OUR VISION

• To ensure family/informal Carers are involved in the provision and development of services for the people they care for.
• To ensure Carers have access to a range of support, advice, training and other services that empower them to continue caring.

We support Carers so that they:
❖ Are able to have a life of their own
❖ Do not fall into financial hardship
❖ Stay mentally and physically well
❖ Have access to reliable, professional and quality homecare
❖ Can enjoy and achieve, especially if under 18 years old
OUR TRUSTEES

• Tim Hellings – Chair
• Neil Yeomans – Treasurer
• Hannah Lison
• Pamela Odukoya
  Appointed in July 2020
• Pamela Learmonth – Company Secretary
• Amanda Flexman
• Patience Wilson
  Appointed May 2021
• Ann Campbell
  Resigned: Jill Raines – resigned on 8-6-20, James Whyte 26-11-20, Laura Brady 29-07-21
Enfield Carers Centre have teamed up with colleagues from Crossroads who have been delivering homecare services in Enfield for 35 years. We use our combined expertise to provide reliable, person-centered, professional care for you or your loved ones.

www.enfieldhomecare.org
<table>
<thead>
<tr>
<th>Carers Support</th>
<th>Care At Home Services</th>
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</thead>
<tbody>
<tr>
<td>Peer Support Groups</td>
<td>Dementia Care</td>
</tr>
<tr>
<td>Counselling &amp; Wellbeing Support</td>
<td>Learning Disability/Autism Care</td>
</tr>
<tr>
<td>Training &amp; Information Workshops</td>
<td>Companionship / Assisting with Appointments</td>
</tr>
<tr>
<td>Legal &amp; Benefits Advice</td>
<td>Medication Management</td>
</tr>
<tr>
<td>Carers Assessments &amp; Social Care Referrals</td>
<td>Live-in Care / 24-hour Care</td>
</tr>
<tr>
<td>General Support, Advice &amp; Signposting</td>
<td>Overnight Care (Sleeping/Waking Nights)</td>
</tr>
<tr>
<td>Young Carers Support &amp; Activities (5-18yrs)</td>
<td>Respite &amp; Replacement Care</td>
</tr>
</tbody>
</table>
New adult Carers registered in 2020-21: 649

538 Carers attended virtual training, counselling or support groups

3127 Carers received practical help/emergency lockdown supplies, advice, information or other support

1342 Carers received a statutory Carers Assessment or Annual Review

457 Carers received Benefits Advice & help with applications

Total number on ECC Carers Register: *7124
* Including Young Carers
Young Carers’ activities were organised during Lockdown

Young Carers attended group educational sessions

Young Carers on ECC’s Carers Register

2633 support services were provided for young carers and their families including: practical help/emergency lockdown supplies, advice, information, IT equipment or other support
EyPIC Feedback

“You guys do such an amazing job. You have been in contact daily with many activities for my son who is registered as a young carer and also with advice for me as a carer. You’ve really gone above and beyond and ... I want you to know that your efforts don’t go unnoticed. So, thank you for all you do.”

“I and my sisters want to use this means to thank the Epic group, you all are wonderful, loving and caring especially all the staff, you all are a great Team you could have use this time to relax and sit at home and do whatever you want but your mind was always on us, we can’t forget to thank you people too, you are also Heros” (sic)
Covid Challenges

- Carers unable to visit the person they care for
- Carers worried about going out and exposing vulnerable family member to virus
- Many carers shielding for themselves and loved ones, so unable to obtain shopping, prescriptions etc
- Young Carers unable to access support and more isolated as schools closed
- Services for cared for person closed, impacting whole families
- Carers unable to access much needed respite activities/carers’ breaks
- Increase in financial hardship as many people furloughed, or lost income due to lockdown
- Many Carers unable to attend online services due to lack of equipment or IT skills
- Restricted Access to GP’s
- Hospital appointments cancelled and treatments postponed
Our Covid Response

- No break in ECC Services - seamless remote working
- Over 4000 welfare calls made starting with those in the most vulnerable/complex caring circumstances
- Carers IT Lending Library and free support to get online
- Joint working with local groups: Enfield Stands Together-Enfield Council (LBE); Felix Project; Foodbank; Love Your Doorstep
- Staff & a team of new Volunteers delivered food, foodbank vouchers, prescriptions, continence pads and helped older carers book priority shopping deliveries
- Carers received practical help via £5k Hardship & Transport fund
- Over 300 Xmas gifts and Easter Eggs delivered to Young Carers
- Issued over £20k in LBE emergency grants to families in need
Recognising Carers As Keyworkers

421 New Carers Registration Cards made during 20-21 to accompany Keyworker Letter and to facilitate priority access to Covid-19 vaccine.
Our COVID Response

Carers Week Event
9th June
Just wanted to say what a wonderful Carers event you did today...was so uplifting knowing you’re there” HG

ECC Staff get keyworker status & vaccine priority

“Thank you so much for passing on this information. I have registered [for the covid vaccine] using your well written notes...Enfield Carers Centre has put in a lot of effort to keep us unpaid carers up to date and informed. THANK YOU ALL” AG

“Many thanks to all the staff, BOT and volunteers for their support during the COVID-19 pandemic and facilitating a very informative AGM” KL
Our COVID Response ctd.

Hybrid/Mixed Participation Groups, Training, Assessments or Appointments

HI EVERYBODY.
THE SURPRISE VISITE WITH GIFTS, TOYS AND THE VIRTUAL HUGS ARE VERY MUCH GREATLY APPRECIATED.
MAY GOD BLESS AND PROTECT YOU AND YOUR FAMILIES DURING THIS DIFFICULT TIME.
THANK YOU TO ALL E.Y.P.I.C TEAM.
PLEASE DO TAKE GOOD CARE OF YOURSELVES AS WELL.
WITH LOVE.
FROM:

AND ALL OUR FAMILY FOR EVERYTHING THAT YOU HAVE DONE AND YOU KEEP ON DOING.

THANK YOU
Tackling Poverty & Isolation

• Approved grant from Enfield Voluntary Action’s ‘Tackling Poverty Fund’ allowed us to:
  • Deliver Weekly online money management sessions
  • Deliver weekly online Yoga and Dance sessions to bring carers together for exercise and social interaction
  • Continue to call vulnerable and isolated carers for befriending and support
  • Offer weekly online exercise classes for carers
Dear Team!

Thank you so much! This is amazing news & I just burst into tears!

It really recognises the work we do looking after our vulnerable ones, and I’m deeply grateful to your team for raising awareness of this & helping us to be treated equally to other frontline workers.

It’s been such a tough year being a main unpaid carer and yet not benefitting from anything that other paid carers, NHS workers other key workers were benefitting from. Yet we were in effect doing the same thing!

Thank you for fighting for our rights where nobody else has & valuing the work we do.

Yours gratefully,
JM
Adult Carers by Illness/Disability
Adult Carers by Ethnicity

- African
- Eastern European
- Asian
- British
- British Asian
- Black
- Caribbean
- Chinese
- Greek/Greek Cypriot
- English
- European
- Irish
- Mauritian
- Middle Eastern
- Mixed Race
- Traveller
- Turkish/Turkish Cypriot
- Other
- Not Known
- Declined to Advise
Carers’ Voices on ECC Homecare

Feedback from our 20-21 surveys - Homecare clients

“Online meetings & good communication were a great help during the tough time”

“Concern of the client and the care worker having differences in the expectations of care and jobs covered by their service”

“Lifeline during the pandemic”

“Worth their weight in gold”

“[I was] grateful to receive respite and peace of mind as...[I] feel confident in the care [my] loved one would be receiving”

“Could invoices be sent out sooner?”

“Possibly having [new workers] attend alongside a regular worker who could provide the training would [prevent the] client missing out on respite”
## Improving Homecare Services

<table>
<thead>
<tr>
<th>Carers said</th>
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<tr>
<td>The telephone communication needs to be addressed</td>
<td>We’ve now revised our phone system to make it easier for carers to get through and will be keeping it under review</td>
</tr>
<tr>
<td>There has been some miscommunication and misunderstanding</td>
<td>We’re working hard to make sure our staff understand what’s expected of them and that carers’ voices are heard</td>
</tr>
<tr>
<td>Having [new workers] attend alongside a regular worker who could provide the training would [prevent the] client missing out on respite”</td>
<td>We’re committed to ensuring carers enjoy regular respite breaks. All new/replacement workers shadow the existing worker to understand the requirements and reduce the need for handholding by carers</td>
</tr>
<tr>
<td>Your staff sometimes have a different expectation from mine of what care and other jobs can be delivered</td>
<td>Our Care Coordinators will detail and agree with carers what our care staff will be doing when we draw up the care plan. We’ll work harder to make sure our staff have clear information before they start</td>
</tr>
</tbody>
</table>
Carers’ Voices

“I think ECC provide an excellent service and can only think to say a huge thank you to everyone for supporting us all through the pandemic.”

“Without places like yours, carers would be lost”

“I think ECC provide an excellent service and can only think to say a huge thank you to everyone for supporting us all through the pandemic.”

“Carers Centre has changed my life since my mother’s stroke in every way. I have found them to be very helpful, knowledgeable and understanding”

“Carry on exactly the same way, ECC services are fantastic we are too lucky to have you”

“Carry on the fantastic work you do for unpaid carers”

“Thank you very much for sending out the Carers’ cards so quickly... enabling us to get the vaccine early on. It certainly helped allay the anxiety about getting ill and not being able to continue caring”

CT
WHAT SERVICES DO YOU THINK CARERS MAY NEED IN THE COMING YEAR TO HELP THEM RECOVER FROM THE PANDEMIC?

- Coping with the health effects of Long Covid: 21%
- Mental health support and training: 32%
- Help to access online services and support: 26%
- Coping with bereavement: 19%
- Other: 2%
## Looking to the Future

<table>
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<tr>
<td>Many find it difficult to get/use online services (26%)</td>
<td>We set up a Carers IT Lending Library with the help of a Digital Volunteer. We offer free help and assistance to join our online activities and distribute free digital equipment on loan</td>
</tr>
<tr>
<td>We will need help coping with the long-term effects of Long Covid (21%)</td>
<td>We’re currently arranging for a qualified Nurse to deliver free carers’ workshops focusing on how to care/cope with Long-Covid effects</td>
</tr>
<tr>
<td>We may need help to support and improve our mental health after a tough time caring single-handedly through the pandemic (32%)</td>
<td>In the New Year, we’ll be holding a series of free carers’ Wellbeing Workshops on how to improve your own mental health and wellbeing and the challenges of caring for others with mental ill health</td>
</tr>
<tr>
<td>Many have lost loved ones (19%)</td>
<td>Our Bereavement Group helps carers work through the seven stages of grief: shock/denial; pain and guilt; anger/bargaining; depression; the upward turn; reconstruction/work through; acceptance/hope; next steps</td>
</tr>
</tbody>
</table>
And Finally...

Many thanks to our funders, private donors and local businesses

and

A huge thanks to all our staff & volunteers without whose commitment, hard work and flexibility during the pandemic we wouldn’t have functioned!