

Voluntary & Community Organisations

Major Grant Application Form 2020–2021

Please select the grant you are applying for from the list below:

- Children and Young People
- Education and Training
- Carers and Respite Care
- Older People
- Health and Disability
- Mental Health
- Child & Family Support

- Other, please specify below

Section 1 – Organisational Details

1.1 Name of Organisation

Carer Support South Lakes

1.2 Contact Name and Position/Title

Mike Seaton – Chief Executive Officer

1.3 Address including Postcode

**Stricklandgate House
92 Stricklandgate
Kendal
Cumbria
LA9 4PU**

1.4 Phone/Mobile Number

01539 815970/ 07986 737171

1.5 Email Address

mike@carersupportsouthlakes.org.uk

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1.6 Website

<https://carersupportsouthlakes.org.uk/>

1.7 Legal Status

- Unincorporated Club or Association
- Company Limited by Guarantee
- Charitable Status
- Company Limited by Shares
- Other, please specify below

1.8 Registration numbers, if applicable

Charity:

1142184

Company:

07567467

1.9 What year was your organisation established?

1993

1.10 What are the aims of your organisation?

Carer Support South Lakes provides support to unpaid Carers of all ages in the South Lakeland area. The charity helps Carers carry out their caring role and maintain their own wellbeing by providing a flexible and varied programme of services that meet their individual needs along their caring journey.

This includes assessing Carers needs as well as providing information, support, training and advocacy. Carers access support on a one-to-one basis from experienced staff and volunteers as well as through a variety of group activities and support groups, including counselling, therapeutic sessions and respite provided from a volunteer sitting service.

Carer Support South Lakes provide a vital life-line to Carers, many of whom are at crisis point and feel they can no longer carry on. By providing a person-centred approach the organisation helps them feel they are not on their own and enables them to make more informed choices about their support needs. In the long term this not only enables them to care for longer but also safeguards their own health.

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1.11 Tell us about your staff, volunteers and members

Number of full time employees 3

Number of part time employees 12

Number of volunteers 52

Number of members 9

1.12 Tell us about your main activity areas

- Children and Young People
- Education and Training
- Carers and Respite Care
- Older People
- Health and Disability
- Other, please specify below

1.13 What geographical area(s) do you cover?

- Lancashire
- Cumbria
- Greater Manchester
- Merseyside
- Cheshire
- Other, please specify below

Section 2—Project Proposal

2.1 Name of project

Dementia Carer Support Project

2.2 Start and end dates

April 2020 to March 2021

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2.3 What is the purpose of the project?

The aim of this project is to provide tailored support to carers who are looking after someone with dementia within the South Lakes area. This will include one-to-one and group support, as well as training on dementia.

Caring for someone who has dementia can be both physically and emotionally demanding. A Carer may not only be providing personal care during the daytime, such as showering, dressing, feeding and toileting but also may have to get up several times at night. Many older carers also have existing physical health problems themselves and the demands of caring for someone only serves to exacerbate these issues.

As well as their caring role, Carers also face the extra demands of running the household on their own with little or no support. They may have to undertake tasks, for which they have no prior experience, such as looking after the household finances, overseeing the maintenance of the car and garden, and doing the washing and cooking.

When someone has dementia it poses many additional challenges for families and care givers. Dementia is a progressive biological brain disorder that makes it more and more difficult for them to remember things, think clearly, communicate with others, and take care of themselves. In addition, dementia can cause mood swings and, in some circumstances, change a person's personality and behaviour.

As well as looking after their physical needs, carers also often have to deal with difficult or challenging behaviours such as agitation, verbal outbreaks, repetitive speech and actions, aggression, sleeplessness, paranoia and wandering. As their condition progresses, the person's needs and abilities change. As a result, Carers get increasingly anxious about the future and their ability to continue to care.

One of the most difficult things about caring for a person with dementia is the range of emotions a Carer may experience, from feeling frustrated, angry, exhausted, isolated to guilty. As a result, many Carers become physically and mentally exhausted and spend little or no time doing the things they enjoy, such as pursuing hobbies and interests and spending time with family and friends. They become socially isolated which has a significant impact on their mental health and wellbeing.

The aim of our project is to support Carers who are looking after someone with dementia on their caring journey. Our main goal is to provide the advice and information they need to enable them to carry out their caring role in the way that they wish, whilst looking after their own health and wellbeing.

2.4 How was the need for the project identified and developed?

There is a huge and growing demand for dementia support for Carers in South Lakeland. This is evidenced by our own work and independent research and strategies, including the Cumbria Dementia Strategy and the Cumbria Joint Strategic Needs Assessment.

In 2014 we were successful in obtaining funding to employ a specialist Support Worker to work with Carers of people with dementia. At the time we supported 200 carers of people with dementia and had recognised that there was a need for specialist support for these carers.

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Since then we have become recognised locally as the 'go to' organisation in South Lakeland for Carers of people with dementia. This recognition has led to an increase in referrals to the service for assessment and support, and we exceeded the targets set for the project.

This work will build on an existing, successful project with established referral pathways via GPs, health agencies and the voluntary sector. Our work has established the high level of need for this project in South Lakeland with referrals from Age UK, Adult Social Care, GPs and the Memory Clinic at Westmorland General Hospital.

Our own evidence of need:

- We are currently supporting 458 carers who are looking after someone with dementia. Over the last year we identified and supported 68 new carers.
- The high volume of referrals received for this project - approximately 40% of our overall referrals to the charity are now dementia-related.
- The prevalence of need as evidenced in the individual assessments we complete with each Carer.
- Feedback from ongoing one-to-one support with Carers.
- Evaluation of our current work with Carers of people with dementia.

Some statistics:

It is estimated that there are currently 850,000 people in the UK who are living with dementia. Dementia costs the UK economy £17 billion a year and, in the next 30 years, the number of people with dementia in the UK will nearly double to 1.4 million, with the costs trebling to over £50 billion a year. (National Dementia Strategy).

Recently, David Storm, dementia lead at the Cumbria Partnership NHS Foundation Trust, warned that it is becoming an increasing concern for the county. "We are in the midst of increasing numbers. We reckon that in the next 15 years we will go from about 8,000 people in Cumbria to around about 13,500. At the moment we are seeing about a five per cent increase every year. When you add that up over a number of years it gets quite concerning in terms of numbers."

2.5 What will it do and how will you do it?

We aim to provide Carers who are looking after someone with dementia, with the specialist support and advice they need at different stages of their caring journey. We aim to provide the following:

Assessment

For each Carer we undertake an assessment to identify their individual needs – including their caring role, physical health, mental health, emotional wellbeing, activities, interests, social contact and whether they feel they can continue in their caring role.

We use a "traffic light" system to help us to understand the impact that caring is having on their life and an action plan is put in place that tailors support according to individual need.

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One-to-one support

Our Carers Lead and Dementia Support Worker manages all referrals and ensures that Carers who are supporting someone with dementia receive the support that they need. He has specific experience and knowledge in the area of dementia and, as well as providing one-to-one support himself, signposts Carers to our other Adult Support Workers who are part of the support team (all of whom have received specialist training on dementia). Carers can receive support in person or over the phone, depending on need and urgency.

KIT (Keep in touch) Volunteers

One of our priorities last year was to set up a telephone help-line to improve communication and keep in more regular contact with Carers. We now have a team of 4 KIT volunteers who between them regularly give 16 to 20 hours each week.

The KIT volunteers are based in the office and are managed by the Carers Lead. The role of these volunteers is to support Carers who are looking after people with dementia, contacting them periodically to touch base and see how they are managing. We have found this an effective way of keeping in touch with people who are more isolated, in terms of both their physical locality and those who find it difficult attending social activities because of the demands of their caring role.

The Carers Lead is able to prioritise those Carers who need to be contacted using information recorded on our database, Charity Log. The volunteers also use this system to flag up any follow-up required by our support team.

In the future we plan to expand our volunteer team so that a KIT volunteer is always available when the office is open, 9am to 5pm, five days a week. We aim to have a team of 10 volunteers, with each volunteer providing cover either one morning or afternoon a week.

So far we have found the role played by the KIT volunteers invaluable. By keeping in touch with Carers on a more regular basis we are able to identify at an earlier stage when the impact of their caring role has significantly increased. We are then able to provide information and signpost them much quicker for additional support which helps prevent the strain of caring becoming too much.

The support we provide to volunteers includes: one-to-one support and supervision provided by the Carers Lead, emotional resilience support provided by our counselling team and travel expenses from their home to the office base in Kendal.

Group support

Carers can also receive support in a group setting and have the opportunity to talk to other Carers who are in a similar situation. All our support groups are now fully inclusive and support Carers who are looking after people with a variety of needs, rather than just targeting dementia. We have found that these are better attended and have a more positive outlook than groups aimed specifically for those caring for someone with dementia. These groups are run on a monthly basis in Kendal, Windermere and Grange-over-Sands.

There is also a Male Carer Support Group which switches locations throughout the South Lakes area each month. This is doing particularly well at the moment under the guidance of a new group leader, who is growing the membership and developing new activities.

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Carers can also access South Lakes Dementia Hub. This runs every month in Kendal and brings together a wide range of organisations which support both the person with dementia and their Carer. The hub enables our Service Manager and support workers to maintain relationships with existing carers as well as identifying new Carers.

Training

Over the last few years we have relied on a local organisation, 'Dignity in Dementia,' to deliver training to Carers and their families. Having trained all our support staff over the last couple of years, we are now in a position to provide this training in-house. However, we aim to maintain links with 'Dignity in Dementia' so that we are able to work on any joint projects in the future.

Our staff will now deliver training specifically targeted at dementia. This will help improve Carers' understanding of dementia, as well as build their confidence and develop coping strategies. Sessions will help Carers understand the impact of the disease and the feelings it can generate, as well as how they can provide more compassionate and dignified care. They will learn about the different types of dementia and how to recognise the triggers for challenging behaviour. The training will enable them to build a "personal tool kit" which will empower them to continue caring for longer.

Group activities

South Lakeland Carers runs a range of social activities and outings that Carers can access. Details are advertised on the charity's Website, Facebook page and in a quarterly newsletter which is sent out through the post to all Carers registered with the charity.

Counselling

Carers are able to access counselling sessions in our designated counselling rooms at our charity's base in Kendal. This service is provided by a team of 7 volunteer counsellors, led by a part-time member of staff. There is currently a 3 month waiting list and places are allocated depending on a Carer's level of need. This service is not time-limited with Carers able to access as many sessions as they require.

Sitting Service

Carers are able to access our volunteer sitting service to enable them to have a short break. A trained volunteer visits their home to sit for up to three hours with the person who has dementia. This enables the Carer to go out and enjoy some time doing what they wish, whilst knowing that the one they look after is safe at home.

This service is predominantly accessed by Carers who are looking after someone with dementia, with them making up 56% of sits last year – 186 sits (558 hours) out of 327 sits (981 hours)

Over the last year the sitting service has gone from strength to strength. We have worked hard to refine our referral process so that we receive referrals for people who have low to medium support needs and are therefore suitable for a volunteer sitter. Those referrals we receive for people with more complex needs are signposted to other organisations who can provide a higher level of care.

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We have also strengthened and embedded our policies and procedures and have introduced a Volunteer Handbook. All our volunteers now undertake a formal induction process and receive training on safeguarding and dementia awareness. We currently have 42 volunteers, with our longest serving member of the team having been with us for 14 years.

This year we have received consistent positive feedback from volunteers who have told us that they feel better supported. Our carers have appreciated the changes we have made to our communication so they feel more informed about what is going on with the sitting service and with the charity in general. Over the next year we hope to further consolidate the service.

One of our aims last year was to expand the sitting service to include paid carers who can look after those with more complex needs. We have just received a grant from the Reach Fund to help us put together a business plan to develop this service as a social enterprise. This will not only enable us to provide higher levels of care and support, particularly to those with dementia, but will also help us diversify our funding streams. We will be taking plans forward in this next financial year.

Other

The Service Manager continues to work strategically to ensure dementia support is strengthened locally and throughout Cumbria. This includes working with Cumbria Dementia Group, the Memory Assessment Service and Clinical Commissioning Group.

Through the sitting service we have developed a strong link with a local care provider, Westmorland Home Care. In the future we hope to work with them to develop a local forum for Carers.

We have just appointed two new volunteers, including one who has experience of dementia, to our Carer Involvement Panel. They will be involved in staff recruitment and shaping the strategy of the charity for the future.

2.6 What are the anticipated outcomes?

Outcomes are the specific changes that you want to result from the project. What information do you need to record as the project develops to track progress?

Over the next year our project will benefit 458 Carers of people with dementia in South Lakeland.

Our work will improve the health and quality of life of Carers of people with dementia. They will benefit in the following ways:

- Improved mental health and wellbeing
- Reduced isolation
- Improved support networks
- Greater understanding of dementia
- Improved coping strategies
- Greater confidence and self-esteem
- Greater ability to continue with caring journey

The project will also directly benefit people with dementia in a number of different ways:

- Lower anxiety
- Improved relationship with their carer
- Greater standard of care

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We will record each carer's situation at the beginning of our work in relation to these outcomes and measure progress towards achieving them, as outlined below.

Our work within the local community, will bring about the following changes:

Greater awareness of dementia and services on offer
Higher number of activities/services specifically provided for people with dementia and their carers
Improved networking between local support organisations

2.7 How will you monitor and evaluate progress towards these outcomes?

What information do you intend to collect as the project develops to track progress?

We will gather baseline information from Carers during their assessment and agree individual outcomes. Progress towards outcomes is measured through reviews which take place twice a year and will be more frequent if the Carer's situation changes.

Qualitative feedback on our work will be through one-to-one meetings with Carers and our dementia support groups. The latter acts as a reference group which helps to shape and prioritise our work, as well as monitoring progress.

Consultation also takes place through focus groups and annual surveys. We survey all Carers for feedback on our services to understand the impact of our work, what they value, what could be improved and what new services they need. We also undertake separate surveys of those Carers who have received specific services to ensure that they continue to develop in line with Carer needs

We will continue to develop case studies on individual Carers, which evidence the difference our work has made to their lives.

We are active participants in strategic partnerships and practice networks partnering the statutory, third and voluntary sectors in promoting Carer needs awareness, championing Carers' rights, developing local strategies and improving service integration. Our final project report will also be shared with these networks.

2.8 Please indicate which theme your project will contribute to?

- Children and Young People
- Education and Training
- Carers and Respite Care
- Older People
- Health and Disability
- Other, please specify below

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2.9 What is the total annual cost of the project?

£24,853

2.10 How much funding are you applying for from this grant source?

Note: Only funding for one year is available

£17,500

2.11 Please provide a breakdown of the total costs of the project and the amount requested from this grant source.

Item of expenditure	Total cost	Amount requested
Salaries		
Service Manager (18.5 hours per week)	£15,947	£11,500
Sitting Service Co-ordinator (9.5 hours per week)	£6,056	£4,500
Project variable costs		
Staff travel	£ 600	£ 400
Staff training	£ 300	£ 100
Volunteer Sitters		
Travel expenses	£600	£ 250
DBS Checks	£150	£ 115
Forums	£1,200	£635
Project fixed costs		
Capital costs		
Management costs		

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2.12 If this grant application doesn't wholly fund this project, how will the balance of the costs be funded?

£7,353 from unrestricted contract income and community fundraising

Section 3—Supporting Paperwork

IMPORTANT

Your application will only be considered if all the questions on this form are completed. You must also provide the documents listed in the following checklist. Failure to enclose the requested documentation will result in the application being returned.

Please confirm you have included:

- A bank statement less than three months old.
- A copy of your most recent Annual Accounts or Income & Expenditure Statement. These should be less than 15 months old, dated and signed as approved. New organisations should submit estimates of income and expenditure for the first 12 months
- A copy of the organisation's current Constitution or Memorandum And Articles of Association, dated and signed.
- Any other relevant reports or information to support your Application — please specify what these are below.

Supplementary Information – feedback from Carers and our Sitting Service and KIP Volunteers

Section 4—Declaration

On behalf of

Carer Support South Lakes

- I declare that the information provided in this form is accurate and complete, and that I have authority to submit the form on behalf

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of the named organisation and project.

Name

Michael Seaton

Role in Organisation

CEO

Signature

Michael Seaton.

Date

25th February 2020

**Please return this form to:
The Eric Wright Charitable Trust**

You are confirming, in making this Grant Application, that you have the written agreement and permission of any individuals identified in your application to pass their personal information to The Eric Wright Charitable Trust. The Eric Wright Charitable Trust will hold and process your personal data in accordance with all current data protection legislation. The information you provide will be used only for the purposes of assessing your application, managing or monitoring any grant awarded and related administration. Data may be retained for up to 5 years, in accordance with our policy, at which time it will be destroyed. The Trust may check your details with other information held. By submitting this form you accept that The Eric Wright Charitable Trust can use the information contained in this form as outlined above.

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We will only process personal data necessary for our purposes. For this reason, we strongly advise that you do not provide details of named or identifiable individuals either in details of beneficiaries aided, in case studies provided, or in any other information.