



Enfield Carers Centre

Empowering Carers

2022 - 2023



Annual
Impact
Report

Our Vision

- Ensuring family/informal/unpaid 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 which empower them to continue caring
- To support carers so that they can: enjoy a life of their own; avoid falling into financial hardship; stay mentally and physically well; have access to reliable, professional and quality homecare; enjoy life and achieve - especially if a young carer

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Our Team

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Roby Dogwah

TRANSITIONS & YOUNG CARERS TEAM

Kevin Phillips

Lorraine Steward

Clarissa Pilgrim

Shelby Rolls

A WORD FROM THE CEO

Our charity's main aim is to improve the lives of family/informal carers in Enfield by providing a recognisable and easily accessible centre providing advice, information, training, support, breaks, counselling and reliable high-quality homecare services.

Enfield Carers Centre (ECC) was part of a team that won the highly prestigious HSJ Award in November 2022. The Community Advice Hub (CAH) Partnership received a High Commendation Award in the "Place-based Partnership Category".

The Advice Hub is based at North Middx. Hospital. Enfield Carers Centre staff and Carers Ambassadors provide a weekly presence at the Hub, shared with other community groups from Haringey and Enfield. ECC Staff can reach out directly to patients' friends and family from the Hub to offer support. The Hub was also a Runner Up in the North Middx. Hospital Staff Awards "Unsung Hero" category.

The Hub provides advice and support in many areas including: money management; debt and benefits; housing; carers' support with discharge and aftercare; council tax advice; accessing baby items and childcare advice; managing energy bills; and information about useful community groups and services.

**PEAK NUMBERS ON
ENFIELD CARERS CENTRE
CARERS REGISTER
APRIL '22-MARCH '23**

**6931 ADULT CARERS
538 YOUNG CARERS**

ECC continues to raise awareness of carers' needs via more strategic routes e.g. staff attendance and carer representation on local authority partnership boards and health authority stakeholder reference panels. We're also helping residents in our borough to understand and identify with the term "carer".

Our staff are always considering other ways of raising the visibility of adult and young carers as well as promoting ECC's carer support services to GPs.

I thank all my staff team and our dedicated volunteers for their hard work and commitment during the past year. We simply couldn't have achieved so much without them.

PAMELA BURKE CHIEF EXECUTIVE





MAKING A DIFFERENCE FOR CARERS

Mrs W attended an ECC Mental Health Support Group. She described her son as a gentle and intelligent man, who had a history of struggling with his mental health.

Mrs W was at an emotional loss as she explained that her son had been working as a tutor for an online service, however, wasn't being offered any work. He had also set his ambitions on becoming a teacher and was continually making job applications in his attempts to achieve this, all of which were being rejected.

Mrs W was feeling very stressed that her son's complete focus on becoming a teacher and getting constant rejections was starting to be detrimental to his mental health.

Challenge: She wanted to try and encourage her son to consider his skills as transferable to other roles, so that he had more scope in the types of work he was applying for and thus increase his chances of success.

Solution: ECC staff running the support group helped Mrs W understand that mental health services are moving away from the Care Plan Approach model of support. Instead they use Dialog+ assessments which allow service users to focus on key areas that they need support in, such as finding work, and then source community resources and support. Mrs W was advised to tell her son to ask his support team about getting this support. Mrs W was also given information on Working Well Trust and details of how her son could self-refer for specialist support to access work.

This case study demonstrates the value of ECC carer support groups which provide opportunities for carers to express concerns for their loved ones which affect their own health and wellbeing. Our groups also allow for open, supportive discussion where practical and tailored information from our staff can be provided to address carers' concerns.

ANNUAL ECC SURVEY RESULTS



86%

of carers feel ECC provides them with the support they need to help them better cope with their caring role

76%

of carers were satisfied that their needs were understood

86%

of carers satisfied with the quality of ECC services

82%

of carers read our "Carers Voice" Newsletter and found it useful and informative

ANNUAL ECC SURVEY COMMENTS

“Knowing someone is always listening is a big deal!”

“It’s good to know one can reach out when necessary. It is good to also know one is not alone with these problems. It therefore makes one more relaxed.”

“Being practically housebound, it is reassuring to know I can always call the Carers Centre if I need advice or anything.”

“Joining workshops has given me a sense of purpose and direction. They’ve helped with my motivation and I’ve been able to develop relationships with other carers.”

“If ECC services were not available, I would have been completely isolated and lost.”

“Eypic has been transformational in my daughters life, her personality and freedom, which has had a positive knock-on effect with the rest of the family.”

“ECC spoke to me in language I could understand and explained everything clearly. It made me appreciate that I am not alone and only a call away from a listening ear.”



APRIL 22-MARCH 23

677

New adult carers registered during the above period

1632

Carers who had a carers assessment or annual review

364

Carers received a benefits entitlement check, advice and/or form filling support from our Benefits Adviser

£5356

The average extra amount received per year by each carer who was helped by our Benefits Adviser to complete a benefits application form

TIME FOR A BREAK

"These workshops are therapeutic!"

"I was struggling at the beginning of the year, I had counselling sessions which really helped me to cope with my caring role."

"My life is like a prison, attending these workshops was a break from all that."

"ECC have empowered me to become more confident with social & lifestyle activities"

Carers' lives can often be stressful, so as well as providing one-to-one counselling sessions, ECC also provides a range of leisure and social activities as part of our "Time For a Break" programme.

During 2022/23 ECC ran a number of arts and crafts workshops in partnership with Create which allowed Carers to experiment with pottery and let their imaginations flow.

Other breaks included complementary therapy sessions, reflexology, Healthy Living Days, day trips, group meals at local pubs and restaurants, a choice of theatre shows: History of Soul, The Elvis Years, Rave On and a Rod Stewart Tribute show "Some Guys have all the Luck"

"I'm developing skills I didn't know I had."





APRIL 22-MARCH 23

695

Carers attended Peer Support Groups

730

Carers received one-to-one advice or information from an ECC staff member

761

Carers enjoyed a social or leisure break organised by ECC

120

Carers received counselling sessions at Enfield Carers Centre

CARER SUPPORT CASE STUDY:

Mrs X is the main carer for her son who has a Learning Disability (A) and is completely dependent on his family. She also cares for her husband who is recovering from cancer and has severe lung damage due to the effects of chemotherapy. Mrs X also cares for her mother (M) who has rapidly progressive dementia.

Their 28-year-old daughter (B) is also helping with the caring role and the complex family dynamic. They are a close, supportive family who are being heavily impacted by many external factors.

Mrs X has a history of severe MH illness which also impacts on the family dynamic.



Challenge: M's increasingly challenging behaviour and the impact on Mr & Mrs X's relationship and the effect it has on A who does not understand what has happened to his Gran.

Solution: a) ECC put them in touch with a local LD organisation who advised on how to explain to A what is happening to M and who also arrange regular respite and some work experience for A. b) ECC also lent A a tablet from its Digital Lending Library so he can use this for online activities which he enjoys and to access online support. c) ECC staff are currently helping Mrs X to consider residential care for M in the near future.

Challenge: Poor physical and mental wellbeing,

Solution: a) Mrs X & B have received one to one counselling sessions at ECC to help with the stress of the situation. b) ECC used its emergency respite fund to help Mr & Mrs X have a short break from their caring roles.

Challenge: Financial hardship – Mr X has had to give up work due to his illness and Mrs X cannot work due to her caring role. The family lost their home and are living in M's house currently.

Solution: ECC's Benefits Adviser helped them to access their full benefits entitlements and provided supermarket food vouchers from its Hardship Fund.



APRIL 22-MARCH 23

661

Carers attended our training workshops or information forums

1019

Carers using the Emergency Card Scheme

287

Carers newly identified via GP Surgeries and supported by our GP/Hospital Liaison Project

538

Young Carers (aged 5-17) on the ECC Carers Register

ENFIELD CARERS HOMECARE SERVICE:

Enfield Carers Centre has continued to grow sustainably and increase the volume of homecare services delivered. By the end of March 2023, ECC provided 2300 hours of homecare visits each month.

ECC's Homecare Service has grown by 130% since taking over business from Crossroads Lea Valley Carers Trust.

Building on our "GOOD" rating with the Care Quality Commission (CQC) ECC continues to provide professional homecare services including a range of personal care and other support at home services.



During 2022-23 approximately 28,500 hours were provided by 30 Care Support Workers.

The types of care we provide varies: short visits throughout the day, live-in services, 24 hours palliative care, sleep in care and emergency respite cover.

We also provide free replacement care for carers booked to attend training, counselling sessions or other activities provided by our Carers Centre. We understand that reliable, quality homecare from a trusted provider is crucial to family carers having a well-earned break.

During the year, with help from our Digital Volunteer Nicola Morgan and professional knowledge and guidance from David Hardy, an experienced Marketing Director recruited via Reach Volunteering, ECC revised its online presence and increased the virtual footfall to our dedicated homecare website: www.enfieldhomecare.org

We wait to see what new support the Government brings in for the care sector to provide greater stability for a sector and population with an ever-growing need.

Carer Feedback: "ECC's Homecare service has made a difference to me as I live a distance away from my son, so the service acts as my eyes and ears if there are any changes to my son's care needs."

PARTNERSHIP WORKING:



ECC is proud to work in partnership with other voluntary and community groups. We are a major delivery partner in the Age UK Enfield iCan service.

The iCan service supports adults who may be facing social or economic challenges, have a long-term health condition and are isolated. The aim is to improve their health and wellbeing, enabling them to remain independent, and connect with others and their community.

Four Navigators work across the borough of Enfield, supporting residents on a one-to-one basis, helping them to find solutions and make improvements to their lives. ECC employs an iCan Navigator to help Carers and residents in the Edmonton N9 and N18 area.

CASE STUDY

Male Carer (H), 57 years old, juggling working and newly providing care for his mother.

Challenge: H was struggling to find time to take his mother to activities or knowing how to occupy her. H was also worried about his own mental wellbeing because of growing pressure from his employer to prove he was a carer but being sure how he could do this.

Solution/Plan: A referral was made to ECC's homecare team to accompany his mum to and from local community activities and/or to take her out as required. H was informed about the ECC Carers ID/Emergency Card which he could use as proof of carer registration. Lastly, to help H deal with his feelings of distress and being overwhelmed by his new caring role, counselling services from Enfield Carers Centre were offered to help him adjust to his changed circumstances.

Outcome: H felt less stressed and overwhelmed by his caring role. He now understands his rights regarding carers' leave and flexible working requests and feels confident that his mum is supported to enjoy community activities whilst he's at work.





PARTNERSHIP WORKING CONTINUED:

ECC is one of five major delivery partners in the Enfield Wellbeing Network (EWN) project.

Our EWN Wellbeing Officer helps adults work towards better health by creating a support plan; learning how to self-manage their health conditions and allocating a volunteer health buddy to help them keep on track and cheer them on towards achieving their goals.

CASE STUDY

Mrs C is 80 years old and cares for her husband who has dementia.

- **Challenge:** Mrs C would like to have time for herself and to focus on her own health and wellbeing but due to her caring role finds it difficult.
- **Goal:** Mrs C, wanted to focus more on her own physical health and to accept support with her caring role, which would free up her time and help with finding time to focus on her own health and wellbeing.
- **Solution/Plan:** A support plan was developed and a health buddy allocated to help Mrs C reach her goals. A referral was made to ECC's homecare team for replacement care whilst Mrs C started attending the Dementia Carers Support Group at Enfield Carers Centre.

Mrs C was given information about activities in Enfield to support her physical health, such e.g. Age UK Enfield Fit for Life classes, ECC Healthy Living Day events. She was also issued with a Carers' ID card which gives Carers discounts at local Leisure Centres.

Outcome:

Mrs C felt that her goals were achieved as she now makes time to go for walks around her local park and attends Age UK Enfield fitness classes. Mrs C now feels that she can manage her own health and wellbeing.

She also attends ECC support groups and has met and developed friendships with other carers. Do so and having extra support from ECC homecare team has helped Mrs C feel supported and no longer alone.



EYPIC YOUNG CARERS:



ECC supports Young Carers aged 5-17 with its EyPIC (Enfield Young People in Caring) project.

Using unrestricted reserves and donated funds from supportive local businesses such as Metaswitch (now Microsoft), Enfield Chase Rotary Club and generous individual donors. ECC employed one full-time and two part-time Young Carers Workers during 2022.

At the end of 2022, ECC secured 4 years project funding from the Big Lottery Reaching Communities Fund. As a result ECC now has three full-time workers for the EyPIC project: One Project Manager, one In-School Support Worker and a Family Support Officer. We can now continue to help over 500 Enfield children in need of support as they look after a parent or other relative who needs help because of illness or disability.

As well as one-to-one support, ECC also provides homework clubs, day trips and lots of other fun activities.



Case Study: Young Carer T is one of 4 children in a family where Mum is seriously ill. Dad had to give up work to look after his wife and the children as they had no wider family support. The family struggled to afford food or petrol to take the children to school. They also had mould and rat infestation issues at home.

Challenge: T and siblings were frequently late for school, were bullied and isolated because they couldn't attend social activities due to transport and drop-off/pick up problems. No computer or IT access meant a struggle with homework.

Solution: ECC liaised with social services for assistance with the housing problems. We then: issued supermarket and Foodbank vouchers; supported them with benefits advice; awarded clothes and grants for beds and essential items; ECC's homework club provided a volunteer tutor who helped T move into a higher Maths' set; organised a laptop through school and raised the issue of bullying with the school which they dealt with; prioritised siblings for ECC social outings where they met and made new friends. T also received tailored support on a one-to-one basis for a period of time until they felt more confident.

Enfield Carers Centre

Audited Annual Accounts

For year 1 April 2022 - 31st March 2023

ENFIELD CARERS CENTRE

BALANCE SHEET 31 MARCH 2023

	Notes	31.3.23 £	31.3.22 £
FIXED ASSETS			
Tangible Assets	11	6,749	10,037
CURRENT ASSETS			
Debtors	12	125,567	264,240
Cash at Bank and in Hand		<u>1,331,389</u>	<u>1,024,517</u>
		1,456,956	1,288,757
CREDITORS			
Amounts Falling Due Within One Year	13	(447,882)	(73,892)
NET CURRENT ASSETS		<u>1,009,074</u>	<u>1,214,865</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		1,015,823	1,224,902
NET ASSETS		<u>1,015,823</u>	<u>1,224,902</u>
FUNDS			
Unrestricted Funds	15	716,347	699,807
Restricted Funds	15	<u>299,476</u>	<u>525,095</u>
TOTAL FUNDS		<u>1,015,823</u>	<u>1,224,902</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

23 October 2023

The financial statements were approved by the Board of Trustees and authorised for issue on and were signed on its behalf by:

DocuSigned by:

Tim Hellings

C2FE9493022148E.....

Tim Hellings - Chairman

DocuSigned by:

Neil Yeomans

BB9289DC8E85485.....

Neil Yeomans - Treasurer

Enfield Carers Centre

Audited Annual Accounts

For year ended 31st March 2023

ENFIELD CARERS CENTRE

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING THE INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds £	Restricted Funds £	31.3.23 Total Funds £	31.3.22 Total Funds £
INCOME AND EXPENDITURE					
Donations-Non-Exceptional	2	7,420	-	7,420	39,628
Donations-Exceptional	2	-	-	-	33,859
Charitable activities					
Home Care Services	3	576,542	-	576,542	365,279
Carers Support	4	349,917	181,152	531,069	782,728
Deposit Account interest		4,435	-	4,435	406
Total		<u>938,314</u>	<u>181,152</u>	<u>1,119,466</u>	<u>1,221,900</u>
EXPENDITURE ON					
Raising Funds	5	15,801	-	15,801	13,688
Charitable activities					
Home Care Services	5	507,702	-	507,702	376,125
Carers Support	5	523,110	281,932	805,042	801,132
Total		<u>1,046,613</u>	<u>281,932</u>	<u>1,328,545</u>	<u>1,190,945</u>
Net (expenditure)/income		(108,299)	(100,780)	(209,079)	30,955
Transfers Between Funds	15	<u>124,839</u>	<u>(124,839)</u>	-	-
Net Movement in Funds		16,540	(225,619)	(209,079)	30,955
RECONCILIATION OF FUNDS					
Total Funds Brought Forward		<u>699,807</u>	<u>525,095</u>	<u>1,224,902</u>	<u>1,193,947</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>716,347</u></u>	<u><u>299,476</u></u>	<u><u>1,015,823</u></u>	<u><u>1,224,902</u></u>

Enfield Carers Centre Thanks All Its Funders Donors and Volunteers

metaswitch

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LY London
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ENFIELD
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AARON BLACK FUNERAL DIRECTORS

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**JOHN
LEWIS
& PARTNERS**

PLATINUM
PERFORMING ARTS

ENFIELD DAMES WI

THE FORSTERS
CHARITABLE TRUST

ENFIELD CHASE ROTARY CLUB



North Central London
Integrated Care System

We, quite simply, couldn't do it without you!

VOLUNTEERS:

Ros Sawyer
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Maureen Turner
Rosalind Brain
Maureen King
Graham Bray
Richard Sanderson
Veronica Barker

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