

The Princess Royal Trust Knowsley Carers Centre

Summer 2012 Registered Charity No. 1082311



“Missing you already!”

Hello and Welcome to the summer edition of the Carers Centre newsletter.

I am pleased to announce that after all our hard work we were successful in winning the tender to continue to provide carers services around Knowsley. It was a challenging time for all the staff and the board of directors but in the end it was worth going through the tender process which has given the staff the security they needed in this present climate and it was also

a good learning process that will help the Carers Centre be more successful with future tenders.

I feel after 14 years managing the Carers Centre and witnessing it growing and flourishing, however, it is time to pass the reigns over to my deputy Paul Rowan who will carry on developing the Centre and its services with his excellent staff team who are committed to carers needs across the borough.

Paul has all the skills to be an excel-

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FREE HOLISTIC THERAPIES AT KNOWSLEY CARERS CENTRE

Massage is a wonderful, relaxing experience which can be an effective treatment for a range of physical problems. Treatments currently available are:-

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

Massage has many physiological effects such as:-

- It helps to reduce stress and anxiety by relaxing both mind and body
- Creates feelings of well being
- Helps to ease emotional trauma through relaxation
- Provides renewed vitality

Still unsure? Why not speak to Mary our highly qualified therapist. Mary will be available on the times stated below and will be happy to answer any questions regarding the treatments.

Sessions are held:

**Kirkby – 10.00am start,
1.15pm last client**

Weekly on a Thursday at the Centre on Bewley Drive

**Huyton – 9.30am start,
11.00am last client**

Fortnightly of a Wednesday at The Old Schoolhouse, St Johns Road, Huyton

**Halewood – 10.30am start,
12.00noon last client**

First Wednesday of the month in the One Stop Shop, Roseheath Drive, Halewood

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.

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lent leader and although I know it is time for me to say goodbye I will miss all the staff, board of directors, partners and last but not at all least the carers I have met over the last 14 years. A great sense of humour even in distressing times when caring completely takes over

their lives makes me realise their dedication and love for the person they care for. I know that Knowsley Carers Centre has made a huge difference to many carers' lives in Knowsley and I am proud that I have been part of it. Goodbye to everyone,

Helen Rigby

CARER VOUCHERS UPDATE

Carers' vouchers are used as a payment for you to take occasional or urgent breaks from your caring responsibilities. They are a carer specific service and so are not subject to a formal care management assessment or means testing process. You cannot use them to pay for other services, for example day or residential respite care.

Vouchers are for use by the carer but to be eligible to use them, the cared for must live in Knowsley. Carers vouchers can be used between the hours of 8am to 10pm, 7 days per week including Bank Holidays. Between 10pm and midnight, special arrangements can be made with the provider and three of your vouchers will be needed.

As of April 2012, each primary

carer/family can only access a **MAXIMUM OF 60 VOUCHERS** per year, pro rata (running April to March). That means if a carer registers during April they can access 60 vouchers, registered in July they can access 45 vouchers, registered in September 30 vouchers and registered January 15 vouchers.

It is important to return any care vouchers you do not want, to Knowsley Carers Centre (we can provide you with a pre paid envelope on request).

Please provide the Centre with at least one weeks notice when requesting vouchers

If you would like more information, or would like to order vouchers, please contact Knowsley Carers Centre on 0151 549 1412.

CALLING ALL OF OUR NORTHWOOD CARERS

The Big Local is coming to Northwood. The Big Local is a 10 year programme that is looking to achieve lasting change in 150 areas in England. Northwood has been chosen as one of these areas and it will provide funding, finance and support. Big Local will support communities to identify issues, plan and develop solutions, which will hopefully provide a sustainable approach to long term issues.

As part of the Northwood Big Local initiative we would like the carers who live in Northwood Kirkby to give us their views and opinions with regards to the following questions please

Your Age Group

5-16, 17-25, 25-50, 50+

1) What are the good things about living in Northwood ?

2) What do you think the area needs?

3) If you could change just one thing about the area then what would it be?

We will be providing a card which is postcard style in type and the 3 questions above will be on the back of the postcard and you can add your answers to the card and we'll arrange collection, or you can ring us with your

New Opening Times

Kirkby Office

Monday - Thursday

9:00am - 5:00pm

Friday

9:00am - 4:00pm

Huyton Office

Tuesday - Thursday

9:00am - 5:00pm

Friday

9:00am - 4:00pm

Halewood Office

Tuesday - Thursday

9:00am - 5:00pm

**Drop in and telephone services
are operated between**

9:30am - 4:30pm

Monday - Thursday

and 9:30am - 3:30pm Fridays

views and we'll make a note of them or you can drop in and fill the card out. It will only take a couple of minutes of your time to respond to the questions but your views on your area can and will make a massive difference

Contact us on :-

Ian - Tel: 0151 549 1412

Email : ian@knowsleycarers.co.uk

Facebook : Why not add us **Knowsley Carers Centre** and respond via inbox or chat

We look forward to hearing from you. Thanks for taking the time. Your views and opinions are much appreciated .



Care and Respite
Support Services

Celebrates 20th Anniversary

Since 1992 a local registered charity Care and Respite Support Services (CARSS) (formerly Crossroads Care Knowsley) has been providing much needed support for carers by providing care support services for Knowsley residents with such needs.

CARSS has provided care support for people of all ages and with a full range of disabilities and this support has helped carers to have a much needed break from their caring duties.

Since they started back in 1992 CARSS has provided over 1 million care support hours, they have received 5 consecutive excellent service delivery assessments from their regulator Care Quality Commission, they have achieved Investors in People and Customer Service Excellence awards and they are an approved provider of care services within Knowsley.

Norman Harris, Operations and Marketing Manager said "CARSS is proud to have the Rt Hon George Howarth MP as their Patron. On Friday 15th June George has very kindly agreed to join us at our offices at 31 Warrington Road, Prescot, L34 5QX between 12 noon and 1.00pm to help us celebrate 20 years of providing excellent care support services for carers and Knowsley residents with care support needs.

If you would like to join us between 11.00am and 2.00pm on 15th June to help us celebrate this terrific milestone then please either email us at info@carss.org.uk or telephone on 0151 289 2761 to confirm your attendance.

KNOWSLEY MALE CARERS GROUPS

Approximately one third of carers registered with the Centre are men, but we would like to see if we can increase this further. In the past we have had pamper days and beauty workshops for the ladies (which are always popular) but now we would like to know what services our male carers would like.

So, in response to this we are looking to set up some male themed groups and we're looking for male carers to tell us exactly what you're looking for from us with regards to the type of groups and activities you'd be interested in attending.

We hope that the male carers will take advantage of this opportunity.

If you would like to contact us in relation to any ideas or views you may have on male orientated activities then give us a call on **0151 549 1412**.

Are you interested in influencing how Knowsley Health & Social Care Staff do their jobs?

Knowsley Carers Centre would like to recruit a small number of carers to take part in a short training course which could lead to involvement in the delivery of future training courses to professionals. If you are interested, please contact

Jan Box on 0151 549 1412

CARERS' WEEK

18th - 24th
June 2012

In Sickness and In Health

Join us on 21st June for a Strawberry Tea to celebrate Carers Week. The Community Cooks will be on hand to provide some interesting ideas for healthy living through the summer months. Contact Knowsley Carers Centre to reserve your place.

Why not consider having a health check on the same day. On Thursday 21st June 2012, NHS Health Checks will be available for carers at Knowsley Carers Centre in Bewley Drive, Kirkby. We know how busy life can be when looking after someone and often as a carer looking after your own health is the last thing on your mind. But it's important to take good care of yourself too. If you haven't had a health check during the last five years and are aged between 40 and 74, telephone Knowsley Carers Centre to check your eligibility. The health checks take approximately 20 minutes and you will also be able to talk to a health trainer about making small changes to improve your health and wellbeing.

There are other simple things you can do to help maintain your health and wellbeing.

Tell your GP or health care worker that you are looking after someone and ask to be placed on your GP's

Carers Register. It's important that health and social care professionals know which of their patients are also carers. This information is part of the jig-saw that might help explain any health problems you're experiencing.

Make sure you have time for you, away from your caring role. There are lots of different ways of having a break. It might mean taking part in a leisure activity, having a holistic therapy or a few days away. It could also mean having time to do something as a family with the cared for person but away from the daily routine. Contact Knowsley Carers Centre to explore different ways you can access a break.

Health Awareness Day



Pictured (above left) is Helen Cartier, High Sherriff of Merseyside along with Jan Box, GP Health Link Worker. The High Sherriff joined our 'Health Awareness Day' in the Centre during March 2012.



KPAC

Accessible Caravan

Our 2012 two bedroom holiday home provides all the comforts of home on a quiet pitch of the park yet still only a short walk away from the entertainment complex.

The caravan has central heating throughout, a gas fire in the living area and double glazing, making it perfect for all seasons.

The caravan is wheelchair accessible with wide sliding interior doors, grab rails and accessible bathroom.

There are 4 single beds although the beds in the larger bedroom can easily be pushed together. There is ample space for a travel cot if needed. There is a pull-out bed in the living area. The main bedroom

also has a trapeze lift handle.

The bathroom is a spacious wet room with shower, fixed shower stool, grab rails and low level wash basin.

The caravan is fully equipped for your self-catering needs with low level counters, a full size cooker, kettle, toaster and microwave and for your convenience a hairdryer, iron and table top ironing board.

The caravan is let on a strictly no smoking basis and we regret that pets are not allowed.

For more info please call

0151 481 0047

Can you please contact the Centre with your email address as we are looking at sending our newsletter out electronically, which is a quick and cost effective way to help us.

Contact us on 0151 549 1412

Email: knowsleycarers@btconnect.com

The Knowsley Carers Strategy 2011-14

A Life of My Own

was developed by carers, former carers and carer representatives. It includes the key areas that carers want to see change and improved so that they receive the support needed to carry on their caring role.

One of the outcomes from the Carers Strategy was that they wanted to be fully involved in the assessment of the cared for person's needs and treated as a partner by the health and social care staff they come into contact with. This also included having their own needs taken seriously and that they are offered support to have a life of their own.

One of the most important ways to achieve this is for the carer to have their own assessment that focuses on just them.

Through the work developing the Carers Strategy and Action Plans carers, former carers and relevant staff have worked together to develop a new carers assessment that looks at all aspects of their life including leisure, work and educa-

tion, breaks, their health, family income and managing the home. If you provide unpaid support to family or friends who needs practical or emotional help to live at home and could not manage without this help? This could be caring for a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. If so then you have the right to ask Knowsley Council for a carer's assessment.

As a result of the assessment services may be provided to the person you care for. They may also be provided for you such as:

- ❖ services that give you a personalised break.
- ❖ emotional support from other carers or people who understand.
- ❖ help with caring tasks during the day/night.
- ❖ Financial and benefits advice.
- ❖ Social and leisure activities

It is up to you to ask for a carers' assessment, but all local councils must inform carers of their right to an assessment.

You, or someone acting on your behalf, can ask for a carers' assessment by calling the Knowsley Access Team:

Telephone: 0151 443 2600

Email: Knowsley.AccessTeam@knowsley.gov.uk

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.

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.

For a registration form, contact:
Knowsley Carer's Centre, 143 Bewley Drive, Kirkby L32 9PE or
call 0151 549 1412

WELFARE BENEFITS ADVICE

Here at Knowsley Carers Centre we have a Benefits Advisor who can help you with your queries.

As we have a large number of carers needing help, it would be really appreciated if you provide us with as much notice as possible for completing your forms.

We need to book you an appointment which gives us enough time to complete forms and have them sent to the correct organisation. Unfortunately we do not have a drop in service available for carers to call in and be seen to. So please don't leave your forms till the last minute as we might not be able to fit you in.

For further more information, please contact Ann Burke on 0151 549 1412.



We are running a new seven week Caring with Confidence Course commencing Wednesday 13th June 2012. For more information please contact the Centre on 0151 549 1412



- Are you over 60?
- Do you feel intimidated by other drivers?
- Want to update your driving skills & knowledge?



FACT: Older people are the 2nd highest group at risk of being killed or seriously injured when in a car.

Mature Mobility is a project funded by The Big Lottery – designed to help older people maintain their independence & mobility for as long as possible through driving and road safety.

- *Maintain your independence & mobility*
- *Improve your confidence on the road*
- *Support & Guidance for your driving concerns*
- *Adaptations advice*

*This course is **FREE OF CHARGE** & open to any driver over 60 years old who resides in the Borough of Knowsley. Call now to reserve your place at a venue near you.*



LOTTERY FUNDED



Tel: 0151 228 8404

Dovecot MAC, Back Dovecot Place, Liverpool L14 9BA

A not-for-profit Social Enterprise meeting the needs of vulnerable road users

Knowsley Carers Centre will be running this course on Wednesday 27th June 2012, 9.30am -12.30pm in the Kirkby Building, to book your place please call us on 0151 549 1412.

Alzheimer's Society News

If you are a carer of or a person living with dementia you are welcome to join us at our regular Breakfast Club in Prescot (May 25) and Lunch club in Kirkby (June 1). If you cannot attend on those days please ring the office for further dates and details.

Our new Support Group facilitator, Gaye Williams, will be setting up new groups such as Singing for the Brain and Maintaining Skills. If you would like to join the groups, or volunteer to help run them, please ring our office on 0151 426 4433

Coffee Group Changes

Kirkby

Fortnightly on a Thursday
10.30am-12.00noon at
the Carers Centre,
143 Bewley Drive, Kirkby

Huyton

Wednesday every fortnight
10.30am-12noon
at The Old Schoolhouse,
St John's Road, Huyton

Halewood

Every first Wednesday 10.30am-12noon
at the Halewood Centre,
Roseheath Drive, Halewood
(from July)

Biscuits and refreshments are provided and everyone is welcome. It's a chance to see what's happening for carers across the borough, find out about our services in Knowsley and say what you would like us to provide. Anyone can pop in for a drink and a chat, and you can stay for two minutes or two hours!

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:

Halewood 0151 448 9771
Huyton 0151 482 6279
Kirkby 0151 549 1412

Dates For Your Diary

Weds 13th June 2012
10:00am – 1:30pm
7 week
'Caring with Confidence'
Course
Carers Centre,
143 Bewley Drive, Kirkby

Wednesday
27th June 2012
9:30am - 12:30pm
'Diverse Road
Training'
Carers Centre,
143 Bewley Drive,
Kirkby

FRIDAYS 29TH JUNE
AND
6TH JULY 2012
11:00AM - 1:00PM
'STRESS MANAGEMENT'
CARERS CENTRE,
143 BEWLEY DRIVE,
KIRKBY

Monday 18th June 2012
1:00pm - 3:00pm
6 week Computer Course
Carers Centre,
143 Bewley Drive, Kirkby

For more information on the training listed above, please contact the Carers Centre on 0151 549 1412

Knowsley Carers Centre is happy to announce that we have three new staff members joining our team in June. We have a part time Administrator, part time Volunteer Co-ordinator and a Training Officer.

We hope to have a new list of training available but would also ask carers to contact us and let us know what training you may like to see us deliver.

Contact the Centre on 0151 549 1412