



# Online forum and Connect: breaking isolation

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Director of Membership and  
Engagement

# Who we are

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- Started in 1965 by Mary Webster
- Organisation of carers, run by carers for carers
- Carers are at the heart of everything we do
- Supportive community and a movement for change





**8 in 10**

carers have felt **lonely or socially isolated** as a result of their caring responsibilities



**57%**

of carers have **lost touch with friends and family** as a result of caring



**38%**

of carers in full-time employment have felt **isolated from other people at work** because of their caring responsibilities



# We connect carers so no-one has to care alone.





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It is currently Thu Aug 13, 2015 1:43 pm  
[Moderator Control Panel]

Last visit was: Thu Aug 13, 2015 7:47 am

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Mark forums read

SUPPORT & ADVICE	TOPICS	POSTS	LAST POST
<b>New to the forum?</b> Tell us a bit about yourself here.	3281	30351	by <a href="#">bowlingun</a> <sup>14</sup> Wed Aug 12, 2015 6:34 pm
<b>All about caring</b> Share information, support and advice on all aspects of caring.	5441	54117	by <a href="#">jenny lucas</a> <sup>14</sup> Thu Aug 13, 2015 8:37 am
<b>Tips and practical advice</b> Share your ideas about the practical side of caring.	623	4941	by <a href="#">Kate Carers UK</a> <sup>14</sup> Wed Aug 12, 2015 12:06 pm
<b>Carers' health issues</b> PRIVATE: Only viewable by Carers UK members. Discuss your own health issues here.	491	7289	by <a href="#">jenny lucas</a> <sup>14</sup> Thu Aug 13, 2015 9:27 am
<b>Former carers</b> For anyone who is bereaved or no longer providing care.	176	2930	by <a href="#">MumWhoCares</a> <sup>14</sup> Thu Aug 06, 2015 2:07 pm
<b>Carer &amp; disability benefits</b> For information and discussion about benefits	500	3797	by <a href="#">bowlingun</a> <sup>14</sup> Wed Aug 12, 2015 6:51 pm
SOCIAL AREA:	TOPICS	POSTS	LAST POST
<b>Members' corner</b> PRIVATE: Only viewable by Carers UK members. A social area for chat and friendship includes 'Roll Call'.	5073	112034	by <a href="#">Penny</a> <sup>14</sup> Thu Aug 13, 2015 12:34 pm
<b>General chit-chat</b> Socialise and chat about other areas of your life	974	12265	by <a href="#">Gavin_15081</a> <sup>14</sup> Tue Aug 11, 2015 9:23 pm
<b>Fun and games</b> Please feel free to join in or start any games.	325	33807	by <a href="#">Heather_1501</a> <sup>14</sup> Tue Jul 28, 2015 7:34 pm
<b>Condolences</b> PRIVATE: Only viewable by Carers UK members. Offering support to those members going through bereavement.	47	1113	by <a href="#">Gavin_Macgregor</a> <sup>14</sup> Fri Jul 17, 2015 8:25 am

The feeling of isolation crept up on me when I started to lose friends because I was never free to go out with them



# Jess's Story



# Success factors

- Part of our membership
- Peer led
- Light touch with rules
- Simple tech



# Future

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- Expansion
- New volunteer roles
- Improving support for volunteers
- Integrate with advice and other support
- Measure impact



# Connect



# London Fire Brigade

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- 5629 Operational staff
- 1015 Non uniformed staff
- 3<sup>rd</sup> biggest in world



# Why engage?

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- Staff welfare
- Staff motivation and productivity
- Staff retention


# Key challenges

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- Staff not recognising themselves as carers
- Staff uncomfortable with advising about caring
- Staff based at remote locations
- Caring seen largely as traditional child care
- Managers unaware of carers in their team and little appreciation of their difficulties

# Engaging with staff

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Research  Access to  
information



# Carers Connect



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## Home

Welcome to Carers Connect!

Carers Connect is a website and interactive network designed especially for LFB staff who are [carers](#). It provides information, support and advice on issues related to caring.

Carers Connect has been developed by the [London Fire Brigade](#) in collaboration with [Carers UK](#) and the support of [Employers for Carers](#).

Carers Connect offers an easily accessible way to find information quickly and to connect with other colleagues with caring responsibilities.

Remember this is your website! We have tried to provide information on most of the key aspects of caring, but if you have any suggestions about topics that you would also like to see included please [contact us](#).

### Who is a carer?

Carers provide unpaid care by looking after an ill, frail or disabled family member, friend or partner.

[Read more...](#)

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forum



news



stages of caring



Blue Light Infoline  
find out more...

**THE CARE ACT**  
find out about the changes...





# Carers Connect



In partnership with  
 carers uk  
 making life better for carers

## Forum

Home > Forums > Forum

This forum contains 5 topics and 8 replies, and was last updated by HRDAdmin 407 days ago.

Viewing 5 topics - 1 through 5 (of 5 total)

Topic	Voices	Posts	Freshness
<a href="#">Help completing the DLA form</a> Started by:  cloudy  HRDAdmin	2	2	407 days
<a href="#">Welcome to LFB Carers Connect forum</a> Started by:  Admin  HRDAdmin	4	4	583 days
<a href="#">Sainsburys and others discount vouchers</a> Started by:  jasd  jasd	1	1	787 days
<a href="#">Carers Rights Day</a> Started by:  Anon  Anon	2	3	1021 days
<a href="#">Getting around during the olympics</a> Started by:  Anon  Anon	2	3	1073 days

Viewing 5 topics - 1 through 5 (of 5 total)

Create New Topic in "Forum"

Your account has the ability to post unrestricted HTML content.

Topic Title (Maximum Length: 80):

 Search


**THE CARE ACT**  
 find out about the changes...





No one should  
have to care alone



1965-2015

50

years of making  
life better



# Thank you

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**[carersuk.org](https://carersuk.org)**