

# The Princess Royal Trust Knowsley Carers Centre



Spring 2010



Hello and welcome to the Spring 2010 edition of the Carers Centre newsletter.

In Knowsley we have a staggering 17,360 carers, many struggling along without help and many taking on this role without even realising it. It is important that carers in Knowsley are aware that there is help out there before finding that the impact of caring can leave you feeling mentally and physically drained. Trying to juggle work with caring and trying to be doctor, nurse, social worker and carer all at the same time can cause a negative impact on your own health.

Our hardworking staff team (seen above) are here to help and support you and we are pleased that our new workers Paul Murphy and Kate Baxter have done such an excellent job. Paul has already identified over £80,000 worth of unclaimed benefits and in 4 months I think that's quite an achievement.

We were delighted to receive funding from Knowsley Housing Trust Services to help us purchase a new minibus. This will enable us to go out into the borough and bring carers into our new Centre. We are also looking at more volunteers to complete the MIDAS course so they

# **Come along to one of our Support/Coffee Groups Sessions**

**Kirkby – every Friday 10.30am - 12.00 noon at the new Carers Centre, 143 Bewley Drive, Kirkby (the old KHT building).**

**Huyton – the first and third Wednesday of each month 2pm - 4pm at the Knowsley Works Shop, (Longview shops), Hillside Road, Huyton**

**Halewood – the first and third Thursday of each month 10.30am - 12noon in St Mary's Centre, Hillingden Avenue, Halewood.**

**If you would like to speak to one of our Carers Support Workers or require more information about the Coffee Groups, please contact the Centre on 0151 549 1412.**

## **WELL-BEING THERAPIES**

If you would like a massage, please telephone **0151 549 1412** to book your place. Sessions are held at:

**Kirkby – 10am start,  
1.30pm last client**

Weekly on a Thursday at the new Centre on Bewley Drive

**Huyton – 2pm start,  
3.30pm last client**

First and Third Wednesday at Longview Shops



**Halewood – 10.30am start,  
12noon last client**

Second Wednesday of the month in the One Stop Shop

**Please inform us if you cannot make your massage appointment. This service is very much in demand. Some carers are simply not turning up and depriving other carers on the waiting list.**

# 'Spring into Action'

*...continued from front page*

can become volunteer drivers. Please get in touch if you are interested.

Once again 'Carers Week' looms on the horizon and this year it focuses on a 'A Life of my Own' it takes place 14th-20th June and fits into the new Carers Strategy. We have a week packed with something for everyone so I hope many of you will come forward and join us.

I hope you enjoy this edition of the newsletter and please remember to inform us if you are no longer in a caring role and want to be removed from our mailing list. This will help us to avoid causing you any further distress by sending you newsletters and information.

2010 sees carers slowly but surely being recognised and we are pleased that so many carers are coming forward for help and support. We broke all records in what is usually a bad month as 59 carers registered with us in December giving us 180 new carers for the last quarter of 2009.

We have managed to secure extra funding to provide more services which you will see advertised in this newsletter so with a very busy year ahead and with carers definitely on

the government agenda, we hope to see positive changes to help you and to see many improvements to the lives of carers in Knowsley.

**Helen Rigby, Manager**

## 'A BIG THANK YOU'

Knowsley Carers Centre would like to take the opportunity to thank the following:

Knowsley Housing Trust (KHT) Services for their generous donation towards the cost of a minibus Ford Halewood for helping with the insurance.

Radio Merseyside for providing beauty equipment for the Centres

Millbrook School, Kirkby for providing a choir who sang beautifully at our Christmas Party

## CARERS CONFERENCE

Knowsley Carers Centre will be holding a Carers Conference during Carers Week on Friday 18<sup>th</sup> June 2010 here in the Centre.

We have invited guest speakers to answer carer's questions and our MP George Howarth will be attending the conferences.

Lunch and transport will be provided.

If you wish to attend, please contact the Centre on 0151 549 1412 to book a place.

# 'SKILLS FOR LIFE' EVENT



Manager Helen Rigby meeting with other managers and carers at the 'Skills for Care' event held in Manchester. To help with improving the training of those who come into contact with carers.

## DIARY DATE

Make a note in your diary!

**It's Carers Week**  
**14<sup>th</sup> - 20<sup>th</sup> June 2010**

This year's theme is  
'A Life of my Own'

Events - TBC

Please contact us nearer the  
time for confirmation of events,  
times and dates on  
**0151 549 1412**

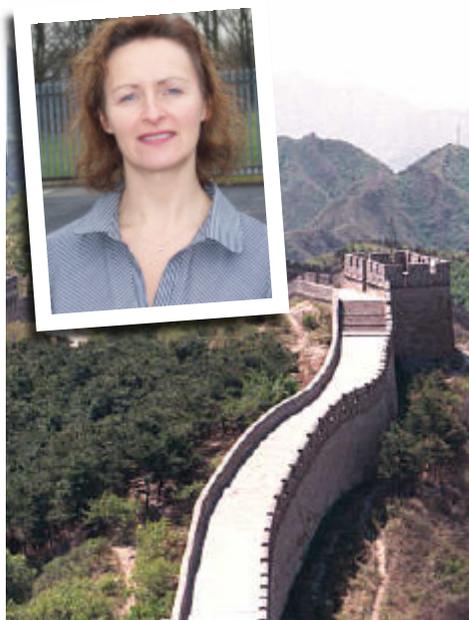
## FANCY A DAY OUT AT THE RACES?

**We have 20 tickets up for  
grabs for Haydock Park on**

**Thursday 20<sup>th</sup> May 2010**

**To register your interest  
please contact  
Knowsley Carers' Centre on  
0151 549 1412**

# Alison's Great China Trek



In May 2010, Practice Manager Alison Fitzpatrick will be taking on a 100 mile stretch of the Great Wall of China taking part in an organised trek in support of the Alzheimer's Society. Alison has been running for the past twenty years and raising funds through her endeavours for the past ten. Supporting carers is something Alison feels strongly about and she hopes to raise £3000 for the Alzheimer's Society by taking part in the trek.

As well as being the Practice Manager at Stockbridge Village Health Centre, Alison is also the practice's Carer Link and in partnership with Knowsley Carers Centre helps keep the practice up to date about services for carers.

Alison has personal experience as a carer having looked after her Mum who suffered from dementia for five years. Sadly Alison's Mum died four years ago but Alison said, 'I now have a great deal of patience when dealing with carers because I understand the frustration and the constant worry. There's always something you can't cater for. I wish I'd known about Knowsley Carers' Alison continued, 'Often carers need reassurance with regard to their role or information and advice'.

Circuit training and dance are amongst Alison's other pursuits as she acknowledges the stress relieving value of exercise. 'It's so difficult to find time to exercise when you're a carer', said Alison, 'and if you don't take time out for yourself you can get very stressed. It then becomes a vicious circle'

Knowsley Carers Centre offers a line dancing session to carers on Thursday afternoons. The sessions are a really good way to keep fit, relieve stress and mix with other carers. If you know anyone who would like to join the sessions, contact Knowsley Carers Centre on 549 1412.

If you would like to support Alison's fund raising for the Alzheimer's Society, contact her on [Alison.Fitzpatrick@knowsley.nhs.uk](mailto:Alison.Fitzpatrick@knowsley.nhs.uk) Or take a look at the website [www.justgiving.co.uk](http://www.justgiving.co.uk)

## OVER 50 WITH POTENTIAL TO EXPLORE?

The benefits of running your own business, working, or using your life experience to give something back are much more than financial. Meeting new people, learning new skills and making the most of those you already possess are just some of the positive aspects.

Fresh Start in conjunction with Knowsley Older Peoples Voice and the Older Peoples Partnership Board are running a ½ day event for people who are over 50 and looking to rejoin the workforce, set up their own business or provide business advice to others. Lots of advice and help will be available on topics such as the range of grants available in Knowsley to help with that first step.

The event will take place in April 2010 and is open to all Knowsley residents, although those who are over 50 are particularly encouraged to come along. The event will last approximately 2 hours and refreshments will be provided. To receive more information on the event or to book a place please call David or Josie on **0151 443 4875**

Whilst every care is taken to provide accurate information, Knowsley Cares Centre does not accept liability for any error or omission. The editor reserves the right to alter any materials for publication. The products and commercial services advertised within this newsletter are not necessarily endorsed or recommended by Knowsley Carers Centre, therefore, readers' own judgment is necessary.

## IT Training



Eileen Farrell is here being presented with her certificate for attending Beginners IT training at the Carer's Centre. During October and November, Eileen and fellow students completed the course designed to help people who have no prior knowledge of computers or who are still feeling quite nervous. The course was a great success. By the end students were able to send and receive emails, write a short letter and look up information on the Internet. The feedback was very positive. One person even said that they had "enjoyed every second"! The picture was taken at the Christmas party which also included a presentation ceremony. It was great to see everyone get the credit they deserve for their hard work and to receive the congratulations of their friends and the staff at Knowsley Carers. Two new beginners' IT courses have just begun and promise to have excellent results too.

# LOOKING AFTER ME

Are you a carer living with a long-term health condition? Would you like to attend a **FREE** course to help you manage your condition and your carer responsibilities? If so the Looking After Me course is for you.

The **Looking After Me course** runs over a seven week period and the friendly two and a half hour sessions are designed to help you make time to look after your own long-term health needs and to take control of your life as a carer. Very often carers are so busy looking after the cared for, their own health care needs are neglected. This course will provide you with an opportunity to learn how to positively manage the

symptoms brought about by your long-term health condition, to improve on daily activities, manage the changing emotions that can be brought about by a long-term condition and take time for yourself.

It's also a chance for you to meet with other people who share similar experiences and gain advice, information and support from our tutors who all have experience of caring.

The course is delivered across Knowsley and to find out more about a course in your local area please contact **Kelly Jones** on **0151 244 3457** or via freephone **0800 073 0578**.

---

## Launch of Older People's Strategy

The Older People's Strategy 'A Positive Age' was officially launched at the KOPV event on Friday 20<sup>th</sup> November. The launch was delivered by Cllr Jayne Aston, portfolio holder for Health and Social Care, Jan Coulter, Director of Health and Social Care and Sheila Bersin, Chair of KOPV. Jan and Sheila are also the co-chairs of the Older People's Partnership Board of which Cllr Aston is a member.

'A Positive Age' comes from the work led by KOPV in partnership with Knowsley Council, NHS Knowsley and partners such as Merseyside Police and KHT, who together identified



areas for development across eight areas or themes.

For more information on 'A Positive Age' please contact Patricia Drohan on 0151 244 3377/3378 or [patricia.drohan@knowsley.gov.uk](mailto:patricia.drohan@knowsley.gov.uk)

# New Carers Credit

Home Responsibilities Protection (HRP) will be replaced by weekly credits for parents and carers. Carers caring for a total of 20 hours per week or more will be able to apply for Carer's Credit to protect their State Pension - both the basic and State Second Pension. This will help in situations where carers currently struggle to get their State Pensions protected, for example:

- Carers caring for 20 hours or more per week (only those caring for 35 hours or more qualify before April 2010).
- Carers looking after someone who refuses to claim disability benefits or who finds it extremely difficult because of their condition. This would benefit people caring for people with mental illness, for example.
- Where more than one carer is looking after someone who is severely disabled - only one can claim Carers's Allowance (but from April 2010 the other will be able to claim Carer's Credit).
- Carers who are looking after several people but cannot claim Carer's Allowance because they do not care for any one of them for 35 hours. After April 2010 people in these situations will qualify for Carer's Credit. To claim

the Carer's Credit carers must be caring for 20 hours or more a week for someone who is either:

- in receipt of a qualifying benefit (any rate of Attendance Allowance or Constant Attendance Allowance, middle or highest DLA care component),
- or where there is no qualifying benefit, has a signed certificate from a health or social care professional to confirm that the level of care being provided is appropriate (as in 2 above)

For more information - [www.carersuk.org/Information/Caringforyourpension/CarersCredits](http://www.carersuk.org/Information/Caringforyourpension/CarersCredits)

## CARERS DIRECT HELPLINE

“Staffed by trained advisers, many of whom are carers themselves, the helpline can provide information, advice and support, whether it’s learning to take a break, getting special equipment, help in the home, financial support or just a friendly voice to speak to”.

For more information, contact Carers Direct helpline on 0808 802 02 02 or visit [nhs.uk/carersdirect](http://nhs.uk/carersdirect)

# 'A Carers Story'

Anne learned about Knowsley Carers Centre back in 2008. At this time Anne was caring for her husband and felt "lost" and "desperate" due to receiving no support or services.

Anne feels that the support and services received from Knowsley Carers Centre is invaluable and she does not know what she would have done without it. Anne has used the voucher scheme which has given her the choice and freedom to continue spending precious time socialising with friends or other important activities.

Anne has also made use of the Centres advocacy service and found it very helpful when dealing with other services or professionals. She has also found the recent pamper day very beneficial as it not only helped her to relax but it also gave her the opportunity to interact with other carers and gain advice and support.

Knowsley Carers Centre recently helped Anne and her family to apply for grants to provide life improving equipment, which was successful. Anne says that the support and letters from the support staff at the Centre have helped her to receive and achieve so much.

Anne now feels much better about the support she receives and says that it gives her great peace of mind knowing that there is help and support at the end of the phone.

**Lloydspharmacy**

Your local health authority



We know how caring for a family member or friend while extremely rewarding, can often be exhausting. That's why we've teamed up with charity Carers UK to provide you with better support and help in your role as a carer.

Lloyds Pharmacy offers a range of services to support you in your role of administering and managing medicines for the person you care for. Our services are designed to help you save time and give you peace of mind.

- **FREE Express Repeat Prescription service:** designed to take the hassle out of repeat prescriptions
- **FREE Medicines Manager +:** A handy case to make managing medication quick and easy
- **FREE Home Eye Tests:** delivered by our trusted partner The Outside Clinic
- **FREE Health Checks** for your own health needs

Remember, advice is also available from the pharmacist at your local Lloyds Pharmacy.

For more information contact **0845 602 9727** or go to:  
[www.lloydspharmacy.com](http://www.lloydspharmacy.com)

# CARER CENTRES FREQUENTLY ASKED QUESTIONS

1. How come despite me putting my name against an event I have not been selected?

**ANSWER – We try to be fair and give preference to new carers or carers who have not attended any events. We also have to limit the number of carers when we hold special events in the Centre to comply with Health and Safety.**

2. How come we don't hear about these events or how come others hear about them first?

**ANSWER – We strive to ensure that any event or trip is either advertised in the newsletter or discussed in the many coffee / support groups we hold throughout the borough. Please also familiarise yourself with the notice board in the carers room at the Centre.**

3. Who is a carer?

**ANSWER - A carer is someone who, without pay, provides help and support to a partner, child, relative, friend or neighbour - who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability. The term carer should not be confused with a care worker, or care assistant, who receives payment for looking after someone.**

4. Who is a former carer / ex carer?

**ANSWER – A former carer / ex carer is someone whose caring role has ended. Support from Knowsley Carers Centre will continue for 12 months, if required. (see page 12).**

## Come and make a Spring Basket

### Flower Arranging Courses

**Starting Thursday 29<sup>th</sup>  
April 2.30pm – 4.00pm**

**Telephone: 0151 549 1412  
to book your place**



# CALLING ALL CARERS

## Caring with Confidence ... *are you interested?*

Over the past 8 months Knowsley Carers Centre has successfully delivered 3 Caring with Confidence courses and we have received nothing but praise for the course from carers. Here are some of the many comments we received from carers who attended:

**“The best 7 weeks I’ve had in a long time!”**

**“I made some fantastic new friends”.**

**“We all gained and shared new information and ideas to ease the stresses of our caring role”.**

**“Thank you so much to everyone at the centre for organising the sessions and also the fab girls who held them”.**

**“We had the best tonic of all, LAUGHTER”.**

We are currently in the throws of organising a reunion of nearly 30 carers who attended the course. The reunion will take place in the Adelphi Hotel, Liverpool city centre and will be a great day – with a three course meal and entertainment, together with transport.

Those who attend will have now received their official invite and we look forward to the reunion and a welcome surprise to all who attended.

Those who attended this valuable course went away with improved knowledge and skills to assist further in the caring role. They also met many carers in similar, different and sometimes very difficult caring roles. Each carer who attended has commented on how well the course was facilitated and many friendships have been born from attending the course.

We are finalising the attendees of our next session which starts 14<sup>th</sup> April 2010, **so please contact us to register your interest.** Courses are held at the Knowsley Carers Centre, Kirkby - from 10.00am – 1.00pm every Wednesday over 7 weeks. We also have during the summer months two courses running in the evening starting 16<sup>th</sup> June 2010 and then another starting 18<sup>th</sup> August 2010.





Due to the high demand for the services we provide we are now operating a priority "traffic light" system. We are now supporting more carers than ever on a monthly basis and last quarter we registered 180 new carers with needs ranging from high to low support some of which had multiple complex needs. This means that we will now prioritise carers with the highest needs to access any of our services. Please note we do not operate a waiting list and all carers will be supported with their individual needs. As we have a limited availability of services for carers, Knowsley Carers

Centre will be using the system below.

How we identify the priority of carers needs is

**Red** - highest priority - main carer who supports someone with significant health problem.

**Amber** - medium priority - main carer but is largely coping with this role or secondary carer carrying out a significant role on a regular or substantial basis.

**Green** - low priority - main carer who is coping well and does not experience any significant problems as a consequence of their caring role.

Please note that every carer registering with Knowsley Carers Centre will be offered support with their individual needs. If you would like any more information on the traffic light system then please call 0151 549 1412.

## PAMPER DAY OUT

On the 8<sup>th</sup> December 2009 we took 11 of our carers for a well earned Pamper day at The Retreat in Crosby. This was a full day of pampering including massage, manicures and facial treatments with a continental breakfast and healthy lunch included. The Carers that took part in the day really enjoyed themselves and commented at the end of the day that it was

the most peaceful, worry free day that they had had for a long time. Attending this Pamper day gave the ladies a chance to chill out, take time for themselves and meet other carers. Everyone including myself felt totally revitalised at the end of the day. We will hopefully be running other pamper days throughout the year so that even more carers can benefit.

*Katy Baxter*

# ***Santa Cash '09***



Cast your mind back to Sunday 6<sup>th</sup> December '09, what exactly were you doing then? Both Dominic Covell – Carer Support Officer and Tony Ely – student Social Worker on placement at Knowsley Carers Centre were donned in Santa costumes; to join in with some 7000+ off duty Santa's preparing to run through the street of Liverpool city centre for the Santa Dash '09. The atmosphere built up from 8.30am to a crescendo of Ho! Ho! Hos! as Santa's from near and far began arriving in front of the World Famous Pier Head. We both ran in support of the Knowsley Carers Centre's Hardship Fund and are pleased to say we managed to raise £164.00, with some pledges still to be received we could well top £200.00.

**A big THANK YOU to all who pledged.**

## **Knowsley Smart House**

I went along with a carer to visit the Smart House in Prescot to see some of the aids and adaptations that are available to help people around the home. It is run by Care and Repair Knowsley, who can help you repair and/or adapt your home including getting quotes for work, sourcing funding and overseeing any work carried out. The property is a normal terraced house but inside there is a wealth of useful equipment [both large & small] that can help people remain independent in their home for as long as possible. There are ideas for people who live alone and it's the ideal setting to test and see how practical these adaptations can be (rather than in a shop).

Anyone can book to make a visit the numbers to call are 0151 426 7813 or 0151 548 6668 or have a look at their website to see the full range of services they can offer

[www.careandrepairknowsley.co.uk/SmartHouse](http://www.careandrepairknowsley.co.uk/SmartHouse)

The house is at 53 Moss Street, Prescot, L34 6HJ, but please book before you go along.

*Matt*

## **AFTER THE CARING ENDS FORMER CARERS POLICY**

If your caring role ends or perhaps the cared for has to go into permanent nursing care, how do you their carer pick up the pieces of your life.

Knowsley Carers is committed to helping former carers to find ways to move on with their lives. Knowsley Carers Centre has reviewed its policy on how it works with former carers. Following this review we will be implementing the following policy.

### **What is available for former carers?**

As a former carer you can for **one year** receive the following services

- Receive the newsletter
- Receive counseling services
- Attend groups specifically for former carers
- Get advice from Knowsley Carers staff team
- Receive advocacy services
- Attend carer courses and workshops
- Receive free holistic services

If anyone has any questions regarding this matter can they please contact Knowsley Carers Centre.

## **'Wise Up to Stress'**

**Tuesday 27<sup>th</sup> April 2010**  
**One full day training course**

The training course will cover

- Understanding and Managing Stress
- Be Your Own Life Coach
- Self Esteem
- Confidence Building
- Assertiveness

Please call **0151 549 1412** to book register your interest as there are only 15 places available

Buffet lunch and transport provided (if needed)

### **A SOCIAL WORK STUDENT REFLECTS ON PLACEMENT**

Some of you will have met me during my 80 day placement at Knowsley Carers Centre, others may have not. So I would like to take the opportunity through the newsletter to thank the people I have worked with during my time here for their support in making my stay at Knowsley Carers Centre a very enjoyable one. I would also like to thank the carers and cared for people I have met who have also supported me during my placement. Once more a big thank you to everyone who has supported me on my placement and as I look forward to my involvement as a volunteer, we may meet again.

*Tony Ely*

## WANTED 16 CARERS

Hair, Face Nails and Toes

Thanks to funding received we are pleased to be able to offer

2 Beauty Days at the Carers Centre

Monday 26<sup>th</sup> April 2010

Monday 14<sup>th</sup> June 2010

Facials (Give your face a treat after the harsh winter)

Nail art (Get your fingers and toes painted for summer)

Hairdressing (Cut and blow)

## YOUR HELP WITH UNUSED VOUCHERS

As most of you are aware, the 'Carers Voucher Scheme' is a very important service to carers. Therefore, we would appreciate your help in keeping this valuable service operating and helping carers access some valuable respite. You can help by returning all unused vouchers; either full or part used books. This can be done by dropping them off at one of our Centres or alternatively, calling us on 0151 549 1412, and we will send you a pre-paid envelope. We would like to thank you in advance for your help in this matter. Vouchers have a cash value and the success of the scheme is reliant on them being used effectively.

## Carers Emergency Card

What is the Carers Emergency card?

If you look after someone regularly, you may worry about what will happen if you are taken ill, or are in an accident or similar emergency. How will you be able to ensure that the person you care for will not be left without support.

The Carers Emergency card is designed to give carers peace of mind in such circumstances.

How it works in an emergency?

A telephone call will be received by Home Care Link which will set in motion the arrangements you have made e.g. contacting a relative to say their help is needed.

For more information telephone **0151 549 1412**

**Over 60?**  
**SWIM FOR FREE**  
at any of the Knowsley Leisure Centres  
Speak to Reception for your application form, or call  
**0151 443 2200**  
for more information. You can also visit us at  
[www.activeknowsley.com](http://www.activeknowsley.com)

# 'PUT A SPRING BACK IN YOUR STEP'

Back by popular demand, Crazy Feet Line Dancing.  
Come and join us Line Dancing,  
every Thursday 1.15pm - 2.15pm from 29th April 2010

**Come and join the fun!!**

Contact the Centre  
to put your name down  
as places are limited!

**0151  
549 1412**



## Family and Community Education



Knowsley Council

Knowsley Carers Centre in partnership with Knowsley FACE is offering some  
taster sessions in Spanish and Digital Photography.

### Spanish

starts Monday 10<sup>th</sup> May 2010

**1.00pm - 3.00pm**

### Digital Photography

starts Tuesday 11<sup>th</sup> May 2010

**1.00pm - 3.00pm**

The courses will be free for the first six weeks. If you wish to continue after the  
6 weeks, an enrolment fee plus a charge for each term is required.

Interested? Ring 0151 549 1412 to book your place.

## KNOWSLEY CARERS CENTRE MINIBUS

Through generous donations Knowsley Carers Centre will be  
purchasing a 17 seater minibus to assist carers with their  
transport when attending events in the Centre. We would like to  
thank Knowsley Housing Trust  
Services for their support in  
purchasing this minibus.



Volunteer drivers are  
needed, if you already hold  
a full, clean driving license and are willing to undertake training  
please contact the Centre on 0151 549 1412.