



annual review 2009

For people who care for
a disabled, frail or ill
child, partner, parent,
relative or friend

Registered Charity number 1057505

Caring for local carers....Redbridge's secret service





An extra 600 at risk older carers to benefit from £208,000 of new grant funding

Carers win Mosaic Art competition and many receive other training awards



1,635 carers benefit from charity's services

Redbridge Carers exists to support local carers with their caring responsibilities. There are 27,000 carers in Redbridge – around one in ten of the local population.

A carer is a person who provides unpaid care and support to someone who is ill, disabled, frail or elderly. Carers can be mothers, fathers, sons, daughters, sisters, brothers, friends or spouses. A carer's role can often be stressful, demanding and time consuming, as well as physically tiring and mentally draining.

Knowing that services are locally available from Redbridge Carers and that we are there to help and reduce many problems they face is very important to carers. The huge positive impact and contribution that unpaid carers make is often unrecognised...

they are Redbridge's secret service.

These are just **FOUR** of our recent achievements for carers in Redbridge

achievements

“The courage of carers of any age is something to be applauded, and their efforts and struggle must be helped. How very important then to help those who are elderly or infirm themselves, but who nonetheless dedicate themselves to their loved ones. All these people deserve our admiration, all of these people especially deserve our support. **Helen Mirren, Patron**”



Actress Helen Mirren becomes a patron, as do both local MPs

about RCSS

ABOUT REDBRIDGE CARERS

Redbridge Carers was set up almost 15 years in 1994 to support and help carers. We aim to make a positive difference to the lives of unpaid carers in the diverse communities of Redbridge by providing them with a range of services, support and recognition. The services we provide are highlighted on pages 4 - 5 of this review.

We have a small staff team and volunteers working from our central office base in Ilford. The charity is managed by a Director and a Board of Trustees.

Redbridge Carers has launched a public appeal as part of its plans to extend support to carers locally. The target is to raise £10,000 to provide breaks from caring and additional complementary therapies to 250 carers (please see page 15).



supported by
Redbridge Council

Henry Smith Foundation
Garfield Weston Foundation
Courtts Charitable Trust
Drapers Charitable Fund
Arsenal Charitable Trust
Alchemy Foundation

Sobell Foundation
Albert Hunt Trust
Mulberry Trust
Steel Charitable Trust
Comic Relief
Lionel Wigram Memorial Trust

Caring for local carers....Redbridge's secret service

What help is available for Carers in Redbridge?

Redbridge Carers Support Service (RCSS) aims to make a positive difference to the lives of unpaid carers in the diverse communities of Redbridge by providing them with a range of services, support and recognition.

RCSS provides these services to carers.



“I wouldn't know what to do without Redbridge Carers.”



our services and projects

• Home visits

If you are an isolated or disabled carer we may be able to see you in your home to discuss your caring needs.

• Advocacy, advice and information

Support to access carers rights, benefits advice, emotional support, general information and referral to other agencies.

• Training and self development courses

RCSS offers a wide range of learning opportunities for carers, including health and well being courses.

• Free complementary therapies and pampering

Up to one hour massage sessions for carers helping them to relax and encourage physical well-being.

• Young carers 18+

Emotional support and referral for career advice, education and training.

• Older carers support services

Offers comprehensive support to older carers and carers of people with a learning disability, particularly those who are frail, isolated and housebound.

• Community drop-in and self help groups

Monthly support groups where you can meet other carers and receive one to one help from a Community Support Worker. Attend other groups such as our Munch Club.

• Free confidential counselling

Confidential counselling service. Feel isolated and that no one else knows what you are going through? Counselling may help reduce the pressure of caring.

• Drop-in at Ilford

Our Ilford offices are open every Tuesday & Thursday between 10am to 3pm for carers to attend a one to one service.



OLDER CARER'S PROJECT

Since its inception two years ago the project has been a huge success, with many older and vulnerable carers aged 75 years benefiting from our services.

They receive counselling, complementary therapies, pampering and training. Older carers are also being assisted by our volunteers, who provide practical help around the home and emotional support via our befriending scheme.

Many new volunteers continue to come forward thanks to our recent publicity drive. We now have a full team of 21 volunteers, and this is great news for the older carers currently on our waiting list for volunteer be-frienders. We hope to bring news of our volunteers in future publications, as they share their experiences via our newsletter, so look out for 'Volunteer Viewpoint' in forthcoming editions of The Redbridge Carer.

The gardening maintenance service is also expanding and we have carried out work on Older Carer's gardens around the borough, keeping our older carers blooming! The scheme has been a great success, so we are planning – with new funding streams – to develop this service, particularly to more isolated, vulnerable older carers.

Catherine O'Keeffe
Older Carers Project Manager



RCSS is on the web and also produces a regular newsletter

Caring for local carers....Redbridge's secret service



“ I believe what carers get from us they don't get from anywhere else, that's Redbridge Carers unique selling point. ”
Glynis Donovan, Director RCSS

We have been listening to and responding to carers' needs since 1994 when the charity was set up with the committed help of carers, volunteers and partner organisations. We have gone from strength to strength, moved on a great deal but is still very much carer led and carer focused.



RCSS TRUSTEES: Katy Axford, Sally Ellis – CHAIR, Barbara Withington, Nigel Reynolds – TREASURER, Graham Welsh – JOINT VICE CHAIR, Joyce Webb, Arthur Sansome, Tony Sobers – JOINT VICE CHAIR, Emelda Bute – Co-opted. Richard Cantwell (Deceased)

Redbridge Carers is extremely lucky to have an enthusiastic, talented and resourceful team of staff and volunteers who work very hard to build relationships with carers and their families. We work together to support carers and to ensure they get the services they are entitled to and need. We are dedicated to finding positive outcomes for carers. The charity is also fortunate to have a truly dedicated and very capable Board of Trustees. Their leadership and commitment is to be admired.

As the enormous contribution carers make is slowly being more recognised, the challenge is to steer Redbridge Carers to the next stage in its development. I am delighted that all our efforts to develop our services to vulnerable, isolated carers have reaped huge rewards this year. With the help of our very capable Appeals Manager, funds have been raised to expand existing projects and to develop new ones. This work has increased the numbers of new carers to the service as well as ensures that carers have their say through our new advocacy project. Redbridge Carers has made huge strides this year, employing extra staff, recruiting more and more volunteers and recruiting new Trustees.

I am always astounded at the resilience, courage and staying power of the hundreds of carers who use our services. They contribute a huge amount to the Redbridge economy. Carers who use our services are very supportive and value the work we do. We will continue to raise awareness of the excellent job they do.

In a climate where the face of health and social care is ever changing, it is vital that the support we offer carers continues to grow and adapt to change. This is particularly important and challenging with the increased emphasis on the personalisation of care. We want to support and reach more carers who have little or no services, who are isolated, vulnerable and have little or no idea where to go to get help.

Glynis Donovan
Director RCSS

I was elected Chair of Redbridge Carers Support Service (RCSS) in December 2008. I would like to take this opportunity of thanking the out going Chair, Katy Axford, for her hard work over the many years that she has been involved with RCSS. Katy remains with the charity as a Board member. Like Katy, I too am a carer. I first began using RCSS' services over eight years ago. Since then, I have continued to benefit from the many developments, projects, activities, breaks, training. Most of all, I have met new friends and been enormously supported by members of staff, which has helped me cope with my caring situation. I have also had enormous peer support from carers. I have grown much more confident, so much so, that I am now Chair of RCSS.

This has been a fantastic year, with increased resources enabling RCSS to reach yet more carers in Redbridge. I would like to thank the Director and all members of staff for their dedication, enthusiasm and commitment to carers. Also, big thanks to my fellow Trustees and all the volunteers who give up their time to benefit carers. We are also grateful to our patrons, Mike Gapes MP, Lee Scott MP and, of course, last but not least, Helen Mirren.

I look forward to the year ahead and to reporting back to you on further success and achievements.

Sally Ellis
Chair RCSS

For over three decades Varsha has lived in East London. Like so many carers she juggles her life as a full-time carer, mother, wife and a homemaker. She cares for her son who has Epilepsy providing 24/7 support and love for him as the other members in the family are all out working and her daughter is in full-time education. He is now 25 years old.

Varsha was born in the beautiful city of Gujarat in India, and married in the early 1980s – with her husband she came to London on a 'quest for a better living'. She has three children: two sons and a daughter.

Varsha enjoys cooking at home, and feeding the birds in her garden. She has scheduled times in her day when she feeds the birds, she loves watching 30-40 birds waiting by her fence or on her neighbour's roof all sitting there waiting for her to feed them. She also loves plant and flowers. She loves the sounds of the birds and nature.



Varsha's story



Varsha receiving a Training Award from the Mayor of Redbridge.

Redbridge Carers has helped Varsha increase her confidence, get involved in social activities, access training and improve her spoken English.

“ The training made a real difference to me. I can socialise and mix with everyone more freely ”

Redbridge Carers is very important to Varsha. Until recently she was quite a shy person who didn't involve herself too much in social activities outside the home. Since being involved in the Redbridge Carers she has become more sociable and always very much looks forward to coming to training courses. For almost a quarter of a century she had not got much in the way of support or respite from her caring role – that was until she heard about Redbridge Carers in 2006. At first Varsha was hesitant in seeking the charity's services, as she was not proficient in communicating in English. But having attended our ESOL classes her communication skills have improved markedly.

“Now I have a sense of self-confidence that I didn't have before, and I can speak to everyone more confidently in English. The training made a real difference to me. I can socialise and mix with everyone more freely”.

Caring for local carers....Redbridge's secret service

Michael and Luciana have been married for over half a century, and live in Wanstead. She is now completely incapacitated by advanced vascular dementia, and only just able to swallow her food. She needs help with all aspects of her life. Michael and his daughters are her carers.

Michael worked in the construction industry having left Galway in his early 20s. They married in 1956 and worked hard to bring up their family. They now have three adult children who live nearby. Having taken early retirement they then lived "life as it happens", enjoying travel and time together.

Michael collected up many unusual souvenirs as he travelled around, including a red telephone box which is now in his back garden and used as a small greenhouse.



“The support we get from everyone makes all the difference”



Michael receiving a Training Award from the Mayor of Redbridge.

Redbridge Carers helps support Michael in his caring role with complementary therapies like head massage, getting a volunteer around to help with garden maintenance; and training him how to use a computer.

Michael's story

Six years ago Luciana's health deteriorated. With support from Redbridge Social Services and Redbridge Carers, Michael takes pride in providing care for Luciana.

"We had to move Luciana's bed downstairs into the front room. There is a lot of physical lifting to do. Frankly I have never been as busy as at present. We have all adapted to our new situation at home with Luciana and make the best of it".

Michael is healthy and cheery for his 78 years, and says you have to be - especially with all the lifting required. Luciana needs help with everyday things like washing, dressing and eating.

"The support we get from everyone makes all the difference; we are blessed with a good council and voluntary services".

Michael likes to take Luciana out in her wheelchair at least once a day; they go for walks, outings, lunchtime meals. His daughter, Fiona, regularly comes by to help with preparing meals as well and a couple of times a year he tries to get away. Last year he had a break in Holland, and shortly hopes to attend a family wedding back in Ireland. He finds this all refreshing as it helps him to 'recharge my batteries'.

Rosa and Robert celebrated their golden wedding anniversary this year, and she now cares for him full-time as he has severe mobility difficulties resulting from long term hip problems. They have lived in Gants Hill for 44 years where they live a "quiet but satisfying life" together.

The diminutive Rosa left Italy in the 1950s travelling to London and finding work in a factory. She met Robert at a friend's party. They were soon married and worked hard together running a successful 'fish and chips' business across east London. They have three daughters, with only one now living nearby.

Robert has had five operations on his hip, and consequently has had to learn to walk again each time. This was the result of a childhood accident and associated complications caused by TB. He spent over four years in Liverpool Children's hospital. He experiences great pain and discomfort, moving with great difficulty now as an older man in his 80s. He receives Disability Living Allowances.



Rosa's story

"I need to do everything for Robert and often this can be quite tiring, but I don't think he could cope without me".

Robert agrees, saying: "Rosa does so much to care for me, and although she is the carer she isn't that fit myself".

Rosa's health too has suffered from a medical complication in the 1970s but she looks after Robert with minimum help from local services.

“I need to do everything for Robert...I don't think he could cope without me.”

Redbridge Carers provides Rosa and Robert with volunteering support to help maintain their back garden. Rosa benefits from the home complementary therapy.

Caring for local carers....Redbridge's secret service

Omar is a young adult carer. Many who know him well describe him as a young man ‘full of action’. He is only 25 years old and comes from a large family; he has five other siblings. With his parents he fled war-torn and chaotic Somali as a refugee when he was a very small child, and he has never seen his country of birth again. Over the last 10 years he has cared for his beloved mother.

“My mother became ill after several difficult operations, and she wasn’t mentally strong. And, because everyone else had left the home (to study or work) I took it upon myself to care for her – escorting her to all her hospital appointments, helping with her English, doing work around the house and taking her out for regular walks to keep a little bit fit.

Sometimes it was too much for me, growing up as a young person here in Redbridge and having to do so much at home, and care for my mum. But I was doing the caring because I wanted to do it – caring for her felt the right thing to do”.



Omar’s story

“It was so good for me to have someone to talk to, someone who would listen about how I was feeling as a young carer. I was able to increase my confidence and move forward to better my life”.



Redbridge Carers is helping Omar train for an NVQ in Health & Social Care and also provides specialist advice and counselling support.

Caring for others in his extended family and those in the wider community with disabilities is a passion for Omar. Not only is he studying at Redbridge Carers for an NVQ in Health & Social Care, but he runs, on a voluntary basis, a football club (the Mini Ilford Elite) for 50 children each Sunday morning.

Omar loves sport – football, swimming and hockey especially. Despite being born with one arm he has gone on to win awards at school as ‘Sports Personality of the Year’. He speaks with pride and smiles when he recalls as a schoolboy the teacher sellotaping a hockey stick to his remaining right arm so he could then play hockey along with his school mates.

Omar learnt about Redbridge Carers when he was referred by his GP. He has benefited by receiving specialist advice and information; and being able to meet new people and make friends. He is full of praise for the counselling support he got to help him deal with his caring responsibilities. “It was so good for me to have someone to talk to, someone who would listen about how I was feeling as a young carer. I was able to increase my confidence and move forward to better my life”.

“Caring can be a horribly isolating feeling – You feel very desperate because you’re worried for the person you love. You have very little time for yourself and the stress levels can get very high.”

Training Project Co-ordinator, Rani Raju, explains more about the three year Big Lottery Funded training and outreach project that she manages:

“Creativity and innovation are at the heart of us adapting from the service led training approach to a more carers led training. We are seeking a WIN/WIN solution to satisfying the outcomes and targets set out by the funders and at the same time delivering courses that can multi-skill carers in Redbridge.



training projects

At the start we gathered the views of carers as to what their training needs were, and this has governed the work and direction of the project. 550 carers responded to our original questionnaires. This was enough for us to get on to work!

We plotted carer’s needs into six training categories:
Caring related; Employability; Self Development; Legal and Financial; Health and Well-being; Interest & Hobbies.

So planning and delivering training course that carers themselves deemed as relevant to their individual needs has meant that carers focused training has come to the fore. We have been able to meet the very different needs of carers - giving everyone an opportunity to learn and pick up new skills.

Very importantly our outreach work has developed a highly creative turn and in so doing managed to attract even more new carers and promoting our service to the hidden carers in the borough”.



Photos from RCSS Training Awards 2009



Caring for local carers....Redbridge’s secret service

“As Director of Adult Social Services I am responsible for ensuring that we deliver high quality, cost effective services for vulnerable adults, using a range of providers. We have a contract with the Redbridge Carers, which is monitored on a regular basis and I can confirm that they are consistently high performers against the agreed outcomes for the service.

They demonstrate an innovative approach to service development and successfully fundraise to match the resources that the council invest in them.

Redbridge Carers are professional and flexible in their approach. The charity has proved to be a key strategic partner representing the voice of carers. Working in partnership with us they have contributed significantly to the plans for transforming our Adult Social Care services.”

John Powell, Director of Adult Social Services

FACTFILE

- From a population of 240,000 in Redbridge 14% are over 65, and 7% are aged 75 years or over
- Over 10% of Redbridge's population – 27,000 – are carers, with two thirds of these providing up to 19 hours of care weekly
- One in five older carers report that their health is 'not good'
- At Redbridge Carers Support Service (RCSS) 75% of our registered carers are female and 44% are from black and minority ethnic communities.

where we are now...

RCSS evaluation

In spring 2009 Redbridge Carers contracted consultants (eg: consulting) to organise a major evaluation exercise. Carers using the charity's services were contacted by post and their views sought - **How was it for you?** Carers were asked to complete evaluation forms and record their comments; and a further six carers took part in focused and in-depth interviews.

Here are some of the key results:

- **91% of carers said that they felt much more supported in their caring roles having accessed the charity's services; and that they found the advice provided to be useful and appropriate to their needs (with one third going on to secure extra income - state benefits)**
- **85% of carers reported feeling less isolated; with similar levels saying that they also felt much healthier and able to cope with their caring responsibilities**
- **Almost all the carers surveyed (96%) said that they would recommend Redbridge Carer's services to other carers in need of support**

Developments for the future

Redbridge Carers is ambitious to help and support more carers in the borough, especially those that are more hard to reach and the most disadvantaged. As a user-led organisation we have developed the following key service and fundraising objectives:

- Develop a specific new service for young adult carers in Redbridge
- Develop an advocacy project for older carers and those from Black & Minority Ethnic communities
- Increase the amount of income from public donations, external grant funders and fundraising activities from 20% of total income to 40% by 2010 and increase the charity's total annual income to £400,000 by 2011
- Increase the profile and the needs of carers including establishing further crucial links with local politicians, decision-makers and business leaders.

our plans for the future...

Speaking UP Advocacy Service

Comic Relief have awarded Redbridge Carers almost £80,000 over three years to initiate a new older carers advocacy project. The project will provide group and 1:1 advocacy services for all older carers over 60, particularly those aged 75 or more. The project aims include improving access and quality of services to older carers to enhance their quality of life and will target those carers who are at particular risk of social exclusion and cultural isolation.

Older carers will be provided with mechanisms to improve their voice within Redbridge so services can be developed and improved for and with them; and they can play a key role in promoting their own positive health and well-being.

“ I am glad to know that there is a support group for my needs. Redbridge Carers provide varied activities and information - it is a very much needed service. ”



“Redbridge Carers offers a vital back up for carers in our local community.

My experience over many years of involvement with charities and as a local Councillor has reinforced my view of the enormous benefits and rewards that the charity brings both to those they support and to the wider community.”

Lee Scott MP



“Redbridge Carers has dedicated staff and volunteers helping so many

carers in the Borough with support, information and advice.

They deserve our support for all they do.”

Mike Gapes MP

Caring for local carers....Redbridge's secret service

finance report 2008/09

FINANCIAL REPORT 2008-2009

	Unrestricted	Restricted	Total 2008	Total 2007
	£	£	£	£
INCOMING RESOURCES				
Other Incoming Resources	169,864	123,128	292,992	241,601
Investment Income	4,442	-	4,442	4,410
Voluntary Income	2,158	205	2,363	1,977
TOTAL INCOMING RESOURCES	176,464	123,333	299,796	247,987
RESOURCES EXPENDED				
Employment Costs	109,279	57,385	166,664	140,817
Running Costs	25,059	27,136	52,195	46,819
Premises	17,527	3,924	21,451	23,605
Capital Items	2,017	2,363	4,380	3,125
Governance Costs	19,094	26,697	45,791	28,596
TOTAL RESOURCES EXPENDED	172,976	117,506	290,482	242,962
NET RESOURCES BEFORE TRANSFERS	3,488	5,827	9,315	5,025
Transfers Between Funds	0	0	0	1,970
NET MOVEMENT IN FUNDS	3,488	5,827	9,315	5,025
Fund Balances B/Fwd 01 Apr 08	56,778	9,173	65,952	60,926
Fund Balances C/Fwd 31 Mar 09	60,267	15,000	75,267	65,952



RCSS STAFF: Allirani Raju, Beverley George, Catherine O’Keeffe, Doris Holder, Fiona Garnett, Glynis Donovan, Jahanara McCready, Peggy Reynolds, Regina Byrne, Sarah Moule, Sylvia Williams, Theresa Sparks, Yvonne Colkett, Catherine Apps, Janet Kinneard, Doreen Greenshields.
Casual staff - Tom Jackson



TAKING A BREAK FROM CARING – Public Appeal 2009 -11

Many carers in Redbridge experience real hardship, and can’t afford a break from their caring responsibilities.

Everyone needs a change and time off occasionally, whether it's for an hour, a day or a week. This can be especially true for carers - caring can be exhausting.

Having a break is more likely to help Redbridge’s carers cope with their caring responsibilities and give them the necessary time to recharge their batteries. A much needed break will allow for a carer to follow up their interests and catch up with family and friends. Redbridge Carers believes that carers should get breaks to help them maintain their own health, or other commitments they will have with their families and work.

To help more carers take a break the charity needs to raise £10,000 over the next 18 months. Whilst we provide, with our current funding, a wide range of activities and support to carers we have very limited funds to help them take a break or to enjoy complementary therapies.

We have a target of raising £10,000 So we can help more than 250 carers in Redbridge to have a break from caring that they need and so much deserve.

Your donation will go towards this appeal.

“ I would not know where to turn if this service was not here. It has helped me a lot. It is my second home. People listen.

”

DONATION FORM

I would like to help by making a donation to:

The Taking A Break from Caring Public Appeal 2009-2011

Title: _____

Forename(s): _____

Surname: _____

Address: _____

Postcode: _____

Tel: _____

Email: _____

GIFT AID - If you are a UK taxpayer, please consider making your donation under the Gift Aid Scheme. This will enable Redbridge Carers to reclaim the tax payable on your gift, thus increasing the value of your donation.
I would like Redbridge Carers to treat this and any subsequent donations as Gift Aid donations until such time as I notify you to the contrary.
☐ (please tick this box)

Please make cheques payable to **Redbridge Carers Support Service**

Please return to:
Taking A Break From Caring Public Appeal
Redbridge Carers,
17 Station Road,
Ilford IG1 4DW

Redbridge Carers Support Service

This financial information gives a summary of the income and expenditure arising during the year. It is based on what will be reproduced from the full audited financial statements by the Trustees in autumn 2009. These will be available from the charity's office.

Caring for local carers....Redbridge’s secret service

UK Registered Charity No: 1057505



Redbridge Carers
Support Service

Redbridge Carer's services include providing:

- Information, Advocacy and advice for carers - about services and facilities locally available for carers to access; and help with getting welfare benefits and financial support.
- Training - is available to carers to help them with their caring responsibilities; alongside a quarterly newsletter called the 'Redbridge Carer'.
- Home Visits - our Community support workers can visit carers in their own homes if they are disabled, frail or vulnerable or cannot leave the person they care for.
- Community Support Workers – employing a team of part-time outreach carers' workers who each cover a particular area of the borough.
- Community drop-in - where carers can meet for mutual support, share experiences and chat in an informal and friendly setting. Carers can also meet with their community support worker for a private chat.
- Counselling – carers receive free counselling services.
- Complementary Therapy – carers can receive free complementary therapies – this includes a session of hand massage & manicure or neck & shoulder massage.



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