

# The Princess Royal Trust Knowsley Carers Centre

Spring 2013

Registered Charity No. 1082311



## “A RIGHT ROYAL VISIT”

Hello and welcome to the latest edition of the Knowsley Carers newsletter. The newsletter is our way of ensuring that you receive up to date information on the services and help that is available to you. The newsletter has a list of courses and trips that we will be delivering and these have proved very successful in the past. If you wish to attend any of these please contact Knowsley Carers on 549 1412. In this edition of the newsletter we

are celebrating the visit of HRH The Princess Royal to Knowsley Carers Centre in December to unveil a plaque which celebrated 10 years of service and support to carers in Knowsley.

I hope you enjoy reading this edition of the newsletter and please remember we are only a phone call away so if you need any assistance please do not hesitate to get in touch.

*Paul Rowan*

# Coffee Group

## Kirkby

**Thursday every fortnight  
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**

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 over an hour!

**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

## Join us on twitter and facebook



Knowsley Carers Centre now has 2 new ways that you can stay in touch with us.

We have just started a new Twitter account for those of you who use it. This way we can keep you up to date with all our news and events.

If you would like to follow us we are at @knowsleycarers

We also have our every growing Facebook page. You can find us at Knowsley Carers Centre.

We'd love you to join us!! So sign up, get involved and help us promote the work of Knowsley Carers Centre.

# ***BEFRIENDING SCHEME***

Are you a carer who feels isolated or just in need of someone outside of your situation to chat to?

Or would you like to make a difference to a carer by befriending or telephone befriending?

We are currently in the process of setting up a Carers Befriending Scheme.

This project would particularly benefit carers who:

- Are feeling isolated or have little support
- Are feeling overwhelmed by their role
- Do not have anyone outside of their family or anyone removed from their particular situation to chat to
- Are caring for someone whose conversation is limited due to health or has communication problems

This will be a scheme where a Volunteer will be matched up with a Carer who is accessing the befriending service. They will then visit, meet or speak on the phone for an hour, once a week just to offer a bit of company, moral support and a listening ear. This will continue for a 6 month period.

We are currently looking for volunteers for the scheme. This is a

very rewarding role which will make a real difference to a carers life. It is a chance to contribute to the local community and will also enhance CVs and job prospects. Volunteers will receive a full training programme and continued support throughout their time with us.

We are looking for people who have:

- Great listening and communication skills
- An understanding, patient and friendly manner
- An understanding of the needs and difficulties faced by carers.
- A willingness to commit to just 1 hour a week for an agreed period of time

We need both volunteers and carers to sign up to the project to make it a success. I would like to hear from anyone who has any thoughts about the scheme, would consider volunteering as a befriender or is a carer and would be interested in using the service.

If you have any comments or for more information please contact Gail – Volunteer Coordinator on

**0151 549 1412**

email at [gail@knowsleycarers.co.uk](mailto:gail@knowsleycarers.co.uk) or send us a message on Facebook

# Changes to housing benefit for tenants in Housing Association Property

From April 2013, for those renting in the Social Rented Sector (Housing Associations), the amount of housing benefit that can be paid to you will be limited depending on the size of your family and the number of bedrooms you are considered to need. You may have heard this described as ‘a bedroom tax’ by the media.

## What are the new rules?

Under the Government’s new rules you will receive housing benefit based on one bedroom for each person or couple living as part of the household. There are some exceptions.

- The rules only apply to people of working age claiming housing benefit. They do not apply to pensioners (aged 61 and above).
- Children under 16 of the same gender are expected to share a bedroom.
- Children under 10 are expected to share a bedroom regardless of their gender.
- A disabled tenant or their partner who needs a non-resident overnight carer will be allowed an extra room.

## Examples

A couple with two girls aged five and 15 will be treated as needing two bedrooms. From April 2013, if they live in a three bedroom home their

housing benefit will be reduced.

A single parent with a seven year old boy and nine year old girl will be treated as needing two bedrooms. From April 2013, if they live in a three bedroom home their housing benefit will be reduced.

## Will it affect you?

It will affect you if you are of working age and are treated as having at least one spare bedroom. This includes the following.

- Separated parents who share the care of their children and who may have been allocated an extra bedroom for this. Under benefit rules there must be just one ‘main carer’ for children – if you are not the main carer your benefit will be reduced.
- Couples who don’t share the same bedroom – the second bedroom will be treated as a spare bedroom.
- Foster carers – the bedroom they use for any foster children will be treated as a spare bedroom. This is because foster children are not counted as part of the household for benefit purposes.

## How much housing benefit might you lose from April 2013?

If you have one 'spare' bedroom the rent we use to calculate your housing benefit will reduce by 14%. This could be about £12 a week (£624 a year). If you have two or more 'spare' bedrooms the rent we use to calculate your housing benefit will reduce by 25%. This could be about £22 a week (£1,144 a year).

What if your housing benefit payments don't cover your rent after April 2013? If you think your housing benefit will be reduced because you have one or more 'spare' bedrooms you need to start planning for the change now. We will write to all people who will be

affected by this change but if you are currently thinking of moving you need to take these new rules into account. To avoid falling into arrears, you will have to use other money to pay your landlord the shortfall. If you are worried you won't be able to pay any shortfall in your rent, contact your landlord. They will take your details and provide you with further information and guidance before the change takes place in April 2013.

**Housing Benefits – 443 4042**

**Housing Advice & Homelessness –  
0800 694 0280**

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# Setting Up a Social Enterprise One Day Training Course

**Knowsley Carers Centre : 9.45 am - 4.00 pm : Date: TBA**

This course is aimed at people who are interested in learning more about social enterprises and want to know what the advantages are of being a social enterprise business and how to go about the initial steps of considering and setting one up.

Course content includes:

- What is a Social Enterprise?
- The difference between social enterprises and other businesses

- Different types of social enterprise
- Considerations when setting up a social enterprise
- Management structures and Management Committees
- Legal structures
- The triple bottom line
- Advantages and Disadvantages of being a social enterprise
- Stakeholder analysis
- First steps in setting up a social enterprise

**KPAC**



For further information on this course, or would like to book a place, please email Helen Barker – [helen@kpac.org.uk](mailto:helen@kpac.org.uk) Or call – 0151 481 0047

# “TELL IT HOW IT IS”

January saw the start of another carer facilitator training course, Tell it how it is. Six experienced carers took part in four sessions which aimed to prepare them to deliver carer awareness training to health and social care staff and to members of the community. Carer awareness training is often delivered in small groups and focuses on the carers' experience. There is no better person to tell it how it is than carers themselves but sometimes people need to build up their confidence a little before feeling ready to take part in the delivery of training. Carers are accustomed to managing complex lives, juggling the different needs of their loved ones so already have a lot of skills to bring with them to the group. When carers deliver

training themselves it reinforces the message to staff that carers are a vital part of the health and social care team. Nicki says...



“I saw an advertisement for the Carer Awareness Facilitator Training in the last newsletter and thought this would be a good chance for me to put across the views of a carer to the professionals who are involved with carers on a day to day basis. The training I have received has raised my confidence

enormously and also gave me an insight into the role of the carer in everyday life, so much so that I am now looking at raising carer awareness in my workplace and I am looking to develop what I have learned as part of my personal development plan in work.”



Pictured here are Marie, Pat, Stephen and Colin

# **FREE AND CONFIDENTIAL COUNSELLING SERVICE FOR CARERS**

Knowsley Carers Centre have been operating a counselling service since October 2010. Our counselling service is free and confidential in a safe, friendly and relaxed environment. We are pleased to announce that come April we will be offering appointments in our Huyton Office. 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.

Registered carers with the Centre are able to access Counselling by contacting the Carers Centre on

**0151 549 1412**  
to arrange an appointment.

## ***EVENING OPENING FOR WORKING CARERS***

As of Thursday 16th May 2013 we will be operating an evening opening service for working carers between 6:00 pm - 8:00 pm in the Old School House, Huyton.

The service will be held on a fortnightly basis.

We are aware that working carers miss out on the opportunity to speak with staff during the hours of 9:00 am - 5:00 pm and are hoping to run a telephone enquiry system to deal with any issues.

If you are a working carer and would like to access this service, please feel free to contact a member of staff at the Huyton Office on **0151 482 6279**.

## **FANCY A DAY OUT AT THE RACES?**



Knowsley Carers Centre will be holding their annual visit to Haydock Park in May/June 2013. To put your name down on the list, please contact Knowsley Carers' Centre on **0151 549 1412**



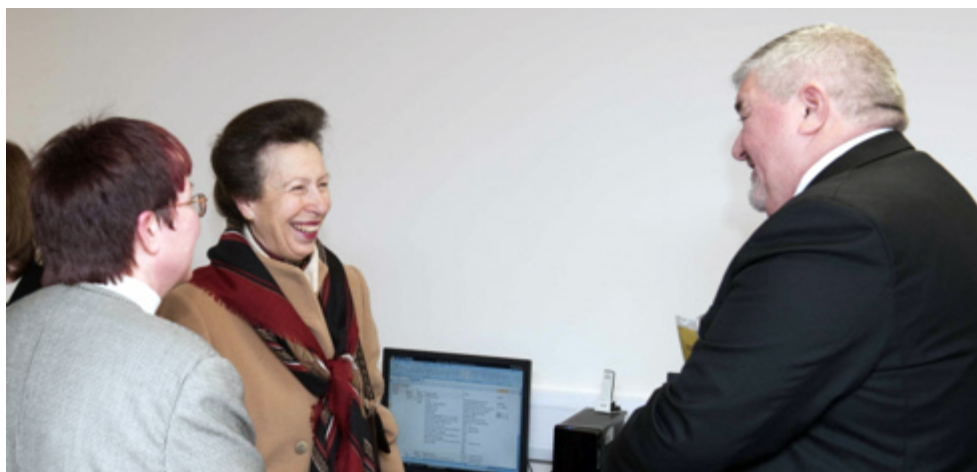


# HRH PRINCESS ROYAL

Princess Anne visited Knowsley Carers Centre to help us celebrate ten years of service and support for carers in the Knowsley area.







# FORTHCOMING DAY TRIPS

Since September there have been a number of trips to the Blackpool Illuminations, Oswaldtwistle Mills and Cheshire Oaks.



**There's still spaces on the trips for 2013 so put your name down early to reserve a space. Call Judy on 0151 489 1412**



**Wednesday 10th April  
Bridgemere Nursery**



**Wednesday 24th April  
Sudley Hall**



**Monday May 13th  
Wirral RSPB Nature Reserve**



**Friday 7th June  
Southport Food Festival**



**Monday 1st July  
Albert Dock**

# Carers Christmas Party

On Friday 7th December we held a Christmas Party at Quarry Green Social Club. We had a really great time with karaoke, games a buffet and of course a raffle. The party was organised at very short notice. When the budget was reduced it didn't seem possible to afford a party but the end result showed that it's still possible to have fun without breaking the bank.



Due to the time scale many people weren't invited, there are over 5000 carers on our data base so we couldn't get in touch with everyone. So if you missed out we're sorry but it wasn't personal.

We're hoping to have another party, probably in May so if you would like to come to that give Judy a ring 0151 549 1412 and she'll make sure you get an invite.



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## 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**.

# 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 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

## ATTENTION ALL VOUCHERS USERS

It is **HIGHLY IMPORTANT** that if you have any **UNUSED** Carers vouchers left you need to please send them back as soon as possible. I will then replace these vouchers with new date stamped ones.

Could you please call the office on 0151 549 1412 and I will be happy to send you a pre-paid envelope for you to send them back.

Thank you, Joanne Simm

## Opening Times

### Kirkby Office

Monday - Thursday

9:00am - 5:00pm

9:00am - 4:00pm Friday

### Huyton Office

Tuesday - Thursday

9:00am - 5:00pm

9:00am - 4:00pm Friday

### 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**



# VOLUNTEERS



**This is where you  
can make a real difference**

Knowsley Carers Centre is a registered charity under the umbrella of the Princess Royal Trust for Carers, a national network of independent Carers' Centres which aims to give carers advice, emotional and practical support but also looks at their own needs as individuals.

At Knowsley Carers Centre we recognise that the responsibility of caring for someone who cannot manage at home without help can place great physical and emotional strain upon the carer. Carers are often isolated and have financial and health problems due to their caring responsibilities.

***Would you like to make a real difference  
in your local community?***

***Would you like to learn new skills and  
gain valuable work experience and  
improve your CV?***

***Would you like to meet new people and  
improve your confidence?***

We are currently looking for volunteers for a range of different opportunities in the Kirkby, Huyton and Halewood areas.

Activities include group support workers, training assistants, drivers, outreach information assistants and basic administration.

In total there are 5.7 million adult carers across the UK, of whom almost one million are looking after somebody for more than 50 hours each week. Though support is available to help carers, many continue to struggle on not knowing where to find the help they need.

We currently support over 5000 carers in the borough of Knowsley. We have 3 drop in centres which are open during normal office hours for carers to phone up or drop in to gain a listening ear, information, advice and signposting. We also run support groups, organise training, operate a voucher system for occasional sitting services, day trips, massage sessions and organise carer's breaks.

As a volunteer you will receive full support and training and will have all out of pocket expenses, such as travel, reimbursed. If you feel you may be able to help then please contact Gail, Volunteer Coordinator on 0151 549 1412 or email [gail@knowsleycarers.co.uk](mailto:gail@knowsleycarers.co.uk) for more information and an application pack. You can also find us on Facebook at Knowsley Carers Centre or Twitter [@knowsleycarers](https://twitter.com/knowsleycarers).



Judy shows some of our carers how to follow us on Facebook

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# THANK YOU

Knowsley Carers Centre would like to say a huge thanks for the donations and support recently received from:





# ***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,  
1.30pm last client**

Weekly on a Thursday at the Centre on Bewley Drive

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

Weekly on a Wednesday at The Old Schoolhouse, St Johns Road, Huyton

**Halewood – 10.30am start,  
1.30pm 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.**

# KNOWSLEY CARERS TRAINING 2013

Over the next six months there will be a variety of courses on offer. The times and place for the courses will depend on who signs up so some of the courses may be in the Old Schoolhouse in Huyton and some will be in Kirkby. If you are interested then please put your name down in advance so we know whether the course can go ahead.

## Computer Courses



Beginners and Intermediate IT  
Safe Shopping on the Internet  
Applying for jobs on line

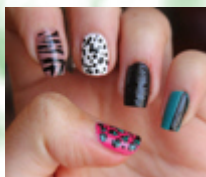
## Looking After Me Programme



## Weight Management



## Nail Art



If you'd like to know  
more about a course then  
give Judy a ring on  
0151 549 1412

## Local History



## Basic English and Maths



## Card Making



## First Aid



## Healthy Cooking

