

ANNUAL REPORT 2018-19



**FOR
CARERS
AND THE
PEOPLE
THEY
SUPPORT**



Quinton Hazell Enterprise Parc
Glan y Wern Road
COLWYN BAY
LL28 5BS

Charity Registration Number: 1119142
Company Registration Number: 6205600
CIW Registration Number: WO30001450

MESSAGES FROM CHAIR AND CEO

RITA JONES - CHAIR (2014-present)

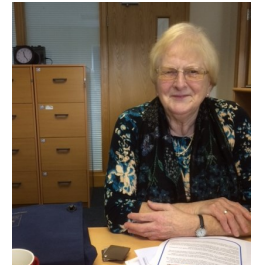
I am pleased to report on another successful year for Carers Trust North Wales, providing practical support to carers across North Wales. Next year we look forward to extending our reach to include Ceredigion.

In addition to our respite service, I report that our Dementia Support Service is progressing well, referrals are ever increasing and the team is developing in structure to meet the demand. We look forward to holding our 2nd Dementia Support Service Conference next year to showcase the work we are doing. We are pleased also to secure funding for another 3 years for our Young Adult Carer project in Anglesey and Conwy.

I am grateful to the Board of Trustees for all their continued hard work over the year. Maria Skudlarz and Ann Perkins took a sabbatical year in 2018-19, but we look forward to welcoming both back in 2019-20.

My thanks go to all the staff, Alison Jones and the management team, to the office staff and especially to all the Carer Support Workers whose dedication and professionalism is second to none. Thanks also go to our Carers Trust Wales office for their support during the year.

Lastly I would like to say thank you to all those who have sent donations or who have raised funds on our behalf. They are so important and help us to give additional support to carers. Every donation received is spent locally in the area it came from.



ALISON JONES - CEO (2012-present)

This year we continued to build on our existing services and continued to deliver high quality support to unpaid carers across North Wales.

My job is made easier because of the support I receive from both the Trustees and the staff. Our small but effective office team continues to work well together to ensure delivery of service and once again thanks must go out to our support staff, who are our ambassadors in the community.

Our trustees form a knowledgeable and forward thinking board who are a great support to both me personally and the organisation as a whole and thanks must go to them for giving their time so tirelessly.

We look increasingly towards a steady future and continue to enjoy good relationships with all our funders, statutory and charitable.

Most importantly we continue to provide high quality services to unpaid carers and the people they support across North Wales. A silent army that can be hidden but deserve all our support in order for them to continue in their caring role.



STAFF NEWS



30 YEARS CELEBRATION

In April 2018, we were honoured to hold a special thank you lunch for CSW Sylvia Jones who received her 30 year service award. Sylvia joined Conwy Crossroads in 1988, and has seen a lot of change over the years. Her dedication to supporting carers, has always been outstanding, and we are so lucky that Sylvia is committed to continuing in this work. On behalf of Carers Trust North Wales and of carers she has supported over the years, thank you Sylvia for 30 years of loyalty.

STAFF RETIREMENT

We were so sad to say goodbye to Non Parry, Care Manager for Anglesey and Gwynedd, in March 2019. Non joined Anglesey Crossroads in 2001 as Care Co-ordinator and made a massive contribution to the organisation. During that time she helped to oversee Anglesey Crossroads merging with the six other schemes in North Wales to become Carers Trust North Wales, whilst ensuring there was no disruption to the high quality service delivered to carers in Anglesey and Gwynedd. She will be missed by all the staff and the families she helped to support. We all wish her a happy and full retirement, although we know she'll probably be even busier than ever in her new role as Deputy Mayor of Llangeferni.



OTHER STAFF NEWS

In April 2018 Shara Evans was appointed as an Apprentice at the CTNW office. Shara's tutor at Coleg Llandrillo was so impressed with her progress that she put her name forward for the Apprentice of the Year award. We were also pleased to welcome back CSW Anne Morris, who re-joined the team in Conwy in May 2018. Toby Fagan was recruited to the Dementia Support Service Team in July 2018, and we have more on the work he has been undertaking later in the report. Rhian Morris joined the office team in March 2019 as a Care Co-ordinator. Rhian has previously worked for the North Wales Deaf Association and the Stroke Association and is looking forward to a new challenge. Lastly, we were sorry to say goodbye to Tracy Stockin, HR administrator, who completed a one year secondment with CTNW at the end of March 2019. Tracy now works with NEWCIS and is based in Ysbyty Glan Clwyd.

DEMENTIA SUPPORT SERVICE

The North Wales Dementia Support Service is commissioned by the Betsi Cadwaladr University Health Board to support people who have been newly diagnosed with dementia and their families. The project is a true partnership between BCUHB and Carers Trust North Wales and the service has continued to grow and develop as it moved into its third year in April 2018. The team restructured in July 2018 with the recruitment of an additional Dementia Co-ordinator (Toby Fagan), and this enabled the service to adapt to the increasing number of referrals. The team now comprises:

Gwenno Davies: Project Leader

Karen Huxley: Dementia Co-ordinator (East) linking with Wepre House and the Wrexham Maelor Memory Clinics

Sarah Allsop/
Toby Fagan: Dementia Co-ordinators (Central) linking with Bodnant, Bryn Hesketh, Glan Traeth and Ruthin Memory Clinics

Caighreine Mathie: Dementia Co-ordinator (West) linking with Hergest Memory Clinic

The Co-ordinators are supported by four Dementia Support Workers.

The premise of the project continues to be:

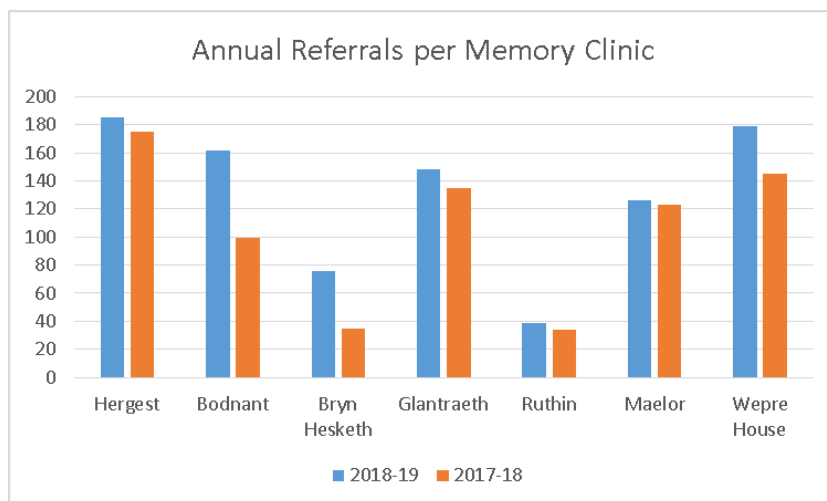
***No one who receives a new diagnosis of dementia
in North Wales will be left unsupported***

This year 915 referrals were received from the seven Memory Clinics across North Wales which was a 23% increase on the year before. This number way exceeds the number of newly diagnosed patients forecast by the BCUHB in its 2018-20 Dementia Strategy.

The total number of referrals received since October 2016 when the project started to the end of March 2019 stands at 2,057.

DEMENTIA SUPPORT SERVICE

Total number of referrals received:



2018-19: 915

2017-18: 745

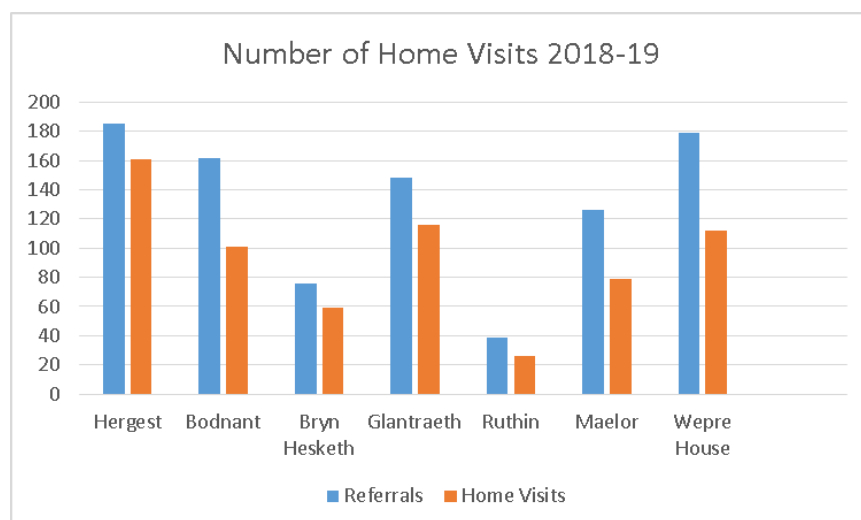
(23% increase)

Of those who were referred this year, 71% decided to take up the offer of a home visit where the Dementia Co-ordinator can provide:

- Emotional and practical support
- Signposting to other services
- Referral system for carers assessment/benefit advice/care needs
- Details on how to attend our peer support groups/respite opportunities
- Training and Education

Very importantly, the Dementia Co-ordinator will remain a key point of contact for those referred and their families should they need support and advice in the future.

Total number of home visits carried out:



Total home visits

2018-19: 654

DEMENTIA SUPPORT SERVICE

An important part of the Dementia Support Service is to provide peer support groups which we call Taith Ni. In 2018-19 we held 15 Taith Ni Groups across North Wales each month. In total we provided 168 groups over the year with an average monthly attendance of 196.



2018 Taith Ni Christmas Party at Abergele Golf Club

We have received some fantastic feedback about Taith Ni, outlining what a difference it can make:

- ***It has enabled mum to meet new people and get out and about, ensuring both her mind and body stay active.***
- ***The Taith Ni Groups are very supportive and reassuring that we are not on our own***
- ***For the first time in 2 years I felt I was with people who understood***
- ***Dementia is not a very good companion, so nobody should be sat at home living with dementia. The best thing we can do is be out and about socialising meeting other people and exchanging hints and tips and sharing information.***



DEMENTIA SUPPORT SERVICE

As a result of the success of Taith Ni, in July 2018 Toby Fagan our new Dementia Co-ordinator set up a number of music groups across North Wales namely 'Cerdd Ni'.



The Cerdd Ni Groups grew in popularity very quickly, and the number of groups increased rapidly. Over a seven month period, Toby held 84 Cerdd Ni groups across North Wales and the average monthly attendance was 84.

There is a lot of research about the benefits of music for people living with dementia. As a singer himself, Toby knows that singing can reduce anxiety and depression and enhance wellbeing.

In October 2018, Bangor University agreed to undertake an independent evaluation of the North Wales Dementia Support Service. Dr Catrin Hedd Jones from the Dementia Services Development Centre, together with two researchers from Bangor University, visited Taith Ni groups in the East, Central and West regions and spoke to individuals attending and to staff members. It was also agreed that researchers would contact people who had received a home visit, but who had decided not to attend Taith Ni groups. The draft evaluation contains very interesting findings and will be published shortly, it concludes that people felt well supported by the service with one family describing it as **'the only light at the end of a dark tunnel'**.

Next year in 2019-20, we will be holding our second Dementia Support Service Conference where the Evaluation will be presented. We are looking forward to it being a well attended event so we can highlight this innovative service which we believe is making a real difference to people's lives. Chris Roberts, dementia advocate and ambassador for the Alzheimer's Society said: **'This project is one of the amazing success stories that Wales should be proud of. It's giving people quality of life, it's educating people about how to live with or care for somebody with dementia, and it's helping to keep people out of hospital'**.

We will also be looking at ways to enhance the service further and will be asking all stakeholders for their views on how they see the service in the future. This information will be fed back to the Steering Group so an Action Plan for the future can be formulated.

GLOBAL SUPPPORT



Supported by



CHILDREN'S SERVICE

In 2018-19, with funding from Global Make Some Noise, we were able to provide trips and activities for children with additional needs and their families. These included a trip to the Trampoline Park, Soft Play sessions, walks in nature reserves, Pizza nights, a trip to Crocky Trail, craft skills groups, a trip to Greenwood Forest Park, cinema trips, Harry Potter movie marathon, swimming sessions etc.

Demand for the service has outstripped our resources so to reach more families, we have managed the lengthy waiting list by rotating services on a quarterly basis. Feedback from people using the service has been extremely positive with some describing the support as '**helping our family to stay whole**'. Many parents said the support they received was the first time they had been able to have a break and go out as a couple. Next year we will be looking at other funding opportunities to make sure we can sustain this invaluable service.

YOUNG ADULT CARER SERVICE (16-25 YRS), ANGLESEY AND CONWY

Thanks to Global, we were able to continue our Young Adult Carer Project in Anglesey and Conwy for another 12 months. It was a busy time, with a lot of activities planned, training courses, trips and visits. In April Young Adult Carers went on a fantastic residential event at Bangor University where students and staff provided taster lectures and a stay in the halls of residence. They also provided information on student finance, student life, and current students who have caring responsibilities came in to talk to show how it's possible to take up a Uni offer, and gave information on all the support available. In the summer carers spent some evenings outside enjoying team building exercises, having barbeques and going on walks. In the autumn and winter months a series of cookery courses were arranged which centred on quick but healthy recipes. During the year there were also much enjoyed trips to the cinema and the climbing wall.

Our Project Officer was able to provide 1-1 support to individuals to help apply for personal grants, to take people for appointments, and to give information and advice. After the success of this project, we are delighted that Lloyds have confirmed three year funding for it to continue up to March 2022!



OTHER SERVICES

We continue to offer traditional respite services to carers in the six counties of North Wales. Our aim is for every carer in North Wales to be recognised, supported and offered services to help them maintain their own health and wellbeing, and to keep the person they care for at home for as long as possible. Wherever we can the same CSWs visit the same homes thereby providing stability and continuity to the service and minimising disruption to the lives of the carers and cared for. As well as our core service, we offer the following support:

SHORT TERM RESPITE SERVICE FOR CARERS WITH A HEALTH NEED

This preventative and practical service is commissioned by BCUHB and has been running since 2013. Over the years we have supported thousands of carers helping them to look after their own health needs. We are able to provide respite support in people's own homes for up to 12 weeks per annum, so carers can go for appointments, for treatment, to the dentist or optician, or get over an illness knowing the person they care for is being looked after at home.



Short term respite for Carers

The BCUHB and Carers Trust North Wales are working in partnership to provide short term respite for carers who have a short term health need enabling them to maintain their carer role.

The service will be offered in North Wales.

We can help

Carers Trust North Wales has over 35 years of experience and is the leading provider of support for carers and the people they care for.

The short term respite service is available to carers who are experiencing ill health or when there are identified short term health needs.

Carers Trust North Wales can provide high quality respite care for up to 12 weeks per annum, providing preventative and practical support to the carer to enable them to resume their caring role.

The support can be to help carers whilst they are recovering from a period of ill health or to enable them to attend clinical appointments.

Carers Trust North Wales is registered with CSDW to provide services to both children and adults.

The service will be bilingual and will not discriminate on the basis of age or disability.

Referral Process

Referrals must be via BCUHB/BNHS staff (Discharge Co-ordinator, Ward Managers, District Nurses, CPNs, School Nurses, Health Visitors etc).

Upon referral, CTNW will undertake a carer's needs assessment and, once a health need has been identified, will provide a short term respite service in the carer's home.

Times and dates for the planned delivery will be agreed, but will be provided between 9am - 5pm, Monday to Friday. Carers will be fully involved with the referral/assessment process.

The service will complement and address the requirements of emergency respite provision for carers in line with the carer's measure (Wales).

For more information or to make a referral please contact us:
01492 542212
northwales@nwcrossroads.org.uk
www.nwcrossroads.org.uk

Carers Trust North Wales
 A not-for-profit organisation
 Registered Charity No. 1049010
 Registered with the Charity Commission
 Registered with the Care Inspectorate Wales
 CSDW Registered Provider



Do you need help and support at home?

Why not try Gwalia Care?

The chargeable service from Carers Trust North Wales Crossroads Care Services

ABOUT CARERS TRUST NORTH WALES

We are a not for profit organisation founded over 30 years ago. Our aim is to provide a reliable, tailored service for each carer and the person they care for.

We are registered with the Care & Social Services Inspectorate Wales (CSDW) to provide care for both adults and children.

Our Care Support Workers are fully trained in Mental Health, Dementia, Learning Disabilities, Complex Care, and End of Life care, and all have undertaken an in-depth enhanced DBS disclosure process.

How we can help

1-to-1 care
 Our highly trained Care Support Workers can take over your caring role so that you can have some time for yourself. We can provide you with a regular service or just as and when you need it.

Personal care
 Including showering/bathing, dressing, feeding, getting in and out of bed etc.

Medication
 Our Care Support Workers are trained to administer medication if required.

Overnight service
 Our Care Support Workers can stay overnight to give you respite, or a good night's sleep, or a night away.

Help with shopping
 We can provide transport to take you to the shops and help you back with your shopping.

Help with household chores
 We can help with housework, ironing and food preparation.

Collection & delivery of prescriptions
 We can pick up and deliver prescriptions to your home.

Transport to appointments/clinics etc.
 We can escort you to hospital or medical appointments, or any clubs or activities you want to attend. All our staff are insured to use their own vehicles for these purposes.

Further information

Carers Trust North Wales is an approved provider of care for the North Wales and the surrounding areas.

Gwalia Care is a chargeable service provided by Carers Trust North Wales, offering a professional, reliable and high quality service.

For further information or our Gwalia Care services or information on our other role of respite call:

01492 542212
northwales@nwcrossroads.org.uk
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GWALIA

Our chargeable service gives carers the opportunity to buy support directly from us. The service is not for profit, and can be very flexible, ie we can arrange support for a one-off occasion or set up a regular weekly visit.

In 2018-19 we delivered 2,970 Gwalia hours over North Wales. We offer a consistent, reliable and high quality service.

SUPPORT IN CEREDIGION

Next year we will be extending our reach to the Ceredigion area. We have joined with our Network Partners, Ceredigion and Crossroads Sir Gar, to support unpaid carers and the people they care for in the Aberystwyth and surrounding areas. We will look forward to reporting on progress on this exciting development next year.



Cyngor Sir
CEREDIGION
 County Council

FUNDRAISING & DONATIONS

In 2018-19, we were overwhelmed by the level of donations we received and by the fundraising people did on our behalf. We are so grateful to everyone who made a contribution to us, helping us to provide additional but much needed support to unpaid carers in North Wales. As always, we continue to ensure that money raised in each county of North Wales is also spent in that county. This year we have received an unbelievably huge:

£24,475

We'd like to thank, amongst many others, the Eric and Dorothy Leach Trust, Rhosneigr Lunch Club, Friends of Ty Nyth, North Wales Fire and Rescue Service, Audrey Cox, and we are also so grateful for the in memoriam donations we've received throughout the year.



CEO Alison Jones and Care Manager Karen Allen accepting a cheque from North Wales firemen for £375



Audrey Cox who raised £800 on our behalf after braving the zip wire at Prenrhyn Quarry, Bethesda



SOUTH ANGLESEY FUNDRAISING GROUP

Our fantastic fundraisers in South Anglesey have had another fabulously busy year on our behalf. Events have included a Garden Party, a Race Night, Christmas Concert, Afternoon Tea and load of raffles. Their efforts raised a massive:

£4,420.00

On behalf of unpaid carers in Anglesey: **THANK YOU SO MUCH ONCE AGAIN**

A FEW STATS FOR 2018/19 ...

35,280

hours of care were delivered to
carers and their families

453

groups were held across
North Wales

91%

of staff are trained to QCF Level 2,
our aim is to reach 100%

Over

3,000

people were supported

SERVICE USER FEEDBACK

We've saved the last word for our service users, here is some of the feedback we've received in 2018-19:

- *Without your support I would become more stressed, eventually resulting in my becoming another person requiring care and yet a further 'burden' on the statutory authorities.*
- *Our world, since being ill, has changed for the worse but Carers Trust Crossroads has become a big part of it, a positive part of it, and we rely on it very much.*
- *Staff have always shown every courtesy to my wife during her long illness, every one has a smile. Thank you.*
- *Carers Trust Crossroads has been a lifeline to stay independent and at home.*
- *Staff always deliver their care to the highest level. I am so pleased they came into our lives to help.*
- *Without the service you provide, many people's lives including ourselves would be considerably harder.*
- *Your service is invaluable. Without it I would be at a loss, unable to go shopping and other essential errands.*
- *Without your help I would not be able to attend medical appointments.*
- *All carers you have provided have been lovely, friendly, but professional at all times.*