

Annual Impact Report 2022 to 2023



Carers
in Hertfordshire

charity registration number 1085491

making carers count

Welcome

With around 9% of people in England and Wales providing unpaid care to someone according to the 2021 Census, and many more hidden carers, it is important that carers are identified, informed, supported and heard. This is at the heart of what we do.

We are now in touch with 41,332 current and former carers – children and adults. However, the 2021 Census, published during the year, revealed that there are nearly 101,000 carers in Hertfordshire – so our challenge is to ensure carers understand and engage with our services so they are supported in keeping well and in having a choice about their caring situation.

We continue to review and develop our services to make sure they meet carers' needs. During 2022, we carried out a survey to better understand the caring situation in Hertfordshire. A total of 2,077 carers and former adult carers and 345 young carers aged up to 19 shared their views, thank you! We are using the feedback to shape our services.

We are proud to work with partners such as Hertfordshire County Council and the local NHS to deliver support for unpaid family and friend carers and ensure their voices are heard and that they are involved in the co-production of services. In addition, we are grateful to our volunteers and supporters who help us in making a positive difference to carers' lives.



Michèle

Michèle Stokes
Chief Executive

"I don't have to search through the internet I just have to pick up the phone to someone I trust at Carers in Hertfordshire." Tasneem.

We're reaching people earlier in their caring journey

Our aim is for people to seek help within four years of the start of their caring role. The time people have been caring before coming to us is beginning to plateau after steadily decreasing.

Average length of time someone has been caring before registering with us

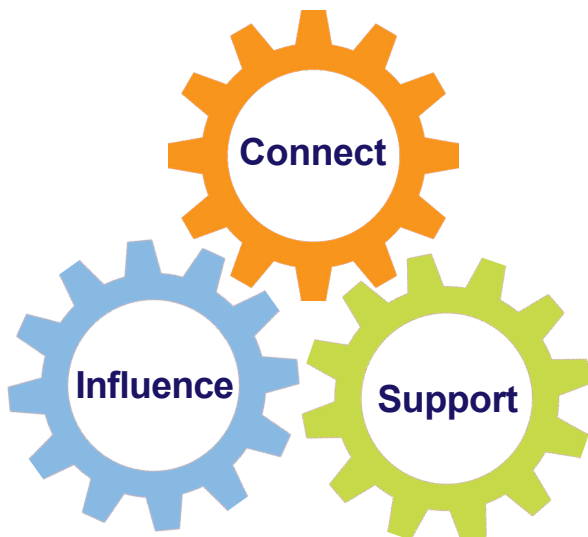


2018/2019



2022/2023

We aim to:



Who we are

Carers in Hertfordshire is a leading charity that supports people in Hertfordshire who provide unpaid care or help to a partner, relative or friend, that needs their assistance because of a physical or mental illness, disability, addiction or they are elderly.

Information, guidance and services are provided free to children and adult carers and it doesn't matter whether you live in the same house as the person you look after or if they live elsewhere.

We also provide services to people from outside of Hertfordshire who care for someone in the county and to bereaved carers for up to three years after the death of the person they looked after.

Our services: How we help

Information, advice and carer planning

We supported carers with a range of issues including respite, emotional support and queries about services for the people they look after.

3,634 carers received information or help from our team of Carer Support Advisors this year.

"Thank you for listening to me and letting me share my frustrations. You provided some useful suggestions to follow up and got me thinking about mentoring support." Bernie.



"Carers in Hertfordshire helps carers from different situations in all sorts of ways. I benefited greatly from some workshops around learning disabilities and employment and it was good to know you were there if needed." Helen.



Carers valued the **Keep in Touch calls** our volunteers made to check how they were and remind them about our services.
4,318 calls were made this year.

Hubs

We run carers groups in venues across Hertfordshire and four online. We also support a Carers' Camera Club. The groups enable carers to socialise, provide practical and emotional support to each other, and find out about local services.



857

carers or former carers attended one of our support groups this year.

As a result:

79% of attendees said they had improved knowledge and **53%** were more confident.

"It is nice to go to the meetings and chat to other carers and the talks can be helpful too. As a result of a talk on benefits my husband and I applied for Attendance Allowance and got the maximum amount." Jennie.

Mentoring

Carers and former carers are trained and matched with other carers to provide a listening ear, encouragement and support.



"The meetings have opened up lots of doors to support and the information I get is useful. I enjoy meeting other carers, you can learn a lot from each other." Richard.

95 carers have been supported with mentoring this year and as a result they reported feeling more confident in their caring role and informed about where to go for support.

"I have built a support network over time and researched the options suggested to me."

Carers' Passport



Name:

Expiry date:

Used by carers to:

- Save money on days out or in shops and businesses; and
- Prove their caring role to access help or benefits when travelling, or taking someone they care for to a health appointment or visiting them in a care setting.

3,177 Carers' Passports were issued this year.

Carers have been supported in having their views and experiences heard by health and social care services, when planning or reviewing provision.

503 carers / former carers attended an involvement event.

Carer Development and Learning

173 sessions
in 2022/23.

98 sessions
in 2021/22.



"It gave me wide ranging, clear information on a medical condition which I have had for a long time. Much better than anything I ever had from a medical consultant or the internet!"

666 carers and bereaved carers attended a course or workshop. As a result:

92% of attendees said they had gained knowledge or skills

90% of attendees felt better able to cope

76% pursued an interest

76% had improved self-esteem

71% felt listened to and valued

"I found rekindling a long-lost skill, doing something for my enjoyment and benefit, a massive boost for my self-confidence. It gave me back my identity outside of my caring role."



Make a difference

Current and former carers have received something to benefit their health or wellbeing through our Make a Difference Service. Some people have received equipment to fulfil a hobby or sport or had a much-needed holiday.

A third of carers who had Make a Difference support reported feeling better.

Before support
43% of carers reported low wellbeing

After support
10% of carers reported low wellbeing

"I had to give up work to care for my mum and following her death I needed to get back into work. I didn't have equipment at home to complete applications so I had to go to the library, which was restrictive. I was grateful to get a voucher to buy a laptop and printer. I've now got a job that I love!" Paulina.

Carer Training

Carers and former carers received training and ongoing support to help shape and inform carer-friendly services by sharing their lived experience of caring with health and social care professionals and students. They helped deliver **230** training and co-production sessions this year.

4 Carer Trainers

got jobs and said their work with the unit helped with this.

“As a carer you can lose yourself, but being a Carer Trainer has made me feel valued and enabled me to use my skills outside of caring.” Parent carer Louise.

“I find the Carer Trainer role rewarding and interesting. I feel I’m an advocate for other carers to be heard. I’m helping professionals understand that we know the person we look after better than anyone and should be listened to when it comes to making decisions related to their care and life.” Brenda.

Admiral Nurses

Our team of dementia specialist **Admiral Nurses** supported **837** people caring for someone close to them with dementia this year.

They helped carers with:

- Considering care homes.
- Advice on medication or coping with challenging behaviour due to the illness.
- Planning for changes and more.

As a result of support **90%** of carers reported improved wellbeing.

Bereavement Support

141

people received bereavement support over the phone and at our two groups.

“The most useful thing was being able to voice thoughts and feelings that I didn’t feel comfortable sharing with friends or family. Total impartiality meant a lot. The calls were good for me and I was encouraged to talk about anything.” Diane, who was pleased to be offered bereavement support over the phone, which offered flexibility and fitted around work.

Care Service

Family carers are supported in having time to themselves away from their caring role with the help of our Care Support Workers who provide home care and Carers’ Breaks.

“The break allowed me to attend a family funeral. I can’t leave my husband home alone for long as he is prone to falling so the help was appreciated. I now have support from paid carers twice a week, which enables me to have time to myself, with peace of mind that my husband is safe.” Susan.



Young carers



Our Young Carers Service works with young people aged 18 and under with caring responsibilities and their families to ensure the young person has access to the same opportunities as other children their age and don't carry out inappropriate tasks.

109 young carers attended our 2023 Young Carers' Conference with the theme Building our Future. They helped highlight to **26 professionals** from education, health, social care, and community organisations, the challenges young carers experience and what would help them.



69%

OF YOUNG CARERS SAID THAT THEY LIKED 'MEETING OTHER YOUNG CARERS' AT OUR ACTIVITIES



"I have been to several events over the years and have got a lot out of them as I have tried new activities, developed my skills and knowledge, gained confidence and made friends." Charlie, who has been caring for various family members for nine years.

"My son, who can be quiet and a typical moody teenager, went kayaking with you and came back with a big smile on his face. He made some friends with other young carers and is looking forward to joining in more activities." Ela.

Case study

Maureen, who has been caring for her mum for about eight years as she has dementia, got in touch as she was struggling with an increasing caring role, with little time to spend with other family, grandchildren and friends. She realised she needed help and wanted to find out what assistance was available. She spoke to one of our Carer Support Advisors and reflects on the support she received.

"I was at a low, physically and emotionally, so I decided to call. As a result, so much support has been put in place. Mum and I were referred for assessments of our needs and Mum now has Care Workers visit three times a day to help her, this means that rather than going to look after Mum every other day for at least six hours each time, I can visit a couple of times a week and can be more like a daughter than a Care Worker.

The specialist dementia Admiral Nurses also met with me a few times. These visits were helpful and reassured me that I was doing the right things for Mum.

I feel like a different person now and have seen light at the end of the tunnel. The knowledge your staff and volunteers have about other organisations and how to refer to them is invaluable."

Thank you

Thank you to all the individuals, businesses and organisations who have supported us so generously by providing funding or help in other ways. We depend on your support to help us provide free advice and services for unpaid carers in Hertfordshire or from elsewhere that care for someone in the county.

Anita Crawley

Children in Need

Grumpy Givers

Heather Good

Helping Herts (Stort Valley Rotary Club) for a Charity of the Year Partnership

Hertfordshire County Council and NHS services in the county

Inner Wheel Hitchin

Radlett Rotary Club

Supermarkets – Sainsbury's and Waitrose

The Cathedral and Abbey Church of St Albans

The Thompson Family Charitable Trust

Queenswood School, Brookmans Park, Hatfield.

To contact us

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