



Carers Careline could not continue without the generous support of a number of Foundations, Trusts and individual donors, including carers. We are very grateful to all of them. Funders include:-

- The Community Lottery Fund
- The People's Health Trust using money raised through the Health Lottery in the West Midlands
- Redditch Borough Council
- Community Councillor Grant Scheme of Redditch Borough Council
- Co op Local Community Fund
- The Eveson Charitable Trust
- The Grimmit Trust
- The Santander Foundation
- All Round Voices Community Choirs (Redditch, Bromsgrove, Studley, Feckenham)
- Redditch Lions Club
- Waitrose & Partners, Bromsgrove
- Morrison's, Redditch
- Bromsgrove and Redditch NHS Retirement Fellowship
- The National Citizen Service, YMCA Worcestershire
- Emmanuel Church
- Local Giving – Magic Little Grants

This year our income has been £77,013 and our expenditure has totalled £69,711.



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Aim: to promote the health, mental and emotional wellbeing of adult carers, especially the elderly, in the local community, through the



identification of hidden carers, early intervention, preventative action and pastoral care.

Annual Report

June 2018 – July 2019

www.carerscareline.co.uk

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Board of Trustees:

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Fiona Mitchell *Chief Officer*
Becky Howes *Administrative Services and Volunteer Manager*
Natalie Carney *Carer Services Manager*
Melanie Hoare *Carer Support Worker*
Sarah Maries *Finance Officer*

Volunteers:

23 people volunteered for Carers Careline in a variety of different roles, completing over 1150 hours of work. We are grateful to them all. Without them we would not be able to offer the level of service that we do.

Services provided:

- Regular drop-in sessions
- Monthly telephone support calls
- Counselling
- Bereavement group
- Gentle exercise sessions
- Group meetings
- Coffee mornings
- Trips and outings
- Bi-monthly newsletters

Outcomes:

92 carers came to 57 events with a total of over 500 attendances (Over 90% of carers attending events reported a reduced sense of social isolation)

720 attendances at our drop-in over 217 sessions

Over 2500 telephone support calls to 200 carers (82% of those carers receiving telephone support reported a reduced sense of social isolation)

435 conversations with individuals providing carer specific advice and information

20 people received 116 counselling sessions

“Carers Careline are always helpful, friendly and very supporting. A friendly face in the office, always ready to help.”

“Life as a carer has been very difficult. Carers Careline have been a great support to me.”

“I do appreciate knowing that I am able to access help whenever needed.”

“Carers do a great job of support, just being there helps. I can get information or a chat if needed.”

“I’m very comfortable approaching CCL for any help or just a chat. I always leave with a smile on my face, and feel ‘lifted’ that I am not alone struggling to care for my father.”