



2019 Carer Centre Satisfaction Survey Results

Without the support of the carers centre I wouldn't have coped with my situation. They helped me to see the light at the end of a very dark tunnel.

In my darkest most stressful times the staff have listened to me cry, shout, be angry with a non-judgemental listening ear and have always managed to calm me + steer me in the right direction.

I feel that the St Helens Borough are very lucky to have the St Helens Carers Centre.

Methodology

In mid-February we undertook a survey of carers registered with us for their feedback on their satisfaction and take up of services.

Of the 12,350 Adult Carers active on our client database, we sent out a survey to 2,500 (approx. 20%). The sample was selected at random by asking the system to randomise names and address and then the first 2,500 used.

The cut-off date for return was 1st March at this point a total of 708 had returned their form (28.32%).

Respondents

98.9% of respondents completed questions regarding gender, age and who they cared for. And 98.7% provided their name.

Condition of the Primary Cared For of Respondents

Adult Drug/Alcohol	0.3%	33.5%
Adult ASD	2.4%	
Adult LD	7.2%	
Adult Mental Health	7.3%	
Adult PSD	16.3%	
Child ASD	3.7%	6.7%
child LD	0.6%	
Child PSD	2.4%	
Over 60 Dementia	14.7%	59.8%
Over 60 Mental Health	2.2%	
Over 60 PSD	42.9%	

Gender of Respondents

Male	465	65.7%
Female	235	33.2%
Unknown	8	1.1%

Age of Respondents

Youngest	19
Average	63.5
Oldest	93

Results

Carers were asked to rate different aspects of the service and could then include comments. For the purpose of these results we have only selected a sample of comments in each section but they reflect all comments – all comments can be found in appendix 1 (page 10).

1. How would you rate our Benefits Service?

Used it	87.1%
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Poor	0.3%
OK	1.5%
Good	5.8%
Very Good	92.4%

- 1. Didn't know where to start, these laddies are brilliant*
- 2. More private and your listened to more and understood better than over at Gregson / Century House*
- 3. The knowledge and advice is sound, you may wait a little while but someone HAS always got back to us.*
- 4. Would not have been able to manage forms without this support- this is the reason we registered.*
- 5. Actually excellent - they listen to you and act immediately on what needs doing and follow up.*
- 6. Advised I was entitled to Carers Allowance, I thought I wasn't because I had a occupational pension.*

2. How would you rate our Carer Assessments & Support Planning

Used it	78.1%
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Poor	0.0%
OK	1.8%
Good	8.1%
Very Good	90.1%

- 1. Brilliant advice and support on my son who has autism + Aspergers, mental health*
- 2. Done with respect and very thorough. Taken seriously - very important*
- 3. Fantastic assessments and support plans again up to date with information - never rushed always time to talk to the person doing the plans*
- 4. Got my respite and other help sorted out through this service.*
- 5. Person centred plans, detailed & relevant.*
- 6. The centre did me a care plan and made me feel as though I mattered instead of always being about my husband's needs*

3. How would you rate our Info & Advice?

Used it	84.3%
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Poor	0.2%
OK	2.2%
Good	13.0%
Very Good	84.6

1. *Excellent I dint know how I manged without you*
2. *If I ever have any questions about my role as a carer I would get the right information to be able to continue to do my best.*
3. *We do find the information we receive is very good.*

4. How would you rate our Listening Ear / Emotional Support?

Used it	79.0%
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Poor	0.2%
OK	1.6%
Good	8.6%
Very Good	89.6%

1. *Being able to off load being told not to feel guilty. Being there for us.*
2. *Everything I have phoned for advice etc. I have always been treated with the upmost respect and dignity*
3. *Feel valued & understood*
4. *Helped me with my depression rang up crying always someone to listen, to me thank you!*
5. *In my darkest most stressful times the staff have listened to me cry shout be angry with a non-judgemental listening ear and have always managed to calm me + steer me in the right direction.*
6. *O.M.G. Called in centre one day I had had enough in floods of tears. And they listened helped and generally made me feel better.*

5. How would you rate our Training Courses?

Used it	35.7%
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Poor	3.0%
OK	2.4%
Good	19.4%
Very Good	77.0%

1. *Meet new people / respite / useful / educational*
2. *They are informative, helpful and they get you out there making new friends.*
3. *wellbeing courses put me back on track for which I am so very grateful.*

6. How would you rate our Large Events?

Used it	29.1%
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Poor	1.0%
OK	2.4%
Good	9.2%
Very Good	87.4%

1. *Amazing I don't get to many but the Christmas event was outstanding, well thought out and lots of hard work*
2. *Best events ever love quiz nights*
3. *Excellent. Felt very welcome even tho I didn't know anyone.*
4. *You always go the extra mile*

7. How would you rate our Newsletter?

Don't read it	2.6%
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Poor	0.4%
OK	1.2%
Good	12.8%
Very Good	85.6%

1. *always a good read when it arrives and a lot of helpful facts.*
2. *Brings me up to date with what is going on and what courses are available.*
3. *Helps to feel valued + respected as a carer useful / educational / keeps us upto date with issues affecting carers.*
4. *I enjoy reading the newsletter cover to cover and although I don't use the facilities and courses et. Due to time, I am always amazed at all the support available for 'carers'.*
5. *I love reading how the people at the centre are helping the disabled and their carers + what the plans + events will be in the future.*
6. *Information always needed*

8. How would you rate our ID Card Scheme/Passport?

Used it	53.5%
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Poor	0.3%
OK	4.2%
Good	18.5%
Very Good	77.0%

1. *A great idea and helps with cost*
2. *COULD BE MORE PLACES LOCALLY*
3. *not enough shops in St Helens*
4. *Used many times. Very helpful if on tight budget.*
5. *Very good, comes with a comprehensive list of shops etc that offer discount*
6. *When on a tight budget it makes a difference*

9. How would you rate our Clubhouse groups?

Used it	23.7%
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Poor	1.2%
OK	1.2%
Good	19.0%
Very Good	78.6%

1. *don't know about these*
2. *Excellent good fun relaxing helps you unwind and forget your worries for a while. Very friendly, carers + staff. Have a laugh*
3. *Great to just pop in for tea + toast and a half hour of me time*
4. *Lovely to call in and feel so welcomed with a lovely cup of tea & chat*
5. *Not a "clubby" person.*
6. *These are very good and I can meet up with likeminded carers*

10. How Can We Improve The Services We Offer?

1. *A bigger place / more staff / faster responses / longer opening hours.*
2. *A can only say from what we had myself + my husband, you couldn't improve.*
3. *All services I have used are outstanding so no improvement need*
4. *By making the waiting time for appointments shorter*
5. *Cant think of how you could improve the services. Its 110%*
6. *Everything is great maybe just more activities for carers in the evening*
7. *For me all there already help is only a phone call away - 100% satisfied*
8. *For me it would be more late nights or open on a Saturday.*
9. *Have some support for those who are unable to come/get out of their homes.*
10. *How can you improve when already the best organisation*
11. *I think you do enough.*
12. *Miss the messages! Good way to relax! Back & neck & head.*
13. *More family activities (can involve cared for)*
14. *more meals*
15. *More staff in the benefits*
16. *The service is second to none however if funding was available it would be nice to have an emergency 24hr contact for lone carers.*
17. *Unfortunately you are a victim of your own success as I had to wait for 6 weeks for a phone call to fill in my application and the lady who rang me and filled it in for me was excellent.*
18. *When someone's going through a really difficult spell, the Centre could call and check how your managing.*
19. *You cannot improve on perfection.*

11. How Do We Compare To Other Organisations/ How Are We Different?

1. <i>After trying other things like CAB and Social we found the Carers Centre to be very helpful and informative.</i>
2. <i>Always getting help you need get problems solved with friendly staff.</i>
3. <i>Because all the staff are wonderful at making you feel you have friends. They have given me support whilst looking after my mother-in-law + then my husband, especially when he died. Now I care for my sister as much as I can + feel I can contact them if I really need a listening ear.</i>
4. <i>Because you concentrate on looking after the carers.</i>
5. <i>because you listen & you do care if we leave a phone message you get back straight away.</i>
6. <i>Better and more supportive</i>
7. <i>Carers centre concentrates on Carers which we need, other organisations deal more with the dementia</i>
8. <i>Carers centre staff are well informed and helpful. They make you + yours feel that they are fighting for you alone, making you feel secure + cared for.</i>
9. <i>Compares favourably with dementia charities</i>
10. <i>Does provide a lot more info, support, activities, etc</i>
11. <i>Everyone at the carers centre goes 'the extra mile'. Each client is treated as an individual, not many organisations do this</i>
12. <i>good location easily accessible prompt answering of telephone + return calls when needed. Always friendly helpful caring courteous staff always have a listening ear none judgemental.</i>
13. <i>I care for my daughter in Sefton. Had 100% more support from St Helens in 3 months (re: caring for my mum) than we had from Sefton in 9 years.</i>
14. <i>I feel at ease when I visit thee centre and I know that everyone is there to help and advise me, unlike some places where I feel uncomfortable and judged.</i>
15. <i>I was made to feel "cared for" instead of me being the CARER I was not alone!!!</i>
16. <i>If I did not use St Helens Carers Centre I would not manage. I rely on the 'full' support we get from benefits such as explaining letters.</i>
17. <i>I've never met another service that does as much as you do</i>
18. <i>More approachable - non-judgemental - not clinical - less formal</i>
19. <i>More approachable friendly non-judgemental + still very professional. Takes carers seriously</i>
20. <i>More Caring</i>
21. <i>More helpful</i>
22. <i>More helpful and more happy to help</i>
23. <i>More thoughtful</i>
24. <i>More understanding</i>
25. <i>More welcoming</i>
26. <i>Out standing</i>
27. <i>Personal</i>
28. <i>St Helens CC are staffed with Respectful, caring, knowledgeable, persons. They make Carers feel that they really are special individuals and they matter a lot in their roles as Carers. You are never made to feel stupid, if a question does not come forth quite right.</i>
29. <i>The answer is in the name @Carers Centre@ and they are very caring people doig a brilliant job.</i>
30. <i>The Carers Centre although very busy always have time for you and is quite accessible.</i>
31. <i>The Carers Centre gives explicit advice on benefits etc. Whereas Citizens Advice are more vague on what may be available.</i>

32. The Carers Centre is like a family, other organisations seem to be more formal and not as approachable.

33. The difference is you care!

Summary (From 708 replies)

	<i>Welfare Benefits Service</i>	<i>Carers Assessments & Support Planning</i>	<i>Info & Advice For Carers</i>	<i>Listening Ear / Someone To Talk To</i>	<i>Training Courses</i>	<i>Large Respite Group Events</i>	<i>Carers Newsletter</i>	<i>ID Card /Discount Card</i>	<i>Carer Clubhouse Group & Respite Facility</i>
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Used it	87.1%	78.1%	84.3%	79.0%	35.7%	29.1%	97.4%*	53.5%	23.7%
Number	617	553	597	559	253	206	708	379	168

Poor	0.3%	0.0%	0.2%	0.2%	3.0%	1.0%	0.4%	0.3%	1.2%
OK	1.5%	1.8%	2.2%	1.6%	2.4%	2.4%	1.2%	4.2%	1.2%
Good	5.8%	8.1%	13.0%	8.6%	19.4%	9.2%	12.8%	18.5%	19.0%
Very Good	92.4%	90.1%	84.6%	89.6%	77.0%	87.4%	85.6%	77.0%	78.6%

*2.6% of all Adult Carers say they don't read the newsletter

Appendix 1 : Additional Comments

Comments Received: Benefits Service

<i>You helped me get benefits I didn't even know about.</i>
<i>You have a wealth of knowledge, information to access and to support and assist with the tedious mind blowing form filling for DWP - Thank you</i>
<i>You completed my wife's application for attendance allowance in 2 hours. It would have taken me two days!! And the application was successful!</i>
<i>Would not have known about or been able to sort the benefits without your support</i>
<i>Would not have been able to manage forms without this support- this is the reason we registered.</i>
<i>Whoever is assigned to you they explain and give sound advice to your circumstances.</i>
<i>Whenever I receive a letter in a big envelope I just panic but as soon as I get an appointment with the carers panic subsides and I get help with fantastic people to help fill in forms.</i>
<i>When my husband became unwell I didn't know where to turn for help I knew I couldn't carry on working full time and giving my husband the care he needed I was advised on the benefits I could apply for if I had to cut the hours I worked.</i>
<i>When I needed advice there is always help at hand to advise me.</i>
<i>When I have asked for advice and updates on my benefits I have always had very good professional help.</i>
<i>We have used the Carers centre with help filling lots of forms and paperwork in this service has been an asset to us. I don't know what I've would have done without the help given.</i>
<i>We came to you when XXX had been knocked down in a hit and run, badly injured, skin graphed at Whiston hospital F / ankle + wrist. You were wonderful.</i>
<i>Thorough and knowledgeable staff</i>
<i>This service was invaluable to me after my mum was diagnosed with vascular dementia.</i>
<i>this is a very difficult field to understand and very stressful, but was made so much easier by the expert knowledge and support from the carers centre</i>
<i>This area is daunting + the carers centre staff guided me through it allowing my foes + anxiety with successful results.</i>
<i>They provide information + Advice I wouldn't have known about.</i>
<i>The people at the carers centre are so informative they have helped me at times when I needed financial help & support.</i>
<i>The lady advisor was patient and understanding and knowledgeable on the subject.</i>
<i>The knowledge and advice is sound, you may wait a little while but someone HAS always got back to us.</i>
<i>The Carers have been very helpful and explaining what to do. Taking the stress off us.</i>
<i>The benefits review I received when I first registered was very informative and professionally done</i>
<i>Staff were extremely helpful with explanations, as well as assisting with completion of forms whenever I have needed help with this they were brilliant and very supportive</i>
<i>Staff at the Centre are friendly and help out in any way they can. I myself have found them very useful</i>
<i>Some very helpful benefits advice which helped my wife and I to prepare for, and eventually win , at PIP tribunal.</i>
<i>So experienced.</i>
<i>Service when received was good for benefits but unfortunately waiting very long.</i>

<i>Service excellent just the delays receiving it could be improved.</i>
<i>Recently helped me out massively. They kept my head above water and helped me with my finances and entitlements</i>
<i>Quick response, informative, helpful and polite.</i>
<i>OUTSTANDING - used this srvice for my mum& grandma & grandad all 3 benefited from it.</i>
<i>My mum, after your help filling in an application for Attendance Allowance, has just been successful and has been awarded this, Your help, advice and support has been @second to none'. Your qualified trained staff are so thorough and professional but so caring and compassionate towards the person and carer at the same time.</i>
<i>My family has the carers centre and staff as their first port of call. My wife , daughter and son have severe medical issues, and all help provided has been absolutely invaluable, a godsend, cant praise them highly enough.</i>
<i>More private and your listened to more and understood better than over at Gregson / Century House</i>
<i>I was told I could claim some benefits but thanks to you it was explained why I couldn't. It was explained very simple and well</i>
<i>I have found there help to be invaluable, impartial, and none judgemental when filling out forms.</i>
<i>I have been helped a number of times to fill in DLA + Carer forms. They always give excellent help navigating through them and completing the forms.</i>
<i>I could not manage without this invaluable help and support. It takes away all the stress that I would have if left to myself.</i>
<i>For a number of years, friends told me I should be claiming a benefit for my son. I filled in the form + never heard anything. Carers Centre helped me to fill in a new form + within days had a response from benefits it was all sorted out within 4 weeks.</i>
<i>For 5 years I was eligible for benefits but didn't claim as the form was complicated and daunting. The centre helped immensely and I am so grateful that she made it clear I was quite entitled to it.</i>
<i>'Excellent' everything about the Carers Centre is 'wonderful' - the staff make it, nothing is too much trouble for them. Since having this stroke, you have become my memory.</i>
<i>Always good, accurate advice. A lot of forms from Local Auth. Etc. are not the easiest to complete!</i>
<i>After being told by CAB we could not claim when my husband was poorly with kidney problems and having to go on dialysis, the carers helped us with form filling etc. We will never forget the help they gave us.</i>
<i>100% reliable with all the knowledge and experience to help you especially when you're stressed filling in the forms when you cant think straight and are overwhelmed</i>

Comments Received: Assessments

<i>Without an assessment I would carry on becoming more stressed, help is always welcome. Sometimes you don't realise you need to focus on yourself too.</i>
<i>Very understanding about various problems & needs for my caring role for my partner.</i>
<i>Very informative care plans and one is sent out for me to peruse.</i>
<i>Very good at listening, being able to sit in a quiet room and explain how as a carer I feel.</i>
<i>Very good advice.</i>
<i>Very caring, helpful, professional.</i>
<i>They care for carers needs and show you how to access + where to get support, quite quickly when needed</i>
<i>The people that work in the center phone to see how dad is doing, to see if he needs any more assessments. They also arranged for OT to come and assess him.</i>

<i>The Centre put us on to getting a better toilet seat and hand rails, making getting around the house a lot easier for my mum</i>
<i>The centre did me a care plan and made me feel as though I mattered instead of always being about my husbands needs</i>
<i>Made me think more about my health and wellbeing.</i>
<i>Looking after my father with dementia, then caring for my 90 year old mum, the carers have been a tremendous help.</i>
<i>I was given a lot of advise and help and encouraged to goto meetings , groups to make sure I understood what may be available to me.</i>
<i>I think The Centre makes you feel wanted. It helps when things get you down</i>
<i>I feel my support plan covers all of my needs and the assessment makes sure of that.</i>
<i>Having used this service, I feel it is an essential service knowing that support plans are in place I don't feel alone in my caring role and enjoy having some time just for me and not being judged</i>
<i>Fantastic assessments and support plans again up to date with information - never rushed always time to talk to the person doing the plans</i>
<i>Excellent - All help and advice was/is so valuable. There's someone always there to cheer you up over my son and my dad, Thank you X</i>
<i>Brilliant advice and support on my son who has autism + asperges, mental health</i>
<i>Assessments I felt relaxed during the assessment but more important my husband / myself never felt judged support plan very personalised</i>
<i>Again my personal assessment was thorough without being intrusive. There are regular reviews so the plan can be adapted to any change in needs. I am really grateful for the support ive received</i>

Comments Received: Information & Advice

<i>Willing to give good advice and great information, helpful in my caring role</i>
<i>Whenever I needed to discuss anything they were happy to help and provide information and assisted/supoted me when I needed it most</i>
<i>Whenever I have contacted the centre for any information I have always received good advice what a damn good memory you all have. I can not praise you enough. Thank you to all of you 'may the? Bless you all'.</i>
<i>We do find the information we receive is very good.</i>
<i>Takes away guilty feelings about needing to recharge own batteries and information given to give ourselves a break too!</i>
<i>supportive information proovided assist when required things you wouldn't know about otherwisei</i>
<i>Provided infromation on advocacy that I couldn't find. Provided details of other organisations that were helpful, e.g. support groups & referal to other agencies</i>
<i>Not had a lot of advise latley But my husband has gone a lot worse I might need it in future</i>
<i>My role is 24/7 so sometimes its hard. My husband is terminally ill. The Carers Centre make you feel very welcome and are willing to listen</i>
<i>My doctor advised me to register as a carer with you in December 2014 and when I called in (without an appointment) I was welcomed in and fully informed about your 'service' for me as a 'carer'. I received lots of information in a pack.</i>
<i>I was very ignorant of my ability to cope with my Wife's dementia until I was given advise by the Centre</i>
<i>Excellent I dint know how I manged without you</i>
<i>Excellent - All staff give the best advice, especially when I started as a carer - always at the end</i>

<i>of the phone !</i>
<i>Did not realise how much of a caring role I actually carry out until speaking to staff.</i>
<i>Caring for my mum was a steep learning curve. The information and advice provided was very helpful and most appreciated.</i>
<i>Anything I have ever needed has been there for me to point me in the right direction</i>

Comments Received: Listening Ear

<i>You will listen to me when I want emotional help and low mood my partner has Multiple Sclerosis progressive.</i>
<i>You were there when I needed it</i>
<i>You felt so much more relaxed and better after a one to one chat</i>
<i>You feel you're not being judged by anything you say as they understand.</i>
<i>When upset, staff have listened to me and took their time to sort things out for me.</i>
<i>Was feeling lost and lonely cant thank the team enough for their support.</i>
<i>This service is invaluable especially when I feel down</i>
<i>They are all very good at listening to me when I need a listening ear/unload a problem</i>
<i>There is always someone on hand to talk too and listen to you objectively.</i>
<i>The support you give is amazing, both at the carers centre and by telephone. Kepps you going, thanks x</i>
<i>The staff are brilliant always ready to talk and listen and if you just want to escape for a while a cup of tea is always on hand.</i>
<i>The staff are always really friendly and sympathetic. I always have a laugh with them and they're there when I need a shoulder to cry on.</i>
<i>The staff are always ready with a smile and some friendly chat when you need it</i>
<i>The Carers Centre was very helpful when we were involved in a car accident which left my wife very distressed</i>
<i>Such friendly staff . Very helpful and sympathetic. They try there best to help in anyway they can.</i>
<i>Staff are sympathetic + its good to offload to someone who is not family-a neutral person who is not judgemental</i>
<i>Sometimes I thought I was being unfair or unreasonable- Having someone to listen reassures ne that I wasn't going mad and I was right- Great support</i>
<i>So supportive, best help ever given to me.</i>
<i>Sad I had to be at crisis point to discover the Carers Centre.</i>
<i>one day last year I was in a terrible state couldn't stop crying etc I rang and spoke to a young lady who helped me immensely</i>
<i>On a few occassions I've felt I've needed to talk to someone the staff have always listened and given good advice and I never feel like I've wasted their time. I've always felt 100% better after a chat</i>
<i>O.M.G. Called in centre one day I had had enough in floods of tears. And they listened helped and generally made me feel better.</i>
<i>My initial visit in December 2014 was at a time where I was at a 'low' due to work commitments and caring for mum as things had taken another step where mum had a lot going on with poor health and worsening mobility. Staff were and still are brilliant at 'listening' and making me feel better.</i>
<i>Last year on two occasions I arrived as a drop in I was in a distressed state of a massive crisis, your member of staff offered me much needed support. Many thanks</i>

<i>Just to know that somebody is there to talk to is priceless. I have used this service a number of times. It means that you are not alone.</i>
<i>Just having someone to listen and not being judged makes all the difference.</i>
<i>It is very good to have someone to speak to and listen when you are struggling to cope with the illness and changes in personality.</i>
<i>it is very comforting and reassuring to be able to talk to someone when caring role is very difficult, in troubled times, and also constant never ending support carers give to their loved ones.</i>
<i>In my darkest most stressful times the staff have listened to me cry shout be angry with a non judgemental listening ear and have always managed to calm me + steer me in the right direction.</i>
<i>I have visited the centre on several occasions when I needed to talk to someone regarding the stress of caring</i>
<i>I have rung a few times when I have not known who to get to help me. The carers have been wonderful, talked at length, calmed me down and made sure I was able to carry on. Always got follow up calls for next few days . Cant praise them enough.</i>
<i>I had a problem with Social Services that was really upsetting, they were there to help put things right. Social Services have never followed up on this problem and if I have any problems again I will contact St. Helens Carers Centre and not Social Services as they have not been helpful at all. Mandy at the Carers Centre was extra kind and sorted it out for me.</i>
<i>I felt completely lost and alone when I started to look after my husband, when I got the appointment to speak to someone I went in very upset, and come out knowing someone really cared about us both and was helping me with my problems.</i>
<i>I don't think people realise how important it is to have a listening ear / speak to someone when you are a carer.</i>
<i>I always leave feeling much more positive after speaking to someone. The team are helpful and professional. They make you feel you are not alone, they are genuinely caring and non-judgemental.</i>
<i>I've phoned for help and a listening ear was all I needed when struggling to talk to professional people who would listen but no action taken and the carers centre people made me feel better to carry on and ring back if I needed to talk again. Big thanks for that.</i>

Comments Received: Training Courses

<i>Went to Dementia classes gave me a good insite into the condition and what to expect.</i>
<i>well being courses put me back on track for which I am so very grateful.</i>
<i>Very informative and relaxing way of learning</i>
<i>Very helpful at helping me understand my husbands illness. Wish I could go again as a booster but I am tied more these days and difficult to get out alone.</i>
<i>Time for yourself. Meeting up with others in similar situation as yourselves.</i>
<i>Theya re very good with training courses and if they don't want to do what your looking for they will try and point you in the right direction.</i>
<i>They are informative, helpful and they get you out there making new friends.</i>
<i>Superb courses, I have attended cookery, crafts and digital knowhow, all of which have been beneficial</i>
<i>Meet new people / repite / useful / educational</i>
<i>Lots of different course something for everyone. Met lopts of nice people.</i>
<i>I have over the years been on many courses they have all been first rate.</i>
<i>I have done a couple of the courses which have provided me with the skills that have helped in my caring role, especially the massage courses. My daughter who I care for suffers from chronic pain, these courses have helped me to help her</i>

Excellent stress management and mindfulness, learnt so much- even took it to work to my colleagues.

Comments Received: Large Events

<i>You always go the extra mile</i>
<i>Very organised the staff work very hard to make all who attend a very warm welcome. I have really enjoyed every party thanks all.</i>
<i>The staff look after us & make us feel special which means a lot as a carer.</i>
<i>Nice to be treated so well for a change, instead of looking after others.</i>
<i>Lovely Christmas lunch fun support laughter much needed time out.</i>
<i>Lift us up at each events we feel more light hearted with the job of caring</i>
<i>Its lovely to dress up and have a lovely meal with like minded people and know your problems are left behind</i>
<i>I have made new friends while enjoying trips out and relaxing from the pressures of being a carer</i>
<i>Great release and very much appreciated they put a lot of hard work into making you feel like a person again for a day</i>
<i>Good to meet other carers in a social setting. Events often free of charge. Variety of events is impressive.</i>
<i>Fantastic, Amazing, Excellent food. Good laugh, lovely decorated venue, Entertaining, Alan's a good sport and all his team</i>
<i>Excellent, everybody has a brilliant time, mostly because of the effort staff put in</i>
<i>Enjoy and look forward to quiz nights, meeting old friends and new. All events are brilliant.</i>
<i>Amazing I don't get to many but the Christmas meal was outstanding, well thought out and lots of hard work</i>
<i>Always well attended and a great way to meet other carers. The care staff are amazing many of them giving their time voluntarily</i>
<i>Always providing something for everyone - so many choices.</i>

Comments Received: Newsletter

<i>You find out all the information you need</i>
<i>We need newsletter to keep in touch</i>
<i>Very interesting, good information.</i>
<i>Very interesting about news, whats on, courses, lots of information, knowing someone is there to contact.</i>
<i>Up to date info, informative.</i>
<i>The newsletter provides good information on events & also about other carers.</i>
<i>So very informative and I enjoy reading it, it keeps me up to date</i>
<i>Really useful. I enjoy reading the news and seeing what courses are available</i>
<i>Look forward to receiving this as can plan any training courses I would like to join</i>
<i>Keeps you upto date with all that happens in a Carers world, locally and other.</i>
<i>I love to receive it to see what is going on.</i>

<i>I like to read the newsletter + keep up to date with the carer surveys. Good information on the newsletter about local + national events/surveys</i>
<i>Helps to feel valued + respected as a carer useful / educational / keeps us upto date with issues affecting carers.</i>

Comments Received: ID Card Scheme / Passport

<i>When on a tight budget it makes a difference</i>
<i>We have used this on a couple of occasions for dining out</i>
<i>Very good, comes with a comprehensive list of shops etc that offer discount</i>
<i>Used many times. Very helpful if on tight budget.</i>
<i>Nice to get a little money off in these hard times</i>
<i>Makes a huge difference to my money problems</i>
<i>I have used my card on a few occasions with my mum which has been a great help to get out and it's hard if you have limited monies!</i>
<i>helps to know of venues that support carers with discounted services, especially when many carers can not work and therefore reduced income because of caring role</i>
<i>Discount card are worth it when you decided to go out for the day and taking your partner out can go out together</i>
<i>Am honoured to hold one have used it a couple of times I feel that more buisnesses in the town centre be mre supportive by offering their support to carers centre offering carers discount.</i>

Comments Received: Clubhouse

<i>Very good these are good to meet other people and have a chat and make friends.</i>
<i>These are very good and I can meet up with likeminded carers</i>
<i>Supportive, helpful and friendly environment</i>
<i>Superb! Amazing ideas to help carers / people socialize and share their different caring roles.</i>
<i>Lovely to call in and feel so welcomed with a lovely cup of tea & chat</i>
<i>it is always benicial to be able to discuss issues with other people in a similar situation</i>
<i>Great chance to meet and share information with other carers and find out other things may not know!</i>
<i>Great atmosphere every time I have attended any group.</i>
<i>good social atmosphere with positive outcomes</i>
<i>Fishwick House is a lovely place, the people who work there are most kind.</i>
<i>Enjoy clubhouse events meeting other people. They look after you very well.</i>

Comments Received: Improve The Service

<i>Your service is very good as it is.</i>
<i>Your brilliant cannot think of anything to improve</i>
<i>You need more money? And more staff</i>
<i>You don't have to improve you do a wonderful job</i>

<i>You couldn't improve anymore</i>
<i>You couldn't improve the services are fantastic</i>
<i>You could try taking the office out into the community, say once every 2 months for people who find it difficult to get into St Helens, eg. Newton, Haydock, Rainford</i>
<i>you can't. it is excellent how it is. Providing funding keeps the service at its current level as any less would be extremely detrimental</i>
<i>You cannot improve on perfection.</i>
<i>You always deliver 100%</i>
<i>You all do a great service to all carers and families, if you got more funds from the government this would go a long way to help.</i>
<i>Would love to see the therapy sessions return</i>
<i>Would be good if the waiting times for benefit checks was shorter</i>
<i>Unfortunately you are a victim of your own success too much demand now.</i>
<i>There is not much improvement needed as there is a late night opening 1 night a week which helps as I can visit the centre after work (only thing would be to so more than 1 late night a week but I understand staffing may be an issue</i>
<i>The services you provide to me are excellent and are second to none, I only wish the funding was still in place to provide the massage facilities, they once had, I do miss those.</i>
<i>The service is second to none however if funding was available it would be nice to have an emergency 24hr contact for lone carers.</i>
<i>The service is excellent, I feel you need extra staff. Bring back the therapy sessions</i>
<i>Some evening courses</i>
<i>Maybe longer hours for those who work as only one late night a week.</i>
<i>More staff in benefits</i>
<i>More staff available for filling in forms & benefits advice</i>
<i>More staff</i>
<i>More information & advice officers. Unfortunately there is a lot more need than you currently get funds to cover.</i>
<i>More family activities (can involve cared for)</i>
<i>It's very hard to answer this question with all the cut backs going on at the moment.</i>
<i>It would be nice if the centre could access more funds. But they seem to do a lot with the little they do have.</i>
<i>I think they need more staff because they always seem to be very busy.</i>
<i>I think our carers centre is wonderful and could not be improved</i>
<i>I cant really see how you could improve, you really do a fantastic job of supporting so many families</i>
<i>I am happy with everything you do for us, I don't think there is anything you could do to better. Thank you so much!</i>
<i>How can you improve when already the best organisation</i>
<i>How can you improve excellent I suppose you could but you will have to work at it.</i>
<i>A can only say from what we had myself + my husband, you couldn't improve.</i>
<i>A bigger place / more staff / faster responses / longer opening hours.</i>

Comments Received: Compare To Other Services

<i>your staff are always caring compassionate and empathic and I am truly grateful.</i>
<i>Your care and advice is excellent. Citizen's Advice were very poor, when I requested to see someone they led me to homeless people.</i>
<i>Your are different because you get to the heart of where carers are coming from. Can be a woefully dismissive attitude from other organisations.</i>
<i>you're the only people who have offered help</i>
<i>You understand how difficult it is and the impact a caring role can have on the carer and their family. The Carers Centre provides an invaluable service to carers.</i>
<i>You really care</i>
<i>You really are a caring body of people, you go above and beyond and are a real listening ear. So knowledgeable at signposting</i>
<i>You have the carer's needs at the centre of what you do.</i>
<i>Well organised, take time to listen and signpost to relevant service</i>
<i>We originally used CAB. However, we feel The Carers Centre to be more professional, more understanding and empathy of our situation</i>
<i>We have never found another organisation that has the knowledge resource.</i>
<i>Very professional, friendly and caring. A lot more supportful than other organisations with true empathy.</i>
<i>Very friendly, easy to talk to staff very understanding.</i>
<i>Very friendly and welcoming, non - judgemental, very supportive. They never rush you</i>
<i>They have a more friendly approach to people and their problems and help as best they can.</i>
<i>The name CARERS does what it says on the can. Cannot speak highly enough of all staff and volunteers.</i>
<i>the carers centre staff literally care for all whom associate with and their compassion is immediately evident other organisations which I have been involved with are also similar caring but in a more formal less personal way. The carers centre staff are more like family friendly whom you would not hesitate to approach for help advice assistance comfort etc.</i>
<i>the carers centre staff are always there when needed and give excellent care and advice</i>
<i>The Carers Centre specialise is caring for the carers with compassion.</i>
<i>The carers centre see's people for who they are and treats everyone as a person in their own right. They become friends even if it is only that you know they are there</i>
<i>The carers centre offer personal service that others don't</i>
<i>The Carers Centre gives explicit advice on benefits etc. Where as Citizens Advice are more vague on what may be available.</i>
<i>The Carers Centre are the ONLY organisation who have helped me or been there for me over the past 2 years, which has been very traumatic as I do not enjoy good health myself.</i>
<i>The Carers Centre although very busy always have time for you and is quite accessible.</i>
<i>The answer is in the name @Carers Centre@ and they are very caring people doig a brilliant job.</i>
<i>St Helens is lucky to have such an organisation who is so pro-active. Unique services not available in neighbouring boroughs. Benefit maximisation is vital. One stop shop approach is excellent.</i>
<i>St Helens CC are staffed with Respectful, caring, knowledgeable, persons. They make Carers feel that they really are special individuals and they matter a lot in their roles as Carers. You are never made to feel stupid, if a question does not come forth quite right.</i>
<i>So good. Much better than CAB or anywhere else I tried to get help and information, and sorting benefits , wouldn't go anywhere else.</i>

<i>Personalised. Don't feel rushed. Always a friendly face.</i>
<i>Personal and supportive</i>
<i>Only other organisation I have used is CAB- Carers Centre us a lot more personal and much easier to contact.</i>
<i>Much better than trying to talk to someone in St helens council not passed around from department to department</i>
<i>Most organisations are acting like an agency for the provider, the carers centre are for the carers.</i>
<i>More understanding, phone back, late evening open times, understand people's needs. They are angels looking after carers.</i>
<i>More understanding as treat you as an individual and not a number.</i>
<i>More 'caring' towards clients, sometimes we felt very vulnerable, but the staff soon give us confidence to ask about things.</i>
<i>It's brilliant!!</i>
<i>You can ring up and are spoken to politely and questions answered. If needed, someone always calls you back. You can also call in anytime without an appointment and again are welcomed and someone will find time to speak to you.</i>
<i>It feels part of the community and very friendly.</i>
<i>Immediate response and good positive advice. Always pleasant and friendly, excellent service with limited resources</i>
<i>I wouldn't be where I am today without their help. When I went to them they put me right on everything so I could take better care of my husband a lot better.</i>
<i>I was made to feel "cared for" instead of me being the CARER I was not alone!!!</i>
<i>I think they are reliable and trustworthy I haven't used to full capacity but admire the work and help/support excellent.</i>
<i>I think the Carers Centre really understand our situation and actually want to help. They take time to listen and advise.</i>
<i>I think the carers centre is more in tune with local carers,their family and their needs. Rasily accessible, town centre and always a friendly voice on the phone.</i>
<i>I only use the carers centre because of their knowledge and advice.</i>
<i>I know that you are just on the end of the phone when I need you. Nobody else is bothered.</i>
<i>I have never come across somewhere like it before. It is hard to express how good the services is. The carers centre is an absolute necessity for this town. So many people rely on this facility.</i>
<i>I feel at ease when I visit thee centre and I know that everyone is there to help and advise me, unlike some places where I feel uncomfortable and judged.</i>
<i>I don't use any other organisations and don't know what I would do without the Centre!</i>
<i>I don't think I could go elsewhere and find the same quality of friendship and help</i>
<i>I don't really use other organisations but I can say I never feel alone or a burden with the Carers Centre</i>
<i>I don't go to any other orgaisations but I am very happy with St Helens Carers because they do genuinely CARE.</i>
<i>I care for my daughter in Sefton. Had 100% more support from St Helens in 3 months (re: caring for my mum) than we had from Sefton in 9 years.</i>
<i>good location easily accessible prompt answering of telephone + return calls when needed. Always friendly helpful caring courteous staff always have a listening ear none judgemental.</i>
<i>generally well run and organised the staff are helpful and ry their best for "customer" staff go the extra mile for people where other organisations seem not to.</i>
<i>Friendly, good listeners, help you to feel counted as a carer - not just forgotten about organises carers to meet other carers - support.</i>
<i>Everyone at the carers centre goes 'the extra mile'. Each client is treated as an individual, not many organisations do this</i>

<i>Compares favourably with dementia charities</i>
<i>Carers Centre is a home from home & will always welcome you in an appointment unnecessary & have an ear to listen.</i>
<i>Carers Centre gives out very good information and advice to support carers in their role. A very valued service compared to other organisations.</i>
<i>Better and more supportive</i>
<i>Bespoke - efficient - does what it says on the tin</i>
<i>Because you concentrate on looking after the carers.</i>
<i>Because there is no one like the carers centre who help a lot, when people are stuck on forms or letters, carers centre are there to help.</i>
<i>Because all the staff are wonderful at making you feel you have friends. They have given me support whilst looking after my mother-in-law + then my husband, especially when he died. Now I care for my sister as much as I can + feel I can contact them if I really need a listening ear.</i>
<i>anytime I personally have any problems I go to the carers centre as I do not know of any other organisations to get help and the help and advice is always first class</i>
<i>All staff very friendly & all willing to go the extra mile. I even had a Saturday appointment to help complete an Attendance Allowance form, waiting in reception, the girls all helpful & kind to the regulars that pop in.</i>
<i>all information advice and support under one roof friendly helpful supportive and always willing to assist</i>
<i>After trying other things like CAB and Social we found the Carers Centre to be very helpful and informative.</i>

Comments Received: Any Other Comments

<i>You provide an excellent with excellent staff a much needed service.</i>
<i>Wonderful Organisation</i>
<i>Without your help I wouldn't know what to do or how to claim my Carer's benefits etc. Thanks for all your help.</i>
<i>without the support of the carers centre I wouldn't have coped with my situation. They helped me to see the light at the end of a very dark tunnel. Me and my family cannot thank you enough</i>
<i>Without the Carers Centre I don't think I would be here today.</i>
<i>When we went through a difficult spell last year I got a weekly phone call and found it reassuring.</i>
<i>when me and my husband found ourselves in a terrible situation the carers centre helped with everything from money we could claim to just someone to talk to we will always be very grateful to them.</i>
<i>To me having the carers, I feel im now not alone and can phone them or pop in when I feel I need to talk</i>
<i>TO each and every member of staff feels like it's not only a job they actually CARE</i>
<i>This service is excellent, and you do care.</i>
<i>they do a fantastic job I was really happy with the help I got. It was like a weight was lifted of my shoulders.</i>
<i>There when I was desperate, distressed and needed support.</i>
<i>The whole team is amazing and I couldn't manage without you.</i>
<i>The support we have received from the Carers Trust cannot be faulted. There have been times when we could not have managed without you.</i>

<i>The support I have received has been great + invaluable. Thank you so much for being there and long may this go on.</i>
<i>the support and compassion I receive from you all is much appreciated</i>
<i>the staff, the way they provide assistance to me and this is more than first class. They are all unbelievable, so professional and an absolute credit to the service and the work they do. This facility has to continue. Where else can we get such first class assistance and help</i>
<i>The staff are very helpful at a times when the need for people are sometimes at low point, when its then the centre is most important.</i>
<i>The St Helens Carers are extremely helpful and the people there will go out of there way to help you. Lovely people.</i>
<i>The small things I have learned from the Carers Centre have made such a massive difference to myself and my family. Thank you for all your support and hard work- it is appreciated.</i>
<i>The follow up calls when I needed help was second to none, and very welcome thank you.</i>
<i>The fact the carers centre is actually in existance and facilities available is very comforting to people like myself</i>
<i>The clubhouse is excellent especially Carol you always feel welcome</i>
<i>The carers have helped me over the years on several issues which is greatly appreciated.</i>
<i>The Carers Centre is a lifeline and I have made a group of lovely friends who understand how hard it is to be a Carer.</i>
<i>The Carers Centre is there if you need it, but also it gives you space - there is no pressure to keep in touch - this is what I like.</i>
<i>The Carers Centre is excellent and provides a vital service to all carers who feel there is no one else who understands how difficult the role is.</i>
<i>The Carers Centre is excellent and I know they are always there if I need them.</i>
<i>The carers centre is an excellent much needed + much sourced service. I feel the 3rd sector offer much much more than they are funded for, this includes the carers centre at St Helens which is absolutely invaluable * as hours per week wrote, All hours available</i>
<i>The Carers Centre is an asset to the Carers in our town. It is central in the town centre, always get a friendly yet professional service. Keep up the good work.</i>
<i>The carers centre is always there to help you with anything you need or they put you in touch where they can and find information for you thank you.</i>
<i>The Carers centre have been a help & support to me over the last 10 years & I feel better knowing they are only a phone call away.</i>
<i>The carers centre has played a vital role in helping Mum and I to access services and benefits, it's an excellent service.</i>
<i>the carers centre and All they provide is vital to my + my child's development health and wellbeing it provides holistic support without this centre + the staff I wouldn't know where I would be.</i>
<i>Our Carers Centre has been a constant source of help & staff are so kind & show so much humanity ever time I have been in touch! Thank you so much!</i>
<i>Just thank you all for always being there, either at the end of the phone or just to call in, I'd be totally lost without your service that you have provided for me over the years for my son & mum.</i>
<i>If it wasn't for Carers Centre, honestly wouldn't have anyone, as everybodys offering but too busy, also feel as though actually they aren't bothered, I've called in for a chat to unburden myself when things have got too much, only to walk out and could take on the world, they truly are my lifeline. Well done! Sterling job by all.</i>
<i>I wouldn't have managed without your help I am more than grateful to you all.</i>
<i>I would not hesitate to ask "anything" at all, staff were so helpful, cheerful and understanding.</i>
<i>I would be lost and in a lonely world</i>
<i>I was introduced to carers by my brother who is also a full time carer and thanks to you lovely</i>

<i>ladies my husband and I have now got benefits I did not now we were entitled to and we are very grateful.</i>
<i>I think you provide one if not the best services to people who need it . - Many thanks</i>
<i>I think the Carers centre is a great resource and does a very important job.</i>
<i>I think the Carers Centre are fantastic. I don't think the staff get enough recognition</i>
<i>I tell everyone that the carers centre and the people who work there are fantastic. They have been more help to me than the medical profession and nothing is too much trouble for them to sort out.</i>
<i>I started coming to carers last year and it has made a fantastic change in my life its been helpful, and Ive made new friends and am training to be a volunteer - Love it!!!</i>
<i>I have been so down most days all through Nadias illness and I know I could always pop in for a cuppa and a truly caring ear to listen. Thank you.</i>
<i>I just want to say I am truly grateful for everything you girls have done, you have been so supportive at the most difficult times of my life, and I've felt better walking out of the Carers Centre on numerous occasions than I did whrn I walked in. I want to thank each and everyone of you for your advice and support throuout my difficult hard times it means a lot. Thank you.</i>
<i>I feel very lucky to have tge carers centre, they are a group who understand, empathise and listen. They give good advice and always ask for you to let the know how you get on with any issues you bring to them</i>
<i>I feel that the St Helens Borough are very lucky to have the St Helens Carers Centre. It is very comforting for me to know you are there, should I need any help, advice or just a chat. Thank you for all you do.</i>
<i>I don't think I could have managed without their help. It is the first time anything has happened to me and I am very grateful that you are here if I need help.</i>
<i>I don't know what we would of done without these special people.</i>
<i>I don't know how I would of got through the last 2 years without thesed ladies. So reassuring and positive. They are a fab team.</i>
<i>I don't know how I could do without the centre and they continue to help me going forward</i>
<i>I don't know how I would manage if I didn't have the carers centre they ring me regularly to see if I am ok and keep with benefits and different pathways. Thank you</i>
<i>Does not need changing in any way.</i>
<i>After suddenly losing my mother & then having to care for my father with dementia I felt lost, the centre was referred to me and they offered so much advice to me, they took the heavy weight from my shoulders. Thank you so much ladies!</i>