

# Treat Day for Carers (previously Pamper Day for Carers)

Thursday 6 March

10.15am-2pm

Burgess Hill Girls

**Budget:** £250 from Carers Support and £250 from BHTC, sent to BHG to spend on the event. BHG cover the additional costs, including staffing, hall hire and food.

<b>Spent:</b>	<u>Activities:</u>	<u>Treatments:</u>
	Poponin crafts: £65 Roseanne's Florist: £100 Craft materials: £140	Tamarind back massage: FOC Makeup artist: £50 Nails: £100 Barbers: £50 Yoga: £50 Head massage: £85
	<u>Other:</u>	<b>Total = £1290 approx.</b>
	Goody bags: £150 approx. Hampers for raffle: £100 Food: £300 approx.	

**Aim:** To provide respite and a treat for unpaid carers in Burgess Hill.

**Number of information services attending:** 11

**Number of attendees:** 41 attendees (50 tickets booked of 50 bookable spaces) -booking was through the Help Point only to ensure only unpaid carers booked spaces, and the check they were Burgess Hill residents.

## Publicity:

The event was advertised by BHTC and BHG, with a poster created by the school:

- On Burgess Hill Girls social media
- In the Help Point window
- Event notification via Mailchimp
- On the Nationwide noticeboard
- Through conversations with carers known to us personally and through work
- Shared with specific contacts at local groups who have contact with carers, who were asked to target Burgess Hill residents only
- In About Town November edition as a 'coming in Spring 2025'
- Shared with families registered with young carers
- Across the Town Council social media pages
- On the Town Council website
- Shared directly with attendees from last year
- On the 18 BHTC notice boards across Burgess Hill

It was agreed that a press release would not be put out ahead of the event to limit the reach and therefore decrease the chances of people who were non-Burgess Hill residents registering to attend.

## Event breakdown:

The school booked providers to offer pamper treatments, which included;

- Nail painting -2 therapists
- Barber (who gave out goodie bags too)
- Head massage
- Makeup artist (cancelled last minute)
- Back massage
- Yoga breathing session

Mid Sussex Wellbeing offered MOTs and BP checks, and the school also booked flower arranging with Roseanne's Florist, as well as pompom making with Poponin. Students led diamond painting and bracelet making and Posh Threads attended with a clothes rail.

I invited a number of information services to attend, some groups were unable to attend but provided flyers or booklets. The groups who attended were:

- Carers Support
- Carers health team
- WSCC Young Carers
- Prevention Assessment Team
- GoodOaks Homecare
- Burgess Hill Rotary
- West Sussex Fire and Rescue Service
- Mid Sussex Wellbeing
- Cuckfield Stoke Communication Group
- AgeUK West Sussex Brighton and Hove
- HILS (Health & Independent Living Support)

WSCC Libraries would normally attend but were unable too, so they provided information leaflets which was put on the tables.

The school also organised raffle prizes from local businesses, including:

- 2x £10 Jupps Fish 'n' Chips vouchers
- 2x tickets to Plumpton Race Course
- 1x Borde Hill Family Pass
- 1x Month passes to the Triangle
- 2x hampers created by the school

During the booking process we trialled asking the attendees what their preferred treatments were, to stop the rush at the beginning of the event. They were asked for three preferences with a view of two being booked. Natasha then booked the appointments ahead of time and attendees were informed on arrival at the event of the timing of these.

Attendees arrived from 10.15am and were welcomed by girls from the school, they were offered a hot drink and handed their booklet with contained their appointment information and information on who what businesses and organisations were there. They were invited to take part in activities and talk with information services, between their treatment times. The majority of attendees were offered 2 treatments.

A lunch of ploughman's was then served to the attendees at the tables, as well as a boxed lunch delivered to staff for the information services. Musical entertainment was provided by the students during the lunch and the raffle was drawn. After lunch there was one more treatment slot, as well as additional time to talk to services and partake in activities, many people choose to leave after lunch if they did not have an appointment slot booked.

### **Feedback:**

We created a QR code which is available at the events to scan as well as in notice boards afterwards. The code is linked to a Google form which we can keep adding events to without changing the code itself. The form simply asks what event you have attended, how the booking process, 'what went well' and 'it would be even better if...'

Here are some of the responses received for this event;

### **What went well?**

- Everything went extremely well; it was very good to be able take my husband who does not like to go out but he enjoyed the event and to participate in the events offered. The school children were very attentive and were pleasant and polite and were a joy. I enjoyed having my hands massaged and nail varnish applied also flower arranging and tassel making. A big thank you.
- I really enjoyed a special day just for me alone without always being with my husband with Alzheimer's. The Burgess Hill school girls looked after us all very well and it was a lovely day
- The pre ordering of the pamper was good as it wasn't such a scramble to book in. The ploughman's lunch was very good. I enjoyed the girls doing the entertainment. The girls were very helpful with drinks and the raffle. The back massage I had was fantastic.
- Really enjoyed my 2nd Treat Carer Day. Love the florist where we made a beautiful posy and the yoga/meditation session was equally great. Also think the Health Check was very good.

- From the time of our arrival until we left, we couldn't have been treated better. Lots of activities and experiences. We can't thank everybody involved enough.
- Lovely day, plenty to do and enjoy, good idea to have name badges.
- Very helpful, inclusive event. With lots of advice and help on hand.
- The day was a delight from start to finish
  - Lunch and manicure
- Everything

#### **It would be even better if...**

- This year you had to book in advance a choice of 3 treatments, I got one of the three, I got my nails done. Unfortunately, no lady's hairdresser, but a male one instead. Overall, a very enjoyable morning with lovely lunch. The school girls were very attentive, fetching cups of tea etc. and directly us to various activities.
- Pretty chaotic at start. because some therapies didn't turn up there was a long time to wait for the one thing that I had been offered a slot for - nothing to do until after lunch and only one therapy offered for the entire day which ended up being very curtailed as therapist had to leave early. I did get a manicure because a carer didn't turn up which made up for it a bit.
- If possible, there were more Pampering things to try out. I had a head massage which was unavailable at first even though I had booked one. Luckily there was a cancellation. Also, I had booked for a hand massage which was unavailable.
- I missed having a particular girl to get to know. This is the first year that hasn't happened. I've always enjoyed that part of the day, chatting to the girl and finding out what their plans are for the future and what their interests are. Was there a reason for this?
- Shame I missed out on the make-up session as the lady didn't attend. A little vague as to where you can sign up when you arrive if you wanted to do something instead of a session that was cancelled.
- Additional options
  - It's a superb day. No changes required
- All excellent at pamper day
  - Don't think it could have been any better
- Nothing I can think of
  - Pamper day I feel was better than I expected

#### **If the event you attended required you to book in advance, how did you find the process?**

- Very easy and nice to pick what treats you would like in advance.
- I phoned the help desk and they helped me with my booking. I heard of this event at age concern at Kings Weald
- The booking was super easy by telephone and the lady was lovely who assisted that.
- Booked by phone to help point it was straightforward
- Straightforward
  - Fine
- Booking was very easy
  - Easy, I booked it by phone at BH Help Point
- Very easy over the phone
  - Simple
- Very easy

#### **Feedback from information services:**

**Cuckfield Stroke Communication Group** -The carers treat day was so lovely. It was in a fantastic venue, well organised and had a great atmosphere. We met some lovely carers and made some good connections networking with other organisations. Thank you for all the hard work that goes into organising this event.

**HILS West Sussex** -Thank you for inviting us, we had a lovely time meeting unpaid carers in Burgess Hill who are doing an amazing job. They all seemed to enjoy themselves.

**GoodOaks Homecare, Mid Sussex** - Great day indeed! We were honoured to be part of this good cause

**Carers Support** -The day was run very well, from all the stalls being set up and easy to find for all the different organisations. The pupils were very friendly and helpful. Bringing over hot and cold drinks. Lovely to hear all the singing and music during lunch. It was nice to engage with carers, all who were enjoying the day. A good choice of different activities for carers to try. (I would have liked to of done the flower arranging) There was choice of sandwiches for lunch. Overall, a very good day.

**Age UK** -Thank you very much for having me at the Carers Event, it was very well organised and a very enjoyable event for Carers to come to. I had some good conversations with Carers and was able to pass on information about our services and other local services too. We were very well looked after by the BH girls who were amazingly talented and a pleasure to meet.

I think the main challenge of these events is to get the information out to Carers and then for them to be able to get there when many of them are busy with their caring responsibilities and not able to take the time out. Perhaps circulating a poster, a month or so before hand with clear instructions on how to register for the event so local agencies can easily promote the event amongst their users? One other minor point – it would be nice to have brown bread options for the lunch!

**Carers Health Team** -I thought the event was brilliant! As new to the team this was my first promotional event but what a lovely first event to attend! It was organised really well with helpful information emailed beforehand. On arrival everybody was welcoming, and the event was structured well. The event had a wonderful atmosphere, the carers that I spoke to were so happy to be invited and felt recognised for their caring roles. The venue was great and the staff and pupils from the school were very friendly and helpful. The lunch and entertainment provided was amazing and seemed to be enjoyed by everybody. Such a talented group of girls and I have never drunk so much tea!

From the carer's health team perspective, my colleague Raine and I were able to talk to many carers and other agencies about our service. A number of carers had not heard of our service, so it was a really valuable opportunity to chat to these individuals and encourage them to consider making contact with us. This will hopefully encourage them to focus on themselves and their health which often gets lost whilst they are caring for someone else. Thank you very much for the invite and the opportunity to share our service, we would love to attend again in the future.

#### **Evaluation:**

The turnout was great with only a small number people registered not attending on the day, there was also a mix a people who had attended in the past, as well as new people. The generally feeling from attendees was that they really enjoyed the event and were grateful for some respite and a treat.

At the debrief after the 2024 event, we had made various suggested and adjustments for the 2025 event. We did not make all the changes suggested but we did;

- Use Ticketsource information to book people's treatment ahead of arrival
- Reduced the number of students and had a mix of year groups and swap students over part way through the event
- Bring attendees in to sit down before offering hot drinks
- Have more crafts run by students

Moving to the pre booking of the treatments really helped with the arrival time of attendees, in previous years people have been arriving from 9.15am onwards (the event start time is 10.15am) and it has been tricky to accommodate them when the hall is not ready. With the pre booking, noone arrived prior to 10.10am, which was interesting and gave time to finish setting the hall up. It did however, make the booking process longer and harder for The Help Point team, as they managed all the bookings. As well as this, it increased the work load for Natasha ahead of the event, who spent a significant time on allocating the treatments prior to the event, although she agreed that she preferred this process as it did

feel less pressurised than booking the treatments as attendees arrived and felt it was a much fairer way to divide the treatments.

When we met after the 2025 event, the following changes were suggested going forwards;

- Try and get the date planned earlier so it is in About Town with the date (not just a 'coming soon') and have clear wording about the booking system
- Try and book it for a date in half term so there is more space to use, ideally 2<sup>nd</sup> week in October that isn't a WSCC holiday, so parent carers can still attend
- Investigate the information services paying a fee that goes towards booking treatment providers, to be able to offer a higher hire cost to the providers
- (or) Increase the funding, to help pay for treatment providers and decrease the pressure on the school's budget, as well as look to sponsors
- Look into Mid Sussex Wellbeing offering a 30-minute group chat on specific subject
- Suggest that the cared for are not invited to attend automatically with the carer, but that it is subject to the needs of their individual situations
- That it is held on a Monday as this is the best day for treatment providers
- Investigate having a group activity run by a community group already offering sessions, such as Befriended Balance
- Look for additional space within the school to offer more treatments
- Investigate the students offering a simple treatment, such as hand massages

The number of attendees was good and although we had a number of no shows, we understand that the home situation can change at a moment's notice and therefore people may not be able to attend at short notice.

It was great to have a barber attend again this year, something that has been tricky to obtain in the last few years, with many of the men choosing to have a trim, the barbers also brought goody bags with them which was lovely! For the second year in a row, the makeup artist has pulled out at last minute, which is a real shame as many had opted for this as their preferred treatment. Hopefully we can find a different, more reliable provider who will be able to offer makeup trials and maybe even skin care suggestions.

The biggest issues we face with this event is the space vs number of treatments sessions needed. The school are already giving up a huge amount of space, which effects the lessons of the students as the event is during school time. It was discussed the debrief how the event could be organised to give more space to the event, with little impact on the students, but there is no easily solution.

Overall, it was a great event which both the school and we were happy with.

**Kayleigh Elliott-Davidson**

**Event, Communications and Administration Officer**

**22/4/25**

# Burgess Hill Girls hosts annual carers' day – a day of respite for local carers

By Anne Pithie  
Contributor

Burgess Hill Girls successfully hosted its annual Carers Day on March 6 in partnership with Burgess Hill Town Council, providing a day of wellbeing and respite for carers across the local community.

The event, held in the school's Croft II building, offered attendees a range of complimentary treatments and services from local businesses including nail treatments, massage therapy, yoga sessions, and shopping opportunities.

"We recognise the tremendous commitment carers make to support others, often with little recognition," said Heather Cavanagh, Head Teacher at Burgess Hill Girls. "This event aims to give something back to these heroes in our community."

Between treatments, carers participated in various activities including bracelet making, flower arranging, diamond painting, and puzzle games. The school provided lunch for all attendees, while senior students entertained with musical performances including vocal solos, cello pieces, and duets.

The day was supported by numerous local organisations providing information and guidance, including Young Carers WSCC, Carers Support West Sussex, Age UK West Sussex Brighton and Hove, West Sussex Fire & Rescue Service, and several others. Burgess Hill Town Council was instrumental in supporting the initiative.

Julie Holden, CEO of Burgess Hill Town Council said "It is so important to recognise the commitment and sheer hard work that unpaid carers invest in to their loved ones. It is the least that we can do



Students chatting to attendees

SUBMITTED



Raising funds for St. Catherine's Hospice

SUBMITTED



Flower arranging table at the event

SUBMITTED



Students performing to attendees

SUBMITTED



Carer receiving treatment at the event

SUBMITTED

to come together and provide one day of respite and remind them how valuable and how valued they are in our community. Often the person that they care for is not able to communicate their thanks for all

a family member does to support them, it's just nice that we can step in and say thank you, on their and our behalf, with this day."

One attendee commented that this was "a true highlight

of the year and an opportunity to meet and talk with others in a similar situation," highlighting the critical importance of respite events for carers.

The event forms part of Burgess Hill Girls' ongoing

commitment to community engagement, allowing students to interact with local adults and gain understanding of the challenges carers face while developing empathy and social responsibility.

## Collage of photos from the event

