails and ask Google things. I'm over the moon! Using a laptop has boosted my confidence."*

From a carer who had received one to one support:

*"It makes me feel in a better position for my caring. Just talking to them, they understand the problems and issues. They can't fix the issue, but they can turn it around so it's not an issue - they help me to see it another way."*

From a carer who attended dementia training:

*"I feel more confident in my role as a carer and have a greater understanding of the disease – early, middle and later stages – nobody had explained this to me."*



# Outcome three

**Outcome three: Carers have the best financial situation possible, and are less worried about money**

Key indicators:

- Carers report they are more able to manage their finances
- Carers have more knowledge of the grants and benefits that are available
- More carers are accessing benefits and grants for which they are eligible
- Carers are able to remain in employment
- Carers have the confidence and skills to resume or start employment or self-employment

How CSW delivers outcome three:

- Assistance to access grants
- Full carer assessments and access to funded services and/or personal budgets
- Referrals to CAB
- Money mentoring
- Volunteering opportunities (building skills and confidence)
- Young Adult Carer support (facilitating transition to study, training and/or employment)
- Working For Carers (encouraging

employers to provide support to carers to enable them to remain in employment)

## Carer case study one:

A carer had run up a debt of over £2,000 with Wessex Water – some of which had been sold onto a third party debt management company who were about to employ the use of bailiffs to recover the debt.

With the help of the CSW money mentor, the carer stopped the bailiffs, set up an affordable repayment plan with the debt management company and also set up regular affordable payments with Wessex Water who, provided weekly payments are met, have agreed to write off a large part of the debt after two years.

Using the planning and budgeting tools designed as part of the project has put the carer back into a positive weekly balance.

## Carer case study two:

A young adult carer was supported to go to university after support was organised for her mother who had mental health issues. Funding to go to university was obtained from One Degree More.

**1 in 9** employees are having to combine caring for a loved one with paid work<sup>1</sup>

**60%** of working carers are worried about their ability to continue for another year<sup>2</sup>

1 - Census 2011

2 - Carers UK State of Caring 2015





**60%** of those responding to a CSW survey about receiving a prescription break said they felt better appreciated by health and social care professionals thanks to the grant

**78%** of health and social care professionals have said they feel more informed about carers after attending one of CSW's informal training sessions

# Outcomes four & five

## **Outcome four: Carers needs, and the value of carers, are better understood in Wiltshire**

### Key indicators:

- Carers feel appreciated and recognised by others in their community
- Carers report that their employers are more understanding of their caring role
- Carers report that they are involved as an expert partner in the care of their loved one by health & social care professionals
- Carers report that health, social care and educational professionals are more appreciative of their caring role
- Employers are more aware of and sensitive to carers' issues
- Health, social care and education professionals are more aware of and sensitive to carers' issues

### How CSW delivers outcome four:

- Carer awareness training for health and social care professionals and employers
- Outreach and development work with a range of statutory and voluntary sector organisations in the fields of health and social care
- Working For Carers – a membership and accreditation scheme for employers

- Investors In Carers – an accreditation scheme for GP practices

### Feedback from a GP surgery:

*"We are grateful to Carer Support Wiltshire for their ongoing support to the surgery and our patients - we are lucky to have such an excellent local service."*

## **Outcome five: Carers influence services**

### Key indicators:

- Carers can engage in formal methods to give feedback on services
- Carers report that services better meet their needs and those of their cared for person
- Statutory agencies report that input from CSW and carers influences decisions

### How CSW delivers outcome five:

- Carer involvement through a variety of opportunities including regular formal meetings (such as Wiltshire Carer Involvement Group and Wiltshire Carers Action Group)
- Strategic networks attended by a range of staff at both strategic and operational level

# Get involved

Money is tight and the number of carers in Wiltshire is growing. People are living longer which increases the probability of developing a health condition that they may need help to manage.

We need to continue to do more. We are looking to work with other individuals and organisations in Wiltshire so that, together, we can achieve more.

These are the ways we would like to strive to be better and, in turn, reach more carers in need of support:

## **Join forces and work in partnership**

Multiple voices are louder than one. If we link up with other organisations working to support carers, we can expand our reach and have more clout.

## **Build a strong foundation of supporters**

We would like to create a network of major donors, sponsors and friends, as well as people who are happy to volunteer as fundraisers to help us meet the challenge of bringing in more money.

## **Expand our team of volunteers**

The more volunteers we have, the more flexible we can be in meeting the needs of carers. We will have the option to provide evening and weekend services to meet the needs of carers in traditional 9-5 employment. In addition, people who come forward to be a volunteer ambassador will help us to raise awareness of carers, particularly in geographically and culturally isolated areas.

## **Get businesses Working For Carers**

We want to encourage local companies to take the message beyond the doctors surgery and hospital out to the wider society.

## **Make carers events bigger and better**

When Carers Week, Carers Rights Day and fundraising takes place, we want everyone to know about it. We invite organisations to sign-up and get involved to benefit carers.

Our vision is of a creating a caring community where carers are recognised and supported. We hope we've shown you that we are well placed to deliver this – but we need the whole community to be involved to ensure our impact is as big as it can be.

**76%** of carers are concerned about the impact of caring on their health over the next year<sup>3</sup>

**80%** of carers in Wiltshire are not yet in contact with CSW and may need some support<sup>4</sup>

3 - Carers UK State of Caring 2015

4 - Census 2011



**“We regard Carer Support Wiltshire as the experts at giving information to carers. Carers say they rate the service – if they weren’t here, there would be a pretty big gap to be filled.”**

Feedback from a partner organisation

## **Contact us:**



**01380 871690**



**carersinwiltshire.co.uk**



**admin@carersinwiltshire.co.uk**



**/carerswiltshire**



**@carerswiltshire**