

# The Princess Royal Trust Knowsley Carers Centre

Winter 2013 Registered Charity No. 1082311



## Are you getting the most out of your computer?

Shopping

Email

Surfing the net

Selling on line

Facebook

Skype

Games

Twitter

## NEW WEBSITE LAUNCH

Come and explore all the options. On Carers Rights Day, Friday 29th November, 10 am – 1 00 pm Knowsley Carers Centre will be launching our new website by holding an IT (Information Technology) open day. Presentations, fun activities and one to one

training will be available to help you get the most out of your computer. Refreshments will be available and the opportunity if you wish to sign up for further IT tuition. To reserve your place and find out more please contact Knowsley Carers Centre on Tel **549 1412**.

## Carers Christmas Party

Following on from last year's success, Knowsley Carers Centre will again be holding a Christmas Party for carers in December. As of yet, the date/time and venue are to be arranged.

If you would like to book a place please ring Knowsley Carers Centre on **0151 549 1412**. A £3.00 donation is required.

# 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**

## EVENING OPENING FOR WORKING CARERS

Knowsley Carers Centre now operates an evening opening service for working carers between 6pm-8pm in the Old Schoolhouse, Huyton. The service will be held on a fortnightly basis of a Thursday. We are aware that working carers miss out on the opportunity to speak with staff during the hours of 9am-5pm 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**.

## 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**

## 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 could provide us with as much notice as possible for completing your forms.

We need to book an appointment which provides us with 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 information, please contact Ann Burke on **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.

## Patient Participation Groups

Knowsley Carers Centre would like to see more carers involved with the Patient Participation Group. The following information has been provided by Knowsley Clinical Commissioning Group.

### Patient Participation Groups

All patients are members of the CCG and have a valuable role to play in improving services. Patient participation is one of the platforms which enable patients to have a direct impact on driving high quality and responsive care. Patient Participation Groups (PPGs) are a unique partnership between patients, GPs and their practices which:

- help patients to take more responsibility for their health
- contribute to the continuous improvement of services and quality of care
- foster improved communication between the practice and its patients
- provide practical support for the practice and help to implement change

A full list of PPGs in Knowsley is available on the website.

Please visit  
[www.knowsleyccg.nhs/your-say/](http://www.knowsleyccg.nhs/your-say/)  
for more information or contact your practice directly.



# Knowsley Learning Disability Partnership Board (LDPB)

The LDPB meets regularly to talk about opportunities and support for people with learning disabilities and to make sure everyone receives good quality care.

The Partnership Board is supported by Knowsley Council and brings together self advocates, parents/carers and local organisations that provide services such as supported living, leisure services, colleges, social services, health services and more.

It is important that people with learning disabilities, their families and carers are involved in making decisions about the services they use! If you are interested in becoming a member of the LDPB please contact Wendy Green, Partnership Support Assistant on 0151 443 4766 or email: [wendy.green@knowsley.gov.uk](mailto:wendy.green@knowsley.gov.uk).

Further information can also be obtained by visiting Knowsley Council's website <http://www.knowsley.gov.uk/kldpb-microsite/home.aspx>

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## CARER VOUCHERS UPDATE

Vouchers are used as a payment for carers to take occasional or urgent breaks from 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.

As of April 2013, each primary carer/family can only access a **MAXIMUM OF 72 VOUCHERS** per year, pro rata (running April to March). That means, for example, if you register during April you can access 72 vouchers, register in July then 54 vouchers, register in October 36 vouchers and register

in January 18 vouchers.

Vouchers are used to provide replacement care. Situations can include:

- the carer to attend social/leisure/ educational activities
- the carer attending health appointments
- to support the cared for person in the community on their own or in social activities with the carer/family

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).

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

# FORTHCOMING DAY TRIPS



9th October  
U boat (men only) £5.00



21st October  
Southport £3.00



20th November  
Cheshire Oaks - £3.00

**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**

## Training

### Sewing/Knitting Club

starting Mon 7th October  
1:00pm - 3:00pm

### Card Making

starting Weds 16th October  
1:00pm – 3:00pm

### IT - 4 weeks

starting Fri 25th October  
10:00am – 12:00noon

### IT - 4 weeks

From Mon 25th November  
10:30am – 12:30pm

To book your place on any of the training, please ring Judy on 0151 549 1412.

Knowsley Carers Centre are looking to put some new courses together for next year. If there are any courses you may like us to run, feel free to contact Judy and let her know and we will try our best to accommodate you.

## Carers Online Forum

Knowsley Carers Centre have developed a carers online forum so carers can chat with each other, raise issues, get advice and find out what's going on. To use the forum please register using the link below.

[www.knowsleycarers.proboards.com](http://www.knowsleycarers.proboards.com)

If you need any help and support with the forum please contact Gail at Knowsley Carers Centre

# VOLUNTEERS



*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.

**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.

We currently support over 6000 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.

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

Weekly on 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**

# Come along to one of our Support/Coffee Group Sessions

**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 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

## Centre Closures

Knowsley Carers Centre will be closed on Thursday 5th December 2013 for staff away day.

## Christmas Closure

The last working day of the Carers Centre will be Friday 20th December and we will reopen on Thursday 2nd January 2014. If you have any emergencies during this time please ring Knowsley Access Team on 0151 443 2600.

## FREE AND CONFIDENTIAL COUNSELLING SERVICE FOR CARERS

Knowsley Carers Centre's counselling service is free and confidential in a safe, friendly and relaxed environment. We are pleased to announce that we will now offer appointments in our Huyton Office.

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.