



# JIGSAW

**Worcestershire Mental Health  
Relative & Carer's Support Group**

## **JIGSAW Annual Report Monday 5<sup>th</sup> June 2023**

JIGSAW has had another busy and successful year including some exciting new developments. Our membership has grown and our activities have expanded.

### **Grants**

We are especially grateful to Andrew Manning-Cox the previous High Sheriff for Worcestershire 2022/2023 and the National Lottery Awards for All for their generous grants which we received in February this year. Without this timely financial support our group would have struggled to continue.

We are also very thankful to have received two grants totalling £1,000 from Masonic Lodges in Worcestershire.

Thanks also goes to Councillor Beverley Neilson who granted JIGSAW £200 from her County Council Divisional Fund in January 2023

### **Sponsorship**

Andrew Manning-Cox has been instrumental in helping us to achieve our aim to reach out to carers across the county of Worcestershire. After the COVID lockdowns it was clear that some members of JIGSAW preferred to meet via Zoom and others liked the face to face meetings that we held at the Malvern Victoria Bowls Club.

We were trying unsuccessfully to run what is known as 'Hybrid Meetings' (a mixture of in-person and remote attendees) but the Wi-Fi connection in the area was unstable. Andrew very kindly arranged for two IT consultants, Derek Green and Simon Smith from Sanctuary Housing to come and help us out with the technology. They advised us that the conference microphone and speakers we had weren't powerful enough and we needed a stable Wi-Fi connection too.

As luck would have it, all this coincided with us finding a new venue and meeting room at the Malvern Hills Science Park in Barnard Green. (suggested by one of our members who works there). The CEO of the MHSP, Alan White is happy to let us use the meeting room free of charge. It has built in Wi-Fi and a large television screen which is perfect for our needs. Thanks also goes to Wendy on MHSP reception who has been really helpful and made us feel welcome.

Derek and Simon were able to fund and purchase a top of the range camera and microphone for JIGSAW for which we are incredibly grateful. We met at the MHSP where they installed the software and made sure everything was set up and running smoothly.

From now on we will be able to hold our monthly meetings at the Malvern Hills Science Park and carers from across the county can join us via Zoom. Directions to the new location will be available on the Website. (Our Pilates sessions for carers will continue to take place at the Malvern Victoria Bowls Club)

### **Queen's Award for Voluntary Service**

Last year JIGSAW was nominated for a Queen's Award for Voluntary Services. It has been a fairly long process gathering the information required but we have been shortlisted. In February a small group of representatives from the committee and our membership met with two Local

Lieutenancies from the QAVS who carried out an in-depth assessment of JIGSAW. They have written a report which has been sent up to London to the National Assessors for consideration. We will find out if we have been successful in November this year.

### **Financial Matters**

Polly Clare has taken over the role of Treasurer from Cyrus Baria in a very able and skilful manner for which I am extremely grateful. Polly, Cyrus and I liaise closely regarding JIGSAW's income and outgoings and we have had this year's accounts checked and verified by Gordon Whittaker an independent accountant.

**(see attached Income and Expenditure Account for the year ended March 2023)**

I would like to thank Nina Oakley for her donation of £10 and Polly for her sale of Pumpkin Soup at Christmas which raised £35.

The IASME Consortium, a small cyber security business located in Colwall Worcestershire, very kindly donated £50 in December 2022

Online donations services, Just Giving, PayPal Giving Fund and Amazon Smile have donated a total of £51.96

### **Fundraising 2022/2023**

We have held a number of car boot sales and table top sales throughout the year and we have raised an amazing £511.95. Thanks goes to all our members who have donated items for sale and helped to man the stalls.

### **Attendances April 2022 to March 2023**

There was a total of 289 attendances including 23 new members

Throughout the year we held a total of 27 meetings:

- 10 Face to Face meetings
- 5 Zoom meetings
- 12 Coffee Mornings

We vary the venues and dates for the coffee mornings each month and we held our first ever weekend coffee morning on Saturday 29<sup>th</sup> April. By doing this we hope to enable carers who work different shifts or work Monday to Friday to have an opportunity to attend for a supportive chat.

This arrangement also works well for any new members who may wish to meet existing members in a more relaxed informal setting for the first time. These coffee mornings allow carers more time to talk in depth about their struggles and gain support from other members.

We are extremely grateful to Sharon at the London Road Waitrose Store who books the community room free of charge for our coffee mornings.

### **Monthly Meetings**

Our programme of regular monthly meetings from April 2022 to March 2023 has been varied and very informative:

- April 4<sup>th</sup> – Mood Disorders Research Group – Dr Katherine Gordon-Smith
- May 9<sup>th</sup> - Onside Advocacy – Cathy Jackson-Read
- June 6<sup>th</sup> – Annual General Meeting
- June 20<sup>th</sup> Onside Advocacy Mental Health Services – Janine Daniels-Stretch
- July 4<sup>th</sup> Psychiatric Medication Q&A – Andy Down MH Pharmacist for HAWC NHS Trust
- Aug 1<sup>st</sup> – Open Meeting
- Sept 5<sup>th</sup> – Jean Nash - Mindfulness update followed by Open Meeting

- Oct 3<sup>rd</sup> – Open Meeting
- Nov 7<sup>th</sup> - Suicide Prevention and Dealing with Trauma Crisis – Joy Hibbins
- Dec 5<sup>th</sup> – Home Treatment Service – Tony Goodman – HAWC NHS Trust
- Dec 12<sup>th</sup> – Christmas Social
- Jan 9<sup>th</sup> – Open Meeting
- Jan 10<sup>th</sup> – Focus Group meeting with the Care Quality Commission
- Feb 6<sup>th</sup> – NHS Patient Advice and Liaison Service (PALS)
- Mar 6<sup>th</sup> – Open Meeting

#### **Committee Meetings were held on:**

30<sup>th</sup> May and 26<sup>th</sup> September 2022 and 23<sup>rd</sup> January 2023

We are extremely fortunate to have such a committed and enthusiastic group of carers on our committee and I value all their ideas and contributions. Their roles include:

liaison and participation with local groups and committees across health and wellbeing and feeding back information about current Mental Health Services. Meeting and greeting new carers to our meetings and providing refreshments. Assisting with fundraising and participating in working parties to develop policies e.g. Risk Assessment. Representing JIGSAW at Mental Health Awareness events e.g. Time to Change Awareness Event.

#### **Website Report**

In addition to our regular meetings we also have an online presence and huge thanks goes to Darius for managing and maintaining our amazing website and for all his time and hard work. Darius is the glue that holds JIGSAW together sending out all the adverts for our meetings and coordinating our online virtual meetings. He collates all the anonymous feedback carers give us following each meeting and he manages our Facebook and Twitter accounts.

**(see attached Website report)**

#### **Networking and Co Working**

We continue to maintain contact with organisations throughout Worcestershire.

We are looking to co work with Worcestershire Association of Carers to expand our coffee mornings outside of Worcester and Malvern to make contact and provide support to carers in more rural areas of Worcestershire.

Worcestershire Health and Care NHS Trust are updating their Carers Policy and working to improve communications around in-patient discharge plans and JIGSAW carers can play an important role in these developments.

JIGSAW has joined Carers Action Worcestershire (CAW) which is a consortium of small voluntary organisations under the umbrella of WAC. Meetings are quarterly and include information sharing and support.

#### **Training and Workshops**

Our members who are also members of the Worcester Association of Carers have been able to attend training sessions run by WAC who also run social events aimed at improving the mental health of carers. Many of the JIGSAW carers have requested help with how to cope with verbal and physical aggression from a family member who is agitated and distressed. We are currently in discussion with the WAC training coordinator and hope to arrange a De-escalation workshop for JIGSAW and WAC members.

The National Council for Voluntary Organisations (NCVO) run online training sessions for volunteers. I have attended two sessions on measuring impact and outcomes. We have started a survey to find out how our members find out about JIGSAW and the which part of Worcestershire they live in. This

information can help us in future funding bids and demonstrates that we are reaching across the County.

I have plans to put in a bid to the Eveson Trust for a training budget for committee members to attend training to develop their skills. E.g. Charity Finance Skills, Charity Trustee Induction.

### **Carers Voice**

In January 2023 a group of nine carers met with the Care Quality Commission in an online focus group where they were able to express their concerns about the difficulties they experienced communicating with HAWC NHS Trust.

We encourage all our carers to contact the Patient Advice and Liaison Service (PALS) if they have any concerns or complaints about health-related matters. PALS provide advice and support to patients using the NHS services and they have procedures to help resolve complaints.

We also attend public meetings run by Healthwatch and contribute to their work in monitoring current trends in health care.

In the months ahead, we will continue to engage and work with Health, Social Care and voluntary organisations to ensure our carers have a voice in the development and delivery of Mental Health Services in Worcestershire.

Sue Nichols  
Secretary

5<sup>th</sup> June 2023



**JIGSAW - WORCESTERSHIRE MENTAL HEALTH RELATIVE & CARER'S SUPPORT GROUP****INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2023**

|   | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total Funds<br>2023<br>£ | Total Funds<br>2022<br>£ |
|---|----------------------------|--------------------------|--------------------------|--------------------------|
| INCOMING RESOURCES                          |                            |                          |                          |                          |
| Donations and Legacies                      | 5,250                      |                          | 5,250                    | 1,701                    |
| Worcestershire Covid Response Appeal Grant  |                            |                          | 0                        | 4,187                    |
| National Lottery Community Fund             |                            | 5,996                    | 5,996                    | 0                        |
| Funds Raised                                | 702                        |                          | 702                      | 0                        |
| TOTAL INCOMING RESOURCES                    | <u>5,952</u>               | <u>5,996</u>             | <u>11,948</u>            | <u>5,888</u>             |
| RESOURCES EXPENDED                          |                            |                          |                          |                          |
| Room Hire                                   | 219                        | 75                       | 294                      | 70                       |
| Training                                    | 110                        |                          | 110                      | 0                        |
| Consultancy                                 | 225                        |                          | 225                      | 0                        |
| Telephone                                   | 34                         | 29                       | 63                       | 58                       |
| Insurance                                   | 96                         |                          | 96                       | 0                        |
| Stationery                                  | 38                         |                          | 38                       | 34                       |
| Web Site Management/Marketing and Publicity | 3,006                      | 3,335                    | 6,341                    | 4558                     |
| Computer/Projector Costs                    | 144                        | 56                       | 200                      | 144                      |
| Sundry Expenses                             | 85                         |                          | 85                       | 97                       |
|   | <u>3,957</u>               | <u>3,495</u>             | <u>7,452</u>             | <u>4,961</u>             |
| NET INCOMING/(OUTGOING)<br>RESOURCES        | 1,995                      | 2,501                    | 4,496                    | 927                      |
| TOTAL FUNDS BROUGHT FORWARD                 | <u>159</u>                 | <u>2,331</u>             | <u>2,490</u>             | <u>1,563</u>             |
| TOTAL FUNDS CARRIED FORWARD                 | <u>2,154</u>               | <u>4,832</u>             | <u>6,986</u>             | <u>2,490</u>             |
| <b><u>TOTAL CASH FUNDS</u></b>              | <u>2,154</u>               | <u>4,832</u>             | <u>6,986</u>             | <u>2490</u>              |

**JIGSAW - WORCESTERSHIRE MENTAL HEALTH RELATIVE & CARER'S SUPPORT GROUP**

**STATEMENT OF ASSETS AND LIABILITIES 31 MARCH 2023**

|                    | 2023              | 2022              |
|--------------------|-------------------|-------------------|
|                    | £                 | £                 |
| <b>Liabilities</b> |                   |                   |
| Room Hire          | 0                 | 45                |
|                    | <u>          </u> | <u>          </u> |

The Statement of Financial Activities were approved by the Board of Trustees and signed on their behalf by:

Trustee

Date