

## Knowsley All Age Carers Strategy 2020-2025 Launch



Knowsley All Age  
Carers Strategy

2020-2025

The week commencing 9th November will see the launch of the All Age Carers Strategy for Knowsley. Despite the limitations imposed by the Covid 19 pandemic, carers have given their time to come together and work in partnership with council staff, the Carers Centre and other agencies such as the Alzheimer's Society and Sight and Mind to produce this document which provides an action plan for carers services over the next five years. The strategy is dubbed, 'All Age' to acknowledge the contribution of many young people who have caring roles in our community.

In this edition of the Carers Centre newsletter we will take you through the six priorities in the strategy document which carers have highlighted as areas most in need of focus. Alongside each priority area you'll find information about related services and on page 16 you'll find a programme of events taking place on line to promote the launch of the strategy.

We hope you can join us for one or more of these events. Help with the technology is on hand but if you'd prefer use the number below to contact the Carers Centre with any questions about the strategy.

To access services from Knowsley Carers Centre please Tel 0151 549 1412 leaving clear contact details or email to [enquiries@knowsleycarers.co.uk](mailto:enquiries@knowsleycarers.co.uk)

# WHY ALL AGE CARERS STRATEGY?

The All Age Carers Strategy for 2020-2025 is explicitly for every carer regardless of age. Children and young people often find themselves in a caring role and are not recognised for what they do. They, like many other people are 'hidden' carers who don't recognise themselves as carers and the impact that a caring role can have.

**The Young Carers Team** supports young people aged 6 to 18 years who are caring for a family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. Young Carers often take on practical and/or emotional caring responsibilities that would normally be expected of an adult. The team is line managed by Kate-Rose Jones, Senior Practice Lead and consists of Chris Wong and Mike Kehoe who are assessors. The assessment process explores physical and emotional support needs along with promoting best outcomes from education and health. Young carer assessors work across all professional domains and contribute to individual support packages that are as varied as they are numerous. At this time of increased anxiety, much of our work is liaising with mental health support and delivering direct work sessions, in schools where possible or virtually. We are working with around 200 families and provide ongoing support and signposting on request.



## 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.



# Priority 1: Health and Wellbeing

Respondents to Knowsley's local carers survey identified health and wellbeing as the top concern amongst carers in Knowsley

This priority is focused on supporting carers to recognise and look after their own physical and mental health, as well as the health of the person that they are caring for. Carers are only able to continue caring if their own health and wellbeing is taken care of and their own needs are met.

**Action:** Continue to promote good practice in relation to carers in Primary Care



All GP practices working across Knowsley have been provided with the Supporting Carers: 10 steps guide and are encouraged to apply for the Supporting Carers Certificate. Within this guidance, GP's and their teams are asked to identify their patients who have a caring role and offer referral to appropriate agencies such as the Carers Centre. You may have received a text from your GP practice asking if you have a caring role.

**Action:** Continue to promote self-identification of carers in GP surgeries

You can use your carers ID card to identify yourself to your GP practice. Caring can have an impact on your health and it will help clinicians working to improve your health and wellbeing to know about this aspect of your life.



**Action:** Work in partnership with other agencies on the delivery of health awareness sessions for carers

There are many partners working across the borough that can help you to maintain a healthy lifestyle to support your physical and mental wellbeing. See below for some ideas.

## Song Writing

Tuesday 3rd November 4.00pm-5.00pm (4 weeks)

Discover ways to express emotions and uplift your wellbeing through the power and joy of writing songs.

**Join us online via Zoom -**

Register on our webpage :  
[www.wellbeingenterprises.org.uk/whats-on/](http://www.wellbeingenterprises.org.uk/whats-on/)

## Drumming for Fun

Thursday 12th November 4.30pm-5.30pm (4 weeks)

Learn how to use household items as DIY drums and percussion instruments. Have fun learning how to create your own rhythms.

**Join us online via Zoom -**

Register on our webpage :  
[www.wellbeingenterprises.org.uk/whats-on/](http://www.wellbeingenterprises.org.uk/whats-on/)

## WEBINAR: Wildlife Careers Talk (In partnership with Knowsley Safari Park)

Tuesday 1st December 4.30pm-5.30pm (1 week)

Online careers talk with a difference! Especially for animal lovers, this online talk will help you discover some amazing paths for a future working with animals!

**Join us online via Steamyard -**

Register on our webpage :  
[www.wellbeingenterprises.org.uk/whats-on/](http://www.wellbeingenterprises.org.uk/whats-on/)

## Young Wellbeing Network

Every first Wednesday of the month

This group aims to provide ongoing support, training and opportunities for Young Wellbeing Champions. Get in touch if you are interested in getting involved.

**Join us online via Zoom -**

Register on our webpage :  
[www.wellbeingenterprises.org.uk/whats-on/](http://www.wellbeingenterprises.org.uk/whats-on/)

## Wellbeing Booster #2 - Mindfulness

Thursday 10th December 4.30pm-5.30pm (1 week)

Discover the power of mindfulness to boost your wellbeing. Reduce stress and reconnect with the world around you through your senses and breathing.

**Join us online via Zoom -**

Register on our webpage :  
[www.wellbeingenterprises.org.uk/whats-on/](http://www.wellbeingenterprises.org.uk/whats-on/)

# Information Advice and Support

Knowsley Carers Centre 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, we 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.

**Tel: 0151 549 1412**

**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

**Dementia  
Support  
Knowsley** 

Our Dementia Support Service provides information, signposting and ongoing support to carers of people living with dementia. We cover a range of issues including finances, legal matters, health and relationships. We are currently providing our services via phone, post, Skype and email. Contact our support worker Melanie Campbell on 07545 403 832 or [knowsley@alzheimers.org.uk](mailto:knowsley@alzheimers.org.uk).

**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](http://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.

# Cooking with Care

A toolkit to support healthy eating for unpaid older carers



We know healthy eating plays an important role in keeping our bodies healthy and strong, as well as preventing illness.

This is particularly important for older adults, because as we age we are at a higher risk of health issues associated with poor nutrition.

Caring in later life can be a rewarding role, but it is not without its challenges and stresses. Therefore, eating well and being active are great ways to ensure we stay healthy, meaning we can fulfil a good quality of life and provide the best level of care we can for our loved one or family member.

The Cooking with Care toolkit provides simple information on how to eat healthy in later life whilst managing the role of a carer and useful tips and advice on cooking and food skills.

Click [here](#) to access the full tool kit.



# KIND TO YOUR MIND



Kind to your mind campaign

[www.kindtoyourmind.org](http://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.

# Priority 2 Leisure and Culture

Like everyone, carers want to be able to take part in activities that support health and wellbeing and open our hearts and minds to what's meaningful in life. But many carers experience barriers to taking part in leisure and cultural activities. The All Age Carers Strategy will try to address some of these barriers and some of the key actions are as follows:

**Action:** Continue to offer the Me Time programme for Young Carers

## Knowsley Young Carers Support Service 'Me Time' Programme



**Personal Support** – young people work with a youth worker who can give them information, advice, and support. They will arrange some assistance at home, to give young people more 'Me Time' away from their caring role.

**Meet other Carers** – you are not alone - there are lots of other young people caring for others in their family too. Vibe can help you to have 'Me Time' and meet other young people who are in a similar situation to you.

**Positive Activities** - Together with their youth worker and other young carers, young people can decide on the activities and experiences they want to try, including sports, arts, and family-based activities. Trips and days out can be weekends and during school holidays with other young carers or members of their family so they can enjoy spending time together.

With the start of Quarter 2 (July - Sep) and the easing of lockdown, Me time set up small bubbles of young people for Twenty eight young carers who took part in a six week outdoor education programme run by Vibe outdoor education centre. This was done inline with COVID 19 risk assessments, guided from the National Youth Association (NYA) and Youth Focus North West. (YFNW)



The young people thrived in this new environment after spending so long in lockdown. The outdoor space was such a lifeline to each group and gave them the opportunity to

have time away from their own worries and thoughts. Each group had the opportunity to engage in a whole range of outdoor activities including archery, canoeing, fire pit activities, sail boating, raft making land team games and a trip to Delamere Forest for a day of cycling with the outdoor education team.

At the end of each session we did circle time where we talked about our hopes and fears. This gave the children space to talk about any worries or concerns they had and we allowed time to practise some mindfulness techniques that could be used and developed whilst at home. For more information call 0151 443 5323.

**Action:** Promote concessionary access for carers to local leisure and cultural facilities at a discounted rate, either for carers individually, or alongside the people they care for, e.g. The roll out of a Borough-wide Leisure and Culture pass possibly linked into the carers ID card

- Explore whether carer recognition cards could be used to enable free access into leisure centres across Knowsley.



- Ensure information around what leisure and culture activities or events are available or upcoming locally, is communicated clearly and in a timely way to all carers.



- Address the barriers faced by carers in relation to inadequate provision of alternative care for the cared for person, so that carers can access leisure and culture independently.



# Priority 3: Carers Assessments

Carers assessments were introduced following the Care Act 2014 in order to assess and identify the needs and aspirations of carers. These assessments play an important part in identifying and supporting the delivery of any services and support that are required to meet carers needs.

We know that many carers over recent years have found the carers assessment process frustrating and have encountered long waiting times following the triage and before receiving their Carers' Assessment. However, the process will now be looked at and currently carers are not experiencing any long delays.

**Action:** Review and improve the carers assessment function and process

## Carers Assessments Explained

Anyone caring for an adult or child who has additional needs is entitled to a Carers' Assessment. The assessment will explore your needs as a carer. You may wish to focus on aspects of your life such as finances, access to a break, health and wellbeing or whatever issues you as an individual are experiencing.

You are entitled to have the assessment conducted independently of the person you care for. You may choose not to discuss your own needs and the issues your caring role gives rise to in the presence of the person you care for.

You can have a Carers Assessment annually but if your circumstances change significantly you can request an assessment before twelve months have elapsed.

**If caring for an adult** To access a Carers Assessment contact Knowsley Carers Centre on Tel 0151 549 1412 or via enquiries@knowsleycarers.co.uk. One of our support staff will contact you to ask some triage questions either over the phone or by email. Following this part of the assessment, a member of the Council's Carer Assessment Team will contact you to complete the assessment.

**If caring for a child** Parents of disabled children (called parent carers in the legislation), young people and young carers have strengthened rights to an assessment of their needs under the Children and Families Act 2014. The Children and Families Act amended the Children Act 1989 (sections 17ZD, 17ZE12 and 17ZF). Under it, local authorities must assess parent carers if:

- 'it appears to the authority that the parent carer may have needs for support', or they
- 'receive a request from the parent carer to assess the parent carer's needs for support.'

For more information contact Knowsley Carers Centre on 0151 549 1412.

# Priority 4: Maximising Income

Many carers find that their caring role has an impact on their ability to work outside of the home and give up their employment. This can obviously lead to financial hardship and the loss of everything else that accompanies a job such as a social life around work and pension rights. It's important to know where you stand with such issues as your right to ask for flexible working (see below). Carers also need to know where to find good advice about how to look after their finances.

**Action:** Continue to provide information, advice and support to maximise income for carers, such as benefits advice, awareness of discounts, how to reduce bills, and ensure that information and advice is tailored to the individual needs of different carers (young, old etc)



## Tailored Advice Services in Communities

TASC is a local Community Interest Company delivering welfare benefit/money advice service. We are based in Northwood, Kirkby. Established in 2014 we deal with over 1500 enquiries each year, working with families, carers, those suffering with ill-health and long term unemployment.

We provide a free face-to-face confidential advice service working holistically with the individual or household. Working across Knowsley we can provide practical help to complete forms or help someone with money advice issues, debt matters or just to prepare a budget.

We are able advise via phone, email enquiries or you can book a phone consultation for more complex matters. We are currently helping residents to access online benefits, for example Universal Credit, or providing money advice to furloughed workers or those facing redundancy.

If you need help, support or just to talk about money issues call TASC on 0151 548 4924 - Monday to Friday 9.30- 5pm .

## 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](mailto:enquiries@knowsleycarers.co.uk)

**Action:** Consider the Carer Confident Benchmarking Scheme as a way to encourage local employers to have policies in place that support employees with caring responsibilities to maintain employment.

### Caring and Employment: Did you know?

- All employees have a right to request flexible working after they have worked for the same employer for 26 weeks (six months), as long as they haven't already made a flexible working request within the last 12 months.
- Flexible working requests should be made in writing and should include details of the revised working pattern you are seeking, how you think this may affect your employer's business and how you think this can be dealt with. Only one request is allowed in a year.
- Employers must have a sound business reason for rejecting any request

Find advice on [Flexible working - planning what changes to ask for](#) on Citizen's Advice.

## 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 opened 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>.

## 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.

# Priority 5: Need for a Break (Respite)

There are ways of accessing a break through the Carers Assessment , (please see priority 3) and for many carers there are ways of having a few hours away from their caring role through engaging with a local organisation like the Carers Centre or the Alzheimer's Society; by attending a coffee group, having a holistic therapy or a trip out. For some carers though the only way to have a break from their caring role is if there is adequate respite provision. As well as making sure that carers are aware of the different ways and resources available for them to have a break, carers are looking for a wider range of options. Local Authority commissioners are looking at a range of resources and activities for children and young people. One such recent development has been YARS, (Young Adult Respite Service). Respite Services are commissioned through the local authority and are provided following assessment.

**Action** Promote existing support and ensure it is communicated clearly and effectively with all carers.



**Young Adult Respite Service** C.I.C (Y.A.R.S) is a fantastic programme, set up in 2017 to support the personal and social

development of disabled young adults across Knowlsey.

Our aim is to provide disabled young adults (aged 18 – 35) with opportunities to meet like-minded people in a safe environment, whilst developing friendships, confidence, independence and engaging in new and exciting activities. In addition to this, the programme provides much-needed respite for parents/carers.

To date, we have engaged with over 70 disabled young adults and stayed in some fantastic places, such as Barcelona, Dublin, The Lake District and North Wales to name a few.

All of our residentials are fully

inclusive and offer a wide range of activities, depending on the needs and ability of the individuals. It really is a fantastic programme which enables disabled young adults to engage in activities which previously they may not have had the chance to access.

If you would like to make a referral to Y.A.R.S or require additional information, please contact:  
Thomas Radcliffe, 07403199954  
[info@yars.org.uk](mailto:info@yars.org.uk)



**Action:** Expand local provision so that carers can participate in social activity that is flexible and suited to their different needs.

## Social Activities

During the Covid 19 outbreak Knowsley Carers Centre has been unable to deliver our usual range of social activities but we are looking to the future when we can resume our trips, theatre visits, coffee mornings, therapies and other fun activities. We are always open to new ideas so if you do have something in mind, do let us know and when things get back to normal, we can start to make plans again. We have tried to offer activities using Zoom and other social media platforms. A coffee morning on Facebook was successful so again do send in your ideas. We all want to stay connected but many people find social media a bit of a challenge. Don't sit at home feeling isolated. The telephone is an old technology but by contacting Knowsley Carers Centre we can put you in touch with befriending groups.

Sometimes we just want to hear another voice on the end of the phone.

As ever if you're feeling isolated and in need of support contact Knowsley Carers Centre on **Tel 0151 549 1412** and leave a clear message with contact details. One of our support workers will get back to you. You can also contact the Carers Centre at **enquiries@knowsleycarers.co.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 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](http://www.knowsleycarers.co.uk/forms/6084.18_carers_registration_form.pdf)

Once completed it should be posted to :  
Home Care Link (CC)  
Freepost LV5348  
Ormskirk, Lancashire, L39 2HT

# Priority 6: Loneliness and Social Isolation

In Knowsley, loneliness and isolation have been identified as a key concern for older people and carers. Carers can often find it difficult to keep up a social life alongside their caring role and if not addressed, feelings of loneliness and isolation can have an impact on both our physical and mental wellbeing. The Covid 19 pandemic has highlighted this more than ever and it is therefore vitally important that carers receive information about services to support their mental wellbeing.

**Action:** Promote existing support and ensure it is communicated clearly and effectively with all carers



During the coronavirus pandemic we are providing virtual groups via Zoom. We have a carers information and support programme covering a range of topics with time for peer support throughout. We are also running our singing for the brain groups virtually via Zoom, which carers and the person they support can join to enjoy the company of others and sing along to some familiar songs from the comfort of their home.

**Action** Ensure that all organisations that support carers in Knowsley know how and where to signpost carers to for help and support (i.e. the take up of carer awareness training).

**Carers Vision** is a group of carers who give their time as volunteers to help facilitate carer awareness training sessions for all health and social care teams across the borough. By delivering this training, staff working directly with the public are kept informed and up to date about services for carers and where to signpost them to appropriate support.



**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>

# 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



# Knowsley All Age Carers Strategy 2020-2025 Launch

Knowsley Council and partnering organisations have been working hard for the past 9 months to help produce an all age Carers Strategy document which will help form an action plan for carers for the next 5 years.

In order to celebrate the production of the Carers Strategy document, launch events have been produced which will take place via Zoom on the dates below:

At each event a panel including representatives from the local authority, agencies supporting carers and carers groups will be available to further explain the strategy and answer your questions.

- **Tues 10<sup>th</sup> Nov at 11:00am**
- **Tues 10<sup>th</sup> Nov at 6:30pm**
- **Thur 12<sup>th</sup> Nov at 1:30pm**

If you would like to book a place for one of these events, please follow the link below. Once you have booked a place, you will then receive an email on how to login into your chosen event.

<https://www.eventbrite.co.uk/e/knowsley-all-age-carers-strategy-2020-2025-launch-event-tickets-126110057577>

If you wish to learn more about the Carers Strategy for Knowsley you can access a copy of the full document [here](#). Carers across the borough are invited to join the Carers Strategy Group to help monitor the progress of the strategy. For more information about how to get involved contact Knowsley Carers Centre on 0151 549 1412 or email [enquiries@knowsleycarers.co.uk](mailto:enquiries@knowsleycarers.co.uk)

# 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.



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.

## 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 or by email to [enquiries@knowsleycarers.co.uk](mailto:enquiries@knowsleycarers.co.uk)

# 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](mailto:assistive.technology@knowsley.gov.uk) or visit [www.knowsley.gov.uk](http://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](http://www.mobiliseonline.co.uk/cuppa)

# PREVENTING HEART DISEASE AND STROKES DURING COVID-19

Happy Hearts 

Cheshire and Merseyside



Knowsley Council

## Look after your health

Reduce the risk of heart attack and stroke by looking after your physical and mental health.



Eat well and drink sensibly



Make time for yourself



Get active and stop smoking

For information, support and services in your local area, scan here:



or go to:  
[happy-hearts.co.uk/emergency/public/health-wellbeing](https://happy-hearts.co.uk/emergency/public/health-wellbeing)

## Look after your condition

Atrial fibrillation, high blood pressure (BP) and high cholesterol increase the risk of heart attack and stroke. Simple actions can reduce the risk.



Know your BP and cholesterol



Take prescribed medications



Get checked annually

For information about atrial fibrillation, high blood pressure and cholesterol during COVID-19, scan here:



or go to:  
[happy-hearts.co.uk/emergency/public](https://happy-hearts.co.uk/emergency/public)

## Stay safe from COVID-19

It is even more important if you have heart or circulatory disease. If you get COVID-19 symptoms, self-isolate and get tested.



Hands



Face



Space

For COVID-19 information and support from your local council, scan here:



or go to:  
[happy-hearts.co.uk/emergency/public/covid19](https://happy-hearts.co.uk/emergency/public/covid19)

# Help us to help you get the right healthcare

- ♥ **999** For symptoms of heart attack, stroke and other life threatening emergencies call 999, even during COVID-19. Time matters! If possible, help emergency services to get in quickly. Go to hospital with the ambulance if advised.
- ♥ **111** NHS 111 online or phone service can give urgent medical advice for other issues.
- ♥ **GP** To contact your GP practice go to the practice website or contact by app or phone. Attend your NHS Health Check when invited (eligible 40-74 year olds).
- ♥ **Pharmacy** For advice about medicines and healthy lifestyle.



Dial 999



Act FAST



Keep your appointments

## Heart attack

If you or a family member develop symptoms such as heavy or tight chest pain that may spread to your arms, neck or jaw, or make you breathless, sick, sweaty or light-headed and that doesn't go away, this could be caused by a heart attack. **Dial 999 immediately.**

## Stroke

You can spot the symptoms of a stroke by using the FAST test:

- ♥ **Face** - is the face drooping/fallen on one side? Can they smile?
- ♥ **Arms** - can they raise both arms and keep them there?
- ♥ **Speech** - is it slurred?
- ♥ **Time** to call 999 if you see any of the above signs

## Need more information and advice?

- ♥ Happy Hearts website  
[www.happy-hearts.co.uk](http://www.happy-hearts.co.uk)
- ♥ NHS website  
[www.nhs.uk](http://www.nhs.uk) search for 'atrial fibrillation' 'blood pressure' 'cholesterol'
- ♥ Arrhythmia Alliance / AF Association  
**01789 867501 / 02**  
weekdays 9.00am – 5.30pm
- ♥ British Heart Foundation Heart helpline  
**0300 330 3311** weekdays 9am – 5pm,  
Saturdays 10am – 4pm
- ♥ Blood pressure UK helpline  
**020 7882 6218**
- ♥ Heart UK cholesterol helpline  
**0345 450 5988** weekdays 10am – 3pm



Public Health  
England

**NHS**

Are you  
a carer?  
Get your  
free flu jab.

**HELP US  
HELP YOU**

**STAY WELL THIS WINTER**

Contact your GP or pharmacist to arrange your vaccination.

