

# Caring Connections

'Connecting people to quality care'

## Impact Report 2020

## About us

Caring Connections is a registered charity, specialising in the delivery of care and support services across Merseyside. We are a registered provider with the Care Quality Commission and on the contracted framework with all Merseyside local authorities.

Alongside our commitment of 'connecting people to the highest quality of care' we are also dedicated to the delivery of projects which support our ethos of 'improving the lives of local people'. These projects work to reduce social isolation and improve the health and wellbeing of local people across the Liverpool City Region.

This report enables Caring Connections to communicate the impact we have had over the last year – the impact on our service users and employees and the sustained impact on our communities.



## Care and Support Services

Caring Connections provides personal care and support services to individuals within their own home with the central aim of promoting independence and reducing social isolation. Services include everything from housework and personal care to supporting older people to engage in social and community groups.

85 service users  
received tailored  
care within their  
own homes

42,520 hours of  
care provided  
throughout the  
year

““The care provided by Caring Connections has been invaluable to me. The attitude of the carer and general disposition to any tasks or challenges faced are nothing short of first class - the Rolls Royce in what any carer should be in devotion to what’s required. A warm welcome will always be shown in our house””

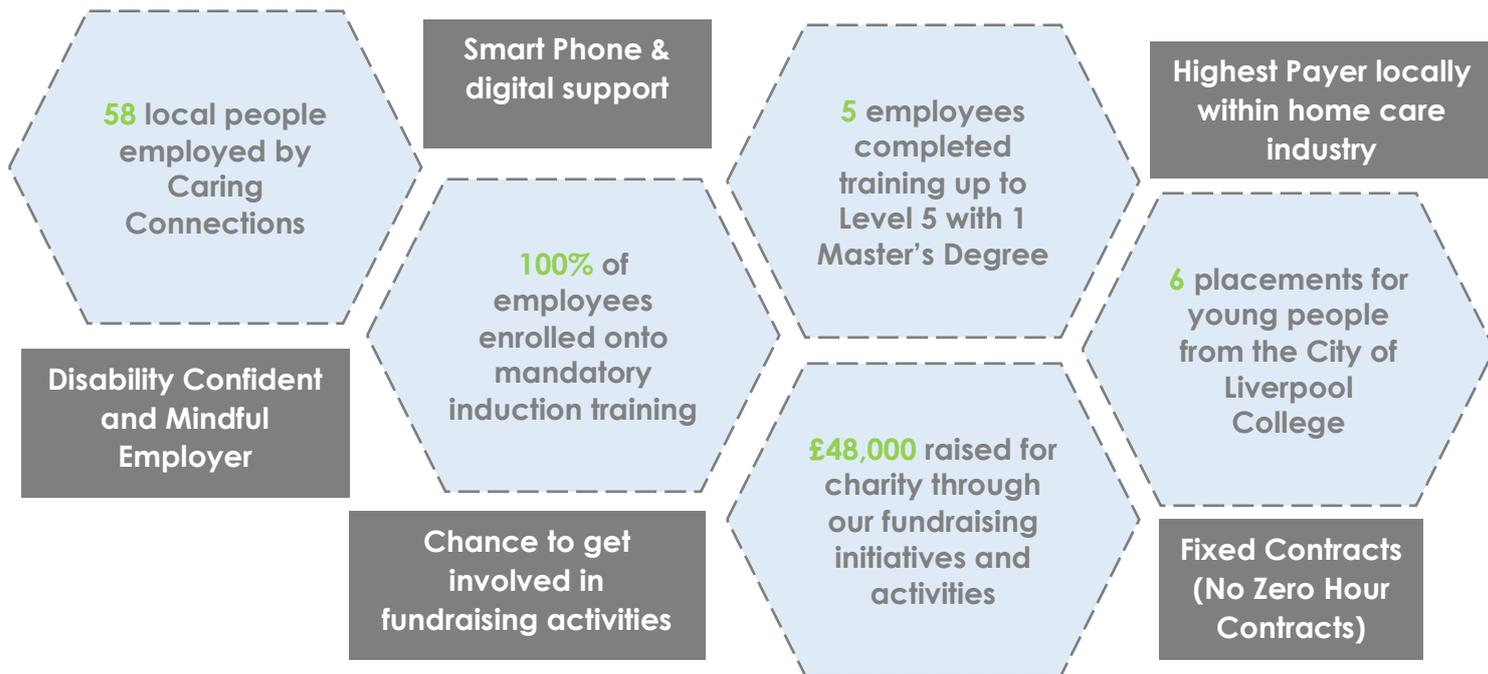
“We would like to thank all the staff at Caring Connections, who, over four years, have provided a totally professional and wonderfully caring service looking after the health and wellbeing of our dear mother”

“Thank you so much to the carers, past and present who looked after mum so well over the years and especially when she was so poorly. The carers have been amazing over the years and an absolute rock the night mum died”

# Working at Caring Connections

Caring Connections employ local people who want not just a job but a vocation. Our employees are all part of a family, with the aim of making a difference to people's lives.

Over the last year, we have employed 58 people across Merseyside and supported each of them through training and qualifications as well as encouraging them to get involved with exciting fundraising initiatives and volunteering their time towards charitable activities.



# Rachael's leading the way for care



Rachael Fraser started at Caring Connections in 2017, working as a Care Support Worker and Rota Lead. Rachel excelled in this role and alongside working full time also managed to complete her management training in Health and Social Care.

In 2019, Rachel was promoted to the role of Care Services Manager and officially named as the organisational registered manager. After only a short period in the role, Rachel was faced with the dreaded CQC inspection. However, Rachel took this not as a challenge, but as an opportunity to show off all the positive work and quality that is delivered throughout Caring Connections.

Through Rachel's hard work and that of the people around her, the organisation was awarded a 'GOOD' rating in all areas of inspection.

Rachel has now progressed her training even further and is completing a Master's in Business Administration with Liverpool John Moores University. Since her appointment she has improved quality, staff morale and service user feedback.

## CQC Inspection and Award

Overall Good	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●

[Read overall summary](#)

"I am very proud of Rachael. She has excelled in the role of Care Services Manager and acts as an inspiration to other care workers on excellence within the care sector. Well done Rach!"

Paul Gowney, CEO

# The Caring Connections Annual Care Awards

Every year, Caring Connections like to recognise the hard work of our employees and so introduced the Annual Care Awards. This year the event was held in Everton's Blue base venue and consisted of entertainment and interactive games alongside the awards ceremony.

The nights headline award was Carer of the Year which was awarded to Katy Turner who demonstrated excellence throughout the year in her work as a care support worker and was commended by both staff and service users.

Alongside this award was the Special recognition award which was awarded to Carol Rice who has provided care at Caring Connections for over 21 years.

*Paul Growney, CEO said: "As a charity we make sure we really value our staff and continually thank them for the fantastic work they provide. Care workers are often really undervalued and overlooked but society would be in chaos without them. I think it's about time as a country we start paying more respect to this vital profession"*



KNOWSLEY  
BUSINESS  
AWARDS  
2019

Runners up for Apprentice of the Year 2019

# Fundraising

At Caring Connections, we believe in doing everything we can to support our local communities and the disadvantaged groups within society. We therefore take our commitment to fundraising very seriously, but we like to have fun whilst doing it!

## Laura and Katy's 5k Fun Run



**£400** raised for the JohnPaul Project

## Annual Christmas Hamper Drive



**45** fully packed hampers to socially isolated individuals at Christmas

## UKs Highest Skydive



**£535** raised for the Barbara Bettle Foundation

## John's White Collar



**£130** raised for the JohnPaul Project

# Community Projects

## The Barbara Bettle Foundation

Set up to support individuals bereaved by suicide across the Merseyside region. We offer counselling, cognitive behavioural therapy and group activities.

43 engaged  
736 counselling hours  
19 businesses marked as Suicide Aware  
39 people trained in ASIST  
1248 hours of training delivered

## The JohnPaul Project

A service for veterans experiencing psychological health problems. We offer professional counselling, cognitive behavioural therapy, physical activity programmes and group activities.

74 engaged  
6 took part in physical exercise  
18 Christmas dinners  
54 counselling sessions  
36 one-to-one mentoring sessions  
40% have so far turned their life around

## My Life My Place Project

A project aimed at supporting local elderly members of our community in Knowsley to engage with heritage in order to reduce social isolation and to provide a place for individuals to share and reminisce about their heritage.

93 engaged  
5 areas of Knowsley covered  
7 reminisce groups established  
58 people with dementia supported

# The JohnPaul Project

John Paul took his own life after struggling to adapt to civilian life and suffering from mental health and trauma issues and PTSD.

Following John Paul's tragic death, a new charity was launched in his name to give advice and support to veterans on how to adapt to civilian life after leaving the army. Delivered by Caring Connections, the John Paul Project has secured financial support from a few external funders including Medicash and the Armed Forces Covenant.

The project aim is to improve the emotional well-being of veterans and their families and decrease suicidal prevalence within this community. This is achieved through one-to-one counselling sessions and targeted psychological support therapies and support programmes.

## Sale Sharks

After 5 months, Caring Connections joined forces with the Sales Sharks Community Development Team, who had a wealth of knowledge and experience in delivering support services to veterans. Since their involvement, 35 veterans have gone through the programme. 5 have gone through counselling, 3 into new housing, 1 person was homeless and has now been signposted to a housing placement.

## Wirral British Legion

One of the most successful elements of the project has been the link with the British Legion in Wirral. The British Legion has referred several veterans to the project, who have successfully gone onto use the counselling service. Intrinsic to this success is the role of the British Legion themselves and the veteran infrastructure that they have in place.

# The Barbara Bettle Project

The Barbara Bettle Foundation was founded in 2017 by Caring Connections, in memory of Barbara Bettle who was sadly taken by Suicide in 2015. The foundation supports members of the Knowsley community whom have been affected by Suicide as well as raising awareness of support services available to individuals who may be feeling suicidal. From 2019. the foundation has expanded to support Liverpool community members.

## Postvention

Providing fully funded CBT and counselling to those who have been bereaved by suicide.

**43** local people supported

**736** hours of counselling delivered

## Prevention

Raising awareness of suicide within our communities and increasing the understanding response to suicide crisis via our ASIST workshops.

**19** businesses marked as 'Suicide Aware'

## Intervention

By providing ASIST workshops, we train members of our community with the skills to support those in crises, keeping them "safe for now".

**39** people trained in ASIST

Applied Suicide Intervention Skills Training (ASIST) is a comprehensive, interactive and evidence based 2-day workshop recognised by the World Health Organisation (WHO). It aims to teach participants skills to recognise and support the immediate safety of people who may be experiencing thoughts of suicide.

# My Life My Place Project

My Life My Place was set up to celebrate Knowsley's wonderful heritage whilst engaging local people who are socially isolated. The project aims to reduce social isolation and to provide a place for individuals to share and reminisce about their heritage.

Caring Connections was able to secure National Lottery Heritage Funding to enable the growth of My Life My Place and groups were established across Knowsley.

## Life on a new Merseyside estate as remembered by former inner-city residents

The families moving from Liverpool slums to new estates hoped for excitement and a fresh start

In February 2020, the Liverpool Echo covered the Stockbridge group's discussion of Stockbridge's history and differentiation from Cantril Farm estate in 1982. The story also covered the project's wider impact.

## OPEN EYE GALLERY

In March 2020, plans for a showcase was planned with the Open Eye Gallery to show the resources that had been gathered across the project. This has now been postponed until the pandemic restrictions are lifted.

# Generating Social Value

## Employment, Training & Skills

58 local people employed by Caring Connections

100% of employees undertook job related training, 5 employees achieved a vocational qualification and 6 young people given work experience

£228,108 of cost savings through reduction in welfare benefits, increased youth employment & higher educational attainment

£568,050 of additional spend within the local economy

£652,480 of social value through employment and education

## Health and Wellbeing

117 local people supported to improve their Health & Wellbeing and address their barriers to progression

217 people engaged with provision and activities to reduce social isolation and support community cohesion

£385,955 of cost savings through reduction in NHS usage (less trips, slips and falls, reduced anxiety & depression)

£1,908,100 of social value through reduced social isolation, improvements in depression and anxiety and increased confidence and levels of wellbeing



**TOTAL SOCIAL VALUE**  
£2,560,580

**TOTAL COST SAVINGS**  
£614,063

**TOTAL ADDED SPEND**  
£568,050

# Working Together

We are always looking for partners to work with and investors to help us grow. For an informal chat about how we can work together to create a lasting impact within our communities, get in touch with us.

For every £100 you invest in us, you could see a social return of £372

🏠 The Ashcroft Centre, Unit 15 Ashcroft Road,  
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