



Enfield Carers Centre

**Enfield Carers Centre
Annual Impact Report
2019-2020**

Charity Reg. No: 1140089

Company No: 7149774

Our vision



is to empower Carers. We aim to do this by ensuring Carers have:

sufficient knowledge; advice; support and training. This enables Carers to develop the confidence to make their voices heard with regard to the planning and delivery of services for their cared for person and to ask for help for themselves .

TRUSTEES

Tim Hellings - Chair of Trustees
Jill Raines - Company Secretary
Neil Yeomans - Treasurer
Wahid Ali (until 1/5/19)
Caroline Bernard Moxey (until 21/12/19)
Benjamin Hobbs (until 22/3/20)
Hannah Lison (apptd. 21/11/19)
Pamela Odukoya (apptd. 21/11/19)
Samantha Schneider (until 17/7/19)
Jim Whyte

STAFF

Pamela Burke - Chief Executive
Fiona Jones - Operational Director
Danny Newland - Business Manager /Carers Assessment Officer
Carla Brain - Young Carers Manager
Lucia Conte - Young Carers Support
Amy Novi - Assessment Team Administrator
Shelby Rolls – Young Carers Support
Gino Tsentedes - Young Carers Support

Enfield Carers Centre is a local charity offering a range of support, advice, training and other services to unpaid and family carers.

A Carer is someone of any age who provides unpaid support to a partner, relative or friend who couldn't manage without their help. The person being cared for may have a short-term or long-term illness, a disability, mental ill health, a substance-misuse problem, a life-limiting illness or terminal diagnosis.

STAFF Contd ...

Marion Cooke - Older Carers Benefits & Advice Officer
Matthew Cook - Adult Carers Support Officer
Linda Farquharson - Adult Carers Support Officer
Mark Warwick - Hospital Discharge & GP Support
Caroline Cooling - Senior Administrator
Vinotha Lingeswaran - Apprent. Reception/Admin
Corina Codrea - Healthcare Support Officer/Trainer
Lia Fletcher - Assistant to CEO
Shammy Ahmed - Adult Carers Support Officer
Nina Frimpong - Carers Assessment Officer
Helen Christopher - Admin/ Carers Assessment Officer

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Chair's Report

In introducing this review of the 2019/20 financial year I'm pleased to be able to report that these twelve months have seen the Centre continue to make excellent progress in fulfilling its mission and aims to reach as many unpaid carers in Enfield as is possible by providing them with the supports they need and are entitled to receive.

The work undertaken by the Centre's team has taken many forms over the year and outlined in the following pages are just some of the ways in which the services delivered have had significant impacts on the lives of those supported. In particular this report draws attention to how the assistance provided, whether in the form of information or practical help, always aims to be responsive to what carers tell us they need and wherever possible giving them a choice on how these services are delivered.

One hugely significant set of circumstances that confronted ECC towards the end of 2019/20 was, of course, having to deal with the first impacts of COVID-19 and the need to adapt to restrictions that limited how services could be provided. In these first phases of the pandemic the Centre's team rose magnificently to these challenges by finding creative ways to continue offering as many services as possible and ensuring that priority be given to those most in need of assistance.

ECC has always put partnership working as a central and important feature of how it delivers its services. This was borne out in the early responses to COVID-19 by the

way in which the Centre has been able to play a very prominent role in the Council's collaborative "Enfield Stands Together" initiative in response to the pandemic through working closely not just with the local authority itself but also with other voluntary organisations and community groups to protect and assist the Borough's most vulnerable residents.

Partnership working was also very much in evidence through the Centre's continuing to access support and contributions from a range of funding bodies, community-minded local businesses and voluntary organisations. One such local company, Metaswitch was, for instance, able through its Young Carer's Futures Fund to give much valued support to those involved in ECC's EyPIC Young Carers Project by providing practical assistance with educational and



career related expenses for things such as computers, textbooks and travel costs.

This is just one example of how during the year ECC was able to attract support and funding from a variety of sources, the principal ones of which are acknowledged and thanked in the following pages. Included amongst these are the Centre's fantastic team of



volunteers who between them bring a range of skills that contribute in so many ways to the effective functioning of the Centre. Their efforts and commitment in supporting and complementing the Centre's dedicated and talented staff team members are greatly appreciated.

Another very significant development towards the end of 2019/20 was the opportunity to take up the offer from one of our most longstanding and closest partner organisations, Carers Trust Lea Valley Crossroads Care Service Ltd, of working towards a mutually agreed merger whereby the home support services provided by Crossroads, would be transferred to ECC which would then operate as a single enhanced charity.

This proposal was given the full backing of both Boards of Trustees and is seen by all those involved as being a very positive move which will enable us to stay true to our shared vision of supporting carers by bringing together carer support and care services under one organisation serving Enfield residents.

Our intention now is to look at how ECC can increase its future income streams so that it becomes more sustainable in an increasingly uncertain financial environment for charities nationally. By doing so it will be able to continue fulfilling its mission of representing the voice of Enfield's unpaid carers, providing them with good quality services and acting as the local champion of their rights.

Finally, I'm also pleased to say that, through the continued prudent management of its resources this year, ECC will be able to take up these challenges for future development from a basis of being in a healthy position financially.

From this solid foundation the Centre will therefore be able move forward into the next 12 months with the confidence that it can go on looking to find new ways of improving the lives of carers and those they care for. It will do this by continuing to listen closely and engage with feedback from them on what their needs are, where they have identified room for improvements or gaps in provision and go on working with them to achieve the good quality services they have a right to.

Tim Hellings
Chair of Trustees



Time For A Break - Carers' Respite Breaks and Relaxation Activities

At Enfield Carers Centre (ECC) we understand the importance of Carers having a break from their caring role to lessen some of the negative impact caring can have both on their physical and mental health. We believe that giving Carers a break and a chance to re-charge their batteries is an essential part of supporting Carers. In the past year Carers have enjoyed a wide range of respite and relaxation activities at ECC.

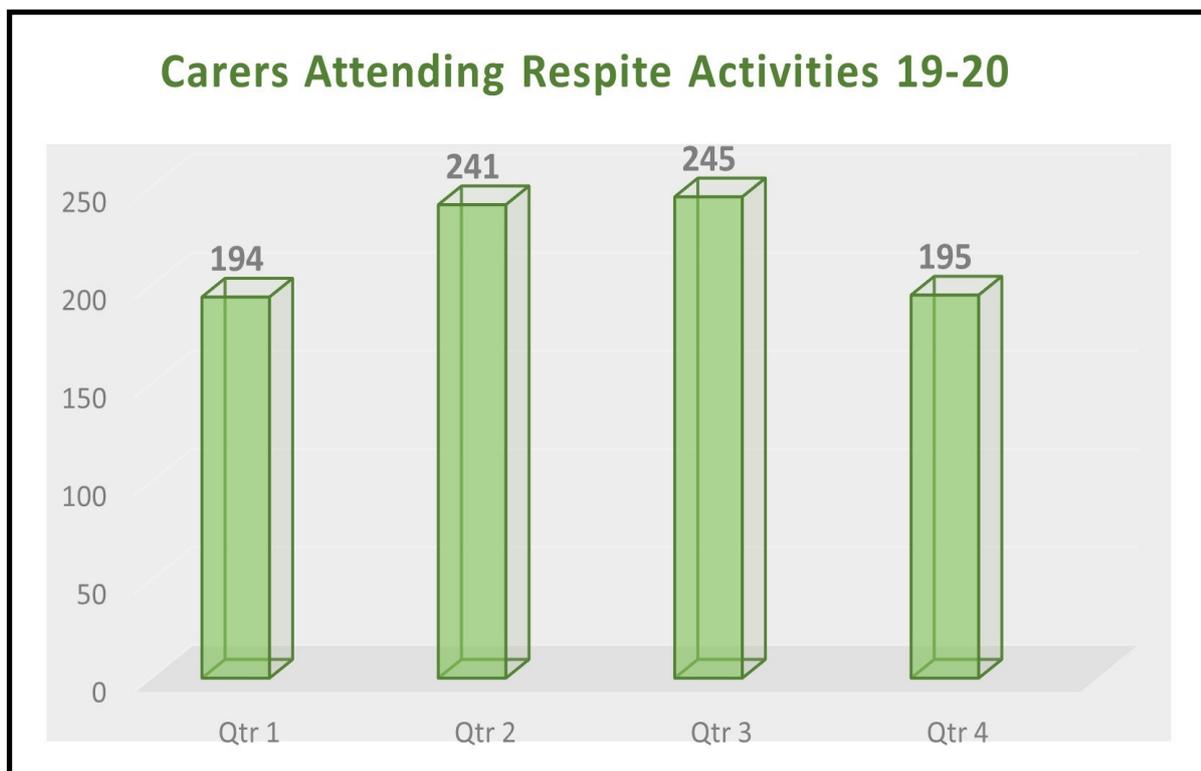
Carers' Breaks and Activities included:

Easter Egg Hunt
Coffee Mornings
Quiz Night

Mini-Breaks/Weekend Trips
Weekly Yoga Classes
Christmas Party
2-day Spa Break

Theatre Trips
Carvery Meals
Coach Day Trips

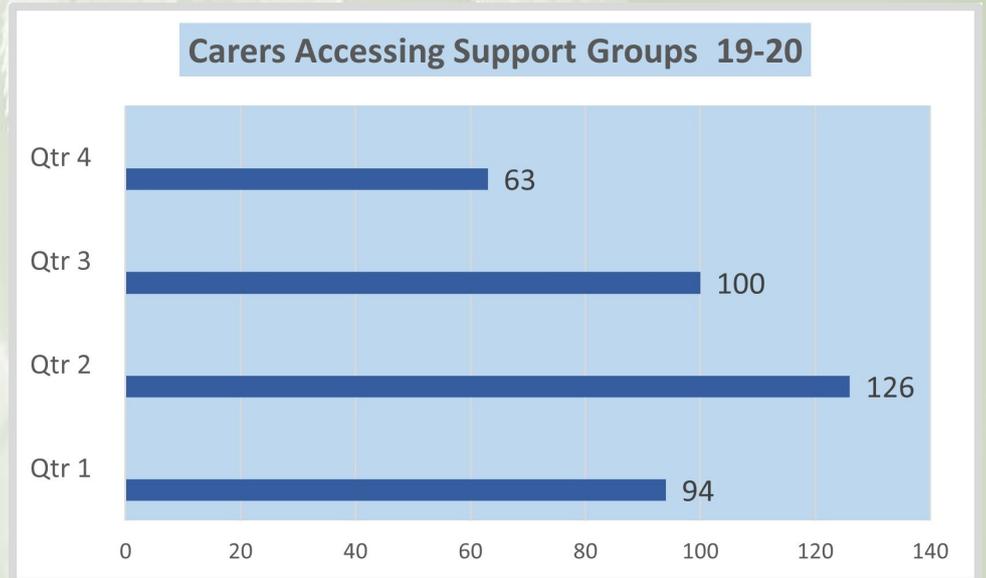
875 Carers enjoyed breaks during April 2019– March 2020



Adult Carers Support

The Carers Support team at Enfield Carers Centre provides both holistic and practical support to Carers across the borough. The Support team offer one to one advice, home visits and appointments both at ECC and at a variety of community venues across Enfield including local libraries, community centres and GP practices. Support groups cover a wide range of topics and are offered to help Carers come together for professional help whilst giving them the opportunity to support each other.

By the 31st of March 2020 the total number of adult Carers on the Enfield Carers Centre register was 6640



Case Study

Mr C, an 89 year old man, cares for his wife who's 92 and resides in a care home in Enfield.

Mr had a number of problems that were causing him anxiety when he called the centre including; problems getting his own repeat prescriptions, feeling isolated and alone at home and some issues with continence pads at the home.

ECC staff spoke to the GP and signed him up for a prescription service, spoke to the continence nurse for him and also delivered a supply of pads to the home from our own supply and encouraged Mr C to join in with our carers support groups to meet and talk to other carers. Mr C is now less worried and anxious, has made new friends and now feels more supported because of attending the ECC support groups and receiving befriending/welfare calls from ECC.

ECC Support Services

Include:

- Regular Carers Support Groups
- Referrals and signposting to other local health or social care services
- Regular training and information sessions
- Holistic and therapeutic services such as yoga and massage
- Assisting with grant applications
- Referrals to employment and benefits advice services
- Carers respite and emergency respite services
- Replacement care services

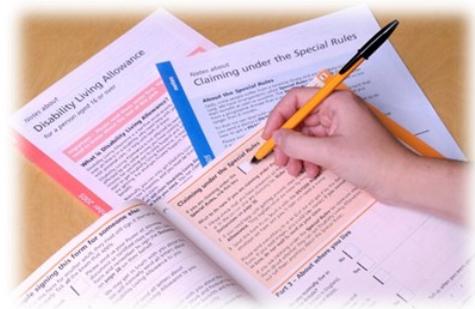
Older Carers Benefits Advice & Support

The Older Carers Benefits Advice Service delivers both one to one and group support to Carers aged 65 and over. This service aims to maximise the income of the Carer and cared for person by ensuring their full benefit entitlement is accessed and financial hardship lessened. The Service began in July 2017, thanks to a 3-year funding award from the City of London's City Bridge Trust. We are very grateful for their support.



Most common disability benefits covered in group sessions

- Employment & Support Allowance
- Disability Living Allowance
- Personal Independence Payment
- Pension Credit
- Universal Credit
- Carers Allowance
- Attendance Allowance



460 Carers received help from the Benefits Advice Service from April 2019 to March 2020



Case Study

Mrs X has been looking after her adult son for many years. In his teens he was knocked down by a car, sustained a brain injury and was left with physical disabilities. He has no use of his right hand and arm and his right foot is deformed leaving him with severe walking difficulties. Despite all his difficulties his mother had helped him to be as independent as possible and he had managed to work a few hours each week. He was receiving high rate of care and high rate mobility of DLA and he used his Mobility money to get a mobility car that was specially adapted to suit his disabilities. However, when the DWP moved him onto PIP (Personal Independence Payment), he lost his high rate mobility. ECC helped Mrs X apply for the Mandatory Reconsideration and sadly, as was expected, the DWP said their original decision was correct (9 out of 10 Mandatory Reconsiderations are unsuccessful). During the Mandatory Reconsideration period her son was able to keep his car. However after the decision he had to give up the car ECC encouraged the carer to go to an appeal and helped get paperwork together for the appeal. The appeal was won and her son now has a new Mobility car adapted to his needs and he can continue to go to work.

Our Wonderful Volunteers

Enfield Carers Centre is very lucky to have a fantastic team of volunteers, without whom we would not be able to deliver our services to Carers in Enfield.

From mentoring and tuition with our Young Carers to admin support and counselling we would like to say a huge 'THANK YOU' to all our Volunteers for their selfless support, dedication and time given to the Carers of Enfield.

Margaret
Phyl
Nicola
Arthur
Maureen
Margaret
Maureen
Linda
Richard
Rosalind
James
Loretta
Mohammed
Andrew
Alper
Ruth
Alison
Premila

Leighton
Alderman
Morgan
Hasler
Turner
Oakleigh
King
Fallon
Sanderson
Sawyer
Gardner
Agius
Haque
Takoushis
Salih
Lyons
Yates
Bulgara

Stephen
Roz
Ali
Melanie
Shanaz
Sophie
Lisa
Michele
Joanne
Julia
Clare
Elaine
Helen
Gail
Ann
Brenda
Janet
Miah

Montford
Brain
Ali
Packer
Saeed
Fogden
Reshat
Fitzgerald
Soda
Fionda
Huza
Keys
Wilkinson
Gill
Wong
Stewart
Edwards
Robertson





Carers Hospital Support

The ECC Hospital Support Service continues to provide support for Carers across four main hospitals serving Enfield residents: North Middlesex University Hospital; Chase Farm; St Michael's and Barnet.

The
Henry Smith
Charity

founded in 1628

The Project was originally funded from reserves held by ECC until September 2017. Three year funding was then secured from the Henry Smith Charity, for which we are hugely grateful. Additional funding was awarded through Health Education England's CEPN transformation fund, which is governed by the NHS.

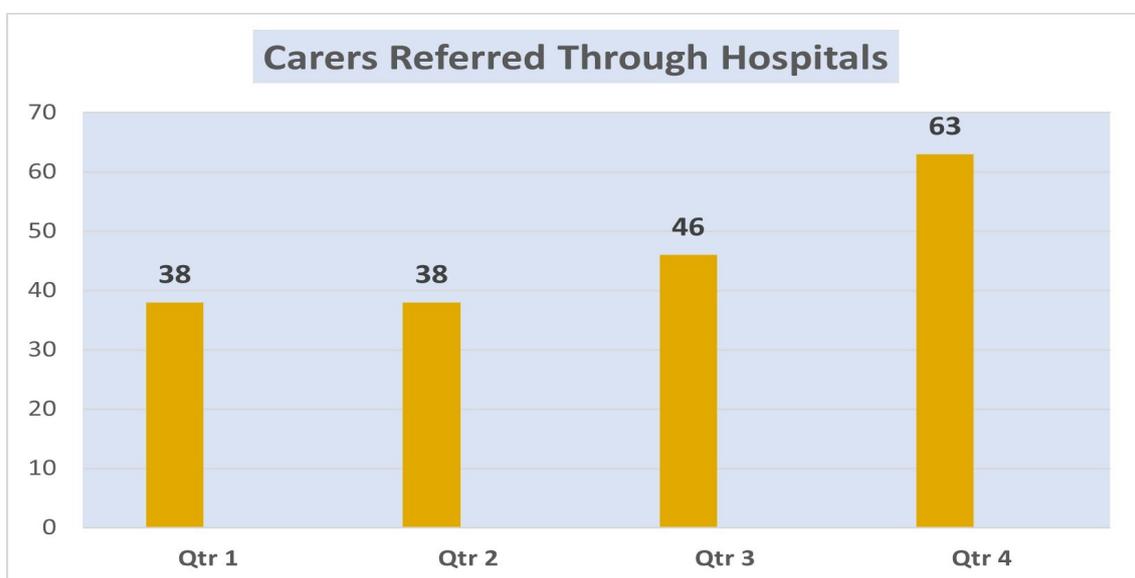
This funding enabled us to set up a Safer Hospital Discharge Project, highlighting to both Carers and hospital staff, the challenges faced during the discharge process and what steps can be taken to best tackle them. Short films have since been made by ECC (one aimed at NHS staff and the other for Family Carers) and are used for training and information purposes.

The Project has also been able to formulate a post-discharge training programme delivering crucial, basic nursing skills. Sixty seven Carers attended sessions held at the Centre between April 2019 and March 2020. The training covers the following important areas:

- Managing medication and side effects
- Managing swallowing difficulties
- Skin care, signs of pressure sores and ulcers
- Signs of infection and how to prevent them
- Where to go for help out of hours
- Looking after yourself

'[the training] was extremely informative, I think every carer should attend these sessions'

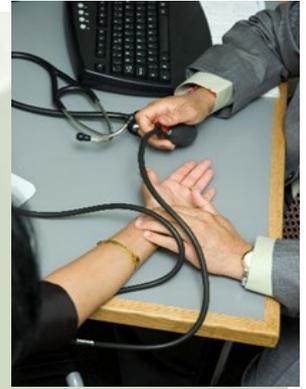
The Hospital Support Project at ECC also works in partnership with Alpha Care in Enfield to deliver and promote the 'Home from Hospital' Service at North Middlesex Hospital, delivering, light touch, post-discharge support to people across the borough.



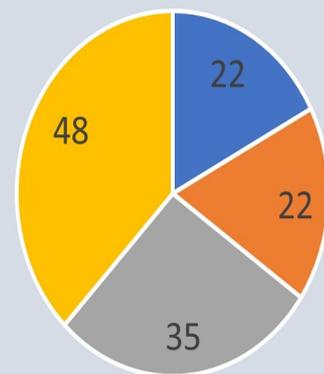
Carers GP Liaison Support Service

The ECC GP Liaison Project aims to work in partnership with local GP Practices to identify, support and advise Carers whilst raising the awareness of Carers' needs with staff across all GP Practices in the borough. The Project Worker's role includes:

- Delivering Carer awareness sessions to all practice staff including GP's
- Helping Carers resolve issues or problems they may be having at their practice
- Attending PPG (Patient Participation Groups) and working with them to identify Carers
- Encouraging GP's to see Carers as 'Partners in Care' and to work together to support the patient
- Running Carers' Health events in partnership with the practices to encourage Carers to look after their own health and wellbeing
- Hosting information stands and Carer support sessions at GP Practices
- Attending practice and reception meetings



Carers Referred Through the GP Project



■ Qtr 1 ■ Qtr 2 ■ Qtr 3 ■ Qtr 4

In September 2017 ECC successfully secured three years funding for the Carers GP and Hospital Project from the Henry Smith Charity. We would like to thank Henry Smith Charity for their support and understanding the value of this essential service.

Training and Information for Carers

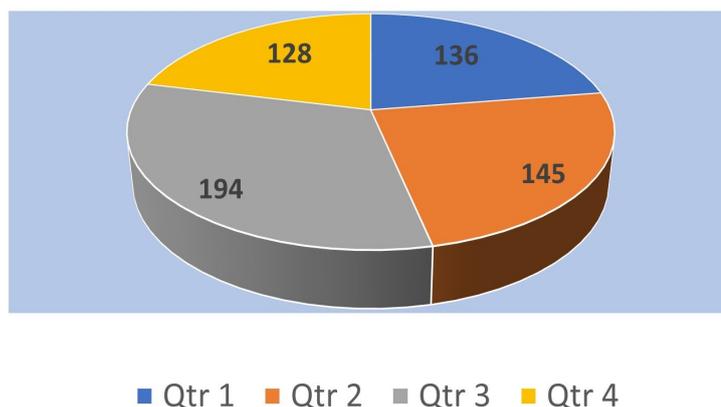
Enfield Carers Centre offers a diverse range of training and information sessions to support Carers with the potential challenges of a caring role. We offer a wide range of sessions from health and wellbeing to condition-specific workshops all aimed at equipping Carers with the support and advice they need to continue caring.

603 Carers attended training or information sessions during 19/20

Training and Info Sessions during 19/20 included:

- Working For Carers Employment workshops
- Carers Rights Day
- First Aid
- Manual Handling
- Legal Advice sessions
- Mental Health Training
- Form filling sessions
- Debt Advice sessions
- Autism Workshops
- IAPT wellbeing workshops
- Benefits workshops
- Hospital Discharge- Basic Nursing Skills
- GP and Health Forums
- CV writing
- End of Life Conference
- Carers Health Checks

Carers Attending Training in 19/20



We would like to thank the following organisations and people for their help and support in delivering these sessions for Carers:

- Mary Ward Legal Centre - Debt Management
- Craig Ward - Craybeck Law
- Hadley Long - Michael Anvoner Solicitors
- Improving Access to Psychological Therapies - (IAPT) Enfield
- Ruth Lyons and Nicola Morgan - Dial A Ride/Blue Badge/Taxicard Applications
- Working For Carers - Carers Trust Network
- Fortuna Mobility - Manual Handling
- Don't Tone Alone
- Dementia Carers Count
- British Red Cross - First Aid Training
- Safe and Connected - Emergency Card

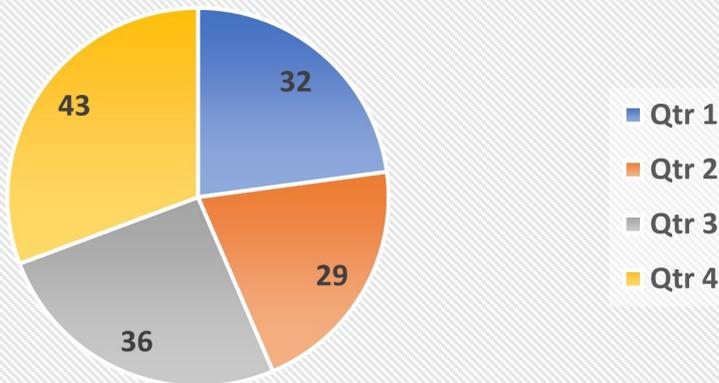
Counselling Service

The Carers Counselling Service at Enfield Carers Centre has grown considerably in the past year and continues to be one of the highest demanded services at the centre. The service offers free, one to one sessions for Carers, providing them with an opportunity to talk through the stresses and impact that the caring role can have on their emotional wellbeing.

489 counselling appointments were provided to Carers over the year

Just to be able to have someone to talk to every week was a comfort! Made me think about when to take a minute for myself and not feel guilty about it

Number of Carers Accessing Counselling



We would like to say a special

'Thank you'

to **Helen Wilkinson** who not only runs our counselling service but also volunteers her time to see Clients every week.



'It helped to motivate me to take charge of my life again and to do the things I wanted to.'



Young Carers Project



In August 2017, ECC launched EyPIC (Enfield Young People in Caring) with a big party! The Project has gone from

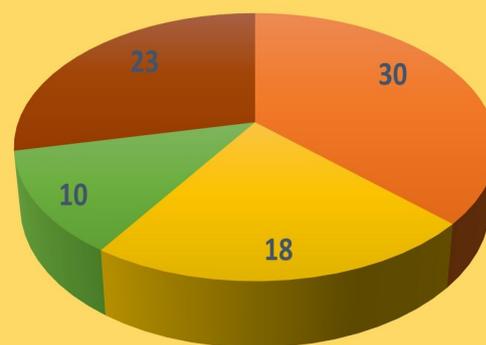
strength to strength very quickly and we are amazed at its success and popularity. We offer Young Carers aged 5 – 18 a range of services to help them to manage the challenges of their caring role and to just be kids for a while. We understand how important it is for young carers to have a service purely devoted to them and the specific challenges they face.

EyPIC offers :

- Fortnightly Young Carers Clubs
- Quarterly outings
- School Holiday activities
- Employment workshops
- One to one support
- Training and information sessions
- Mentoring
- In-school support
- School YC awareness Programme
- Access to grants for breaks and educational equipment
- Family focused support
- Weekly homework club



Newly Registered Young Carers



■ Qtr 1 ■ Qtr 2 ■ Qtr 3 ■ Qtr 4

I felt nervous before I came, now I feel good!

Thanks again this year to Metaswitch for supporting ECC's Young Carers with their Young Carers Futures Fund



Today was fun and I made some new friends



81 new Young Carers registered for help this year

Activities delivered by the EyPIC team from April 2019 to March 2020 included :

- *Christmas Party*
- *Bowling*
- *BMX biking*
- *Mental Health Awareness sessions*
- *Movie nights*
- *Therapy Dog sessions*
- *Martial Arts sessions*
- *Yoga sessions*
- *Cookery Lessons*
- *Picnic in the Park*



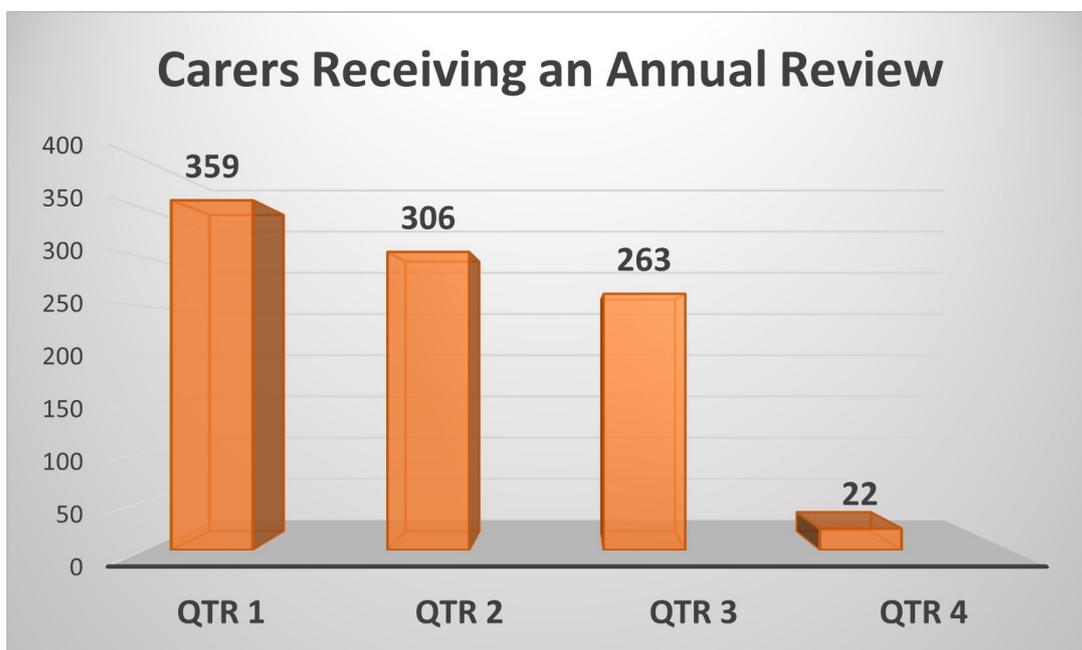
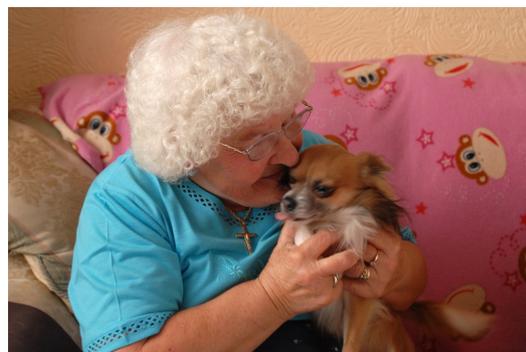
We would like to say a huge 'Thank you' to BBC *Children in Need* for their continued funding and support and to the *Felix Project* and *Neighbourly* for their regular food deliveries for Young Carers and their families. We'd also like to say thank you to *Happy Days Charity* who raised funds to allow us to take a group of Young Carers to the National Young Carers Festival for the first time. An amazing time was had by all! We would also like to thank all of the schools, community groups, Churches, individuals and everyone else who has donated to our project this year.

'I have learnt that there are other young people who have the same responsibility as me.'

Carers Assessments



Following their Carers Assessment 65 people registered with the Centre last year were awarded a Direct Payment. These payments enable Carers to pay for their own support needs and these payments are issued as personal budgets by local Councils. Carers whose needs are not being met by universal services such as those offered by the Carers Centre or other organisation may qualify if their needs are deemed eligible under the Care Act 2014. Needs vary and can range from accessing educational opportunities, to taking a break from caring responsibilities to being able to spend more time with other family members or friends.

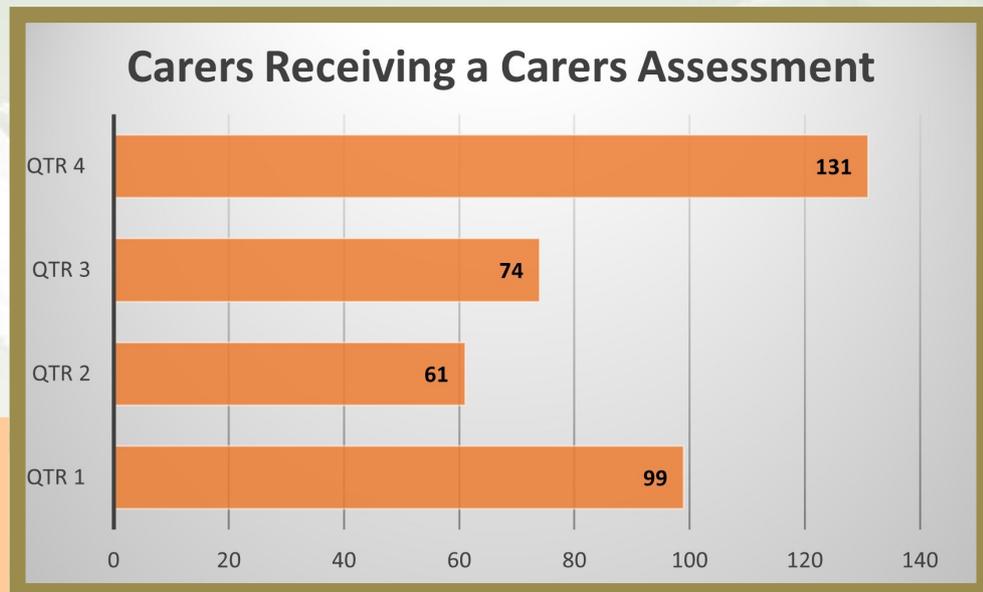


Carers Assessments ctd.

Enfield Carers Centre is now in its 4th Year as Trusted Assessor for Enfield Council undertaking Carers Assessments for Carers of adults in the borough.

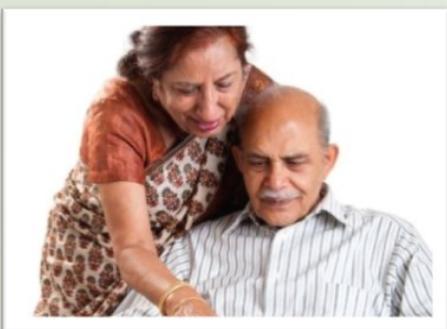
A Carers Assessment provides Carers with an opportunity to talk and think about the impact their caring role is having on all aspects of their life. Too often Carers will put their own needs on hold to focus on their cared for person. A Carers Assessment is an opportunity for Carers to open up and talk about how being a Carer affects them.

In order to meet the needs of Carers who are unable to travel to ECC, Carers Assessments are offered at a variety of locations across the borough including: Enfield Town, Palmers Green Library, Cyril Smith Court, Palmers Green, Community House in Edmonton, and Ordnance Unity Health Centre. For those that are housebound, home visits can be arranged.



Between March 2019 - April 2020
365 Carers Assessments were undertaken
950 Annual Reviews conducted

65 Carers were awarded a Direct Payment to support them in their caring role



ENFIELD CARERS CENTRE
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2020

	Notes	Unrestricted Funds £	Restricted Funds £	2020 £	2019 £
Income					
Grants and donations	2	211,595	-	211,595	216,853
Income from charitable activities	3	348,408	311,528	659,936	659,666
Income from other trading activities	4	-	-	-	1,728
Investment income	5	1,403	-	1,403	580
Total income		<u>561,406</u>	<u>311,528</u>	<u>872,934</u>	<u>878,827</u>
Expenditure					
Costs of generating funds	6	8,593	-	8,593	10,327
Expenditure on charitable activities	6	349,344	266,887	616,231	681,836
Total expenditure		<u>357,937</u>	<u>266,887</u>	<u>624,824</u>	<u>692,163</u>
Net income/(expenditure) and net movement in funds for the year		203,469	44,641	248,110	186,664
Reconciliation of funds					
Total funds, brought forward		565,189	123,884	689,073	502,409
Total funds, carried forward		<u>768,658</u>	<u>168,525</u>	<u>937,183</u>	<u>689,073</u>

CONTINUING OPERATIONS

None of the company's activities were acquired or discontinued during the above two financial years.

TOTAL RECOGNISED GAINS AND LOSSES

The company has no recognised gains or losses other than the above movement in funds for the above two financial years.

The notes on pages 11 to 20 form part of these accounts.

ENFIELD CARERS CENTRE
(A company limited by guarantee)

BALANCE SHEET AS AT 31ST MARCH 2020

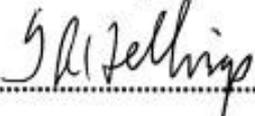
	Notes	2020	2019	
		£	£	£
Fixed assets				
Tangible fixed assets	11	6,273	9,907	
		<u>6,273</u>	<u>9,907</u>	9,907
Current assets				
Debtors	12	52,915	9,670	
Cash at bank and in hand		904,773	735,858	
		<u>957,688</u>	<u>745,528</u>	
Liabilities				
Creditors falling due within one year	13	(26,778)	(66,362)	
Net Current Assets		930,910	679,166	
Net assets		<u>937,183</u>	<u>689,073</u>	
The funds of the charity:				
Unrestricted funds:				
General	14	351,728	447,776	
Designated	14	416,930	117,413	
Restricted funds	14	168,525	123,884	
Total charity funds		<u>937,183</u>	<u>689,073</u>	

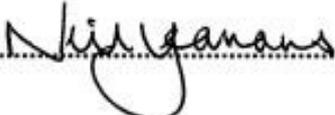
For the financial year ended 31st March 2020 the company was entitled to exemption from audit under section 477 Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The directors acknowledged their responsibilities for ensuring that the company keeps accounting records which comply with Section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial period and of its profit or loss for the financial period in accordance with the requirements of Section 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as is applicable to the company.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime within Part 15 of the Companies Act 2006.

These financial statements were approved by the Board of Directors and Trustees on 21st September 2020 and were signed on its behalf by:

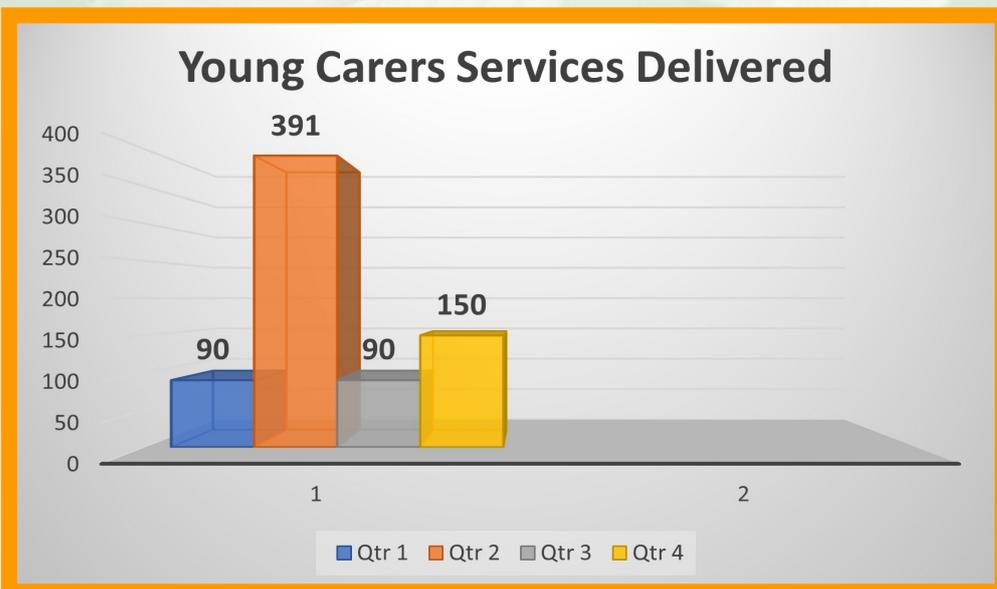
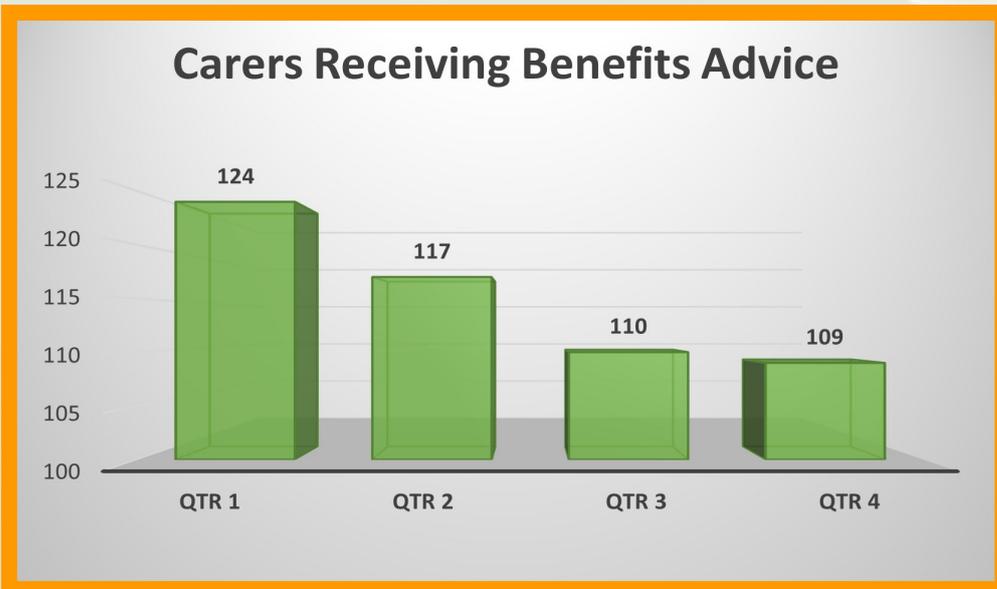

 T Hellings (Chairman)


 N Yeomans (Treasurer)

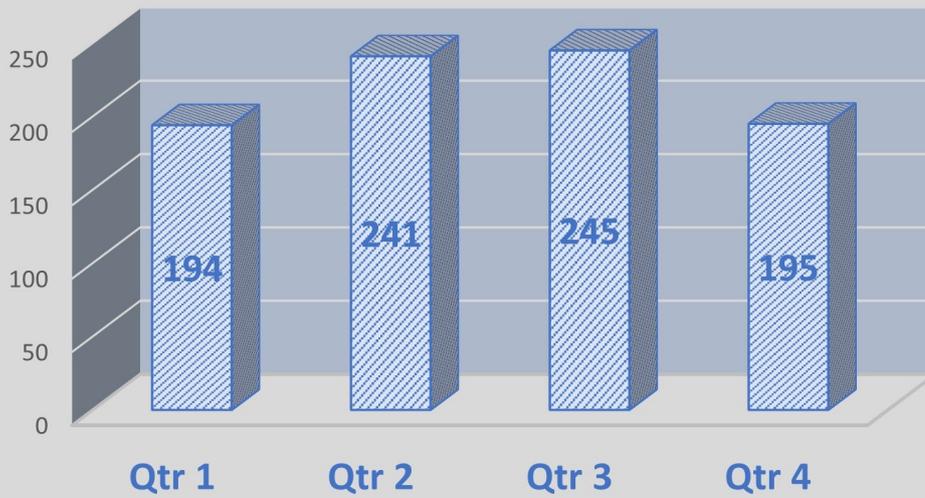
Company No: 07149774

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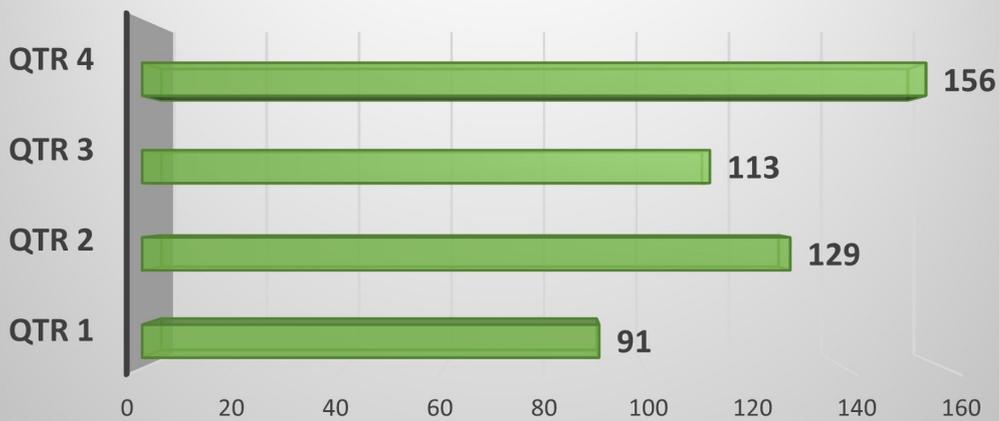
Performance Statistics



CARERS ATTENDING RESPITE ACTIVITIES



Number of Counselling Sessions Delivered



Carers Attending Support Groups



We would like to thank all of the donors, funders, groups, organisations and individuals who have supported us this year, some of whom are detailed below. We really could not manage without you!



The ExPat Foundation







Registered Office:
Britannia Hse, 137-143 Baker St.
Enfield EN1 3JL
Tel: 0208 366 3677
Email: info@enfieldcarers.org
Web: www.enfieldcarers.org