

# Winter is coming...



And many of us have worries about how we're going to meet the challenges that it's going to bring. But there is help available. Knowsley Council has sent the following message;

*The cost of living crisis is a major concern for our residents. We have been asking people about the key issues that are impacting on them and over 90% have said that the cost of living crisis is their biggest worry. You are not alone and help and support is available to you. Find out more here -*

*<https://www.knowsleynews.co.uk/cost-of-living-support/>*

Knowsley Carers Centre staff are always available to provide support and direct you to other services across the borough to address the challenges you might be facing. You'll also find information on the following pages about our trips through the Autumn and our Christmas celebrations to provide a little cheer!

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)

# Welcome Aboard



Knowsley Carers Centre welcomes on board a new member of staff to the team. Caroline Connell has recently taken up a position as a Carer Support Worker and can provide information, advice and emotional support. She can also assist with carers assessments and signposting to other agencies.



Joanne Simm has taken up a new position as a Carer Support Worker. Many of you will remember Joanne as she has been with the Carers Centre for 21 years as an Administrator. She will now be providing information, advice and emotional support, assistance with carers assessments and signposting to other agencies

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## GOODBYE AND GOOD LUCK

After many years of service, three members of staff, Angela Mulvey, Ian McBrias and Louisa Taylor have left their roles with Knowsley Carers Centre for pastures new.

We would like to thank them for their hard work and service over the years from which many carers have benefited.

We wish them all the best for the future in their new ventures.



# KNOWSLEY INCLUSIVE CARERS FORUM

Are you interested in shaping and improving the future for carers across Knowsley? Every carer in Knowsley will have their own story and their own set of skills relevant to their caring role. Every carer will also have thoughts on what is good in Knowsley, what works, what doesn't and what needs improving.

Together we can raise the profile on issues that we feel strongly about. If there are patterns of insufficient support; the group can take these issues forward to the relevant agency including the Local Authority. The forum is a support group for carers so they can raise issues that affect them and suggest changes that would improve their situation.

Each meeting has guest speakers from a range of agencies that deliver services across Knowsley that impact on carers and the people they care for. If there is an agency you would like to see at a future meeting you can request this via staff at Knowsley Carers Centre.

You can also tell staff from Knowsley Carers Centre first-hand what support carers are looking for in Knowsley and what we need to do to deliver support appropriately. What does good support look like? What could we do to improve the lives of carers in Knowsley?

Come along to meetings and have your say, every voice matters and if you can't attend then please feel free

to email or text your views and opinions and let us know what matters to you

The next meeting is 17<sup>th</sup> November 10.00 am- 1.00 pm at the Carers Centre, 143 Bewley Drive, Southdene, Kirkby L32 9PE.

You can contact the forum via Judy at Knowsley Carers,

[judy@knowsleycarers.co.uk](mailto:judy@knowsleycarers.co.uk)

07525 638 093

or via our Facebook Page search for Knowsley Inclusive Carers Forum

**NEW  
FACEBOOK  
PAGE**



Knowsley Carers Centre has recently changed the name of our Facebook Page.

We would love for those of you who use Facebook to join us and keep up to date with all our news and events.

We can now be found, by searching for 'Knowsley Carers Centre'

**We'd love you to join us!**

**Get involved and help us promote  
the work of Knowsley Carers  
Centre**



# Caring Costs

## The Cost of Caring

### Information Session

**Thursday 24<sup>th</sup> Nov -10.00 am - 3.00 pm  
Kirkby Office**

There are many costs to accompany a caring role. There are costs incurred through the need for additional hands on support, there's a financial cost as caring affects our employment opportunities and the cost to our relationships as the time to spend with family and friends is impacted. At the moment many carers are struggling with the rising cost of living. The way to minimise all these costs is to know your rights and on Carers Rights Day, Thursday 24th November,

10am - 3pm Knowsley Carers Centre will hold an information session for carers to come along and meet with staff from the Carers Centre and other agencies who can explain your entitlement as a carer carrying out your essential role. In order to accommodate everyone who wants to attend it would help us if you could contact us to express your interest in attending by telephoning 549 1412 leaving your name, contact number and expression of interest in the event.

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## Wills, Trusts and Power of Attorney

**Information Session Tues 29<sup>th</sup> November 1.00 pm Kirkby Office**

If legal matters are making your head spin, attending our information session provided by Harvey Howell Solicitors on Tuesday 29<sup>th</sup> November at 1.00 pm in the Kirkby Office might help to disentangle things. Call Knowsley Carers Centre on Tel 0151 549 1412 to reserve your place.

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## Do you have Counselling or Holistic Therapies appointments booked?

In the last 3 months 26% of carers did not turn up for their counselling appointment at a cost of £560 and 15% of carers did not turn up for their holistic therapy sessions at a cost of £345.

We would like to thank all who have informed us promptly if they could not keep their appointment. If you are unable to attend, please let us know.

These services are very much in demand and by not turning up, other carers are being deprived of their chance to benefit from this much needed care and support.



# COVID-19 VACCINES AND FREE HEALTH CHECKS on the 'Living Well' bus



**COVID-19 vaccination boosters**



**Blood pressure and pulse check**



**Cholesterol check**



**Blood glucose check**



**BMI check**

On occasion, where demand is high, the vaccination service will take priority. We thank you for your patience whilst autumn vaccines are being administered.



Hosted by Cheshire and Wirral Partnership NHS Foundation Trust

Date	Location	Time
Fri 11/11/2022	Northwood - Old Rough Lane, Car Park L33 6XE	10.30 - 4.00
Sat 12/11/2022	The Halewood Primary Care Centre, Roseheath Drive, L26 9UH	10.30 - 4.00
Sun 13/11/2022	New Hutte Neighbourhood Centre, Lichfield Road, Halewood L26 1TT	10.30 - 4.00
Mon 14/11/2022	Huyton Town Centre - 68-70 Derby Road, Huyton, L36 9UL	10.30 - 4.00
Tue 15/11/2022	Prescot Retail Park Steely Way, Prescot L34 5NQ	10.30 - 4.00
Wed 16/11/2022	Kirkby Retail Park, Telegraph Way, Kirkby, L32 8US.	10.30 - 4.00
Thu 24/11/2022	Leach Croft Car Park, Stockbridge Village (Old Test Site)	10.30 - 4.00
Fri 25/11/2022	Northwood - Old Rough Lane, Car Park L33 6XE	10.30 - 4.00
Sat 26/11/2022	The Halewood Primary Care Centre, Roseheath Drive, L26 9UH	10.30 - 4.00

# We want to hear from you!

## Have YOUR Say about your local hospital and community services

Have YOUR Say about your local hospital and community services

Have you recently attended or visited your local hospital?

Or accessed health care services within the community, such as podiatry, phlebotomy or physiotherapy?

Have you had any problems accessing these services or have you experienced any delays or cancellations, including operations and appointments?

We are also keen to hear any positive experiences about accessing these services to understand what services are doing well.

Healthwatch Knowsley would like to hear from carers about their experiences of both hospital and community services. If you have recently accessed or tried to access any of these services you can provide your comments via our Feedback Centre:

[www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk)

If you would prefer to speak to

**healthwatch**  
Knowsley

## Your health and social care champion

Healthwatch is about helping you get the best out of your local health and social care services.



someone directly, please feel free to contact Healthwatch Knowsley staff on: 0151 449 3954

Also, if you have feedback regarding any other health or social care service, please go to:

[www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk)

We look forward to hearing from you!

# Carer Information & Support Programme

## Knowsley



## \*New workshops for Kirkby & Whiston\*

### Book Now!



CrISP aims to improve the knowledge, skills and understanding of people caring for a person with dementia, by providing effective support and up-to-date and relevant information. Each programme is delivered to small groups of up to 12 people. The full day session will cover the topics:

1. Understanding Dementia
2. Changing Behaviours
3. Activities
4. Legal & Money Matters
5. Carers Looking After Yourself & Next Steps

**Wednesday 7th December: Southdene Community Centre L32 6QG**

**Thursday 8th December: Whiston Town Hall L35 3QX**

**10am—4.30pm**

A light lunch and refreshments will be provided

**\*Booking essential\***

To **register your interest** or find out more please contact us on:

**[knowsley@alzheimers.org.uk](mailto:knowsley@alzheimers.org.uk) or 0151 426 4433**



# Managing my Money

A free programme for adults with learning difficulties that will boost your confidence and help you take control of your money.

Learn about:

- Handling money
- Spending safely and sensibly
- Saving for the things you need
- Managing your own bank account





# Managing my Money

For more information and to secure  
your place, contact us at KDC on 0151  
480 8883 or Email: LD@KDC.org.uk

to secure your place

What our students say:

*'Our learners feel more confident and able to talk  
about money'*

*'Managing my Money has helped me feel more inde-  
pendent'*

*'I feel more confident and less anxious about money'*



[www.kdc.org.uk](http://www.kdc.org.uk)

Knowsley Disability Concern | 263a Tarbock Road | Huyton | L36 0SD  
Charity Reg: 1103477 | Company No: 5002948

# WHAT'S ON AT KNOWSLEY CARERS CENTRE

## DAY TRIPS

In the run up to Christmas, why not extend your shopping horizons and go hunting for bargains or last minute presents.

### Bury Market

Friday 25<sup>th</sup> November 2022



Bury Market has plenty to offer visitors including over 350 stalls on full Market Days every Wednesday, Friday and Saturday. People come from all over the UK, shoppers really do get the opportunity to shop till you drop!!

### Bents@Christmas

Thursday 1st December 2022



Early morning pick up and returning mid afternoon

Come and enjoy a Christmas day out at the wonderful Bents Garden Centre in Warrington - Be inspired by a walk around the store, the lake, woodland, winter food markets, pick up some unique Christmas gifts or just relax and enjoy a hot chocolate or a mince pie in one of the many eateries.

Both trips are open to the carer and the person they care for.

To register your interest, please call Knowsley Carers Centre on

**0151 549 1412**

### Looking Ahead

The coffee groups after Christmas will be as follows:

We look forward to seeing everyone in the new year!

**Kirkby: 5<sup>th</sup> Jan**

**Halewood: 18<sup>th</sup> Jan**

**Huyton: 25<sup>th</sup> Jan**

**All 10am - 12noon**



# **CHRISTMAS BINGO BUFFET**

Following on from last year's success, Knowsley Carers Centre will be again holding Christmas Bingo and Buffet Coffee Mornings

**Halewood Coffee Morning**

**6<sup>th</sup> December 2022**

**New Hutte Neighbourhood  
Centre, Lichfield Road,  
Halewood L26 1TT**

**11am – 1pm**



**Huyton Coffee Morning**

**7<sup>th</sup> December 2022**

**The Old Schoolhouse, St  
John's Road, Huyton L36 0UX**

**11am – 1pm**

**Kirkby Coffee Morning**

**8<sup>th</sup> December 2022**

**Kirkby Leisure Centre,  
Cherryfield Drive, Kirkby L32**

**8SA**

**11am – 1pm**



Places are limited so please contact us to express your interest on 0151 549 1412 or [enquiries@knowsleycarers.co.uk](mailto:enquiries@knowsleycarers.co.uk)

# Flu vaccination guidance

## For social care workers and carers

Follow the link below for information that is for social care workers and carers. It gives details on the benefits of the flu vaccination and options for accessing it. Those who should receive a flu vaccination include all frontline adult social care workers, social care workers working with children who are clinically vulnerable to flu, and some carers.

NHS link here [Flue Vaccination Guidance](#)



## CARERS VISION

Carers Vision is our carers training group. All members of Carers Vision have been trained to help facilitate carer awareness training sessions where they tell their story to health and social care staff. Listening to the carer as part of the training session helps to develop the understanding of staff working in health and social care about the challenges carers face. If

you think you would be able to tell your story to help staff working with carers to fully engage with their needs then please get in touch. We hope to recruit volunteers to Carers Vision and run a training course into the new year to prepare carers to take part in these sessions.

Contact Knowsley Carers Centre on  
Tel 0151 549 1412

### **TO CONTACT KNOWSLEY CARERS CENTRE**

**Knowsley Carers Centre continues to provide services during the Covid 19 outbreak.**

**You can contact us in the following ways:**

**By Tel: 0151 549 1412 (please leave a clear message and contact details)  
or by email to [enquiries@knowsleycarers.co.uk](mailto:enquiries@knowsleycarers.co.uk)**



# Do You Have A Carer ID Card?

"Thanks to having the card, I am able to go into appointments with my daughter at the hospital as she cannot face them alone, therefore she would not get the treatment she needs."

"I use mine when my dad attends hospital appointments, I was asked to wait in the foyer, I remembered my card and showed it to them and I was allowed to be at his side throughout his appointments."



"I've used mine to get reduced or free admission to the cinema, bowling, Chester Zoo and Knowsley Safari Park."

"I went to the doctors to collect a letter for my wife who is disabled. They weren't going to let me take the letter but when I showed the card they let me take it."

If you haven't got your card yet just email a photo to Judy – don't forget to give your name and address so she knows who you are

[judy@knowsleycarers.co.uk](mailto:judy@knowsleycarers.co.uk) If you want more information you can call Judy on **07525 638 093**

Some cards are coming up for

renewal. If you have been in touch with us recently your new card will be sent automatically as we know you are still caring. If it has been over 12 months we will contact you in plenty of time just to see how you are doing and check you are still at the same address.

# THE CARER'S EMERGENCY CARD

## ATTENTION

### Knowsley Carer's Emergency Card

**CARERS  
TRUST**  
Knowsley Carers  
Centre

  
Knowsley Council

  
Progress  
Lifeline  
Help is close at hand

*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

Contact Knowsley Carers Centre on

**0151 549 1412**

**Dementia  
Support  
Knowsley**



Living with dementia at any time brings challenges. If you need support we are here for you in 2022.  
[knowsley@alzheimers.org.uk](mailto:knowsley@alzheimers.org.uk)

**How to get  
personalised  
one-to-one support**

Contact our Knowsley dementia support worker between 9:00am - 5:00pm Monday to Friday

**Melanie Campbell**

[melanie.campbell@alzheimers.org.uk](mailto:melanie.campbell@alzheimers.org.uk)

**07525 403 832 or 0151 426 4433**

### We can help with issues such as:

- Understanding a diagnosis of dementia
- Legal matters including Lasting Power of Attorney
- Managing your money and benefit entitlements
- Living well with dementia and keeping active
- Support with everyday tasks and getting further help

# 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.

## 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)



## Young Carers Service

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 a safe environment like in the park. Please feel free to contact Chris Wong on 07717 301 325 or Tracy Mythen 07919111273 if you would like further information or know any child/young person who is looking after someone and would like



# IT Drop-In

Come along and brush up your IT skills and learn something new. Knowsley Carers Centre IT group meets every Tuesday at 10.00 am at our office in Bewley Drive, Kirkby L32 9PE



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

### Kirkby

10:00am – 12noon at the  
Carers Centre,  
143 Bewley Drive, Kirkby

10<sup>th</sup> November 2022

24<sup>th</sup> November 2022

### Halewood

10:00am - 12:00noon at  
New Hutte Neighbourhood Centre,  
Lichfield Road, Halewood

16<sup>th</sup> November 2022

### Huyton

10:00am - 12:00noon at  
The Old Schoolhouse,  
St John's Road, Huyton

23<sup>rd</sup> November 2022

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 Carer Support Workers or require more information about the coffee groups, please telephone Knowsley Carers Centre on 0151 549 1412





# 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 (not in Halewood) · Crystal Facial · Reflexology

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

Sessions are held at:

Kirkby 10:00am start 1.15pm last client weekly on a Tuesday and Thursday at the Centre on Bewley Drive

Halewood 10:30am start 12:00noon last client monthly of a Wednesday at the New Hutte Neighbourhood Centre, Lichfield Road, Halewood.

Unfortunately, during Covid and lockdown, we lost the use of the room in Huyton.

We are currently sourcing an alternative venue but are happy for carers to attend either Kirkby or 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, depriving other carers on the waiting list.**

# Mersey Care NHS Foundation



**Mersey Care**  
NHS Foundation Trust

Community and Mental Health Services

Mersey Care is an NHS Trust providing physical health and mental health services in the North West, serving more than 11 million people. Mersey Care offers specialist inpatient and community services that support physical and mental health and specialist inpatient mental health, learning disability, addiction and brain injury services.

During August 2022, the Trust undertook 14 consultation events with carers and young carers which focussed on the carer experience of Mersey Care services.

The main findings from the consultations are summarised below:

- Poor communication between Mersey Care and other agencies
- Carers having to frequently re-tell their story
- Little support or guidance for carers, or signposting to other sources of help
- Lack of information about diagnosis or treatment
- Carer knowledge and experience is often ignored
- Carers had many positive experiences with individual staff

Following carer feedback from the

consultation events, Mersey Care has listened to what carers had to say and have identified five strategic priorities for the next three years:

1. To recognise and support carers
2. To identify and support young carers to achieve their full potential
3. To improve skills and training for carers and the workforce
4. To keep carers connected and involved
5. To meaningfully support Carer Diversity

Work is currently taking place to write a full Carers Strategy document and we look forward to sharing more with you as this progresses.

In other developments, Mersey Care intends to introduce Carer Passports to support people with their caring role.

Mersey Care is also advertising for two Carer Engagement Officers to help develop the training, education and support it can offer carers.

They are, also, reviewing the Patient Engagement and Carer engagement governance structure across the Trust due to organisational restructuring. For any further information concerning the above, please contact Claire Dutton via the following email address [Claire.Dutton2@merseycare.nhs.uk](mailto:Claire.Dutton2@merseycare.nhs.uk)

# Are you a carer or do you rely on the support of a carer?

Hospital Trusts across the Merseyside and Cheshire Region have worked together with Carers and Carer organisations to develop a Carer Passport for use when a person is admitted to hospital for an inpatient stay

## The passport;

- Raises awareness of the Carer role
- Provides support to Carers
- Recognises the importance of Carers in patients' lives.
- Provides information to managers and key Healthcare professionals.
- Details a partnership agreement in supporting the care of the patient during their stay in hospital.

Speak to the Ward Manager where you or your loved one are being cared for and ask about the Carer Passport and what can be done to support you at this time.

