



Dundee Carers Centre

support for carers

annual report 2008-09

## Background

The Dundee Carers Centre has been supporting unpaid carers and disabled people since 1989. Over the years, the organisation has expanded to also support young carers. It has now grown into a key service provider within Dundee, providing a high quality service and reaching hidden carers.

As well as advice and information, the Centre aims to improve lives through practical and emotional support, advocacy, training and access to benefits and welfare rights advice.

### we aim:

- To provide quality information and support to carers and disabled people
- To uphold and promote the rights of carers and disabled people, as service users and as citizens
- To assist disabled people and carers to challenge decisions which affect their lives and the lives of those they care for
- To work collectively to develop new services in response to identified unmet needs

## Chairperson's Report

Another successful year has been achieved by our dedicated staff team. Many new projects have been initiated benefiting carers locally. Despite the financial downturn we have managed to maintain core services and expand our commitment to carers and will continue to do so wherever possible.

This year two very special Board members submitted their resignations. Isobel Anderson, a founder of the Centre, and who was Company Secretary since its inception, decided to call it a day after twenty great years. Jan Goodall, also a Board member since our beginnings decided to retire. Jan was a champion of disabled people's rights and was tireless in pursuit of taxi cards and other benefits for accessible transport. Both Isobel and Jan have contributed enormously to the success of the Centre and were honoured with a reception and presentation at Discovery Point, richly deserved.

Steph Faichney has joined the Board bringing much experience in youth and education and we warmly welcome him. Isabel Shearer has also joined the Board. Isabel was an observer for many years and her great knowledge and experience in social work and carers issues, is still at our disposal.

Our aim is, as always, to make life better for those we support. Lucinda, her excellent staff team and this Board will continue to do all we can to make sure this happens.

We continue to receive the backing of Dundee City Council, NHS Tayside and the Princess Royal Trust for Carers to enable us to achieve our aims. The Board expresses our thanks to them.

*Don Meekison*

Chairperson

## Managers Report

**£7.68 billion:** The contribution that unpaid carers make to the Scottish economy per year, a saving that in the current climate we can't afford to lose. It is therefore even more crucial that investment in carers' services continues to grow to enable carers to carry out their caring role whilst maintaining their own health and wellbeing. We will be working closely with local partners to ensure this is the case and carers get the rights and entitlements they need and deserve.

The Centre has worked tirelessly this year to meet an increased demand for services and has yet again succeeded in increasing services to meet that need. A number of projects have been recognised nationally as examples of good practice and a recent review from Dundee City Council's Social Work Department and NHS Tayside highlighted how crucial the Centre is to carers and disabled people in the City.

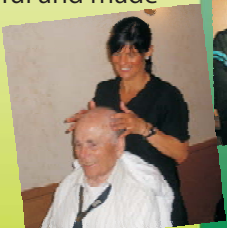
With the current economic landscape we have challenging times ahead but with a committed Board of Directors, staff team and volunteers we are ready for that challenge.

*Lucinda Godfrey*

Manager

## Carers Week 2008

A Debate and Question Time event was held at the University of Abertay. The University of Dundee Debating Society took on a team of ex-students from the University of St Andrews. This was followed by a panel of professionals, including an MSP who answered questions from our audience of carers. A family fun day was held at a local park and over 100 carers attended our annual Pampering Day. A carer who attended Pampering Day commented: "I was amazed at the size of the turnout and it made me realize just how many carers there must be. The therapists there were wonderful and made us feel relaxed and happy."



## Carers Rights Day

Two events took place for Carers' Rights Day 2008. The first was held at the Dundee Independent Living Centre. Carers received a tour of the facility and attended surgeries with professionals including welfare rights officers, social workers and health professionals. A second Carers Rights Day event took place at Park Avenue Medical Practice. Minister for Public Health Shona Robison MSP met carers, Centre staff and practice staff who work in partnership with Dundee Carers Centre staff, to identify and support carers.



## Cross Generation Project

The second Cross Generation Project brought over 30 young and adult carers together to record a song and write poems about their experiences of caring. At the showcase event, they presented their song 'Try Being Me' and their poems. The official CD containing this was launched at the event. Wave 102 were there to present participants with certificates and played the song live on air. A comment from one of the participants: 'Age makes no difference when the role of carer becomes necessary. Personal needs take second place, so it was enlightening to spend time with the various age of carers attending'.



## Service Users Review

In March 09, an independent review of all the services provided by the Centre was carried out by the Social Work department and NHS Tayside. The intention is, the findings will inform the future development of all services and influence local planning and policy.

Some responses from our service users:

- 93% rated the service they received as Very Good/Good
- 95% had never experienced any difficulty getting help from the Centre
- 90% felt that the Centre kept them fully informed about services
- 92% were confident about the way the Centre is developing services for carers

## Carers Training

Providing appropriate and practical training opportunities is crucial when trying to improve the health and wellbeing of carers. During 2008/09, over 80 carers took part in a training programme which was developed to include multiple sessions in areas such as manual handling, first aid, stress management and assertiveness training. Carers also took part in 'Money Matters' workshops through monthly support groups. The training programme will continue to run during 2009/10.



## HMIe identifies YCP's good practice

In March 2009, a HMIe inspection identified our Young Carers Project as an example of good practice.

They noted the following features:

- The commendable commitment of staff supported by strong leadership
- Sound planning at a strategic level with Education, Health and Social Work departments
- A close working relationship with primary and secondary schools
- The provision of young carers' packs to all schools
- The identification in each school of a champion for young carers
- The additional support provided for the 16+ group who are not in training, education or employment

# Outreach Service

**The team works with carers through responding to their needs in a person centered way, aiming to increase their health and wellbeing and reduce isolation.**

## key achievements:

- 298 carers supported through 1:1 support
- 72 carers supported through the support groups.  
Support groups include monthly run male and female groups, cinema group, computer group and a monthly support group open to carers and cared for
- Outings to Pitlochry, Riverdance and MacArthur Glen
- Volunteer Befriending service was developed and expanded
- 46 carers attended regular multiple therapy sessions organised through the Red Cross and 'Tree of Life'.
- Joint work with statutory and voluntary organisations was held to plan and deliver educational courses specifically for carers of people with Alzheimer's.
- Over 100 carers received a range of complimentary therapies and treatments during Pampering Day 2008
- Year-long training programme developed to deliver training sessions to carers including Manual Handling, Stress Management, Assertiveness and First Aid
  - Carer-led event for International Women's Week was organised
    - Formal assessment and review tools for carers and disabled people were re-developed
      - Involvement in the planning and delivery of the cross- generation event spear-headed by the Young Carers Project

## case study:

Rose is 87 and cares for husband, Jim, who is 84 and has Alzheimer's. He had only recently been diagnosed and Rose was really struggling to cope with caring for him and handling his behaviour problems. She also has her own health problems. Jim attends Oaklands Daycare one day a week and enjoys it, but Rose felt she needed more for him. Rose referred herself to the Centre and quickly started receiving 1:1 support with an Outreach Worker. The Outreach Worker spent a lot of time with Rose, giving her emotional support and helping her to come to terms with the changes in her life, brought about by Jim's illness.

Through this 1:1 support, a referral was put into the Carers Support Worker at Alzheimer's Scotland and also a referral to their day care service. A referral was also put into Midlin day care centre and Jim now attends both Centres' services on a weekly basis. Jim thoroughly enjoys his time there and it provides a much needed break for Rose.

Rose also felt she would benefit from planned respite so she could get a proper break and go and visit her daughter in Aberdeen. Jim's Care Manager was contacted and planned respite on a regular basis was negotiated.



**“A well organised and helpful charity for carers”**

# black & minority ethnic project

The Black and Minority Ethnic Project supports carers and disabled people for whom English is not their first language.

## key achievements:

- 46 people received 1:1 support, highlighting how the project is continuing to build credibility within BME communities
- Three year funding was secured in February 2009 from the Big Lottery Fund which expanded the capacity of the project
- The project worked in partnership the Minority Ethnic Carers of Older People Project (MECOPP) to deliver training to BME carers with appropriate interpretation and is being evaluated by the University of Dundee
- A new multi-lingual booklet was produced and disseminated. The booklet gives information in English, Polish, Chinese, Arabic, Hindi, Punjabi and Urdu
- Monthly groups have continued to be popular ensuring that carers can take part in health and well being activities as well as training and information sessions. 40 carers attended support groups during 2008/09
  - 87 carers and cared-for attended a MELA event in Edinburgh

## case study:

Mrs Lau has a 17 year old son who has autism. She and her husband speak little English which makes it very difficult for them to find out what kind of services they can access to or what kind of benefits they are entitled to claim. In addition, Mrs Lau didn't want the community to find out about her son's health condition. She constantly worried about her son's future career because of his health problems, therefore she felt isolated and had low self-esteem.

After being contacted by the project, she found out that she can get support in many ways including applying for re-housing, opening a bank account and meeting health professionals regarding her son's mental health development. She is now willing to participate in activities organised through the Centre such as the support groups and therapies and is more relaxed when meeting with other carers and talking about her son's health situation. As she told us: "I am glad that I know where to turn to get help especially sorting out my financial problems as well as my son's health development."



**"I enjoy the activities the centre provides. It has made a huge difference to my life"**

# Young Carers Project

**The Young Carers Project supports young carers up to the age of 18, who face a number of challenges due to their caring role such as poor/non attendance at school, isolation, a lack of peer contact, bullying, mental health problems including self-harm and anxiety, low confidence/self-esteem and who have problems accessing services. It also offers Family Support to families of young carers who engage with the project.**

## key achievements:

- 25% increase in referrals compared to 2007/08
- 71 young carers accessed 1:1 support
- 49 young carers attended support groups, including 8 who attended a group for 5-8 year olds run in partnership with Barnardos Family Support Team
- Opportunities for a respite break from their caring role included school holiday programmes, a national young carers festival, the young carers forum, a Christmas party and the regular activities provided through support groups
- Awareness raising took place to over 500 pupils through work shops at five secondary schools
- Cross Generation Project
- 22 families accessed family support work
- 24 young carers were presented with accredited awards at a Civic Reception hosted by the Lord Provost
- Involvement in Dazfest 09, a live music event for young people, held for the second year in the city
- HMle inspection in March 09 identified YCP as an example of good practice

**“When I have to help my sister I don't always get my homework done”**

# Upbeet

The Upbeet service specifically supports young adult carers aged 16-21 years access confidential information and support in areas including CV/interview skills, personal development, entitlement to benefits, as well as help accessing flexible opportunities to combine education, training or employment with their caring role.

## key achievements:

- 18 young adult carers accessed 1:1 support
- 15 young adult carers undertook a training course
- Six week personal development course was run jointly with the Moving On project
- Pilot of the assessment tool entitled 'Manual for Measures of Caring Activities and Outcomes for Children and Young People', generated by The University of Nottingham - Young Carers International Research and Evaluation
- 3 young people attended a residential course through the Venture Trust
- 3 year match funding secured through Comic Relief Fund
- 2 young adult carers helped to launch a national campaign through the National Carers Organisation (NCO)
- Young people were involved in delivering presentations to key partners



## Primary Healthcare Project

The aim of the initiative is to raise awareness of carers and the services available to them, through building relationships with health professionals.

### key achievements:

- 18% of total referrals to the outreach service originated from a GP
- Two new pharmacies signed up to the Initiative
- On-going awareness raising took place at various Health Centre's in the city
- Information stands at Ninewells Hospital and at events throughout the year
- Future two year funding secured through NHS Tayside and increased to a full-time post.

### case study:

John referred himself to the Centre, after seeing a leaflet in his GP surgery. He had cared for his wife of 20 years. They both had long-term alcohol addictions. John met with the Outreach Worker for 1:1 support on a regular basis and this encouraged him to become less reclusive and take up more social opportunities on his own. The Outreach Worker encouraged him to involve his GP and other health services in his wife's care, as her illness had become life-limiting and she was house bound. The Outreach Worker also made social services aware of the situation.

Through this, John became less stressed and less isolated. John was also referred to our Welfare Rights Service for a benefits check and also to our Palliative Care Support Worker. John's wife later died and he was given continued support at this time of transition. A few months later, John was in a position in his life to address his alcohol addiction and engage with the relevant services again, so an initial contact was made. The Outreach Worker attended appointments with John.

**"My GP thought it would be a good idea if I got in touch with the centre as he had very positive feedback from other carers in my position"**

## Palliative Care Support Service

The service aims to support carers caring in a life-limiting illness situation and into bereavement.

### key achievements:

- 37 carers supported through 1:1 support
- Various training/awareness raising presentations took place including those at Roxburghe House, MacMillan Day Centre, for World Hospice Day and a 'Caring in Partnership' stakeholder event
- On going partnership work with the Palliative Care Support Worker from the Angus Carers Centre
- Evaluation took place with Marie Curie Delivering Choice Project, with carers reporting the positive impact of the service on their lives as carers.

### case study:

Linda, 40 years old, lives with her husband and 10 year old daughter. She is the main carer for her mother Kathleen who was diagnosed with lung cancer three years ago. Linda contacted the Centre after seeing a leaflet, as she felt she needed support for herself. Linda received fortnightly 1:1 support and was referred to our Welfare Rights Team for a benefits check. Linda accessed a course of therapy sessions, offered through the Centre. A referral to Crossroads was also made so that the family could be offered some respite.

Linda and Kathleen were then able to spend quality time with each other as the respite allowed Linda to have a break and do things for herself and spend time with her own daughter. Kathleen was admitted to Roxburghe House for symptom management and three weeks later she died peacefully. Linda expressed concern that her support would now stop but was reassured that bereavement support was available for as long as she felt she needed it. She was also given information about the specialist bereavement support services available at Roxburghe House.

## Dundee & Angus Direct Payment Support Service

A Direct Payment is money given to a disabled person based on their assessed community care needs, allowing them to take control of the support that they receive in the way that they want and is an alternative to receiving services from the social work department. The majority of direct payment recipients employ their own Personal Assistants, allowing greater freedom of choice and flexibility in day to day life. The Dundee and Angus Direct Payment Support Service exists to ensure that recipients have adequate advice, support and information available to them, to carry out this role.

### Key achievements in both Dundee & Angus:

- Over 3000 contacts with Employers, Personal Assistants and professionals with both services
- Users of the Angus support service have increased by 67% since 2004 when the service began
- Diverse range of organisations invited staff to give training workshops and presentations
- Production of a twice yearly newsletter
- Employment Law training offered to direct payment recipients

### case study:

Diana, aged 38, was referred to the Dundee Direct Payments service through the Young Carers Project, a service her daughters were already engaging with. Diana is physically disabled which meant daily living tasks were difficult, along with struggling with her personal care. After having a poor experience with a care agency, Diana contacted the service and was approved to receive a direct payment, which has allowed her to employ her own team of personal assistants. The personal assistants now come into her home and help her on a daily basis. They also take part in family activities to assist Diana in her parenting role.

Diana told us 'If it wasn't for the Direct Payment Support Service, I would still be with an agency, getting help to shower and dress at 11.30am and being stuck in the house as the times they came were too late. Now I can stipulate the times I want my assistant to come in. Having a direct payment has given me back my life and a lot more independence.'



## Welfare Rights

The Welfare Rights Team aims to reduce poverty by alleviating the financial worries that many carers face on a day to day basis. This can be done through benefit checks, form-filling and giving general information and advice on how to maximise their income. All carers and disabled people can access the service, which is also promoted to minority communities through the BME Project.

### Key achievements:

- 588 contacts were made by the team with carers and disabled people
- £206,698 of financial gain was reported for those who accessed the service
- Undertaking the Scottish National Standards for Advice Workers
- Three year funding secured through the Big Lottery Fund to specifically support those from minority communities
- Awareness raising took place at the Dundee Diversity Day, Carers Rights Day and Barnardos Transition Event
- 'Money Matters' workshops took place as part of the Centre's carers support group programmes

## Information Service

The ability to access accurate, up-to-date and accessible information is vital for everybody, but especially for carers and disabled people, who may be experiencing isolation and a lack of opportunities.

During 2008/09, a large amount of awareness raising took place which is vital in order to raise the profile of the organisation and identify hidden carers and young carers. This was continued by producing and distributing leaflets and other promotional materials, through the Centre's two websites and through the quarterly newsletter; The Digest, which has a mailing list of nearly 2000 people.

Small in-house information sessions were also held every two months, at which professionals from other organisations had the opportunity to come along and find out more about what we do in more detail. 27 professionals came along to the sessions during 2008/09.



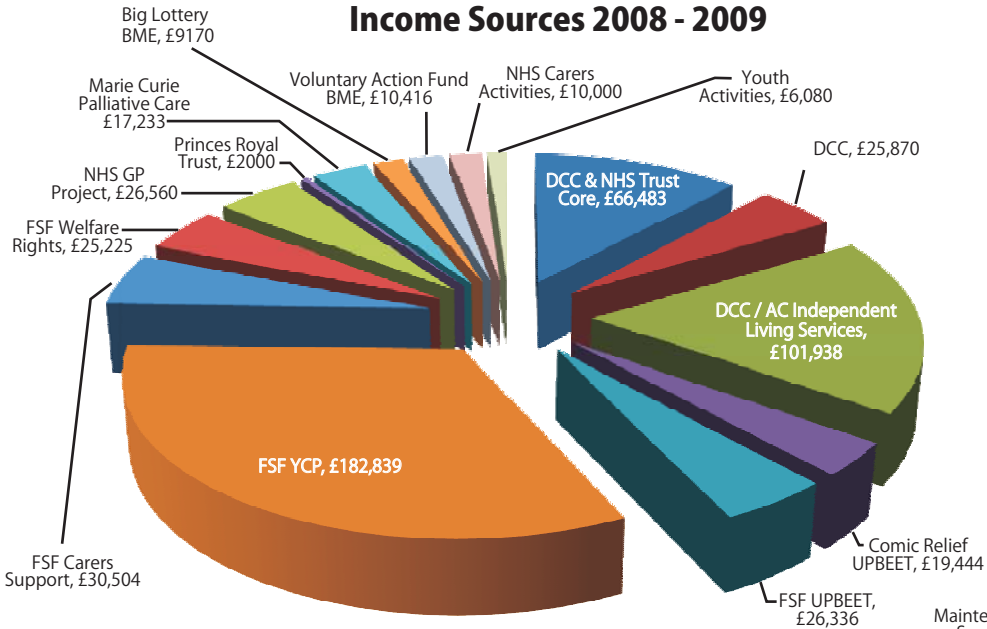
## Action for Carers

Action for Carers is a forum for carers to have a say in decisions which affect the lives of carers throughout the City. It meets 4-5 times per year in Dundee Carers Centre. In 2008/09 the group have:

- Given their views on the statutory carers assessment documentation
- Assisted with the assessment of the NHS Carers Information Strategy small grants applications
- Attended the Carers Protest in Edinburgh
- Assisted with the development of the Centre's services
- Been involved in the new consultation and involvement strategy which will be taken forward next year

**“A lot of information is available and the staff do a lot to make it run smoothly. Very well done”**

## Financial Report: Income Sources 2008 - 2009



## Key priorities for 2009/10

**Awareness raising:** September 2009 sees the 20th anniversary of the Dundee Carers Centre. To celebrate this milestone, we will be holding a week of events and activities for everyone involved in the Centre over the last 20 years and raise awareness of carers issues and the support available. During this week we will also be launching the new brand of the Centre and we will further develop our marketing strategy to continue to identify carers and young carers in the city.

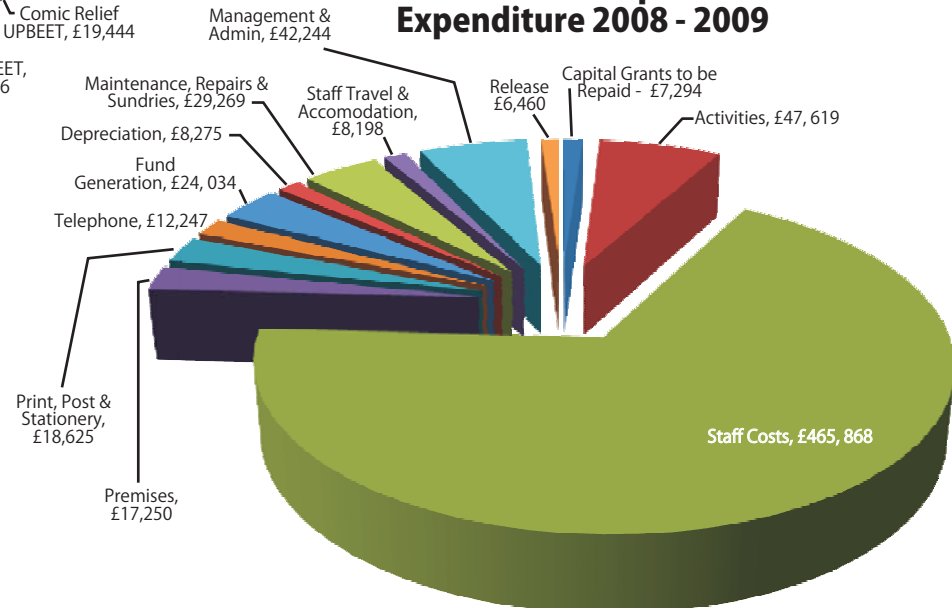
**Building on good practice:** We will be organising a conference taking place in February 2010 to share the already recognised good practice of our UPBEET project. This will focus on the work that takes place with young adult carers between the ages of 16 and 24. The keynote speaker Professor Saul Becker, University of Nottingham has already been working with the UPBEET project on assessment tools for young carers and will be sharing his expertise in this field.

## Key priorities for 2009/10

**Strategic Development:** The Centre will continue to work with partners and carers to implement the Dundee Carers Strategy and the NHS Carers Information Strategy to improve services for carers and those they care for. The Centre will also be working locally to implement a new consultation and involvement strategy and will be working with partners nationally as the National Carers Strategy is being developed.

**Capacity:** In this difficult climate, opportunities to increase services will become limited but our commitment is to be more creative and work even harder with partners to continue to expand our services to meet demand. We have also identified further accommodation needs for the organisation and we require to address this further.

## Financial Report: Expenditure 2008 - 2009





## Board of Directors

Don Meekison (Chairperson)  
 Isobel Anderson (Secretary)-retired Sept 08  
 Scott Williamson (Treasurer)  
 Jan Goodall -retired Sept 08  
 Bill Barr  
 Fiona MacKenzie -retired Aug 08  
 Margaret Bett -retired May 08  
 Claire Stothers  
 Steph Faichney  
 Linda Taylor (Observer), NHS Tayside  
 Isabel Shearer (Observer), Dundee City Council / Director from Feb 09

## Our Volunteers

Farida Akhtar, Paul Chalmers, William Fyffe, Elizabeth Harrison, Elizabeth Fairgrieve, Isobel Lowe, Theodora Adogu, Hilda Mackie, Lesley Robertson, Peter Waister and Norman Wood, Fiona Whyte, Monika Gadowska, Carrie Reid, Victoria O'Neill

## Staff Team

Lucinda Godfrey	Manager
Lisa Walker	Operations Co-ordinator
Stacey Clark	Information Co-ordinator
Judith Middleton	Information Officer (until Sept 08)
Gill Ryan	Information Officer (since Jan 09)
Paul Chalmers	Information Assistant
Sharon MacLeod	Carers Support Worker
June Whale	Carers Support Worker (Palliative)
indigo V	Outreach Worker
Alison McMurray	Carers Support Worker
Lesley Robertson	Group Support Worker
Carol O'Neill	Welfare Rights Co-ordinator
Sofia Rizwan	Development Worker (BME)
Virginia Kerr	Support Worker (BME)
Vanessa Dallas-Ross	Direct Payments Co-ordinator
Barbara Maguire	Angus Direct Payments Advisor
Pat Carson	Finance Officer (until Aug 08)
Angela Stafford	Finance Co-ordinator (since Jan 09)
Theresa McCandless	Finance Assistant
Catherine Mills	Payroll Assistant
Drew Porch	Development Worker
Tim Mineard	Development Worker
Jacqueline Stewart	Family Support Worker
Niona Soutar	Youth Worker
Vickie Carnegie	Youth Worker
Maxine Watson	Youth Worker (since Sept 08)
Wendy Nicoll	Youth Worker (since Sept 08)

Dundee Carers Centre  
Telephone House  
21 Ward Road  
Dundee, DD1 1ND  
01382 200422  
01382 227990

[centre@dundeecarerscentre.org.uk](mailto:centre@dundeecarerscentre.org.uk)

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



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