

THE CARERS' CORNER

THE STORY SO FAR

The vision established by carers was that the Carers' Corner would be a one stop shop for carers and this is exactly how the centre is developing.



Background

- Concept of a Carers Centre developed with customers and carers
- Series of events to determine what carers required within the centre
- Carers forum left the Rain building needing a new venue
- 12th May 2010 official opening of the Carers Centre – named Carers' Corner
- A superb location right at the centre of Rotherham
- Under new management from July 2010



The objective of the Carers' Corner is to provide carers in Rotherham with a first point of contact for all enquiries relating to caring. It is accessible to all carers from all service areas and enables carers to access information, advice and guidance to support them to continue in their role as a carer.

Main Achievements

- increased by 400%
- Carers Centre Manager appointed – Bev Pepperdine
- Performance monitoring system has been introduced
- Hard to reach areas / outreach
- 1000th Customer story made the local press and radio over 2000 people have now been through the doors at the centre
- Focus on personalisation and individual budgets
- Continual focus on raising the profile of carers



Caring and Sharing

- Alheimers Society
- South Yorkshire Centre for Inclusive Living
- McMillan Support
- Howells Solicitors
- Tassibee
- Parent Carers Forum
- Jobcentre Plus
- Home Improvement Agency
- Crossroads
- Shelter
- Carers Mental Health Support Team

Carers will be supported to continue in their caring role by a range of agencies providing specialist professional advice and guidance



Getting Out There

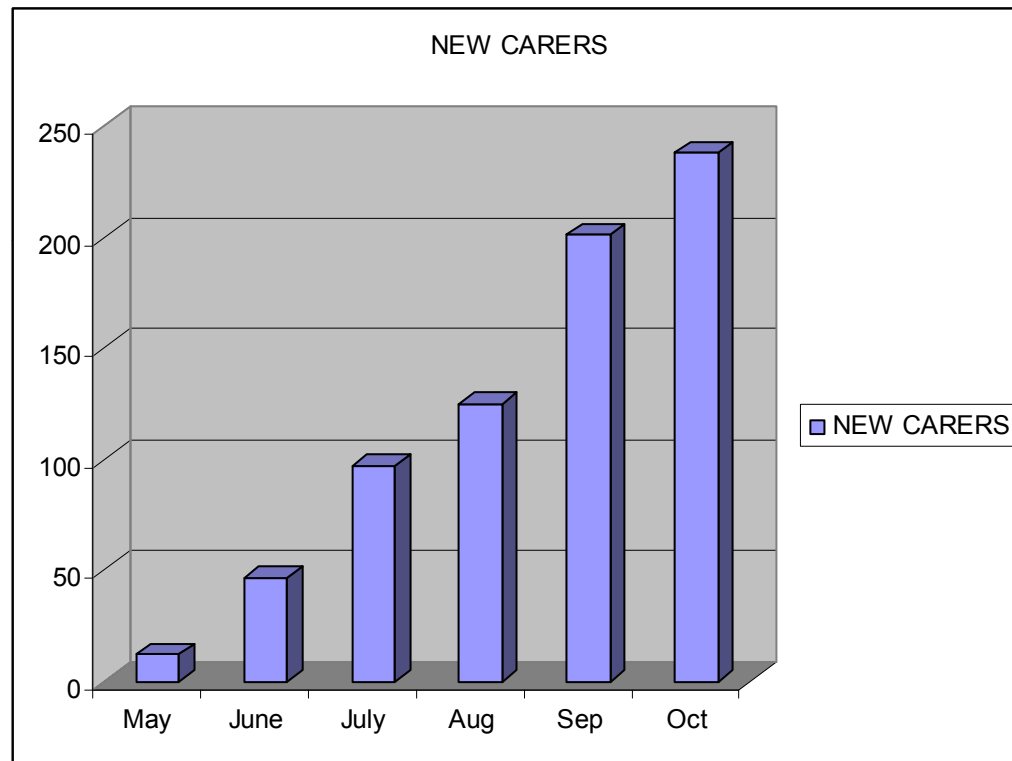
- Rotherham Show – over 300 contacts
- Fairs Fayre at Magna – built around carers and personalisation
- Women's Diversity Event
- B and Q – Rotherham (10% discount)
- Outreach – hard to reach
- Carers Rights Day
- Event calendar for the year ahead

The centre should reach out into the community to involve more carers.



New Carers Every Day

One of the most important aspects of the centre is to identify new carers.



“I would like to thank everyone who has helped me at the centre . Before I walked through your doors I didn’t even know I was a carer”



FUTURE PLANS

- Continue to ensure the positive development of the centre and attract new customers
- Increased promotion of the services offered
- Increase the outreach work offered by the centre ensuring hard to reach groups are supported
- Ensure positive outcomes for carers can be monitored.
- Improve links with children's services to promote support for young carers.
- Increase opportunity for carers to be in paid work/ voluntary work. (job club link with job centre)
- Increase Direct Payments uptake for carers.
- Increase the amount of carers' assessments
- Improve staffing arrangements via AAA (Access all Areas) to ensure opening times of centre
- Continue to engage with carers on the future of their centre



Thank you

- Please drop in for a coffee (please take an invite)

Making a Difference

Quotes from carers

- Carers Centre manager “Carers are the unsung heroes who support thousands of people in Rotherham and now Carers Corner is here to support them”
- Carers through Carers Corner are accessing advice, support and information to support them in their role and in some way going towards giving carers the same rights and choices that everyone has.
- Quote from Customer 1 – “You provided me with some quick information about a service I did not know how to find and this has now made a difference to my life and the life of my husband I care for, I wanted to make sure I came back into see you to say Thank You”
- Quote from Customer 2 – “You have been able to signpost me to the best possible service I could find to support my daughter, who I care for. We are now getting the support and care I expected to get from the service”
- Quote from Customer 3 – “Thank you for the information & advice you provided for me on the service available to support my Mum in Rotherham, great choice to look at, to help her stay active”

Making a difference

Quotes from Carers

- J Mallinder “The Carers Centre has become a place for carers to come and receive support and information to meet their specific needs. The carers often come in needing some one to talk to and always leave better than when they arrived”
- Thanks to carers corner for being there for me when I needed you most. The fact that your there means I can continue caring. Thank you
- Very pleasant service felt at ease and informed fully of schemes to join. Nice place to come and visit. Will be coming again.
- Turned up here at the end of my tether, 10 minutes later I felt so much better. I spoke to people that understood and offered support and information – fantastic Thank you
- Thank you so much for sorting my problem . I came in feeling very angry left smiling and sorted out see you again
- Thanks you for all the help and advice given. At least I know there are people available, when requested.