

The Princess Royal Trust Knowsley Carers Centre



Winter 2010

Registered Charity No. 1082311



Knowsley Carers Centre has now opened a new sub-office in Halewood. Pictured above: Helen Rigby, Manager, outside the Multi-Services Resource Centre, where our office can be found on the first floor. If you want to meet with us there, please call at reception or make an appointment by phoning 0151 448 9771 or 0151 549 1412.

Hello to all carers in Knowsley and welcome to the winter and Christmas edition of the Carers Centre newsletter which will be the last one this year. I can't believe it's nearly Christmas, time to get out the tree and decorations once again.

My thoughts go to all of you who have lost the person you have cared for during 2010 as this year has been particularly sad for the centre as husbands, wives and friends have

passed away. We have also lost many familiar faces of some of the regular carers but please remember, it is helpful to keep us informed so we can remove your name from the database. This way, we will hopefully avoid causing anyone further distress by sending the newsletter and other literature.

Reflecting back on 2010 it has been a good and exciting year for us with so many carers in Knowsley being

WELL-BEING THERAPIES

Massage is a wonderful, relaxing experience which can be an effective treatment for a range of physical problems. It also offers a feeling of well being and renewed vitality. Treatments available are:

- Indian Head Massage
- Holistic Facial
- Aromatherapy Massage
- Hot Stone Massage
- Crystal Facial
- Reiki

Important – Because our therapy treatments are given for the purpose of relaxation and support, it is very unlikely that any medical conditions you may have will not disqualify you from receiving some sort of therapy. However, there are some people who should completely avoid therapy treatments. Listed are conditions that need medical approval (a letter from the doctor):

- Cancer
- Diabetes
- Kidney Infections
- Epilepsy
- Psychotic Conditions

If you would like a massage, please telephone **0151 549 1412** to book your place.

Sessions are held at:

Kirkby

10.00am start
1.30pm last client

Weekly on a Thursday
at the new Centre on Bewley Drive

Huyton

2.00pm 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.

...continued from front page

referred to us from various partner agencies and the centre seeing improvements to GP referrals thanks to our GP Link Worker. More and more carers are coming forward for help and support from the many surgeries around Knowsley.

The Caring with Confidence programme has sadly ended as the government decided to pull the plug when it did not reach the number of carers it had originally estimated. However in Knowsley we did have success with over 100 carers attending. Many found the experience and companionship with other carers an added bonus and we were pleased that two carers from Knowsley facilitated the programme enabling them to enter the workplace. The evening session for working carers proved the most popular with 12-15 carers attending each of the seven-week sessions.

This is the second Christmas the Carers Centre has been in the new building and we have welcomed the added luxury of having our own minibus with volunteer drivers who are, or have been carers.

For those of you who regularly receive our newsletter allow me to encourage you to read on, as we aim to keep you informed of carers issues, changes and developments and also



of social outings and activities which will be taking place.

I would like to finish 2010 by wishing all the staff, volunteers, management committee, carers, friends and last, but not least the Knowsley Health and Well Being who continue to show their support to the Carers Centre

A Merry Christmas and A Prosperous 2011

Knowsley Carers Centre would like to apologise for a misprint in the last newsletter.

The correct address is The Halewood Centre, Roseheath Drive, Halewood.

Carers Rights Day

3rd December
2010

We know as a carer you want the same life chances that other people enjoy - good health, financial security, the right to a family life, opportunities to work and pursue your own interests - often the reality for many of you is vastly different

We aim to ensure as carers you know your rights - Time after time you say you need clear, straight-forward and accessible information about your entitlements.

We want you to be aware & where appropriate provide an opportunity for you to take up of benefits.

We will provide a range of information regarding access to practical support as this can be vital in maintaining your health and well-being and can help to ensure that you are not isolated and socially excluded. This might include time off, help with lifting and bathing, equipment or adaptations to the home or access to leisure activities for the Carers and the people they care for

.....and this is what Carers' Rights Day is about

We have invited several Key Speakers to explain what your

rights are, they are as follows:

Peter Donohue – Stepensions Solicitors

Peter specialises in Community Care Law and is one of a very few specialists in the Northwest area. He will give a presentation about your rights as a Carer and to understand the legislation, the processes & how to effectively challenge services to gain these. Part of this presentation will also include the rights for carers of children with disabilities and how to effectively challenge services.

Andy Gilbert – Knowsley Disability Concern

Andy brings a wealth of knowledge and experience of working within Adult Social Care. He will explain what the 'Personalisation Agenda' is and how this will impact on Carers and people they care for. He will explain the differences between personal budgets and direct payments and how they can be accessed and utilised in the best interests of the person and their Carer

Vince Williams –MCA Development Manager

Vince is employed by KMBC to manage the implementation of the Act; he brings a wealth of knowledge & experience of

working within Adult Social Care. He will explain the need for Carers and those they care for to understand their rights with regard to the Mental Capacity Act and the Deprivation of Liberty Safeguards. These two areas are a 'gray area' and can easily be misunderstood. Vince will explain the processes & how to effectively challenge services.

Paul Murphy – Knowsley Carers Centre - Benefits Officer

Paul originally worked for Citizens Advice Bureau and has specialised helping Carers maximise their benefits for the last twelve months. He will talk about the range of benefits, some of the common problems of completing forms

without specialist support & the appeal process.

Graham Keeling - Commissioning Manager

Graham is employed by KMBC to oversee the services supporting Independent Living; his presentation will include Assistive Technology & how it can benefit carers – Knowsley's Trusted Assessor/ Care & Repair services. He will also talk about the Knowsley Smart House and the new Centre for Independent Living & Knowsley's online self assessment tool. It will also be an opportunity to ask questions around major adaptations and equipment

HOLIDAY CLOSURE

The Bewley Drive, Kirkby office will close on

**Thursday 23rd Dec 2010
and reopen on
Tuesday 4th Jan 2011**

**The South Knowsley Office based at Halewood Centre, Roseheath Drive will close from:
Tuesday 21st Dec 2010
and re-open**

Hello Everybody



Pictured above is John Fox, new Carers Support Officer with Knowsley Carers Centre.

THE CARER'S EMERGENCY CARD

Peace of mind for Carers in Knowsley

What is the carer's emergency card?

If you look after your partner, disabled child, relative or friend who relies on your support, you could receive a carer's emergency card.

If you were involved in an incident, accident or emergency, then you, another person or the emergency services would use this card to contact the 24 hour telephone response service to make sure the person you care for is safe and well. By carrying one, ideally in your purse or wallet, you can be confident that the person won't be left without the support they need.

What do we mean by 'emergency'?

This card is for when an incident, accident or emergency situation that means you cannot look after the person you care for.

How does the scheme work?

The scheme is operated by Home Care Link, a 24-hour alarm response centre. They will hold your details and details of the person you care for and who to contact in an emergency.

Who will take my place in an emergency?

On the registration form, you are asked to give the contact details of up to two people who would be willing to take your place in an emergency. It is your responsibility to

make sure that the people you name are happy to help out if an emergency happens.

What if I cannot find anyone to take my place?

If you are not able to find anyone willing to take your place in an emergency, or if they are not available when they are needed, the alarm response centre will automatically contact either the Knowsley Access Team or Out of Hours service, whether you are receiving social care or not. That team will make sure the person you care for is safe.

How much does it cost?

Nothing – the card and any emergency care that may be needed in the first 48 hours of an emergency is free to all carers resident in Knowsley.

How to register with the Carer's Emergency Card scheme: For a registration form, contact: Knowsley Carer's Centre, 143 Bewley Drive, Kirkby L32 9PE or call 0151 549 1412





Pictured here with Steve Holding, the Carer Training Advocate for Merseyside Fire and Rescue Service are our last group of carers to take part in the Fire safety Training Session held at Knowsley Carers Centre. The next session will take place at the same venue on the morning of 25th November 2010 followed by lunch. If you would like to attend, please contact us on Tel: 549 1412 to reserve your place.

Free and Confidential Counselling Service for Carers

Knowsley Carers Centre are now offering a free and confidential counselling service in a safe, friendly and relaxed environment. People attend counselling with varieties of problems, some examples of how people have been helped by counselling are:

- Depression
- Anxiety
- Stress
- Domestic Violence
- Relationships within the family
- Bereavement or other loss
- Illness, accident or trauma

Counselling sessions last approximately one hour and offer absolute confidentiality.

Due to the high demand in the service, there is a waiting list. However, we now have four counsellors available so hopefully the wait won't be too long.

We have every intention of extending the service to the Halewood office in the future.

Registered carers with the Centre are able to access Counselling by contacting the Carers Centre on **0151 549 1412** to arrange an appointment.



Carla Millea



Carol O'Shea



Joyce Holmes

Hello and Welcome

My name is Ann Burke and I am a registered carer and also a volunteer worker for Knowsley Carers Centre in Kirkby. I have recently attended an Outreach session at Whiston Hospital where I met professionals from various organisations.

Whilst I was there, I spoke to Danielle from Knowsley Quit @ Work, who helps people to stop smoking. She explained how the system works. As I cannot always go to meetings, due to work, Danielle explained how she could run the meetings at my place of work as long as there were enough people attending.

I would like to invite any carers who



wish to join in with me, so we can all support one another. We need five people to join and it will run for 1 hour per week as a 8-10 week programme. Any interest, do not hesitate to contact me on 549 1412 and let's all become smoke free.

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 - venue to be arranged.

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.

Interested in helping us to help you? We need Friends!

We are looking for enthusiastic & passionate people who actively use our Service

If you have an interest in helping to develop & improve the service we provide then we want you!

We try to provide the best service we can, but we know we can do better and who better to tell us than the very people who use us!

We are looking for a commitment of a no more than two of hours, once every six weeks

Interested?

Contact **John Fox** on
0151 549 1412

Reasonable travel expenses will be met, basic refreshments will be provided

'A mere friend will agree with you, but a real friend will argue'

*'A friend is known when needed'
'Life is nothing without friendship'*

'Friendship is the only cement that will hold the world together'



FREE EYE TESTS AT HOME

Free for Housebound Patients who are either:

- Over 60
- On Income Support / Pension Credit / HC2 Certificate
- Suffering from Diabetes / Glaucoma

Mersey Eyecare Provide:

- Appointments with an experienced fully qualified Optometrist within a week of your call
- Free frames and lenses if you receive Income Support / Pension Credit / HC2 Certificate
- Complete spectacles from £50.00
- Glasses delivered and fitted within 7-10 working days (no extra charge)
- Free aftercare service

For appointments, please call
0151 727 3636

164 Aigburth Road, Liverpool
L17 7BR (opposite Lark Lane)

MONEY BOX



Top Ten Energy Saving Tips SAVE MONEY and SAVE THE PLANET!

Tip 1 – Insulation . . . wrap up

You can lose up to 35% of the heat from your home through the walls and up to another 25% through the roof. Look into getting loft and cavity wall insulation; it could save you up to £265, (Energy Savings Trust). Most energy companies have discounts on these products and some schemes offer it for free.

Tip 2 – Heating . . . turn it down

Turn down your thermostat by just 1 oC and cut your fuel bills by up to 10% saving about £55 a year, (EST). You'll notice the saving, but not the drop in temperature. Consider insuring your boiler for the coming winter months to avoid sudden huge repair bills. Keep furniture away from radiators so the heat can get out and consider using radiator panels behind your radiators. Turn down or off, radiators in unused rooms, and use draft excluders and

draft proofing tape; you could save £25 by just doing this, (EST).

Tip 3 – Hot Water . . . use less

Zipping up your hot water cylinder with a lagging jacket could save you £35, (EST). Nip in the shower rather than filling a bath as a five minute shower uses about 30% less water, and take a close look at your cylinder thermostat – there's no need for it to be set higher than 50 oC/140 OF.

Tip 4 – Lighting . . . switch

Energy saving light bulbs last up to 10 times longer than ordinary light bulbs and just one will save you around £40 - £65 in its lifetime (EST). By just switching off lights in empty rooms and corridors you can also save up to 15% on your bill.

Tip 5 – Cooking . . . keep a lid on it

the saucepan that is! Use just enough water to cover vegetables, or use a steamer. Boil water for pans in a kettle (it's quicker and cheaper!). And chop it up . . . cooking smaller pieces of food is quicker and therefore cheaper. Where you can, use the microwave rather than the oven and try to cook in bigger batches, then freeze, it saves time and money!

Tip 6 - Washing . . . cooler

Washing at 30oC uses about 40% less electricity than at a higher temperature because about 85% of the energy a washing machine uses goes into heating the water. Try to wash

full loads for washing machines, tumble dryers and dishwashers although, it's always cheaper to do your dishes by hand and dry your clothes outside when it's not raining!

Tip 7 – Appliances . . . go 'A' rated

Domestic appliances account for about 47% of households energy bills. Look out for the energy efficiency rating if you buy new ones. "A" rated appliances are the most efficient and cheapest to run. Switching to an energy efficient fridge freezer for example, could save you £36 a year (British Gas).

Tip 8 – Don't standby . . . switch off

Appliances can use a shocking amount of their original energy consumption when on standby left on charge, so get into the habit of turning them off. An average household can save £30 a year by just doing this! (BG)

Tip 9 – Curtains . . . draw them closed

Shutting the curtains, especially lined ones, will stop heat escaping through your windows and doors after dark, but don't pull them over radiators or you'll lose heat.

Tip 10 – Get involved . . . it's a family affair

Get the whole family involved in thinking about ways to save energy; they'll become very energy conscious and may well think of something we haven't!

community legal advice

Get information and advice about your legal rights

Mon - Fri 9:00am - 8:00pm

Sat 9:00am - 12:30pm

Calls from 4p/min -

or get us to call you back

Get help with: *Benefits and tax credits; Money and Tax; Education and training; Employment; Family and personal; Government and law; Housing and homelessness; Immigration and nationality; Health and social care; Police and crime; Consumer affairs; Transport, travel and leisure; Environment and countryside; Communications and media.*

How can the Community Legal Advice helpline help me?

Community Legal Advice can help you deal with everyday problems by giving you high quality, confidential advice over the phone.

We are funded by legal aid, so if you live on a low income or benefits, you can get free independent advice about debt, education, family, welfare benefits and tax credits, employment and housing problems.

Even if you are not eligible for legal aid, we can still find ways to help by putting you in touch with the right agency or advice organisation. The service covers English and Welsh law

Get legal advice now: call **0845 345 4 345**

Knowsley Carers Strategy

Work to develop a strategy for Knowsley Carers commenced in August 2010. Representatives from Carer groups and organisations came together to form the Carer Engagement Group and one of their first recommendations was to arrange a Carers Consultation event.

Following this advice an event was arranged and took place on 8th September 2010 at Huyton Civic Suite – a total of 47 people attended, both Carers and representatives from Carer organisations to outline what is needed in a strategy for Knowsley Carers.

The work will continue throughout the autumn with monthly meetings arranged so that Carers along with representatives from 3rd sector, KMBC and Knowsley PCT can work together to develop a Knowsley wide strategy.

To become involved and find out how you can contribute, contact Steve O'Connor on 0151 443 4736/ steve.o'connor@knowsley.gov.uk or Pat Drohan on 0151 244 3377/ patricia.drohan@knowsley.gov.uk . Alternatively speak to the Carers Centre.

DRIVING TO SUCCESS!

Thanks to the Educational and Development Fund (Carers Grant), James Cargin and Stevie Walker were able to access a course of driving lessons and as a result both have recently passed their driving test. Congratulations James and Stevie.



(Pictured above from left to right: Joanne Simm (Carers Respite Co-ordinator) and Stevie Walker who has recently passed her driving test)

VOUCHER SURVEY 2009

I would like to take this opportunity to thank you all for spending the time to fill in the voucher questionnaire. We had 60 returned and the results are really positive and show many carers rely on this service for their well-deserved breaks. Joanne Simm

VOUCHER ALERT!!!

Don't forget to telephone us on: **0151 549 1412** if you need vouchers for over the Christmas period.



Up2us is a pilot project in Knowsley for people who are in receipt of **Direct Payments/Personal Budgets** or who may be eligible.

The aim of the project is to enable people to join together to buy the services and activities they feel best meet their needs whilst improving their Health and Well-being.

There are many different ways in which people can join with others with similar interests and pool their budgets to make their money go further, for example

- A group of friends may share the cost of a Personal Assistant to support them to go fishing or visit the cinema
- Someone interested in playing badminton may want to link up with others in the area and share the cost of

- hiring a badminton court
- A group of people who enjoy Art may wish to employ an Art tutor and pool their budgets to pay for the tutor & rent of a room for the group

We are looking for a small group of service users and carers to help develop this project

There are a number of ways in which you can get involved:

- **You** can become a member of the up2us Planning Group, we meet every three months
- **You** can help to develop the up2us Social Network Site
- **You** can join the up2us Evaluation Team to find out if the project is achieving its aims

For further information about getting involved please contact Ursula Rigert, *up2us* Project Manager on 07770 934 525

THANK YOU

Knowsley Carers Centre would like to thank Merseytravel for their generous donation of £100 towards travel costs. The money will help towards taking carers on day trips out.

ANNUAL GENERAL MEETING

The next Annual General Meeting of Knowsley Carers Centre will take place on Thursday 2nd December 2010, 10.30am in the Carers Centre.

A BIG 'Thank You'

After caring for her mother and father for many years Gill Brice decided to become a volunteer at Knowsley Carers Centre now based at the old KHT building on Bewley Drive.

Gill is enjoying her new challenge and is realising what an excellent support service is provided to the thousands of carers in the borough. Recently Gill's daughter Gilly was chosen for a Duke of Edinburgh gold award to raise money for the Agape orphanage in Uganda. Since her return Gilly who stayed in the local orphanage, visiting the hospital and

helping in the village holds many memories of her stay especially the friendliness of all the local people.

The staff at the Carers Centre held a raffle to help raise the funds needed for the trip and mother and daughter would like to thank everybody who helped make this experience possible.



Gill Brice and daughter Gilly



Final Caring with Confidence Course

6 Steps to Caring

1. Are you missing out on any money?

If you think you're missing out have a benefits check to make sure you are claiming all your entitlement.

2. Is the person you care for missing out?

Carers often end up paying for things for the people they look after out of their own pockets. If you think you are missing out then make sure to have a benefits check.

3. Tell Social Services that you are a carer!

You may also need practical support to care. This could be someone to sit with the person you care for while you go out, equipment to help you to lift the person you care for or to find information on groups.

4. Tell your GP you are a carer!

Your GP can help you look after your own health, and will be aware that

when arranging any treatment for you. They must also make sure that the person you care for is looked after. As a carer you can also ask for a flu jab.

5. Find your nearest carers group or centre

Give Knowsley Carers a call or drop in to see how we can support you with your caring role

6. Tell people at work that you are a carer.

If you are juggling working and caring, telling work you are a carer is not always an easy step and you might feel it depends on whether your employer is likely to be supportive. However there may be existing support you are not aware of, colleagues may be supportive or they may even be in a similar caring situation themselves.

If you would like any information on the above please call the carers centre on **0151 549 1412**

Help Make Yourself Flu-Proof This Winter

As in previous years, it's strongly recommended that carers ask their GP for a free flu vaccination if they are "the main carer for an elderly or disabled person whose welfare may be at risk" should they fall ill*. Of course, you may already be offered a flu vaccination because you fall into one of the 'at risks' groups such as people with chronic respiratory disease, heart disease or diabetes. The same applies if you're aged 65 or over. But if you don't fall into one of these groups, it could be worth reminding your GP practice that you're a carer. This is particularly important if the person you care for is registered at a different practice. It's all too easy to 'slip through the net' if staff at your surgery never see you with the person you look after.

* Department of Health guidance

Dates For Your Diary

Line Dancing -Every Thursday
1.30pm in the Carers Centre

Fire Safety Training
Thursday 25th November 2010

Cinderella Pantomime
Thursday 2nd December 2010

Carers' Rights Day
Friday 3rd December 2010

Manual Handling Training
TBA Jan 2011

Arndale Centre
Tuesday 7th December 2010

Cheshire Oaks
Tuesday 14th December 2010

Trafford Centre
Tuesday 21st December 2010

Beginners &
Intermediate Computer Courses
TBA Jan 2011

Please telephone 549 1412 or
448 9771 for more information.

EMERGENCY NUMBERS

If you have an emergency over the Christmas period you can:

- Use your emergency Card if you have one.
- Contact your GP.
- Contact your local Police, ask to put you through to Social Services.
- Contact the Knowsley Access Team: 0151 443 3714.
- Samaritans: 08457 90 90 90.
- Carers Direct: 0808 802 0202.
- NHS Direct: 0845 4647.
- Out of hours Social Services number 07659590081

Whilst every care is taken to provide accurate information, Knowsley Carers 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.