



**ANNUAL REVIEW 2018-2019**



# Chair's Annual Report: 2018-2019

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**YET ANOTHER** eventful and busy year has rushed passed for the Centre, and it's time to take stock and review the year gone by.

One of the major milestones of the year was the implementation of the Carers Act in April 2018, which became law in 2016. We have been working hard with our partners in Scottish Borders Council and NHS Borders to implement the new regulations, including the new Carers Support Plans, local Eligibility Criteria, the local Carers Strategy - Carers Living Well and the Short Breaks Statement. We have also worked hard on training and raising awareness, which seems to be making a difference as we have seen a 25% increase in referrals to the Carers Centre.

We hope that many carers are now also more aware of the Scottish Borders Carers Advisory Board. This is a forum for and made up of carers and represents carers in regards to the planning and commissioning of care services. It is an integral part of our commitment to engaging and involving carers and to enabling them to have a strong voice in terms of the planning and delivery of local services from health and social care. The discussions at

these meetings cover topics such as local services, issues facing carers both locally and nationally and priorities for the future. We are always evaluating the best ways to involve and engage with a wide variety of carers, and this is an area in which we are hoping to improve.

The Carers Centre continues to be a network partner of the Carers Trust Scotland, which ensures that carers in the Borders have a voice at the centre of Scottish Government. It also provides us with a forum to learn from and share good practice with other Centres. This wide-reaching network ensures that the Carers Centre remains up to date not only with local developments throughout Scotland but also national initiatives, such as the devolvement of certain Social Security benefits to Scotland, which we have facilitated carers to consult on.

Of course over the past year our main priority has remained as ever the delivery of direct support to carers. We have been working hard to support carers and



*(continued overleaf)*

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*(contd.)*

some of the many successful services and interventions that we are involved in include: working directly with young adult carers, the provision of palliative care support, supporting carers of people with dementia, and parent carers to name but a few. The greatest number of carers who access our support are those caring for someone who is older. We continue to work with all carers to ensure that our service is holistic and fit for purpose. We have seen a growth in numbers attending support groups this year and following a redesign of our carers training, these sessions have also been well attended. We continue to manage our in-house Time to Live Funding project for breaks for carers and can now offer carers access to two other respite schemes in the form of Respality and CareFree Breaks. All of these projects support carers to continue to care if they wish to do so, knowing that there is a service on hand ready to support, address issues and find solutions.

Carers have told us that they value our service and that the work of the Centre makes a genuine difference to not only their

quality of life but also the health and well-being of the person they care for.

We are committed in the coming year to continue to deliver this high quality of service, using the feedback from carers to inform our decision making and to influence our direction of travel.

As usual I have to thank our key partners SBC and NHS Borders for their financial and practical support. We work very hard to maintain a good relationship with our main funders and like to think that in return we deliver an excellent service, as well as providing the evidence and statistics that the government and other agencies require from time to time.

All our staff and the Board of Trustees work hard to make sure that the centre has a reputation for good practice, good governance and makes a difference to carers lives, thank you.

*Linda Jackson*  
Chair



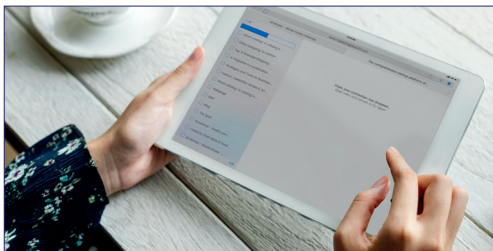
# What's been happening at the Centre

2018/19 has been a year of new challenges for the Carers Centre and as usual the dedicated staff team have been instrumental in this.

Owing to the implementation of the Carers Act in 2018 the Centre has seen a number of changes which have required patience, team effort and the development of new skills and knowledge, which have all been embraced by the team in order to continue to deliver the best service we can to all carers living in our area.

The Carers Centre now reports directly to Scottish Government to help complete the national Carers Census. This should help to give a

clear overview in Scotland of the pressures carers face, the extensive nature of caring tasks, hours spent caring and the difference that support can make. Both the Scottish Government, Scottish Borders Council and NHS Borders have invested in the Centre in recognition of the fact that an increasing number of carers are being identified and the corresponding increase in demand for our support and services.



*Milestones for the year include new technology, a new bespoke database and the provision of ipads to all Carers Liaison Workers to support them in their work of supporting carers.*





## Our Year – Key Stats

We continue to operate our in-house Time to Live funds. Carers who are eligible can access grants up to £300 to enable them to have a break from caring. This year we issued:



- ☀️ **54 TIME TO LIVE GRANTS** to carers amounting to **£12545** and we have allocated **38 RESPITALITY BREAKS** amounting to **£10,847** (cash equivalent)
- ☀️ We have supported **1820 CARERS**
- ☀️ **100% OF CARERS REPORT AN IMPROVEMENT** in health and well-being following a Carers Support Plan review
- ☀️ **652 NEW REFERRALS**
- ☀️ **1200 PROFESSIONALS HAVE RECEIVED TRAINING** on Carers Awareness and the Carers Act
- ☀️ **72 CARERS SUPPORT GROUPS**
- ☀️ **383 CARERS** have attended our **IN HOUSE TRAINING COURSES**



# Carers Support plans update

Since the implementation of the Carers Act there has been a 32% increase in the uptake of Carers Support Plans throughout Scottish Borders. This means:

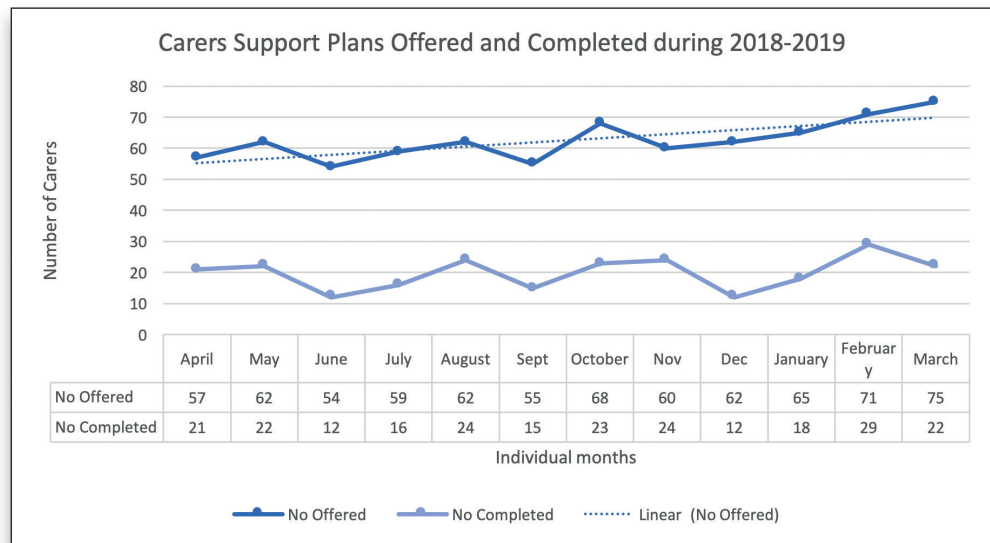
- More carers are being identified
- More carers are aware of their rights
- More carers are being supported
- More carers have improved health and well-being
- More carers have access to respite and short breaks



## Charting progress

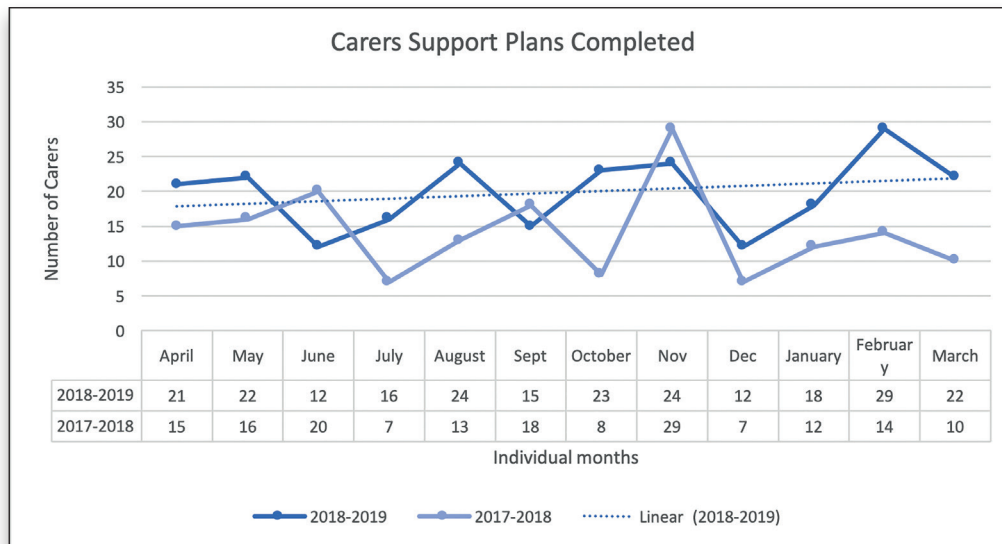
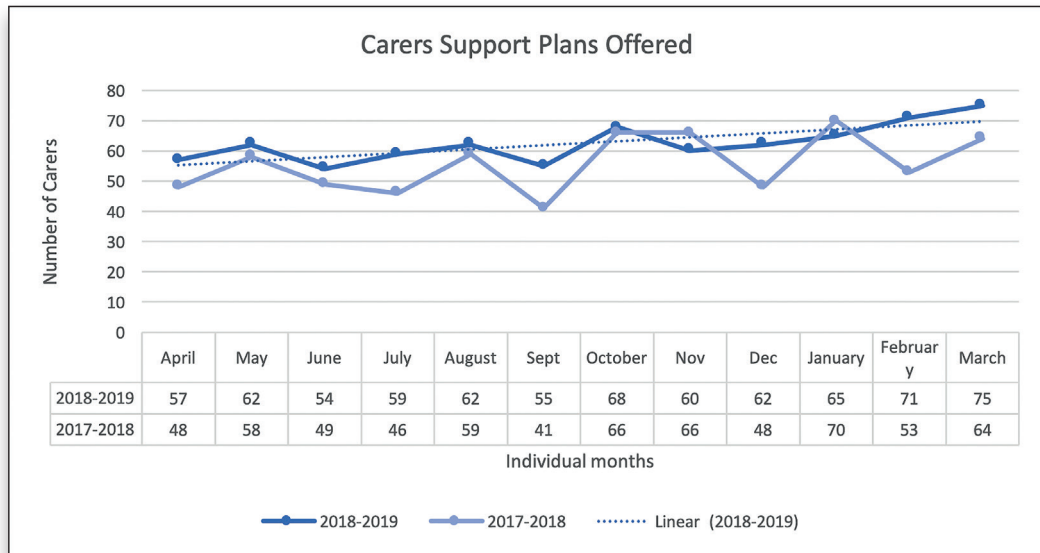
Please see graphs displayed here and overleaf:

1) **Total number of CSPs offered to new referrals and total number of completed CSPs.**



## Charting progress *(contd.)*

2. Graph to show the rise in Carers Support Plans offered to new referrals, 2017-2018 with 2018-2019



3. Graph to show the rise in Carers Support Plans completed, 2017-2018 with 2018-2019

## What carers have told us

One year on from the implementation of the Carers Act the carers report that the key issues they face locally are:

- Respite
- Finance and funding
- Future planning
- Getting out
- Home environment

We are working hard to address these issues on an individual but also at a local and national level through the Scottish Borders Carers Advisory Board, the Parent Carers Working group and in partnership with the National Carer Organisations.

**Through the Carers Support Plan we can evidence that, following a Support Plan, 95% of carers report improvements in these areas.**

## The good news

**We have been overwhelmed this year by the volume of positive feedback we have been receiving.**

Carers have welcomed one-to-one support, the newly designed carers Support Plans and the access to funding and respite opportunities.



“I shall be forever grateful for your input”

“You have been a great support and point of information to me over the last few years when I have been struggling to care”

“Thank you for listening, I feel valued for my caring role”

“The Carers Centre has literally been a lifeline. I don't know where my life would be without their help”

## What difference have we made?

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## *A Carer's Story*

I've been a carer for 30 years but for at least half of that time, I was a hidden carer. I belonged to that school of thought where you are a wife and you do what you do and just get on with it. I worked part time in the special education needs department of a secondary school. I worked alongside parent carers. I signposted them to the local carers centre, but it never occurred to me that I was a carer. It wasn't until I met a specialist nurse at a medical appointment who said 'you know you are a carer don't you?' that the penny dropped. I was working and busy getting on with life. I was fine, so I didn't see the need to engage with the local carers centre. It wasn't until redundancy loomed and I had a conversation with an employment advisor for carers that I engaged with my local carers centre. The information, advice and support they provided was invaluable.

We re-located to live in the Scottish Borders. I found the Borders Carers Centre and was keen to register with them. My journey began. The first newsletter was brimming with useful information. I attended my first Carers Week event; a brilliant opportunity to meet and chat with other carers and where I had a go at New Age Curling! I attended a carers support group and training workshops. I joined the Scottish Borders Carers Advisory Board and felt

privileged to be asked to take the role of Vice Chair. This provided me with an opportunity to use my skills, identify issues that matter to carers and give carers a voice. I attended the NHS annual review meeting and the MSP forum meeting; an opportunity to ask questions and raise carers issues. It is highly unlikely that I would have been involved in any of this, if I had not engaged with the Borders Carers Centre. It has also provided me with an opportunity to get to know the caring, dedicated staff, working at the Borders Carers Centre. I feel valued and as though I belong to something very special.

Caring can be challenging as well as rewarding. I consider myself to be a knowledgeable and well informed carer but there have been times when I have recognised the need to consult the professionals. I have accessed information provided by the Borders Carers Centre via their website and have sought advice and support when faced with challenges and feeling slightly overwhelmed. The Borders Carers Centre provides a safety net for carers. It is reassuring knowing that the staff are knowledgeable and understand a carers needs. I feel well supported and empowered. It is a safe place. It is person centred, meeting individual need. ***There is always a warm welcome and a hug.***







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