

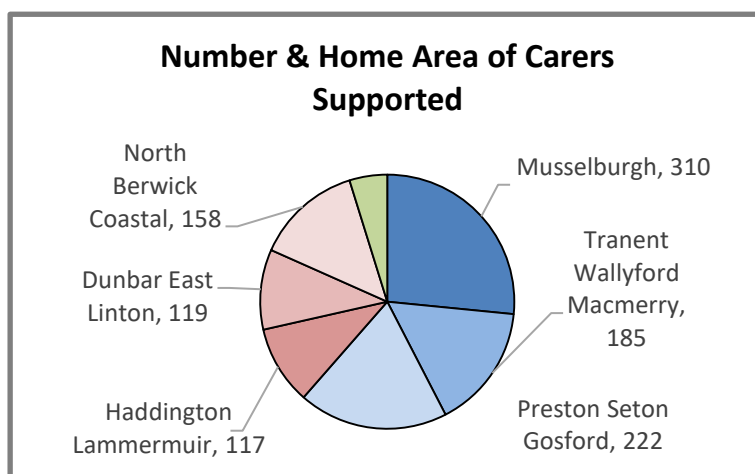
# Carers of East Lothian (CoEL) Annual Summary 2017/18



*“When my circumstances changed I was so distressed and lost that's when COEL helped me through paperwork, reassuring me that things were going to be fine, always making sure I was coping with things day to day with a phone call. I can't thank all the staff enough they do a marvellous job.”*

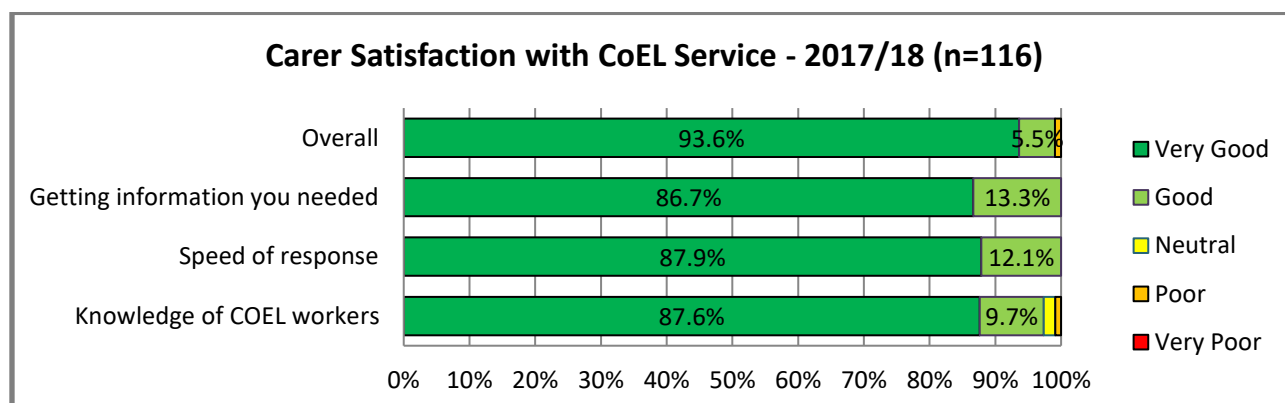
## The Carers we support

- We directly supported **1186** carers - a **19% increase** on the previous year
- We also sent newsletter and information to a further **1541** carers.
- By the end of the year we were in contact with **2727** carers – a **9% increase**
- The carers we support come from across East Lothian but with more focus in areas of traditionally greater need in the West of the County



## The support we provide

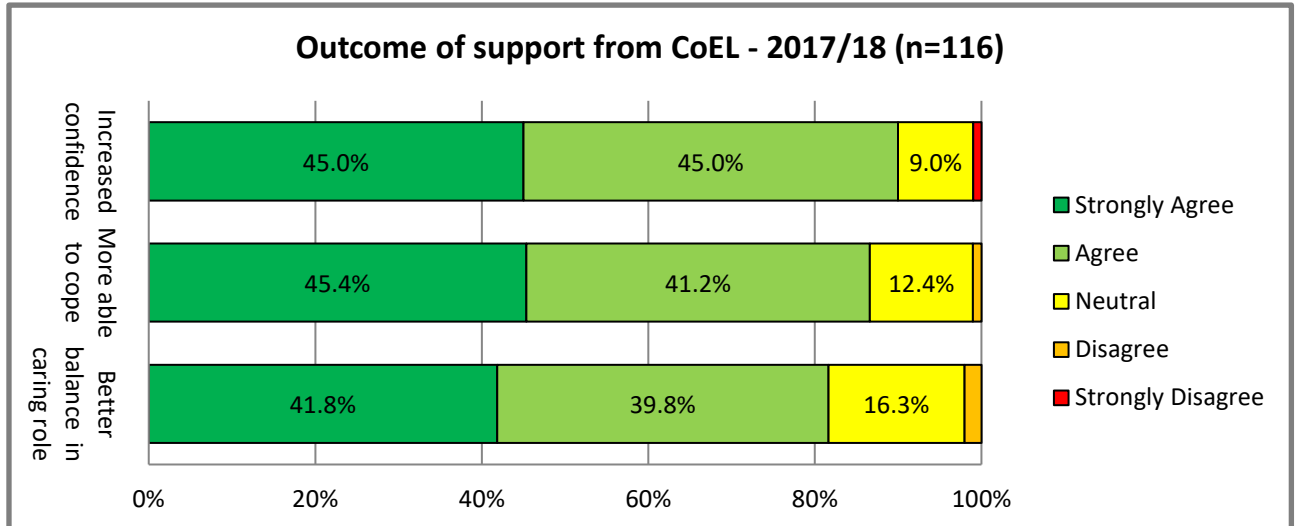
- Carers are overwhelmingly positive about our support– we have a **99% overall approval rating**



- We provide a wide range of support for carers depending on their needs. This includes:
  - One to one information, advice and emotional support including helping carers in need get grants totalling **£5,898**, access food banks and Christmas presents for children, etc
  - Help with welfare benefits and financial concerns – last year we supported carers and the people they care for to claim **£804,209** in annual increased welfare benefits
  - Specialist support and small grants to help carers get a break – last year we provided grants totalling **£6,427** for breaks.
  - Run workshops and events for carers –18 in the year from Transitions to Saving Lives from Overdoes
  - Facilitate 6 monthly support groups across the county attended by **123 carers**
  - Run Power of Attorney and Financial Planning surgeries helping **55 carers**

## Outcomes from our support

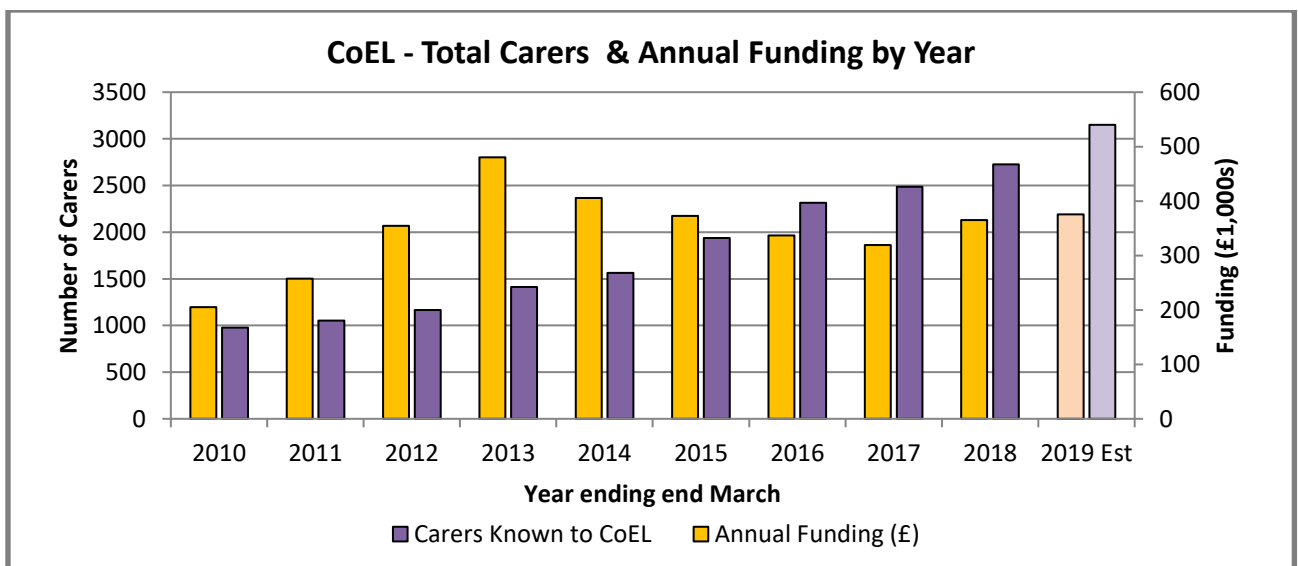
- Carers tell us our support makes a real difference for them



- Qualitative analysis of feedback shows the ways our support makes a difference for carers including:
  - **Not feeling isolated and alone in caring role**
  - **Eased financial pressures and facilitated access to community supports**
  - **Helped to adopt more sustainable caring roles**
  - **Increased confidence**

## Our resources

- We received more funding last year and anticipate an increase in 2018/19 also. But this comes on the back of 4 years of cuts while demand has increased every year for the past 10 years. Our funding per carer last year was only 39% of what it was in 2013 and we anticipate it will reduce further as demand increases.



*“I no longer feel alone and feel like I have to struggle on. There are so many resources available that I was unaware of until I received help from Carers of East Lothian.”*

*“Support has been amazing. I was totally naïve before, CoEL told me everything I was able to claim for on behalf of my mother and myself. All the help that was out there including contacts. They took a lot of the burden off my shoulders by filling out forms etc and have secured a day centre for my mother who attends twice weekly”*