

# Caring Connections

'Connecting people to quality care'

## Impact Report 2019

## 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 development of our workforce and the delivery of community projects which support our ethos of 'improving the lives of local people'.

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



# 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.

**35** People engaged in the project

**7** Employees engaged in counselling services

## The JohnPaul Project

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

**8** Veterans engaged in the project

**6** veterans attended Brazilian Ju Jitsu

## Community Activities

A number of activities delivered to engage with local people to reduce social isolation, promote health & wellbeing and build stronger communities. Activities include Pauline's Parties and Arts & Crafts Workshops.

**6** People engaged in Arts & Crafts

**40** People attended Pauline's parties

## Bereavement Support

The Caring Connections bereavement counselling is free on a weekly basis to anyone bereaved by suicide within the local area and all counselling is provided by a trained BACP registered counsellor. Alongside the counselling service there is also a monthly support group delivered by an experienced facilitator.

Here is just some of the positive feedback we have had about our counsellors and the support that they provide:

*"I have seen top psychiatrists, the supposed best CBT therapists in the UK and Pam is by far and above the best person I have ever seen. She has helped me massively in the short time I have been with her."*

*"Caring Connections has provided me with instant support and changed my life."*

*"I have received the best support service through Caring Connections."*

*"Pam and I had an instant connection and she supported me through one of the most difficult times in my life."*

*"These sessions have been a lifeline for me at such a difficult time in my life. Depression is a truly awful and lonely illness and it's so reassuring to speak to someone who understands and cares."*

## Care and Support Services

80 service users  
received tailored  
care within their  
own homes

48,000 hours of  
care provided  
throughout the  
year

**"Thank you so much for looking after my mum. She was so pleased with all that you did for her."**

**Gill and family**

**"The service provided by the many carers employed by Caring Connections has been exemplary and has undoubtedly been one of the major factors in our mother being able to continue living in her own home."**

**Nick, John & Peter**

## The PASS System

Caring Connections now use the PASS system, which is the industry standard in digital care planning, care management and monitoring. We have been able to dramatically reduce time-consuming paperwork and the risk of medicines mismanagement through real-time delivery and analysis of digital care records.

Our Open PASS System gives family members and friends verified access to real time care plans and records, ensuring piece of mind when they are not there.

*"I am going on holiday next week with a piece of mind"*

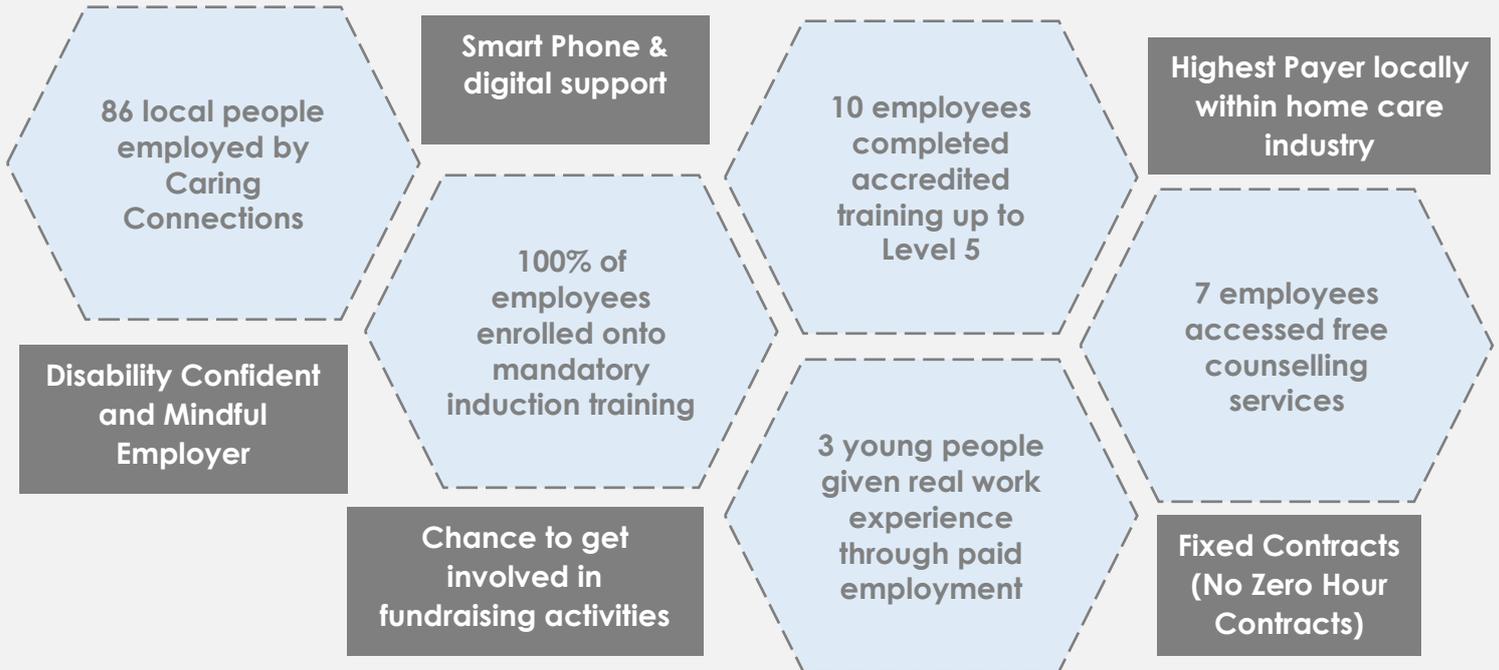
*"I can access the details wherever and whenever with the 24/7 access"*

*"The system has overall improved effectiveness of receiving medication information"*

# Working at Caring Connections

Caring Connections employ local people who want to be involved with a company which makes a difference to people's lives.

Over the last year, we have employed 86 people across Merseyside and taken on 3 young people through apprenticeships, Intermediate Labour Market placements (ILM) and Job Carving with Knowsley Works and Knowsley Metropolitan Borough Council.



## Sean

Sean came to Caring Connections in April 2017 through the Knowsley Metropolitan Borough Council ILM fund supporting 6 months employment for a young unemployed person. When Sean started he was a shy young man who had no experience working within an office environment.

One of key issues as an organisation was transferring systems from paper based care planning to an electronic systems and Sean believed that this was something he could coordinate. Within a matter of 6 months, Sean had single handily integrated the care planning systems to an electronic format. He also developed a training plan to upskill all employees around the new system and managing quality.

As an individual Sean went above and beyond expectations and drastically improved the quality assurance systems. Because of this, Sean was promoted to the supervisory team as the Technology Supervisor.

Having advanced that fast, Sean has now been placed on the Level 4 Apprenticeship in Business, which he will be completing in October 19 ready to start his Degree Apprenticeship at Liverpool John Moores university.

## Anthony

Anthony secured permanent employment as an Administration Assistant at Caring Connections, created through the concept of Job Carving.

Knowsley's Empower Job Carving programme offers paid employment opportunities to people with learning difficulties and / or disabilities. Less skilled tasks from different jobs are combined into a single role ideally suited for a person with a learning difficulty and/or disability, which frees up time for other staff to concentrate on the more skilled aspects of their roles.

Cllr Margaret Harvey, Cabinet Member for Children's Services, said: "This is fantastic news and I'm delighted that Ant was given an opportunity to shine and demonstrate the skills he can bring to the workplace".

"Everyone at the council would like to wish Ant the very best of luck in his new job at Caring Connections. Well done!"



# Fundraising

At Caring Connections, we believe in doing everything we can to support our local communities and the disadvantaged groups within society.

Over the last year, we started a Christmas Hamper appeal which provided 60 of our vulnerable service users and their families with a Christmas food hamper.

Paul Growney CEO of Caring Connections stated 'It was really inspiring to see all of the local business willing to help our campaign in which we managed to fill the full 60 hampers.'

The same year also seen Caring Connections raise over £1,000 for the Whiston and St Helens Hospital Charity through completing charity abseils at Hospital sites. The team joined over 150 brave participants all taking the abseil challenge to support the hospital charity.



# Generating Social Value

## Employment, Training & Skills

86 Local People employed by Caring Connections

100% of employees undertook job related training and 10 employees achieved a vocational qualification

£557,951 of cost savings through reduction in welfare benefits, increased youth employment & higher educational attainment

£421,244 of additional spend within the local economy

£989,940 of social value through employment and education

## Health and Wellbeing

43 Local People supported with depression and anxiety

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

£234,523 of cost savings through reduction in NHS usage (less trips, slips and falls, reduced anxiety & depression)

£1,407,423 of social value through reduced social isolation, improvements in depression and anxiety and increased confidence and levels of wellbeing



**TOTAL SOCIAL VALUE**  
£2,397,363

**TOTAL COST SAVINGS**  
£792,474

**TOTAL ADDED SPEND**  
£421,244

# Working Together

We are always looking for partners to work with and investors to help us grow. If you would like to talk about how we can work together to continue creating an impact within our communities, get in touch with us.

🏠 The Ashcroft Centre, Unit 15 Ashcroft Road,  
Knowsley Industrial Park, Kirkby, L33 7TW

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💻 <http://www.caringconnections.org.uk>

Registered Charity Number: 1013152



Liverpool  
City Council



Knowsley Council



Liverpool  
Clinical Commissioning Group



THE BARBARA BETTLE  
FOUNDATION



ARMED FORCES  
COVENANT

EMPLOYER  
RECOGNITION  
SCHEME

BRONZE AWARD



UKHCA  
UNITED KINGDOM  
HOME CARE ASSOCIATION



St. Helens Council

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