Gateshead Carers

Annual Report 2017

Supporting Adult Carers in Gateshead Since 1996
The Year in Numbers

£1,873,730   Benefits achieved for carers
£22,760    Grant funding achieved for carers
2623   Pieces of individual support work carried out
1219   Carers accessed 1-2-1 personalised support
770   Carers accessed support for the first time
356   Carers accessed our short breaks
228   Wellbeing activity group sessions held (inc. LGBT, BME)
86   Health, social care and other professionals trained
42   Organisations participated in Carers Week event
18   BME language communities supported

Awards & Recognition

•   PQASSO Level 2
•   Centre of Excellence Award for Carer Services
•   Equality North East Award 2017   Small/Medium Sized Organisations
•   Working towards the Equality Standard ‘Gold Award’
Achievements

“Our break at Caldew House let us forget all our troubles and worries and have time for ourselves”.

Social Value. Our Commitment to Gateshead

- Free use of our meeting rooms offered to community groups/charities (with an annual income of less than £50,000pa)
- Recirculate our income within Gateshead when buying-in services
- Reducing our carbon emissions footprint by cutting energy consumption and recycling
- Provide work placements to social work students from Northumbria University
- Translation, visual and listening options installed via ReciteMe for our websites to ensure accessibility for all

Carer Feedback

95% said Gateshead Carers are a professional organisation
97% find our staff welcoming and friendly
95% receive the information and support they are looking for
96% always find the Gateshead Carers newsletter informative
96% would recommend us to other people
95% are satisfied with the support they receive
We support all unpaid carers who care for a friend or family member who cannot cope without their support, irrespective of their need or condition.
"I am so glad that I came to the Carers Cafe - it was a really helpful discussion and a chance to meet other carers".

The youngest carer we support is 18 years old and the oldest is aged 88.
Demand for Carer Support Services continues to be high

2017 looks set to be Another Record Year!

For the fifth consecutive year, the number of carers’ accessing support for the first time is set to hit record numbers with a further projected 15% increase on 2016.
"As a professional and nurse manager I think Gateshead Carers do a fantastic job but they need to get more recognition for what they do”.

Demand for Carer Support Services from across Gateshead

We support carers in every council ward in Gateshead.
Our mission is to make a significant positive difference in the lives of adult carers’ by efficiently and effectively providing the highest quality personalised carer support in Gateshead.

**Carer Feedback**

“Since I started going to Gateshead Carers I feel as though there is someone who understands what I am going through as a carer. I now have one to one support and counselling”. - Carer

“There is always a kind and supportive welcome at Gateshead Carers and I am always treated with dignity and respect”. - Carer

**The Carer Outcomes Star**

The star diagram (opposite) indicates the impact our service has on carers lives. The data shown here is an average of all the carers who have completed the outcomes star in 2017. We aim to improve the lives of carers in the key areas shown on the carer outcomes star.
Outcomes

“ I advocate your services whenever I encounter a friend or colleague who I think may benefit from the support you offer. ”.

Before GCA support

After GCA support

0 = Poor
6 = Excellent
We would like to thank all of our generous donors and the following organisations for their financial support during 2016: Newcastle Gateshead CCG | Big Lottery Fund | Gateshead Council | Government Equalities Office | Guy Readman Endowment Fund | Community Foundation.

Special thanks to the following for their kind donations/sponsorship during 2017: Crighton Wills & Probate | Food Nation | Oscar Pet Foods| Yoga Wellbeing | Gateshead Music Academy | Peace of Mind | Northumbria University | Blackfriars Restaurant | Go North East | GemArts | Individual Donors.

Get in touch...

Gateshead Carers Association
John Haswell House | 8-9 Gladstone Terrace | Gateshead | Tyne & Wear | NE8 4DY.
0191 490 0121 | enquiries@gatesheadcarers.com
www.gatesheadcarers.com