

# Annual Activity Report

## April 2024-March 2025

This report aims to give you an idea of how the Carers Centre meets its outcomes through the services we deliver to Carers. We hope you will find it interesting and that it gives you at least a glimpse into who uses the service and how Carers are supported.

### **CHIEF OFFICERS REPORT** **DEVELOPMENTS & INCREASES AGAIN!**

***Welcome to this year's Activity Report about the work of the Dumfries and Galloway Carers Centre for the year April 2024 – March 2025***

Any Annual Report over the last few years has repeatedly talked about the impact of the increasing numbers using the service. This one is no different and I am again proud of how, as an organisation, we have and continue to cope with this. This year has felt different again though due to the increasing demands being placed on Carers by the changes or reductions in services provided by the health and social care sector. Unfortunately, this is not something that will change in the foreseeable future and we as a staff team are adapting to providing support in this changing world.

The increased complexity of requests for support placed on us by Carers very much reflects today's Carers experiences. These relate directly to the continuing cost of living crisis, increasing demands placed on them to support family members home from hospital, changes in benefits, and a lack of social care and respite in the region, particularly in the more rural outlying areas. We work hard to address these and many other issues, alongside cuts and reductions in other services, growing waiting times and all in all a greater reliance on the need for Carers to provide support in our communities. Staff continue to work to try and help as much as possible around accessing the right benefits, grants and other supports to alleviate poverty as well as accessing short break, social and leisure opportunities aiming to reduce isolation. The organisation's main outcome is to deliver a service that supports the health and wellbeing of Carers in the D&G. We continue to hold this central to everything we plan and do but increasingly recognise that there are now even more factors impacting negatively on the health and wellbeing of Carers which make the demands on our service even higher.

Despite these pressures the Carers Centre continues to receive positive feedback from the Carers who use us and the organisations we work alongside. We hear of genuine differences that Carers feel as a result of being in touch with our service and it is this that we rely on to make sure we know that the service is achieving what it sets out to do and can continue to do within the changing landscape that we are all facing.

We have managed some changes as well as increases this year too – in staffing, with some staff moving on and new staff moving in, as well as new funding accessed enabling increased groups and activities offered to Carers, and we have also finally managed to offer some residential trips for both Young and Adult Carers again. The Short Breaks funding has been increased this year seeing more Carers supported; Mindfulness Journeys has been developed further with courses and Walk and Talk sessions increasing; The partnership with D&G Citizens Advice Service enabling Carers quicker access to benefits advice continues to be a success and has supported Carers to access benefits and support that they are entitled to as well as navigating the processes involved. More about all of these further in the report.

At the end of the last reporting year, we were able to report expanding the Carers Centre site taking on the large Event Space downstairs. This year we have embraced this resource, and it has made a positive difference to our service. We have been able to increase the groups on site where staff can easily be on hand to offer support. We have been able to offer Young Carers more space to be children and young people with an improved range of fun activities. We are also able to offer this space to other like-minded organisations for hire which is helping the space become sustainable for the future. We officially opened the space with a great event in Carers Week this year – read on for more about this.

***I hope you find this report of interest and a positive reflection on the year. None of this would be achievable without the commitment and dedication of every single member of staff who continually go above and beyond to ensure Carers are supported. To our volunteers and Board members who give their time to the organisation to help us deliver the services provided. Thank you to you all for making this a great place to work and somewhere that ensures the Carers Agenda is focussed on and raised where it needs to be heard.***

~ **Claudine Brindle, Chief Officer**

## How is the Service Provided?

The Carers Centre is commissioned and supported by the local Council and NHS to provide an information, advice and support service to Carers. We are also supported by Shared Care Scotland to provide a Short Breaks service to Carers and the Holywood Trust who continues to support the Young Carers Project .

We now have 25 staff across the region with 4 volunteers helping to provide the service. The Centre is governed by a voluntary Management Board of Trustees 50% of whom must be Carers or ex-Carers. This year we have had 9 active members of the Board. Unfortunately, we lost a dedicated Board member Joe Gough who died in January this year. Joe had been a Board member for many years and was a big supporter of the work of the Carers Centre and he will be sadly missed. At the last AGM we also saw the Chairperson Jim Parker retire from the Board after many years contribution – Jim was a valued member of the Board and he will be missed.

## Staffing Developments

This year we have 2 members of staff leave the organisation and 3 new additions to the team. Sadly, Mandy one of our triage staff on the Adult team and Deborah our Young Carers staff member from the west of the region had to leave the organisation and we wish them well.

We welcomed Craig and Hannah into the adult Carers service in the East of the region, and it has been great to see them develop new ideas in this area. Sylvia joined the Young Carers team in the West and is looking forward to developing services further there and Rae rejoined the staff team after a 20-year break – previously our Young Carers Co-ordinator Rae has returned as part of the adult Carers triage team,



## ACTIVITY REPORTS



### HOW MANY CARERS ARE BEING SUPPORTED?

The following table shows the number of new Carers that have used the service as well as those that have returned to use the service in comparison with the last two years. As you can see the figures have again increased this year across the Adult and Young Carers projects. Despite these increases staff work hard to ensure that a robust and valuable service is provided to Carers and the positive feedback from them demonstrates that this is continuing.

	2022-2023	2023-2024	<b>2024-2025</b>
<b>New Adult Carers</b>	627	766	<b>1027</b>
<b>Returning Adult Carers</b>	983	1100	<b>1074</b>
<b>New Young Carers*</b>	109	143	<b>193</b>
<b>Returning Young Carers*</b>	206	223	<b>268</b>
<b>Total</b>	1925	2232	<b>2562</b>

\*includes Young Adult Carers (18-25)

*“Having someone to listen to you who genuinely cares about what you are going through makes you feel like you are not suffering alone. The service is second to none. All staff are a credit to the service”*

The number of Carers of all ages requiring support in their caring role continues to rise. The figures above show an increase of 15% from 2023-24. This demonstrates the increasing need for vital support which allows Carers to sustain caring. There was a significant increase in the number of new Adult Carers registering with a 34% increase this year (261 more than last year).

**Over 15,000 contacts were made with Adult and Young Carers this year.**

**156 Adult groups, 124 Young Carers group and 17 Young Adult Carer groups with a total attendance of 1764 Carers.**

## RESIDENT AREA OF CARERS

Area	%
Dumfries	39%
Upper Nithsdale	7%
Annandale & Eskdale	25%
Stewartry	14%
Wigtownshire	15%

The table above shows that the highest % of Carers using the service are resident in Dumfries and Annandale and Eskdale

*"Thank you for your email and our chat yesterday its totally heart-warming and a massive relief as a family we now have wheels in motion for support."*

*"Thank you so much for your support, help and understanding yesterday. I can't put into words how much I appreciated your kindness, patience and understanding!!! A Big Big Thank You for listening to me rabbiting on!!"*

## ADULT CARER SUPPORT PLANS

**235 ACSPs have been completed this year.**

*"As a result of completing the Adult Carer Support Plan with my Support Worker and submitting it to Social Work, I am now able to meet up with my friends and have a little bit of social time again. Thank you"*

*For a couple of precious hours, we had a break from caring/thinking/serving granny with Dementia/Alzheimer's. In the form of listening and seeing the "Budapest Cafe Orchestra". It was time enough to be captivated by something other than the daily, moment to moment concerns of our caring roles.*



## CARERS HEALTH & WELLBEING



It is vitally important that Carers look after their own health and wellbeing to allow them to sustain and continue in their caring role. We encourage Carers to take some time out, no matter how little this may be, to have some "me time".

After consultation with our Carers, we have varied the times and days of our regular groups to improve access and allow Carers to come along who had not have been able to previously. Our monthly cuppa and catch-up groups are invaluable to Carers, especially for one gentleman who commented that it was the "highlight of his month". These give Carers an opportunity to see their Support Worker in a group setting but also have a private chat if required.

We should never underestimate the value of bringing Carers together; this helps reduce isolation and enables connections to be made and friendships to be formed.

*"The staff at the Carers Centre are amazing. So easy to talk to and welcoming. It's lovely how many activities they put on for Carers, I've only just started going but my first one was super. Looking forward to the Christmas lunch in Gretna. It's nice to get to know other carers too. It really is a great, safe space community and I'm very grateful for it."*

*"I suffer with my mental health and very socially awkward but knowing that the staff are super supportive and other Carers are in the same position makes it easier for me to attend the social events that are put on. I feel good being able to get out the four walls and know I'm going to be safe around lovely people."*

## MENTAL HEALTH & WELLBEING FUND

We were delighted to be awarded £25,000 from the Communities Mental Health & Wellbeing Fund hosted by Third Sector D&G. This was a wonderful opportunity to offer Carers an increased level of new experiences and activities to prioritise time for themselves. This fund allowed us to offer Carers a wider variety of groups and events across the region in an inclusive way by offering evening and weekend activities as well as weekday events. This proved very successful and we found that Carers who previously hadn't attended groups were able to come along and enjoy time out, especially those in employment. Some Carer feedback from the events....

### **Spring Retreat Day at Allanton Peace Sanctuary**

*Such a lovely treat felt very pampered and relaxed. Lovely to be around so many like-minded people. The team at Allanton were so gentle and kind, and it felt like a proper wee holiday. Lovely welcome, refreshments, lunch and activities. A special day with special people. Thank you so much for organising.*

*It helped me focus on me, gave me precious time out, and made me feel brave for taking a leap of faith to attend. Helped me recognise I'm not alone and I felt grateful for the support I have and the experience I have gained through my caring role.*

### **Christmas Wreath Making**

*I absolutely loved it, first group in years.*

*I was supposed to be doing a workshop and had to leave due to a family matter. I was so disappointed.*

*Later, I "found" a lovely wreath which I was supposed to have made which had been dropped off by the staff member from the Carers group. I was delighted to get it, and it demonstrated to me the insight into how it feels to be disappointed at times. When Caring responsibilities stop you from doing things for yourself like the workshop I attended for about five minutes. Thank you for the gift but more importantly thank you for understanding and your kindness.*

### **Spa Day at Lochside House Hotel**

Taking time out from my caring role and having some me time was invaluable. I wasn't sure what to expect from the spa as not been before and it took a while for me to relax as it doesn't happen often, but the spa and treatment was wonderful. I had a chance to finally stop and take some "me" time. I didn't realise how much I needed the hot stone massage until afterwards. Having time with other Carers also in much need of a break, being able to chat away over a lovely lunch and relate to each other really helped too. Made me realise I'm not alone and even made some contacts for the future. Many thanks for organising and funding this, I wish all Carers got some out time like this...it was much needed and much appreciated! Thank you!

### **Clay Pigeon Shooting with Lunch**

I was lucky enough to be able to go to Westlands on October 8th and enjoyed clay pigeon shooting and a lovely lunch. It was a beautiful day, and I met some lovely people. This was something I would never have been able to do alone, and I thank the Carers Centre for making it possible. It cheered me up no end!

Went on the clay pigeon shooting. What a brilliant time.

We went with a very good instructor, very knowledgeable. The group of ladies I was with were brilliant also our support staff. The food was also lovely. Thanks for allowing me to tick another off my bucket list. And thanks to the lovely group I was with.

### **Three Night Residential Break at Cray House, Perthshire**

I had the most relaxing and enjoyable break at Cray house. Cleared my head and lifted my spirits spending time with lovely people.

Trip to Cray house for 3 nights amazing as always and our support worker always goes above and beyond! She lets everyone just do their own thing, doesn't let anyone help after the cooking... The house is beautiful away out in the countryside with stunning views, ducks by the pond, squirrels and deer if you're lucky enough to see them. It's just a lovely quiet space you can even go a wander and enjoy the scenery if you wish or stay in the house pyjamas on by the roasting coal fire 🍷

Our staff are committed to supporting Carers and often go above and beyond to ensure Carers feel supported and listened to. This could be through emotional support or simply being a listening ear, helping to ensure Carers feel valued and understood. Their proactive approach not only eases the burden on Carers but also aims to strengthen the overall wellbeing and resilience of the Carers that use our service.

We value our staff team who strive to uphold our values of Inclusion, Enablement, Relevance and Excellence in the work they do on a daily basis supporting Carers across Dumfries & Galloway.

*"I feel a very fortunate member of staff to have been able to take Carers to Cray House over the past 15 years. It is a beautiful tranquil house set in lovely unspoiled grounds; you feel that you are somewhere very special. Each time I go with Carers it is a different experience for both them and I. The trip in 2024 will be one of my most memorable and has forged friendships with Carers across D&G. Sharing a break with others can be a daunting prospect for anyone and I always feel humble that Carers put their trust in us to organise a break where they will be on their own with others that they don't know well or not at all.*

*This trip is not perhaps what every Carer would try, but if they do it can be an experience that can last much longer than the 3 nights break away. Saying goodbye at the end of the trip can be tearful as everyone will be going back to their own lives, but hopefully with a lighter heart, new friends and happy memories to reflect on.*

*Fiona 😊*



## YOUNG CARERS & YOUNG ADULT CARERS PROJECT



The Young Carers (YC) and Young Adult Carers (YAC) Project has seen another busy year. We continue to offer individual support, groups sessions, after school/college/work drop-ins and drop-in sessions in schools and colleges. The support that Young Carers and Young Adult Carers receive is personalised to their needs, all who access the service are entitled to a Young Carers Statement or Adult Carers Support Plan if required or requested.

Young Carers and Young Adult Carers continue to face barriers. There has been an increase in referrals this year with many requiring support in relation to their mental health and wellbeing. We have seen increases in requests for support around improving confidence, self-esteem, accessing new experiences as well as reducing isolation. The educational journey for many that we support, whether that be school or further education, can mean daily struggles in relation to the demands of a caring role. Young Carers and Young Adult Carers staff have provided tailored support to individuals and help them to take a break. We continue to listen and acknowledge the voices of YCs and YACs and ensure that these are fed into local and national decision makers. Here is some of the work carried out by the team to support our Young Carers and Young Adult Carers 😊

*"My grandson really enjoys the various trips/events, and it is clearly giving him a boost, your staff are excellent and please pass on my thanks to them for the work that they do."*

## Referrals & Young Carers Statements

	2023-2024	2024-2025
New YC Referrals	143	149
Returning YC	223	229
New YAC Referrals	22	22
Returning YAC	39	52
YC Statements	50	50

## Holiday Activities

A variety of different activities were held during the Easter, Summer and October holidays giving Young Carers a break from their caring role, and giving them access to new opportunities and try activities they hadn't tried before.

### Activities included:

Chocolate Making

Pyjama Party

Bowling / Laser Tag / Escape Rooms

Glasgow Science Centre

Cupcake Decorating

Autism Awareness Sessions

## Education Mental Health & Wellbeing Fund

This is a fund where there is a demonstrated need for a Young Carer to apply for funding towards something that will help or improve their educational experience. We are aware of the financial restraints that families face due to the demands of caring and on some occasions Young Carers and Young Adult Carers need support to enable them to reach their full educational potential. This fund has awarded laptops, cameras, school clothing, school equipment, study desks, drumming lessons, fidget toys, digital printers and much more.

**A total of £2598 was awarded to individuals this year.**

## YOUNG CARERS PROJECT

**School Drop-ins** are a valued part of the support we offer to Young Carers, it is an opportunity to check-in with them in a school setting, teaching professionals are able to make referrals easily, and is a great example of partnership working. The work our Educational Officer has completed throughout the year with teaching staff has shown a commitment from schools ensuring the needs of pupils in a caring role are met.

## School Drop In Attendance Figures

April – June	157
July – September	84
October – December	202
January - March	194



## Young Carers Action Day March 2025

This year's Young Carers Action Day theme was 'Give me a Break'. We wanted to ensure Young Carers were given an opportunity for respite, to meet other Young Carers and pamper themselves. We held parties across the region so that as many Young Carers could be involved as possible! Young Carers came together to celebrate the amazing work they do and to have some well-deserved fun!

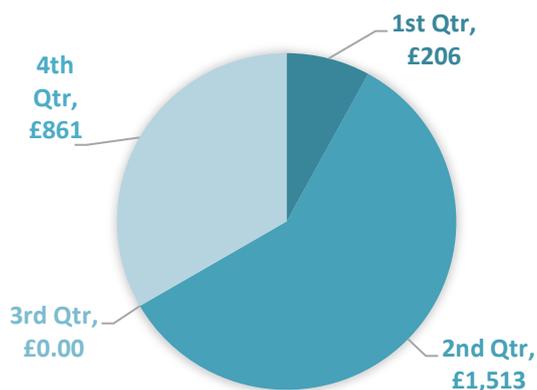
A group of Young Carers and Young Adult Carers also attended the Scottish Parliament in Edinburgh as part of the Young Carers Action Day national events sharing the powerful message 'Give me a Break'. The group took part in First Ministers Questions and a Young Carers debate.

## Residential

We have been fortunate to offer three residentials to Young Carers throughout this year, this enabled 34 Young Carers to get time out from their caring role, make memories, have fun and take part in something that was just for them. At all residentials they are supported by staff from our project.

Two residentials enabled 24 Young Carers aged between 7-12 years old to go to Honey Pot House, a respite house based in New Cumnock and 10 Young Carers 12-16 years went to the annual Scottish Young Carers Festival held at Fordell Firs in Fife.

## MHWP FUND



## Family Days

This year we offered three family days; providing opportunities for families to come together in an inclusive way where there is a common understanding around individual needs. These sessions enable friendships between families to be formed and this in turn offers peer support. We were fortunate to receive funding through Cash for Kids to fund some of the day at Mabie Farm Park in the Summer and we had two cinema days at Birchvale Theatre in Dalbeattie and Annan Cinema.



**YOUNG CARERS PROJECT**

Over the course of the year the following sessions have been delivered:

Young Carers Aware Training to education staff	3 (over 50 attendees from East and West of the region)
Schools signed up to our Education Resource Library	16
Assemblies to pupils	8 Schools
Probationers Teaching Training Session	1 (45+ attendees)
Parent Engagement Session	1
YPI Engagement Sessions	6 Groups
One group won the competition on behalf of the Young Carers Project, and we were awarded £3,000	

## Young Carers Educational Officer

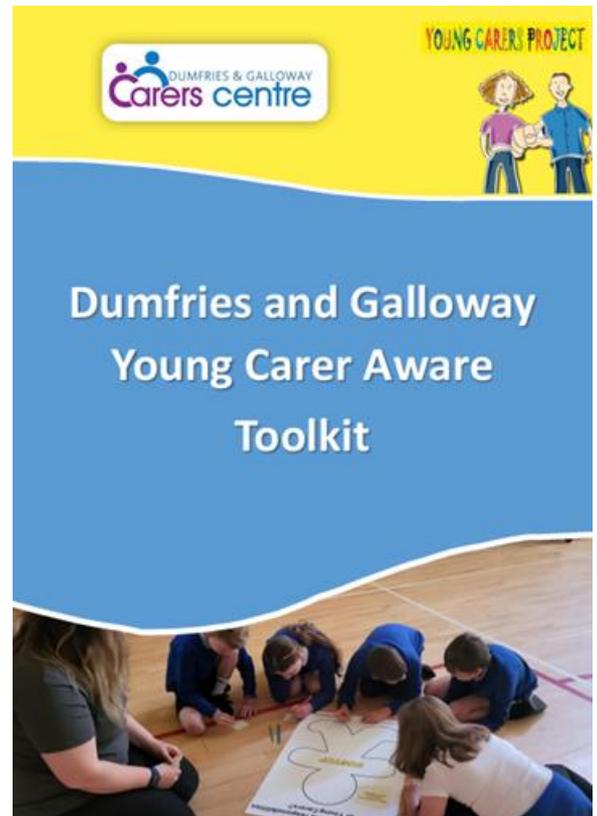
We have continued to raise awareness of Young Carers and the issues that they face within educational settings across D&G. It has been another busy year of delivering

Young Carer Aware training to education staff and assemblies to pupils to ensure we are supporting Young Carers in a positive way so they can achieve the best that they can during their education journey.

This year we introduced a new education resource library on our website that education staff can sign up to and access all our resources to deliver sessions across the region in their own schools. This allows the workshop material to be accessible to schools across the region.



We've committed to the **Young Carers Challenge**



YOUNG CARERS PROJECT

## YOUNG ADULT CARERS

This project continues to support 18–25-year-olds who have a caring responsibility for a member of their family. Over the past year there has been an steady increase in the number of YACs that we support, this group has diverse caring responsibilities from a parent, sibling, partner, child or other family member. We

have strived to offer differing forms of support from one-to-one sessions, groups, college drop-ins and evening drop-ins trying to provide for the varying needs of the group. Group activities held this year were:

**Alpaca Trekking**

**Game On (bowling, crazy golf, darts)**

**Hobbies Nights**

**Cupcake making & decorating**

**Meals out**

**Drop-ins**

**Wellness sessions**





# GRANTS AND FUNDING



**£81,000**

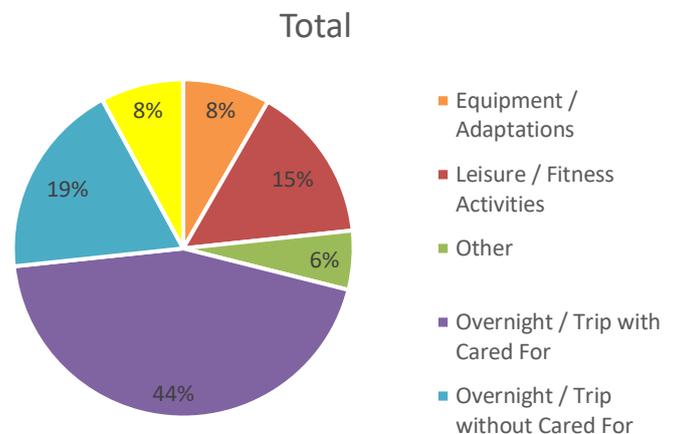
Time for You grants  
awarded to Carers

## Another busy year for grant giving!

A huge increase in the amount of funding via the Short Breaks Fund has been made available again this year with the Scottish Government continuing to invest heavily in this type of support via Shared Care Scotland. A high number of awards were made again this year with a wide range of short break options chosen by Carers.



- 281 awards were made this year.
- The average grant made was £285, with the maximum being £500.
- 428 Carers and 224 people they care for benefited from local funding this year.
- 44% of the awards were used for overnight breaks away with the Cared for person.
- 15% of awards were used for leisure activities or access to therapies, massage etc
- 8% of grants were used for equipment to aid a short break such as garden / exercise equipment, musical instruments etc



## SHORT BREAK VOUCHERS

Funding enabled smaller grants to be made to Carers in the form of a voucher – Carers reported this as like receiving a gift that prioritised their wellbeing.

Short Break Vouchers	Number	Notes
Vouchers benefiting the Carer	64	e.g. hairdressers, beauty, day trips, meals
Number of Cared for also benefiting	15	
Number of Young Carer vouchers	12	

**Pamper Voucher:** When the voucher dropped through the letterbox, it was a little bit of lightness on a dark day. Such a lovely surprise and it gave me real lift.

**Golden Wedding Voucher:** I would like to say a big thank you to you all for the lovely voucher for getting my make up done for our Golden Wedding Anniversary. It was so kind of you all and much appreciated. I am looking forward to getting it done. Keep up the good work you are doing, as a Carer it is so good to be able to turn to you all when in need of help.

## Respality Donations continue

Respality aims to encourage local businesses from across the hospitality & leisure sector to donate breaks of some kind which we then match with Carers. This year we have had £5,000 worth of donations providing lots of different breaks for Carers. From pods and lodge breaks to ice hockey games; Carers have benefited from many different opportunities through this scheme.

One of our big donors this year was Lime Tree Cottage. They donated a full week self-catering break during the school summer holidays.



- We kindly received donations from 16 local businesses.
- Donations were worth over £5,000
- Solway Sharks supported us for the second year and have committed their support for 2025/2026.

### How has the funding helped Carers...

<b>FEEDBACK FROM CARERS SUPPORTED BY GRANTS &amp; FUNDING</b>	
<p><b>Short Breaks Grant</b>  <i>Help to purchase a break maker</i>  <b>Parent Carer</b></p>	<p>Mrs J described the support as making a big difference to her – she is now able to make homemade bread every day which means her son can now enjoy this – he is lactose intolerant, and the recipes can be adjusted accordingly. They started really enjoying taking time out to bake both bread, cakes and meringues and her son helps with the baking. He loves the sensory experience and working the machine using the switch.  <i>“It has been brilliant to be able to do something not only for myself and also utilise the equipment for my disabled son. It is so important that Carers get these opportunities so it’s not just caring duties. It is quite hard when the person being cared for needs everything done for them and cannot communicate their needs. Just a bit of time concentrating on something other than caring duties and paperwork is vitally important for the mental health of the Carer. Without help and support from the Carers centre more disabled and vulnerable people would end up being cared for by the state.”</i></p>
<p><b>Short Breaks Grant</b>  <i>Help towards camper van restoration costs</i>  <b>Male Adult Carer</b></p>	<p>“My wife was diagnosed with bowel cancer so we purchased the motorhome to allow us to still get out of the house while she was isolating through chemo treatments etc. It was a massive help for us mentally to be able to still get out and get away with the kids throughout her treatment. We are now through the other end of chemo treatment and I honestly think without our breaks, my wife would have had much more of a mental struggle throughout the treatment. If not for this fund we would have likely cut a lot of corners in the restoration which in hindsight would have been a mistake.”</p>
<p><b>Short Breaks Grant &amp; Respality</b>  <i>Help to purchase season ticket</i>  <b>Male Adult Carer</b></p>	<p>Through discussion with his support worker, he mentioned that he had enjoyed watching the local ice hockey team. Via our Respality scheme the local team Solway Sharks donate tickets most weeks for their home matches. Mr C was given one of these and really enjoyed this time out and experience. He then submitted a Short Break application for a season ticket to watch the Solway Sharks all year. He has reported this making a big difference to him in his caring role.  <i>“In the current financial climate, it’s helped out tremendously. It helped to provide me time for myself which is greatly appreciated. It has helped immensely which I am so grateful for. These opportunities gives the unpaid carer that me time that is very much needed and I was extremely grateful to receive. Once again, my absolute sincere gratitude for all the help and support and can’t explain how beneficial the time for me fund is.”</i></p>

## Carers Emergency Fund

Many Carers and their families find themselves in a difficult financial position. This fund exists to provide the Carer with monies for essential items or services that they cannot afford and where funding is unavailable elsewhere. This fund is supported by local Carers Strategy Funding.

**In this financial year 104 applications were made to the fund.**

**The total amount awarded was nearly £30,000**

### FEEDBACK FROM CARERS

**Help with energy bills** - *"We are so grateful for this help. We are already over the smart meter costs, and have not long since paid the minimum amount. This will definitely give peace of mind when R comes home from hospital, and no need to want to turn off the heating for the meanwhile. I cannot thank this service enough. Thank you again."*

**Help to purchase a new Cooker** – *"My cooker broke and started falling to bits and was unsafe. Having a cooker again meant I could cook home made meals for the kids again. It helped with it being the holidays it meant i wasn't skint as only had to put some money towards it as it's harder to keep 4 kids in the summer entertained as it's so costly. For people really struggling with disabled children as I know appointments etc for 4 of my kids can all get too much. Really helped us!"*



### Summer Of Play Fund



Dumfries & Galloway Carers Centre were awarded £25,000 from Dumfries & Galloway Council's Summer Activity Scheme to provide individual grant funding for children with complex additional needs. We created the Carers Centre Summer of Play grant which was aimed at families with a disabled child aged 5-18 (in school or home schooled) who was unable to attend other activities throughout the summer holidays

**In first round we received 86 applications (June) with a further 62 in round two (July).**

### FEEDBACK FROM CARERS

*"C is fascinated with traffic lights there isn't a crossing in Dumfries he hasn't been to so was able to take him to Liverpool for 3 days it was a complete surprise to him he was so happy pushing all the new buttons and seeing the different styles that are in bigger cities and he was amazed with the size of Liverpool cathedral"*

*"It meant H had lots of paper and pens to draw, this helps regulate him. When he wasn't drawing, he was using his leapfrog toy with books he spent long periods of time on this. He is using the yoto cards to listen to various audio story books and songs."*

## Mindful Journeys

Additional funding from Shared Care Scotland and the local NHS Endowment Fund continued this year meaning we were able to continue to offer Mindfulness opportunities to Carers right across the region. This extra funding has provided additionality to the Carers Centre service and enables Mindful Journeys to be offered as an extension to the service. This has proved invaluable in the face of the increasing demand for the service and gives Support Workers something additional to offer to enable Carers to receive increased levels of support. Mindfulness courses and one to one Walk and Talk sessions are purchased from a local Mindfulness practitioner with many years of experience of supporting Carers.

Mindful Journeys	Number	Notes
Number accessing Walk and Talk	36	
Number of Walk and Talk sessions held	125	
Number of Mindfulness courses	3	4-8 week sessions with 22 Carers attending
Mindfulness monthly sessions	12	15 individual Carers attending multiple sessions

***There are evaluations collected throughout the year that can be made available for further information – here are a couple of comments received:***

The Mindfulness course is one of the best things that has happened to me. The suffocating black clouds that were pushing me towards the edge of the precipice are still there, but I now recognise them as no longer threatening. I feel reinvigorated by the past two months and ready to be part of my new world. In no small part, this has been down to sharing time with you, and I will always be grateful for this opportunity. I look forward to continuing with our group and, of course, maintaining a mindful and meditative approach to living.

***Walk and Talk***

Place to talk about how my life as a Carer has changed me but learning how to correct some unhelpful habits. I was understood and heard with no judgement or pity. Mindset has taken a huge shift I never thought was possible

Too much to say in a short paragraph. Simply having someone else help me reflect through the stress, having another person say “this is okay” is monumental. I’ve gained great understanding, skills to help me deal, and I regained part of myself I thought lost. Now to maintain me

### NEW PARTNERSHIP BENEFITING CARERS CONTINUES ...



Partnership working makes sense at the best of times, but in a landscape of declining funding, it ensures we make the best of the resources available to us and means we can be sure we are offering our clients the best service we can. The ongoing partnership with Dumfries and Galloway Citizens Advice Service provides staff at the Carers Centre with an easy way to support Carers around all things benefits related.

**“When Carers are referred through to the Carers Centre it’s a whole new situation for them. They’re anxious, scared of the unknown and finance is usually one of those fears because they have no idea what to apply for or what they’re entitled to. It’s reassuring for us to be able to refer them through to Citizens Advice Service. It gives them that peace of mind that they’re getting the support they need and gives staff peace of mind that Carers are receiving the correct advice. It’s a win-win for both the Carers and for the staff.”**

**£102,722 gained for Carers this year.**

**Added to the total the previous year brings the total gained to over £2 million pounds**

**A staggering achievement for a little investment!**



## CARERS WEEK & EVENT SPACE



Our big 'Carers Week' events took place yesterday. Around 60 Carers joined our staff & Board members for two lovely Celebration events in our new Event Space.

It was great to see so many people from across the region enjoying some well-deserved time out.

Many thanks to Alison Hall, Deputy Lord Lieutenant for taking time out of her busy schedule to join us and officially open our new event space, James for playing the bagpipes so well, and kickstarting off the celebrations, [GE-Photography – The Studio](#) for taking the amazing photos, Cheryl from [The Beauty Corner](#) for the relaxing hand massages, all the very talented musicians for entertaining us, and to our amazing staff team who worked hard pulling everything together.

We raised a fantastic £197.00. Thank you to everyone who purchased raffle tickets and well done to those who won!. Funds will be used towards other Carers events.

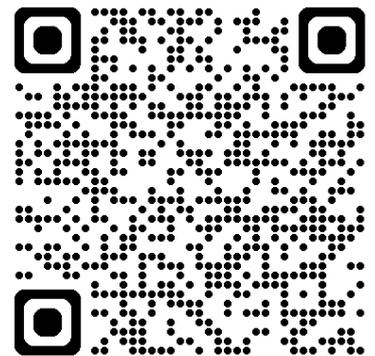
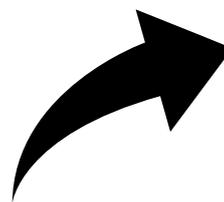


Our Event Space has proven very popular with other third sector organisations, booking the space to hold staff meetings and training days. We generated an income of nearly **£4,000** from 20 bookings.

### CARERS CENTRE FINANCIAL REPORT

The Centre has financial reports for the year April 2024-March 2025 that are independently audited. Should you wish to view these a set of accounts can be made available to you.

*We hope you have enjoyed reading this Annual Activity Report and if you require any further information or a copy of the annual accounts, please contact the Carers Centre on 01387 248600 or by emailing [info@dgalcarers.org](mailto:info@dgalcarers.org)*



**Watch our 'What does the Carers Centre mean to you' video**

Follow us on Facebook.



or visit our website.



The Carers Centre provides information advice and support to anyone who cares for a family member or friend affected by long term illness, disability, age, or addiction.

- Carer Support & Information
- Young Carers Project
- Funding & Grants
- Carers Health & Wellbeing
- DGRI Carers Hub
- Groups & Activities
- Adult Carer Support Plans (ACSP)



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FIND OUT MORE!

## EVENT space

'YOUR EVENT, OUR SPACE, LASTING IMPRESSIONS'

- Recently refurbished
- Capacity for up to 50 people
- Ideal for third sector, health, education and business events.
- Prime Dumfries town centre location on Nith Street
- Multi functional areas from meeting & conference space to Café style seating.



ENQUIRE NOW FOR  
10% OFF YOUR FIRST BOOKING

Project Management: Carers Centres Project for Dumfries & Galloway Ltd.  
Company Registration No. SC186447. Registered Scottish Charity No. SC024103



# Respitality

make a carer's day

A different way of donating!  
Helping Carers take 'Time Out'.

- Your donations goes directly to local Carers.
- You see and hear first-hand on how much your donation means to the Carer.
- Your donation can be supplied at a time of year that suits your business needs.
- Respitality can help you fulfil your corporate Social Responsibilities (CSR)



WATCH ME!

### Who can donate?

**Anyone!** Over the year we have received donations in the form of overnight stays in hotels and self-catering properties, afternoon teas, beauty treatments, distillery tours, days out to attractions, cinema, theatre and sporting tickets.



### What if I'm not in this type of industry?

**You could be in a better position!** You can not only support Respitality, but you can also support another local business by shopping locally and purchasing a voucher to donate.

### How to donate

Contact Nina on 01387 248600 or email: [nina.raynor@dgalcarers.org](mailto:nina.raynor@dgalcarers.org)



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