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# Acknowledgements

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Please note, identities of carers have been changed in the interest of privacy.

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# Introduction

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Welcome to the Annual Review of Carers Trust Grant Making. As the head of our amazing, passionate and dedicated Grants team, I am incredibly proud of all that we have achieved for carers in 2015/16. Since 2012/13, the team has successfully managed the allocation of over £7.5m, benefiting carers across the UK, and building on a successful history of managing donations of all sizes. From an older male carer who now has friends who also understand what it is like to care for a partner, to the young carer who feels able to attend Brownies without worrying about how her mum is doing, to the carers who have been able to identify as a carer without fear, we have made direct, real and measurable impact on thousands of carers' lives across the UK.

A great staff team has been instrumental in these achievements and they have worked alongside a number of dedicated carers on all aspects of our grant making. Our outcomes focused approach to grant making, commitment to carer and funder involvement, capacity and knowledge building approach, and use of evaluation data helps to ensure that the benefits to the carer remain at the centre of all grants we award.

Thank you for your continued support – with your help, the outcomes for carers will continue to be positive.

**Trisha Thompson**, Head of Grants & Funding Programmes

## About Carers Trust

Carers Trust is a major charity for, with and about carers. We work to improve support, services and recognition for anyone living with the challenges of caring, **unpaid**, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems.

We do this with a UK wide network of quality assured independent partners, through our unique online services and through the provision of grants to help carers get the extra help they need to live their own lives. With these locally based Network Partners we are able to support carers in their homes through the provision of replacement care, and in the community with information, advice, emotional support, hands on practical help and access to much needed breaks. We offer specialist services for carers of people of all ages and conditions and a range of individually tailored support and group activities.

Our vision is of a world where the role and contribution of **unpaid carers** is recognised and they have access to the trusted quality support and services they need to live their own lives.

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# Funds supporting young carers (aged 5–17)

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A young carer is someone under 18 who helps look after someone in their family, or a friend, who is ill, disabled or misuses drugs or alcohol.

## Time to Find Me!

Thanks to generous donations from the Openwork Foundation and Pears Foundation, the Grants Team at Carers Trust has been able to give young carers Time to Find ME! through funds awarded to Network Partners. Understanding that carers of all ages will often put themselves last, this funding was focused on encouraging young carers to take part in fun activities aimed at raising their aspiration, self-confidence and self-esteem while also taking some time away from their caring role.

Examples of activities funded include outward bound residentials, arts and drama workshops, circus skills and sessions focusing on the development of a 'mental health first aid kit' specifically for young carers caring for someone with mental health issues.

## Impact

**356** young carers benefitted from attending a structured session during 2015/16. Access to structured time that was focused on them and their aspirations was really valued by the young carers who attended. Carers Trust Network Partners also reported marked differences in young carers' confidence and self-esteem – two areas that can make a difference to the young carers' developing mental health.

**“My favourite part was feeling more confident about making new friends.”**

Lucy, young carer, Northamptonshire Carers

**“Amazing, loved it, beat some of my fears.”**

**“It was awesome and I made some new friends, thank you!!!”**

**“It was really fun and I've made new friends. I've learnt how to canoe and I fell out too!”**

Young carers who attended a trip to a local water park with Carers' Centre Bath and North East Somerset



# Young Carers Awareness Day

This year we held Young Carers Awareness Day on 28 January 2016 with the aim of raising the profile of young carers and making sure they get the support they need. Thanks to funding from The Co-operative Charity of the Year and The Queen's Trust, our activities and media coverage across the UK ensured the day was a huge success and young carers were involved every step of the way.

Funding from the Carers Trust Grants team ensured there was a wide range of events taking place on that day across the UK.

Working with young carers, Network Partners ran local 'An Audience with ...' events where young carers had a chance to speak with, influence and engage with their local newspaper editor, a young carers support worker, a local councillor or parliamentarian, and school nurses. Others held awareness raising sessions in their local supermarkets and town centres and gave speeches at schools and colleges aiming to identify and support more young carers.

## Impact

**17** Network Partners received funding to enable young carers to take an active part in Young Carers Awareness Day. Over **180** local decision makers and stakeholders engaged with events across the UK.

**"The young carers and young adult carers were amazing. They really got involved with the professionals by asking questions, telling them what it's like to be a young carer and why support and respite is so important."**

Support Worker at Hambleton & Richmondshire Carers Centre

**"Attending this event reinforced the fact that this kind of service is crucial for our young carers."**

Community Practitioner, Carers Lewisham



## Young Carers Can ... & Families Getting 2Gether

At Carers Trust, we believe that young carers can do anything, yet they may sometimes experience additional barriers to achievement. In 2010, 70% of young carers surveyed agreed with the statement that “being a young carer has made their life more difficult”. More than two out of three (68%) young carers reported that they are bullied, suffer from social isolation and struggle to cope at school<sup>1</sup>. These factors, alongside the stress and worry that a caring role can bring, can leave young carers feeling as if they have no options or opportunities.

Alongside their need for dedicated structured support, young carers have been telling us how important spending quality time with their families is, including with the people that they care for. For those families across the UK living within tighter budgets, putting money aside for social activities that involve the whole family is increasingly not possible. This can be particularly so for families where a family member requires care.

Network Partners delivered 42 Young Carers Can ... and 26 Families Getting 2Gether projects and were awarded a total of £128,143.67 to run social and celebratory activities and services that worked to improve the wellbeing, aspirations and positive relationships of young carers and their families.

### Impact

**1,938** young carers benefitted from Young Carers Can ... activities and Families Getting 2Gether activities. There were a number of key findings regarding the impact on young carers and their families.

#### Young Carers Can ...

- **72%** of the funded projects felt that young carers made new friends or increased their peer support network.
- **64%** reported an increase in the self-confidence of young carers.
- **13%** reported that their project specifically reduced young carers' isolation.

#### Families Getting 2Gether

- **45%** reported an increase in family peer support networks.
- **36%** reported improved relationships between family members.

Other benefits included:

- Stronger relationships developing between families and organisations to continue support.
- Families and young carers learning English and/or improving their English.



1 The Princess Royal Trust for Carers (2009), *Supporting Young Carers – A Schools Resource Survey* (The Princess Royal Trust for Carers).

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# Funds supporting young adult carers (aged 14–25)

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Young adult carers are young people aged 16–25 who care, unpaid, for a family member or friend with an illness or disability, mental health condition or an addiction.

## About Time: Time for Change and Take Action & Support

In 2013, The Co-operative's staff and members chose Carers Trust as their charity of the year. £6m was raised, far exceeding the target of £5m. The aim was to transform the lives of 20,000 Young Adult Carers aged 14–25 across the UK, through the About Time programme. (Carers Trust About Time work engages with young adult carers aged 14–25, rather than 16–25.)

The programme consists of five related projects to address the broader issues that can lead to young adult carers becoming disengaged with society and feeling alienated from having long-term goals as a result of their caring role. Time for Change and Take Action & Support are two of these projects. All aspects of the programme are being delivered with the active involvement of young adult carers.

### Time for Change

This programme aims to address both the immediate and broader issues that can lead to young adult carers disengaging from society and/or feeling alienated from having long-term goals by funding the delivery of outcome focused work that offers practical support.

56 grants of up to £43,000 were awarded to Network Partners to deliver a range of projects across the UK:

- **Round one:** 21 grants totalling £886,000
- **Round two:** 18 grants totalling £757,000
- **Round three:** seven grants totalling £712,000

### Take Action & Support

This programme aims to engage and support young adult carers who are not in education, employment or training (NEET) or at risk of becoming NEET, by addressing the specific barriers to their engaging with education, employment and training opportunities.

58 grants of between £5,000 and £15,000 were awarded to Network Partners to deliver a range of services including training, one-to-one support, residentials, small grants and stakeholder engagement:

- **Round one:** nine grants totalling £90,000
- **Round two:** 23 grants totalling £334,000
- **Round three:** 13 grants totalling £65,000
- **Round four:** 13 grants totalling £65,000

## Impact

An independent evaluation of the first round of funding for both grant programmes showed that:

- **1,805** young adult carers were engaged with the **21** Time for Change projects.
- **138** young adult carers engaged with the **nine** Take Action & Support projects.
- Take Action & Support appears to have contributed to a reduction in young adult carers who are NEET from **39%** to **15%**.
- The funding has **increased Network Partners' capacity** to learn about the needs of young adult carers, develop new services, increase their skills and widen their networks.
- **The programme outcomes are being achieved**, with most success in improved life chances and health and wellbeing and increased engagement with employment, education and training opportunities.
- **Partnership is a key focus** with over **100** partnerships from **30** Network Partners across both grant programmes, with education partnerships accounting for the largest number. There have also been some successes in multi-agency networks and with health and social care providers.
- **One-to-one support and peer support appear to be the most effective** types of intervention in achieving outcomes for young adult carers; also practical activities and support for activities such as CV writing.
- There has been **significant service user involvement** in the design and approach of projects, bringing benefits to young adult carers themselves as well as to Network Partners and also contributing to external influence.

**“The project has helped out hugely. It’s given me and my family a chance to be normal ... The project also helped me with confidence, and helped me to get a job.”**

Young adult carer,  
Norfolk Carers Support

**“My support worker has helped me with my college course, getting my uniform, books and even helping me with my bus pass. Also, she is there to listen, help and give advice.”**

Young adult carer,  
Powys Carers Service



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# Funds supporting carers aged 16 plus

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## Carers Funds

The Carers Funds, funded by The Rank Group Plc, Pears Foundation, Markel (UK) Ltd, Jill Franklin Trust and the general public, were established to provide financial support to carers aged 16 and over. Through the Carers Funds we aim to help remove the barriers a carer can face and to reduce some of the stress and isolation that can come with caring.

There are five Carers Funds:

### Carers Essentials

Grants of up to £300 towards the cost of essential household items, for example washing machines, cookers and fridge freezers.

### Carers Take Time Out

Grants of up to £400 towards the cost of short breaks, holidays and respite care for carers and their families.

### Carers: Skills for You

Grants of up to £500 towards the cost of courses and personal development for carers.

### Carers Access

Grants of up to £350 towards the cost of driving lessons and other transport-related costs for carers.

### Carers Events

Grants of up to £500 towards the cost of events and activities for groups of carers.

## Impact

In 2015/16 Carers Trust helped **871** individual carers with grants towards essential equipment, breaks, courses and driving lessons.

Approximately **820** carers have benefited from group events and activities, enabling them to socialise with other carers, learn new skills and have a break from their caring role.

**“This is just fantastic news!!! A massive thank you to the Panel for this wonderful outcome for the carer concerned – I have just informed her of the outcome and she is overcome with emotion and so grateful ... Be assured you have made an amazing impact on this family’s life.”**

**Mind the Gap Support Worker in Northern Ireland, applied on behalf of a carer for a grant towards the cost of a new bed**

**“Thank you for letting me know. I told the carer about the grant this morning, he was in tears. Who says “men do not cry”?!”**

Support Worker, Powys Carers Service, applied on behalf of a carer for a grant towards the cost of a cooker



**“Thank you for supporting the recent applications for a small grant. The carers whose applications you looked at are struggling and I know what a difference this will make to them. Not only does it help to meet their needs from a practical point of view, it also gives them an emotional ‘boost’ that someone understands their circumstances and is prepared to help them.”**

Executive Manager, West Norfolk Carers

## Rank Cares Emergency Support Fund

With funding from the The Rank Group Plc partnership, Carers Trust established a pilot funding programme, the Rank Cares Emergency Support Fund, to enable Network Partners to provide financial support to carers in emergency situations. The aim was to give Network Partners more flexibility and control over the distribution of funds so that they could be used quickly to address the immediate and short-term needs of carers.

The pilot ran for seven months and 16 Network Partners from across the UK were provided with a grant of £2,500.

### Impact

The response from Network Partners was overwhelmingly positive. The flexibility of the programme allowed Network Partners to respond quickly and efficiently to a broad range of crises and challenging situations that carers faced on a daily basis. Monitoring and guidance provided throughout the programme has ensured that the process was straightforward, easy to manage and did not place onerous staffing demands on Network Partners.

**“This type of funding has been a real winner for us with our local commissioners – as it really helps us to support grass root level carers when they are often at their most vulnerable and bring recognisable and tangible benefits to our commissioned contracts.”**

Chief Executive Officer,  
Crossroads Care  
North West



# Improving Health Outcomes

Through the Carers Trust partnership with the People's Health Trust (a major funder of community based projects addressing inequality across the UK) Network Partners were invited to apply for funding to deliver a range of projects to improve health outcomes for either older carers (those aged 60 plus) or young adult carers (aged 16–24) from socio-economically disadvantaged communities. The overarching aim of the programme was to improve the physical health and emotional wellbeing of carers across the country.

Creative and effective projects delivered a range of services and activities including counselling, yoga, respite care, arts and crafts, holistic therapies, weekend breaks, walking groups, support groups, training, legal and financial advice, gardening, benefits advice and day trips.

## Impact

The impact of the Improving Health Outcomes programme was wide ranging and led to:

- An **increase in engagement of older male carers**, a historically hard to reach group.
- An **increase in new carers** who had not previously accessed services.
- Delivery of a **broad spectrum of staff or volunteer led hobby and interest groups** including gardening and arts and crafts to meet differing need and interests.
- An **increase in provision of respite vbreaks** leading to an improvement in carer wellbeing.
- Delivery of **services in rural locations** for carers that had not previously been reached.
- **Services and activities shaped by carers** ensuring they met need more closely.
- An **increase in the amount of contact** that carers received thus reducing isolation further.
- Specialist services **tailored to the needs of carers** including older carers supporting family members with challenging mental health conditions.



**“Nervous breakdown on the way without the counselling.”**

Carer, Helensburgh and Lomond Carers

**“There are social as well as physical benefits (from the project) and you can really enjoy having a laugh with others.”**

Carer, Redbridge Carers Support Service

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# Carer and stakeholder involvement

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The Carers Trust Grants team involves carers in every aspect of its work, ensuring that carers' views are being heard and acted on. There are a range of involvement opportunities on offer from taking part in surveys and focus groups, to supporting the design and implementation of grant programmes and sitting on assessment panels. The team supports carers by providing full guidance and clarity about time commitments, access to training and accreditation, opportunities to meet staff from other teams across Carers Trust and enabling interaction with other involved carers.

## About Time Steering Group

Since 2013, the About Time Steering Group has supported the design, implementation and management of the About Time grant programmes, shaping their aims, focus and outcomes to address the specific needs of young adult carers across the UK. The steering group has provided involvement opportunities for 21 young adult carers and 13 project workers from 13 Network Partners across the UK. They have assessed 159 Time for Change and 39 Take Action & Support applications and taken part in workshops, training and presentations, as well as fun, social, team building and confidence-boosting experiences.

**“I’ve loved it all, it’s all been really valuable in very different ways ... there’s the whole social aspect of meeting everybody which has been fantastic and has really brought me out of my shell ... there’s also the qualifications and having the experience behind me to do other things like, for example, my [job], I wouldn’t have dared go for that job if I hadn’t had the confidence that this had given me.”**

**Hannah, Young Adult Carer Programme Guider**



## Young Carers Steering Group

The Young Carers Steering Group has been working with the Carers Trust Grants team since 2012 and has assessed over 750 application forms in that time. The dedicated group of 13 young carers come from seven Network Partners across the UK and are actively receiving support with managing their caring role and its impacts on their lives as well as being fantastic advocates for young carer involvement.

These young carers have made good use of their accredited grant makers training and are extremely proud of their role in working with the Grants team in a truly co-productive manner to develop services for young carers and their families. See what some of them have to say about their experience in our video – [www.youtube.com/watch?v=cuG50quC1jc&feature=youtu.be](http://www.youtube.com/watch?v=cuG50quC1jc&feature=youtu.be)



**“I’ve really enjoyed the grant making process – it’s been a really different experience.”**

**Mary, Young Carers Steering Group member**

**“I’ve made an impact – started something that I know will go on in the future [for other young carers].”**

**Bethany, Young Carers Steering Group member**

## Carers Funds Panels

Decisions are made on Carers Funds applications by panels made up of carers, Network Partner staff, Carers Trust staff and employees from one of our funders. Having a panel made up of people with different levels of experience and knowledge of caring means that we can be sure that our decision making process is robust and panel members can learn from each other.

Panels have been held across the UK with almost 100 employees from The Rank Group Plc, the main funder of the programme, along with staff and carers from over 25 Network Partners. Network Partner staff have told us that they find it very beneficial to take part in an assessment panel as it gives them an insight into the decision-making process which helps them when writing grant applications.

**“I enjoyed the whole process. The most rewarding part was being able to use my experience both working, volunteering and personal to contribute to the decision making process.”**

**Carer and Support Worker, Sutton Carers Centre**

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# Workshops, training and resources

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## Skills workshops

As part of Take Action & Support, Carers Trust has been working with different corporate organisations to organise skills workshops for carers. Over the year, Carers Trust has benefitted from the following:

- **Deloitte** has organised three employment skills workshops in the past year for young adult carers as part of its staff Community Days, where each team can spend a whole day once a year volunteering during their working hours.
- **British Gas** has been promoting volunteering opportunities on its employee volunteering portal since April 2015. It organised four employment skills and personal development workshops for carers in Leeds, London and Glasgow in 2015.
- **Barclays** offered a finance and budgeting workshop to adult carers in Newcastle.
- **De Montfort University** organised a university experience open day for young adult carers in 2015.

## Impact

In 2015/16, **30** Network Partners supported over **79** young adult carers from across the UK to attend these skills workshops.

Young adult carers and support workers told us what they enjoyed most:

“The spirally things on the table and the tea. Getting to know professional work people.”

“Giving me all sorts of ideas to improve my CV and interview skills.”

“The interview roleplay was very good.”

“Improving my exam technique.”

“The research and handouts for future reference.”

“Personal advice of Deloitte staff.”



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# Outcomes measurement

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The Grants team uses a number of effective tools to measure the qualitative and quantitative impact of all of its grant programmes. The type of tool used is dependent on the size and complexity of grant, gathering the level of data required to effectively monitor impact without overburdening the funded organisation. Monitoring templates are tailored to the specific aims and outcomes of each grant programme, as well as the requirements of funders.

## Carers Star

The Carers Star is part of the Outcomes Star™ series of evidence-based tools that measure and support progress for service users towards self-reliance or other goals.

The Stars are designed to be completed collaboratively as an integral part of keywork. All versions consist of a number of scales based on an explicit model of change. An Outcomes Star reading is agreed between the worker and service user at or near the beginning of their time with the project. Using the scale descriptions, they identify together where on their Star Chart the service user is for each outcome area.

## Cost Benefit Analysis

Cost Benefit Analysis is a way of understanding how effectively money is spent on social outcomes. It considers total benefits or savings the state receives from its total investment. Our Cost Benefit Analysis tool will support Carers Trust and those interested in providing effective support to young adult carers to articulate the financial impact of that support.

Nef consulting completed an independent study in 2015<sup>2</sup>. Working with 21 Network Partners funded via the first round of Time for Change, we based the findings on responses from 168 young adult carers and 11 project staff from across the UK.

The study found that for every £1 Carers Trust invested in Time for Change, providing effective young adult carer support, a saving of £1.77 to the state is created. If the equivalent was available to all young adult carers in the UK, this would equate to a saving to the state of £141m per year.

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2 NEF Consulting (2016), *Cost-benefit Analysis of UK Wide Young Adult Carers Services 2015* (Carers Trust).

## Manual for Measures

The Manual for Measures<sup>3</sup> is intended to provide researchers and practitioners in the field of caring with relevant and accessible instruments for the assessment of caring activities and caring outcomes in children and young people. The instruments can be used on a one-off basis for the purpose of assessment, or pre- and post-intervention to measure change and the impact of support.

## Adult Carer Quality of Life Questionnaire

The Adult Carer Quality of Life Questionnaire (AC-QoL)<sup>4</sup> is a simple instrument for use with adult carers that measures quality of life in eight separate domains: support for caring; caring choice; caring stress; money matters; personal growth; sense of value; ability to care; and carer satisfaction. The questionnaire can be used on a single occasion in order to assess quality of life at the time, or can be used to assess the effectiveness of interventions over time.

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3 Joseph, S, Becker, F, Becker, S (2012), *Manual for Measures of Caring Activities and Outcomes for Children and Young People* (Carers Trust).

4 Elwick, H, Joseph, S, Becker S, Becker, F (2010) *Manual for the Adult Carer Quality of Life Questionnaire (AC-QoL)* (The Princess Royal Trust for Carers).

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# Carers supported and grants awarded (summary)

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## Carers supported across all grant programmes

The table below shows the number of carers supported by Carers Trust grant programmes in 2015/16. The overlaps between age groups reflect the overlaps in age brackets across grant programmes. This is key to ensuring that carers who are transitioning between age groups are able to engage with activities that are most appropriate to their individual needs.

The figures represented in the table are taken from Time to Find Me!, Young Carers Can ... and Families Getting 2Gether, Time for Change, Take Action & Support, Carers Funds, and Rank Cares Emergency Support Fund.

### Number of carers of all ages supported across all regions and nations during 2015/16

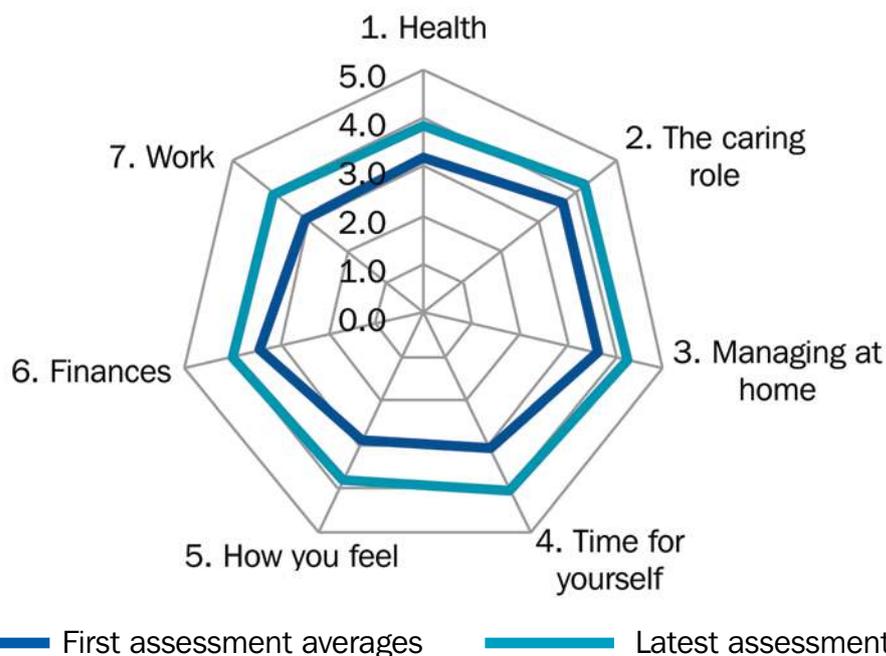
Nation/region	Total	5–17	14–25	16+
London	1,051	459	206	386
Midlands and East	1,466	1,167	180	119
North East, Yorkshire & Humber	982	161	569	252
North West	1,095	318	455	322
South East	670	511	48	111
South West	446	88	223	135
Northern Ireland	176	76	0	100
Scotland	561	52	286	223
Wales	167	75	72	138
<b>Totals</b>	<b>6,614</b>	<b>2,907</b>	<b>2,039</b>	<b>1,786</b>

## Carers Star: About Time grant programmes

The Carers Star on the following page shows an overall increase across each of the seven outcome areas for the Time for Change and Take Action & Support grant programmes. Young adult carers showed the greatest improvement in the areas ‘how you feel’, ‘time for yourself’ and ‘work’ domains.<sup>5</sup>

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5 Needham, J and Sanders, A (2015) *Carers Trust About Time Grant Programmes Evaluation Report Phase 1: February–October 2015* (Carers Trust).



## Grants awarded across all programmes

The table below shows the number of grants awarded in 2015/16, broken down by region and nation, from Time to Find Me!, Young Carers Can ... and Families Getting 2gether, Time for Change, Take Action & Support, Carers Funds, and Rank Cares Emergency Support Fund.

### Number and total value of grants awarded across all regions and nations during 2015/16

	Number of grants	Awarded (£)
London	270	£214,905.41
Midlands and East	127	£192,270.49
North East, Yorkshire & Humber	172	£237,604.04
North West	202	£238,567.05
South East	89	£84,795.06
South West	66	£151,531.21
Northern Ireland	26	£11,510.00
Scotland	119	£183,403.09
Wales	100	£82,598.21
<b>Totals</b>	<b>1,171</b>	<b>£1,397,184.56</b>



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