

Wendy's Call for Carers

During lockdown Knowsley Borough Council, the Carers Centre and partner organisations have worked alongside carers to produce the Knowsley Carers Strategy 2020-2025. Under more normal circumstances, carers would have been invited to a big consultation event perhaps at the Old Schoolhouse or other venue but Covid put an end to those plans like much else. Not to be deterred, we have consulted with carers using technology old and new. Carers have responded to the Carers survey distributed through the Carers Centre and posted on line, they've attended meetings on Zoom and given their views via email, text and telephone. Wendy is a carer who has provided valuable input during this process.

Hi, my name is Wendy and I work as a volunteer with Carers Vision, delivering training on carer awareness, to staff in hospitals, GP surgeries and health and social care teams. Since being part of the group, I have recognised an opportunity to voice my views and provide my input into the new Carers Strategy document for the next 5 years. As a full-time carer living in Knowsley and



A pre-Covid picture of
Wendy and her son, Jake

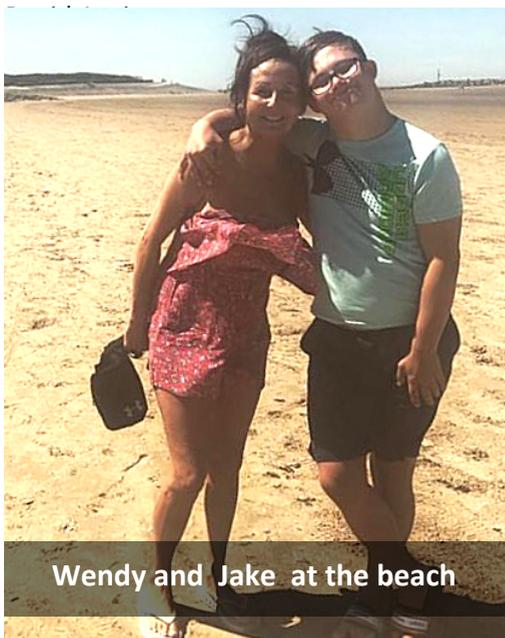
dealing on a daily base with issues regarding my caring role, I have given my experience to help develop the document that's trying to address some of the problems we face. I felt it was very important to have my views heard. Sometimes you have to live in it to relate to what's needed. I don't hold a top qualification, I'm just a mum trying to make all carers lives less stressful. So, by giving my experiences and by helping out

...continued on overleaf

Wendy's Call for Carers

with the strategy I hope to achieve a better picture of a carers' life in the future. Anybody who has a role as a carer can have input to the Carers Strategy and have their views heard, so let's keep the new one up to date to meet our needs for the next 5 years.

Work on the Knowsley Carers Strategy is ongoing and overseen by the Carers Strategy Group. To take part in a way that suits you, using old technology or new, please contact Knowsley Carers Centre on 0151 549 1412 or send an email to enquiries@knowsleycarers.co.uk Healthwatch Knowsley facilitates the Carers Strategy Group so alternatively you could contact David Aspin, Community Partnership Officer, email to David.Aspin@healthwatchknowsley.co.uk
Tel: 0151 449 3954
Mob: 07701 366233



Wendy and Jake at the beach

Get Ready for Winter

Identify yourself as a carer to your GP surgery



In preparation for flu season it's worth considering if your GP knows about your caring role. If your GP surgery has already identified you as a carer, then you may be offered the flu vaccine. In the light of the demands Covid 19 is placing on the Health Service, preparations are already under way for an extended roll out of the flu vaccine during the coming months. Let your GP surgery know that you're a carer so that the practice staff can put a code on your medical record. As well as being able to offer a flu jab this will also alert clinicians to the impact a caring role may be having on your health.

As we know it can sometimes be a juggling act managing to get to an appointment when you have a caring role, but practice staff are encouraged to do their best to accommodate identified carers with regards to appointments. So, as you can see, there are a number of good reasons to contact your GP surgery and identify yourself as a carer before winter arrives.

Knowsley | Family Matters

Our team of trained Family Coaches use their own lived-experience to give you all the support and tools you need to find a positive path through difficult times. There is also the opportunity to become a trained coach yourself so you can go on and help others.

You Matter
Your Community Matters
Your Family Matters

Take the first step and get involved

Facebook www.facebook.com/groups/Knowsley/Coaching/

Zoom An opportunity for family members to connect, share and feel supported by our trained local coaches. Zoom Family Matters meetings take place every Friday 1-2pm and are open to everyone.

Email
trish@emergingfutures.org.uk

Tel/Text/WhatsApp 07722 152 948



WE ARE PASSIONATE
Brave | Responsible
Creative | Determined

Emerging Futures is a Community Interest Company
Company registration number 8938725

HUGE increase in demand for Carer's ID Card

Since the start of lockdown the requests for Carers' Id cards have increased dramatically. All the staff have been promoting the cards but the majority of the requests have come by word of mouth. Some of this awareness has come from social media but other requests are the result of friends and neighbours passing the word on.

So if you don't already have a card please email your photo to judy@knowsleycarers.co.uk and I will be able to make your card and send it to you the same day. If you do have one, please tell anyone you know who is caring how to contact us. If they aren't already registered or if they're not sure, they can ring the office and leave a message on **0151 549 1412**.

The card service has also meant we have registered a lot of new carers and got back in touch with people we haven't heard from for a while. Altogether a win win for everyone. See page 7 for more information.

BREAK OUT

Knowsley Carers Centre will be offering the follow break out sessions. Enjoy a cuppa with some friendly faces on Zoom or join one of our on line chats on topics relevant to you. To register your interest, contact Knowsley Carers Centre on 0151 549 1412 leaving your contact details and the session you're interested in. If you haven't used Zoom before, it's easy to get started and help is on hand.

Carers Assessments 18+

Does anyone understand what they're all about?

With Angela Mulvey

- What's a carers assessment?
- Should I request a carers assessment?
- What will it mean for me?

Carers assessments for Parent Carers

With Angela Mulvey and Ian McBrias

- What is a carers assessment?
- What are my rights to an assessment?
- What will I achieve by having a carers assessment?

Benefits for Carers

With Paul Murphy

- What are the key benefits that carers can apply for?
- What do I need to consider when making an application?
- Who can help me with my claim?

Direct Payments Explained for Carers

With Andy Gilbert from Knowsley Disability Concern

- What are Direct Payments?
- How can Direct Payments help me to manage my caring role?
- Who can help me to manage Direct Payments?

Coffee morning on Zoom

Some of us still don't feel safe enough to join a face to face coffee group but would like the opportunity to speak to other carers and catch up over a hot drink and a biscuit. We can't provide the refreshments on Zoom but we can deliver the company if enough people express an interest.

! Bright Ideas !

We would love to hear from you about any suggestions for an on-line talk or training session you may have.

Email your ideas to enquiries@knowsleycarers.co.uk or Telephone 0151 549 1412

healthwatch

Knowsley

Your views and comments are important to us

Healthwatch Knowsley makes sure your views on local health and social care services are heard. If you have received a service from Knowsley Carers Centre—whether that be information support, advice or any other service, please feedback your comments to the Knowsley Healthwatch website www.healthwatchknowsley.co.uk

If you are using the Healthwatch Knowsley website to leave feedback about Knowsley Carers Centre, why don't you leave feedback about your GP surgery at the same time? It is really important for us to hear how people are accessing services.

Information Advice and Support

Our Carer Support staff including Mental Health Carer Support Workers continue to offer information and advice about anything concerning your caring role. As well as providing support, they can also signpost you to other agencies that may be better placed to address your particular needs such as the Alzheimer's Society, Knowsley Pensioners Advice and Information Service or Healthwatch. The Carers Centre is a gateway to many other agencies and services.

WELFARE BENEFITS ADVICE



Our Benefits Advisor, Paul Murphy continues to provide telephone advice, information, benefits calculations, and support to help complete forms. Please call on 0151 549 1412 leaving clear contact details or email enquiries@knowsleycarers.co.uk

JOIN US ON FACEBOOK



Knowsley Carers Centre has a new way that you can stay in touch with us. We have a Facebook page for those of you who use it. This way we can keep you up to date with all our news and events.

We'd love for you to join us!! So get involved and help us promote the work of 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 you care for 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.

How to register with the Carer's Emergency Card scheme

You can download a registration form from :

http://www.knowsleycarers.co.uk/forms/6084.18_carers_registration_form.pdf

Once completed it should be posted to :

Home Care Link (CC)

Freeport LV5348

Ormskirk, Lancashire, L39 2HT



Young Carers Service

During the current lockdown measures our Young Carers Service is accepting referrals and we can now conduct home visits to complete Young Carers Assessments. Alternatively, this can be done over the telephone if you are not comfortable with us visiting.

We can provide advice or support over the phone and we're available to chat.

The Me Time programme provided by Vibe is up and running, they are providing our Young Carers with activities that they can do together in safe environments like in the park. Please feel free to contact us on 07717 301 325 – Chris Wong or 07760 991 108 – Mike Kehoe if you would like further information or know any child/young person who is looking after someone and would like support.



I have used my card with work as proof that I am a carer when they have tried to move my location, which is important to me to be closer to home.

I use my card when supporting my adult son, it's proof that I am his carer and gives me consent to speak on his behalf.

Carers ID Card

Do you have a Carers ID Card?

The Carer ID card is a useful form of photo ID to prove you have a caring role. During the Covid 19 outbreak these cards are proving useful for carers as proof that they are supporting someone if they are stopped while travelling, and carers have also used the card to gain entry to the supermarkets during the key worker opening times.

Under normal circumstances the card can help you to gain free or reduced entry to a number of venues including cinemas and sporting events.

Please contact us on 0151 549 1412 or email to enquiries@knowsleycarers.co.uk

Helped me get the Sunflower Lanyard at Manchester airport so we could use the quiet room and be fast tracked checking in.

I've used mine when we have been together to the cinema so I have got in for free.

Helped us get seats with more legroom on the plane.

I forgot the Disability Concessions Card but my Carers Card was taken as proof instead.

Sometimes when booking events I show the card as proof that I need the same access as him.

Tai Chi

Knowsley Carers Centre are running an online Tai Chi course to help you to relax and stay fit. You can take part in the Tai Chi classes from the comfort of your own home and there are two days and times available each week for your convenience.

Tai Chi is a mind-body practice combining relaxation, slow deliberate movements and breathing exercises.

Tai Chi can help to reduce stress and improve posture and general mobility. This weekly course is run by a qualified Tai Chi instructor and can help to improve your physical and emotional well-being. Your instructor can adapt sessions for all fitness levels.

Classes will take place weekly via Zoom and are free of charge. Available classes are:

Tuesdays 7:00pm.
Wednesday 10:00am.

If you would like to put your name down for the course please contact the Carers Centre.



Befriending Scheme

Knowsley Carers Centre are looking at setting up a telephone befriending service. Our Service will be for carers who live in Knowsley.

Being a carer in Knowsley can become a lonely experience especially if you can't get out and about as you used to. Having someone to talk to can make all the difference.

Our Befriending Service will look to match a volunteer with a carer in Knowsley who feels isolated and would welcome a friendly call.

The befriending recruitment will involve completing references, befriending training and having an interview with our team. We will then match you with a suitable carer based on mutual interests. Do you feel you would be able to give a few minutes every week to chat to someone who may be feeling isolated.

To register your interest please call **0151 549 1412** leaving your name and contact number or email us at enquiries@knowsleycarers.co.uk.

Dementia Talk on Zoom

Staff at Knowsley Alzheimer's Society have offered to provide a talk and Q and A session on Zoom for carers. Date and time to be arranged.

If you have a pc, tablet or iphone and would like to join the session then please contact Knowsley Carers Centre to express your interest by leaving contact details on Tel 0151 549 1412 or by email to enquiries@knowsleycarers.co.uk

If you haven't used Zoom before, don't let that put you off. Help is on hand to get you started!

Healthwatch Knowsley wants to hear about how the COVID-19 outbreak has affected you

Healthwatch Knowsley aims to give residents and communities a stronger voice, both to influence and challenge how health & social care services are provided. Your feedback is crucial to this role.

To help you to have your say, we have a new survey which asks about your experience of accessing health and social care services and the impact Covid-19 has had on you and your family. It also asks about your wellbeing and how you have found accessing information and advice to help you at this time.

We are unable to host our usual focus groups, engagement sessions, partnership boards or coffee mornings at the moment, so feedback through the survey is more important than ever.

The survey has been live now for the past few months and we have had a good response so far, so if you have filled it in – thank you!

If you have not yet completed a survey then please [click this link to do so](#). If you would like to complete the survey but you are not able to do so online, do not hesitate to get in touch with Healthwatch Knowsley on 0151

449 3954 and we can complete your survey over the phone.

We are always looking for more general feedback about how you access health and social care services. So, if you have filled the survey in – please take 5 minutes to leave some feedback about any services you have accessed.

Remember, you can give us feedback about and Health or Social Care services including hospitals, domiciliary care services, dentists, pharmacies and nursing and residential homes! We are also particularly interested in hearing from you if you;

- Have had an appointment cancelled due to lockdown measures
- Have positive or negative experiences using e-consult or online means to access your GP surgery
- Have accessed digital services i.e. had an appointment on a video call

You can use our feedback centre by [clicking here](#). Or give us a call on 0151 449 3954 and one of our Outreach Officer's will be happy to listen and respond to your experience.

Come along to our singing group

Join other people with dementia at a Singing for the Brain® session in the comfort of your own home.

Our Singing for the Brain sessions use singing to bring people with dementia together in a friendly and stimulating activity.

Where to find us?

Online and by phone using Zoom
Contact us for login info!

Our Singing for the Brain® session runs

Fortnightly on Wednesdays: 3.15pm - 4.45pm
Starting 2nd September:
Drop-ins welcome



'I love Singing for the Brain® which I call singing for the soul. The group lets me meet other people with dementia, which makes me feel that I am not so different after all.'

Irene, who has dementia

To find out more contact us on:

knowsley@
alzheimers.org.uk

07525 403 832

alzheimers.org.uk



Dementia Support Knowsley



Meet our new Dementia Support Worker!



Melanie Campbell

melanie.campbell@alzheimers.org.uk

07525 403 832

Hello, My name is Melanie Campbell and I am the Dementia Support worker in Knowsley. I have gained experience and knowledge, working with people affected by dementia for several years. I have been a part of many wonderful creative projects and groups, which have supported people diagnosed with dementia to put their skills and knowledge into practice and to live well. I am looking forward to meeting you and providing one to one support as well as our Singing for the Brain groups. I can also provide information on legal and financial issues, emotional support, behavioural changes and relationships. I have extensive knowledge of the organisations and community groups available in Knowsley to point you in the right direction for local support. See you soon!

KIND TO YOUR MIND

Kind to your mind campaign
www.kindtoyourmind.org

During the coronavirus outbreak having access to resources which support good mental health is vitally important as many of us are finding ourselves outside of our usual routines and have less social contact. The Kind to your mind website was developed for people who live or work in Cheshire and Merseyside as a one stop shop for information. The website links to the NHS Every Mind Matters website which contains expert advice and lots of practical tips to help you look after your mental health and wellbeing.

The website also promotes awareness of a wellbeing portal – ALMA. ALMA provides free access to resources such as approved apps to improve health and wellbeing and free self-referral access to online cognitive behavioural therapy. There are short courses which focus on dealing with stress and anxiety, building mental resilience and getting better quality sleep.

The campaign also has its own Podcast (search Kind to Your Mind) to support people during this time.

Your Carers Centre Needs You

Are you looking to increase your work skills, make a real difference or maybe just chat with like-minded people. There are lots of reasons that people volunteer and if you'd like to see if we can help you then why not give us a call and have a chat with Ian 0151 549 1412 to see what's available. We look forward to your call and who knows where it will lead.

Volunteer with us

1) You'll Be Giving Something Back

A prominent reason why people volunteer is because they want to do something good for others.

2) New Opportunities

Volunteering with the Carers Centre offers unique opportunities.

3) Use Your Skills to Benefit Others

Use your strengths to help others! Bring the skills you'd use during your 9-5 to the table. Some of our projects do require a specific skill set but in general all we ask for is the desire to succeed and make a difference!

4) Experience Personal Growth

Many volunteers say they've developed as a person once they have volunteered.

5) Stand Out

If you're looking to stand out from the crowd, volunteering is a great talking point in all forms of life - from future interviews with new employers to life stories down the pub!

6) Recognition, A Sense of Achievement and Feedback

Recognition of your efforts is another thing that keeps volunteers coming back again and again. Telling someone that they are doing a good job inspires confidence, pride and the feel - good factor.

7) Learn New Things

Speaks for itself, come in and try your hand at different things.

8) Friendships and Belonging

Making friends with staff and other volunteers is a strong motive for many of those who choose to volunteer. Many volunteers make lifelong friendships that come from working within a close knit organisation such as the Carers Centre.

9) Skills and Experience

Want to gain a whole new host of skills? By getting stuck in on one of our volunteering projects you'll be picking up loads of handy new skills as you go.

10) See the Difference You've Made

Stand back and take a look. Pausing to take a moment to see what you've achieved during your time with us.

11) Do something out of your comfort zone

Life is about challenging yourself, so why don't you try something a little different to what you're used to?

12) Gain Confidence

Volunteering is sure to make your confidence soar. Get stuck in and speak to the board, the staff, the carers and make new friendships with your new volunteering friends.

13) Build Your CV

During your time with us you'll find out so much about yourself. You'll learn new skills and build on your current experience, and all of the above is great for padding out your CV.

We're waiting to chat to you, call Ian **0151 549 1412** for more information.

Ian's New Role

Support for Parent Carers

Hi All. You might recognise me from the Carers Centre's Facebook page where I often put on a quiz or a game of bingo. I know as someone with many years' experience as a parent carer how important it is to keep in touch with other carers and have a bit of fun.

Now, as well as supporting volunteers at the Carers Centre, I will also be offering parent carer support. I will work alongside the carer support team to offer parent carers some additional support with the more complex issues surrounding education, transport, transition, short breaks etc. So if, for example you have an issue with your child's home to school transport, the support team will work with you and may refer you on to other agencies in Knowsley but if they feel that the parents/child's



issues are still not resolved appropriately they will send a referral over to myself and I will work with parents and the local authority to hopefully reach a suitable resolution.

If you have any issues or concerns and would like to chat with one of our support team surrounding your caring role then please contact us on 0151 549 1412 and leave your name, number and brief message and one of the support team will call you back. And don't forget to look in on us on the Facebook page for a few lighter moments!

TRUSTEES WANTED

Knowsley Carers Centre are looking for volunteers to join the Trustee Board and play an active part in developing the services for carers across the Borough of Knowsley. If you feel you can make a contribution and are interested in becoming a trustee, please contact Knowsley Carers Centre on **0151 549 1412** for more information.

Free offer to help people stay safe and independent at home

Telecare equipment, which can help both carers and the people they care for, is being offered on a 12 week free trial by Knowsley Council.

Telecare uses remote monitoring technology to send out an alert if people need assistance, such as if they have a fall. Alarm calls can be picked up either by an operator who assesses the problem and organises help, such as contacting families or alternatively, alerts can be sent direct to the carers' own smart phones.

Anyone getting involved with the trial is supplied with a lifeline alarm pendant and smoke alarm which can be connected either to the 24/7 contact centre or to a carer. Other devices such as falls and flood detectors or door and epilepsy sensors can also be provided free of charge following an assessment.

If you don't want to keep the equipment after the 12 weeks, it will be removed free of charge. If the aids are still required, they will still be provided free of charge, but there will be a monitoring charge of £1.11 per week for the pendant and base unit.

The scheme is available to anyone who lives in Knowsley and has a long-term illness, sight



or hearing loss or physical or learning disability. It is also available to support people who suffer with dementia, are at high risk of falling or just need help to remain living independently. Since the free trial was launched in March 2018, nearly 900 Knowsley residents have signed up for the scheme.

The equipment can help carers feel more confident and reassured about the safety of those they are caring for.

If you are interested in this scheme, please contact the Council on freephone 0800 073 0043, email assistive.technology@knowsley.gov.uk or visit www.knowsley.gov.uk and search for "Telecare".



A 'CUPPA' For Carers

Mobilise is an organisation providing a daily e-support package for carers.

Carers can sign up for the daily mailing here:

<https://james816492.typeform.com/to/NZSI88>

They are running a virtual 'Cuppa' for carers at 4pm, which is proving popular:

www.mobiliseonline.co.uk/cuppa

"Pensioners Supporting Pensioners"

KPAIS



SHOP for **YOU**
SUPPORTERS HELPING OLDER PEOPLE

Here at KPAIS our SHOP for You service is in place to provide long-term practical support to people who need it. It allows people to maintain and retain their independence to remain living at home and we do that by providing bespoke shopping support and cleaning services, whilst developing a relationship. We can put in place a reliable, regular support call with one of our DBS checked Supporters and as a carer this service could allow you to have some much needed respite with the confidence that the person you care for is in safe hands. All Supporters are equipped

with PPE and we adhere strictly to government rules around social distancing whilst in your home. **Call 0151 449 3706** today for a chat about your requirements and for further information about pricing and availability.



**SELF-EMPLOYED
SUPPORTERS
WANTED**

We currently have self-employed opportunities to deliver our shopping and cleaning services in Knowsley. Visit our web site for further details and to request an application form.

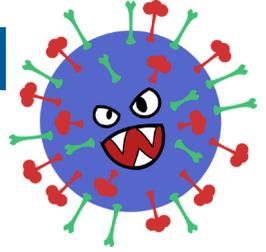
[Kpais.co.uk/index.php/
shop-for-you/work-with-us](https://kpais.co.uk/index.php/shop-for-you/work-with-us)



A Good Life Project is taking referrals for any kind of advice and support that people may need. **Call 0151 949**

5441 to make a referral. We recognise that Covid-19 has taken over everyone's thoughts but sometimes there are still other problems behind that and the Good Life also has the **Someone to Talk To service on 07934 171 195** so people don't need to feel alone. If you have any questions or would like to talk through any potential referrals for any of our services, please don't hesitate to contact us.

Protect yourself and those you care for from flu



Did you know that carers are entitled to a free flu vaccination to protect themselves and those they care for from flu?

Knowsley Council's Public Health team is appealing to all vulnerable groups to protect themselves this winter by getting vaccinated. It is likely that flu and Covid 19 will be circulating at the same time this year, so it is more important than ever to protect those most at risk from flu.

If you're a carer you should inform your GP practice so this can be recorded, and you will then be eligible for a free vaccination and should contact your practice to arrange a vaccination. You can also have a free flu jab at your local pharmacy if you are recorded as a carer.

Other risk groups eligible for free vaccinations are people aged 65 years or over, pregnant women, people with long-term medical conditions including heart disease, diabetes, severe asthma,

bronchitis, liver and kidney disease.

Free vaccines are also offered to

people with

weakened immune systems and their household contacts, the morbidly obese, people living in long stay residential care homes and people who are in receipt of a carer's allowance.

Two and three year old children and under-16s in 'at risk' groups receive a nasal spray vaccine, as well as all primary school pupils and those in Year 7, in a bid to slow down the spread of the virus.

The flu vaccine changes every year to fight the latest strains of flu, so even if you had a vaccination last winter you need another one this year to stay safe from flu.

Further information about the flu vaccine can be found on the [NHS Choices website](#).

HOW TO CONTACT US

Knowsley Carers Centre continues to provide services during the Covid 19 outbreak. You can contact us in the following ways.

Leave a clear message and contact details on Tel: 0151 549 1412

By email to enquiries@knowsleycarers.co.uk

Update on Carers Support at St Helens and Knowsley NHS Trust



St Helens and Knowsley
Teaching Hospitals
NHS Trust

The Trust remains committed to ensuring that we work together with carers as partners in care and to recognise their needs. Although suspended visiting remains in place due to the Covid19 pandemic, patients' carers are welcome to remain with the patient and a carers passport can be completed to support this.

The Patient Experience team continue to support some aspects of the Family/Carer Support service introduced during the

early stages of the pandemic including:

- **PenPALS** – Carers/relatives can email messages, photos and pictures in to the team to be delivered to their relatives on the ward daily
- **Virtual visiting:** iPhones have been introduced on ward areas to support virtual visiting services.

Carole Slocombe, Quality Matron for Patient Experience

NHS Mental Health Crisis Lines



Mersey Care
NHS Foundation Trust

Community and Mental Health Services

People living in Knowsley who are experiencing a mental health crisis can now access support via two new 24/7 dedicated NHS mental health crisis lines. These are available 24 hours a day, seven days a week and are open to people of all ages. · The crisis lines are now the first port of call for mental health crisis help—operated by people in your local area who will know how best to support you. If you call NHS111 you may have to wait longer for help and will be redirected to this local service. · A&E and 999 are not the best to get help for the majority of mental health problems – call the crisis line to be directed to the best local service to support you. · You should still call 999 or go to A&E if you have a life-threatening emergency

requiring immediate mental or physical health assistance. ·

Children and Young People under 18 years who need to call should use the number operated by North West Boroughs.

For all other patients with a Knowsley GP telephone 01925 275 309 (service operated by North West Boroughs NHS Trust)

For patients over the age of 16 with a Kirkby GP telephone 0800 145 6570 (service operated by Mersey Care NHS Trust).

For patients over the age of 16, with a Kirkby GP, Mersey Care also operates a COVID 19 helpline (8am-8pm) for anyone with any anxieties over COVID. Telephone 0151 473 0303.



Meet Kenny Jones, the new Learning Disability Nurse Specialist at St Helens and Knowsley Teaching Hospital.

If you're caring for an adult patient who has a learning disability or autism, I am able to support and advise on the following:

- Planning for admissions
- Ensuring 'Reasonable Adjustments' are put in place to enable patients to access care safely. Advice on Hospital Passports
- Ensure all Patients with a Learning Disability and / or Autism have an Alert placed on Electronic Patient Records
- Advice in relation of the Mental Capacity Act 2005 for Patients with Learning Disabilities who may lack capacity to consent to treatment
- Provide guidance for staff teams if a patient is anxious about treatment / provide distraction therapy / pictorial communication to aid understanding.
- Sign post you to resources e.g. easy read
- Support to ensure safe discharge planning: through liaison with Community Learning Disability



"I love my job because, I can make a difference empowering people with learning disabilities to access health care and help address health inequalities.

By making reasonable adjustments we can help patients and carers have a positive experience during their stay in hospital."

Kenny Jones, Learning Disability Nurse Specialist

Kenny Jones, the Learning Disability & Autism Specialist Practitioner for Whiston & St Helens Hospitals, can be contacted in the following ways:
Email: Kenny.jones@sthk.nhs.uk
Telephone : 0151 290 4946

Changes to Data Protection

You have probably all been receiving letters and emails from your banks and other businesses letting you know how they are responding to the new legislation. If a business wants to sell you something they need your consent to hold your data.

We are holding your information so we can continue to offer you a service that matches your needs. The Lawful Basis for holding your information is Legitimate Interest. You can find a copy of our **Privacy Notice** on our website

www.knowsleycarers.co.uk

This explains why we have chosen **Legitimate Interest** as our Lawful Basis for holding your information. There are details of **How** we store your information, **What** we use it for and **Who** we might share it with. The Privacy Notice also gives details of **Your Rights** regarding your personal information.

If you don't have access to the Internet and would like a copy of the Privacy Notice give the Kirkby Office a call on **0151 549 1412** and ask for Judy.

Covid 19 Plans

Being prepared gives you
peace of mind

Staff from Knowsley Carers Centre are contacting carers on our data base to ask them if they would like to make a simple plan for any adult person they care for should they, the carer, be taken ill with the virus. Carers know that it's always good to be prepared and think ahead and that's what Covid 19 plans are about. We're all hoping that the worst is past but the government is telling us that for the time being we must get used to the new normal. The virus hasn't gone away. Discussing your plan with a member of staff, it may be that you're able to indicate other relatives or friends who should be contacted to provide care while you're unwell. But it could also be the case that additional care provided by agency care workers would be needed or residential/nursing home care. Having taken some outline details for the plan, Knowsley Carers Centre with the consent of the carer, forwards these details to staff in Knowsley Council Adult Social Care. You may not have been contacted yet as we have many people on our data base but if you think it's important that you make a Covid 19 plan, please contact the Carers Centre on Tel 0151 549 1412 or email enquiries@knowsleycarers.co.uk

We all hope you never need to put the plan into action but it gives some peace of mind to be prepared.



Have you heard about TASK?

Trader Scheme Knowsley

Are you a tradesperson looking for work?

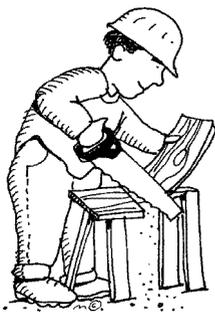
TASK is a register of reputable tradespeople, available to older and vulnerable Knowsley residents

TASK started up in 2003 and have assisted close to 50,000 local people in those years

So, if you're an electrician, plumber, decorator, builder, handyman, in fact, we would be interested in hearing from you, whatever work you carry out.

Just give us a call on 0151 546 6680 or email:

task@kpais.co.uk for full details



Lucy's Make-up Magic



Hi, would you like to take part in an online Make Up tutorial? I will be providing a live make up demo over Zoom for a maximum of 6 people where I will apply make up to my model, talking as I go about the products I'm using. I'll be demonstrating how to cut and apply eyelashes and there'll be a question & answer session at the end. I can liaise with those who attend the online Zoom class prior to the tutorial starting and work on areas that you highlight to me.

To register an interest in attending the online Make Up tutorial then please call the Carers Centre on 151 549 1412. Dates will be added dependent upon the interest shown.

Mental Health Training

North West Boroughs Trust is offering training on topics led by John Chiocchi a highly specialist peer support worker.

Topics include;
Personality Disorder
17th September

ASD and Mental Health
24th September

Course run every week for six weeks. Carers wishing to attend the sessions will be sent a weekly invitation to a Zoom meeting.

To register your interest contact Knowsley Carers Centre on
Tel 0151 549 1412
or email
enquiries@knowsleycarers.co.uk

Warm Home Discount Scheme

If you receive the Guarantee Credit element of Pension Credit or are on a low income you could get £140 discount off your electricity bill, including pre-payment meters, for winter 2020 to 2021 under the Warm Home Discount Scheme which opens on 12th October 2020.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to check if they are part of the scheme and if you qualify, or read more about it at <https://www.gov.uk/the-warm-home-discount-scheme>.



Mersey Care Life Rooms have an online learning offer. They have created over 50 Wellbeing Videos which are being added to weekly – these include Mental Health, general wellbeing, exercise, creative cookery and information videos. Please find a link below to visit the Online Offer. <https://www.liferooms.org/online-learning>



Every Thursday
1.30pm via



Practical Support for Carers

Informal
and
interactive
peer
support

Offers
ways of
coping and
adapting
care



Access to
a range of
specialist
professionals

Practical
advice and
support

Live
demonstrations

Donations
welcome

This is a rolling programme of weekly carer support sessions facilitated by a variety of hospice professionals.

Some of the themes include...

- mouth care • manual handling
- skin care • washing/dressing
- equipment services • self care
- relaxation therapies • nutrition
- symptom management

How to join us?
To take part you must be a carer for someone with a palliative condition. For more information or to register your place contact our Connections Co-Ordinator Helen Heeney on:
0151 430 8736 ext. 3521