

## CARERS CHRISTMAS PARTY

Knowsley Carers Centre will be holding our Christmas Party for carers and the person they care for on

Thursday 7<sup>th</sup> December 2023  
from 11am – 3.30pm at  
New Hutte Neighbourhood  
Centre, Lichfield Road,  
Halewood, L26 1TT

There will be transport available from Kirkby, Huyton and Prescot

If you would like to book a place, please ring Knowsley Carers Centre on  
0151 549 1412.

A donation of £3 is required

# VOLUNTEERS WANTED



Do you have a couple of hours to spare, once a fortnight/month to help staff run Huyton and Halewood Coffee Groups?

We need a couple of volunteers who can help with setting up the room, assisting with refreshments (that are provided) and chatting with carers.

If you are willing to commit two hours per fortnight/month, please contact the Carers Centre on 0151 549 1412.



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. Soon we hope to recruit volunteers to Carers Vision and run a training course to prepare carers to take part in these sessions.

Contact Knowsley Carers Centre on Tel 0151 549 1412

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 to our New Staff



Nancie Price is our Carer Support Worker who is based at the Carers Centre, Bewley Drive, however you will be meeting her in Halewood and Huyton when she facilitates Coffee Groups.



Aimee Bryan has joined our team as Administrator / Receptionist and is based at the Carers Centre.

## Kirkby Fibro Friends

Do you support someone who has Fibromyalgia or other Chronic Pain conditions?

Do you suffer with Fibro or other Chronic Pain condition.

Kirkby Fibro Friends is a Support Group running at Knowsley Cares Centre every Friday from 12.15 to 2.45. We are a friendly, informal group of people who understand living and/or caring for someone with Chronic Pain Conditions.

If you are interested please give Michelle a call on

**07845648934**

or find us on Facebook  
[@kirkbyfibrofriends](https://www.facebook.com/kirkbyfibrofriends)

## CHRISTMAS CLOSURE

The building that Knowsley Carers Centre operates from will close on Friday 22<sup>nd</sup> December 2023 for Christmas and will reopen on Tuesday 2<sup>nd</sup> January 2024.

### EMERGENCY NUMBERS

If you have an emergency over the Christmas Period you can:

Contact Knowsley Access Team on 0151 443 2600  
Contact NHS on 111 for help with injuries, dental issues, information about Covid, Mental Health enquiries or help with an existing medical issue  
Contact your GP.

## KNOWSLEY INCLUSIVE CARERS FORUM

We are looking at restarting Knowsley Inclusive Carers Forum in the New Year.

The Forum is a way for carers to raise issues that are close to them and by doing so, influence the development of services for carers across the Borough.

New members are always welcome. If you are interested in attending the Forum, please contact the Carers Centre on 0151 549 1412



## Celebrating Carers Rights Day and re-launching our Food & Friendship Event

Join us at Knowsley Carers Centre

on Thurs 23<sup>rd</sup> November 2023  
from 11.30am – 1.30pm  
as part of our  
Carers Rights Day celebration

Come along and get to know other carers, learn about what services are available for carers and enjoy some delicious food.

Contact us on **0151 549 1412** to book your place.

We will be holding regular Winter Food and Friendship events throughout the coming months to help carers with any issues arising from the cost of living crisis.

Information and advice is available alongside all our other regular services.



# Activities at Knowsley Carers

## CHRISTMAS CARD MAKING

Thursday 16<sup>th</sup> November

1:30pm - 3:30pm

Free at Kirkby  
Carers Only

Wednesday 22<sup>nd</sup> November

10am - 12noon

Free at Halewood  
Carers Only

Wednesday 29<sup>th</sup> November

10am - 12noon

Free at Prescot  
Carers Only

## AND TABLE DECORATION

Wednesday 13<sup>th</sup> December

10:00 - 12:00

Free at Kirkby  
Carers Only

Please ring the Carers Centre on 0151 549 1412  
to book your place. *Spaces are limited*

# Upcoming Trip

## BURY MARKET

Friday 1<sup>st</sup> December 2023



Why not join us visiting Bury Market where you will be able to purchase some of your Christmas presents (and possibly even take home some of Bury's famous Black Pudding)

**For Carers and Cared For**  
**£3 per person**

**Transport available**

Please contact Knowsley Carers Centre on 0151 549 1412 to book your place.

### **KNOWSLEY CARERS CENTRE**

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**

**KPCV SEND**

**Coffee Mornings 2023**  
**10:00am - 12:00noon**

**Monday 20/11/2023**  
**Knowsley Central School**

**For more information**  
**please email**  
**infokpvc@gmail.com**



Knowsley Carers Centre has a new Facebook Page.



Search for 'Knowsley Carers'

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

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

# **COME ALONG TO OUR SUPPORT/COFFEE GROUP SESSIONS**

## **Kirkby**

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

**16<sup>th</sup> & 30<sup>th</sup> November 2023**

**14<sup>th</sup> December 2023**

**11<sup>th</sup> & 25<sup>th</sup> January 2024**

**8<sup>th</sup> & 22<sup>nd</sup> February 2024**

**7<sup>th</sup> & 21<sup>st</sup> March 2024**

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## **Halewood**

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

**15<sup>th</sup> November 2023**

**Further dates to be confirmed and  
will be sent out in our information  
bulletin**

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## **Huyton**

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

**22<sup>nd</sup> November 2023**

**10<sup>th</sup> & 24<sup>th</sup> January 2024**

**7<sup>th</sup> & 21<sup>st</sup> February 2024**

**6<sup>th</sup> & 20<sup>th</sup> March 2024**

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 · Aromatherapy Massage · Hot Stone Massage (Kirkby Only) .

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 in Kirkby, Halewood and Huyton. Please ring the Carers Centre on 0151 549 1412 for more information regarding holistic therapies and to book an appointment

## ***Do you have Holistic Therapy appointments booked?***

In the last 3 months 17% of carers did not turn up for their holistic therapy session. Non- attendance of appointments is costing the Carers Centre over £176 per month.

## ***If you are unable to attend your appointment, 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



# Carers Consultation Update



*Knowsley Council*

Throughout October Knowsley Council commissioning team and Healthwatch Knowsley carried out a consultation with unpaid Carers across Knowsley, the consultation consisted of a questionnaire and focus groups which were facilitated via a survey, online forum and face to face focus groups.

The aim of the consultation was to gain insight and understanding of the needs of unpaid carers across Knowsley. Knowsley Council value the views and opinions of Carers and want these to be represented in the new service specification which is due for publication shortly.

The commissioning team would like to thank everyone who took part in the consultation, below are some key points and themes that emerged from the questionnaire.

166 responses

78% of those who responded were women

22% of those who responded stated their physical health was either poor or very poor with only 11% stating very good.

28% of those who responded stated their mental health was either poor or very poor with only 6% stating very good.

76% of Carer's feel their caring role has had a negative impact on their overall health and wellbeing.

Only 19% of Carers have no long-term medical conditions themselves.

37% either work full or part time.

59% currently provide 51+ hours of unpaid care each week

77% live with those they care for

65% care for more than 1 person

65% feel their needs as a Carer are not being met.

The top 3 needs were identified as-

Health & Wellbeing – Help to improve physical or mental health including therapies and health checks.

Carer Assessments.

Respite.

Feedback from focus groups regarding issues unpaid Carers face included.

Not enough time for self.

Don't drive, so can't get there and back.

Not enough time to break from caring responsibilities to engage in social activities.

No support.

Lack of services postcode lottery.

Isolation.

Exhaustion.

Getting help in the area, i.e., Liverpool residents can get help with gardening but in Knowsley there is none.

Trying to juggle full time work, carers duty and run my own life.

In Halewood there isn't a lot of activities, more attendance if in Halewood..

As I work full time it's difficult to access activities as they are normally in the daytime

Need to take into consideration that some carers work full-time and also the type of activities offered are not always suitable or what I would be interested in. They are mainly aimed at carers over aged 65.

Financial pressures.

Don't know what benefits I may be entitled to.

Not geared towards Men.

If you wish to discuss the consultation further please contact Emma Costello Commissioning and Contracts Officer on [emma.costello@knowsley.gov.uk](mailto:emma.costello@knowsley.gov.uk) or 07385945070

# Keep Healthy and Safe This Winter

## Protect yourself against Covid 19 and flu this winter

Having the flu and COVID-19 vaccines ahead of winter are two of the most important things you can do to keep yourself and others around you safe and will reduce your risk of serious illness.

While flu and COVID-19 are unpleasant for most people, they can be very dangerous and even life threatening for some, particularly people with certain health conditions, older people and pregnant women. That's why the flu and COVID-19 vaccines are offered to people most at risk of getting seriously ill from flu or who are most likely to pass flu to other people at risk.

Those who can get both vaccines

through the NHS will include everyone aged 65 and over, pregnant women, care home residents, people with certain health conditions, frontline health and care staff, unpaid carers and household contacts of those at higher risk.

The flu vaccine is also offered to most children to stop them spreading the virus. This includes all children aged 2 and 3 years old, school aged children from reception to year 11, and those aged 6 months to 17 years old with certain health conditions. The vaccine is usually given as a quick and painless spray up the nose.

For more information go to Knowsley News

<https://www.knowsleynews.co.uk/protect-yourself-against-covid-19-and-flu-this-winter/>

## The Living Well Bus returns to Knowsley



The Living Well Service is returning to Knowsley offering physical health checks, advice, guidance and

signposting for lifestyle, mental wellbeing and social support.

Living Well Bus dates (Covid and flu vax available)

<https://www.knowsleynews.co.uk/the-living-well-bus/>

Having the flu and COVID-19 vaccines ahead of winter are two of the most important things you can do to keep yourself and others around you safe and will reduce your risk of serious illness.

## Ask Your Pharmacist for advice and treatment for minor illnesses

Pharmacists are experts in the use of medicines, managing minor illnesses such as coughs and colds, itchy eyes and earache, as well as providing free and confidential health and wellbeing advice.

You can also visit your local pharmacy for winter vaccinations, to discuss taking new medicines and to receive advice on changes to your prescribed medication after leaving hospital.

With no appointment needed, local pharmacy teams offer a fast and convenient service and if needed can speak to you in the privacy of a consultation room. If symptoms indicate something that may be more serious, they can signpost you to other NHS services, such as a GP or A&E for the help you need.

**For more information follow the link here**

<https://www.knowsleynews.co.uk/ask-your-pharmacist-for-advice-and-treatment-for-minor-illnesses/>

## Warm Homes Scheme Knowsley

Knowsley residents could benefit from warmer homes and have their heating or electrics improved thanks to Knowsley Council's Warm Homes Scheme.

Residents in Knowsley can benefit from heating and electrical upgrades, thanks to funding from Knowsley Council's Strategic Housing team, who are helping vulnerable residents stay warm, safe, and healthy over the winter months.

Residents must be a homeowner, aged 60 and over or the parent/guardian of a child under 5, and in receipt of eligible benefits or on a low income (low-income applicants will be means tested to verify eligibility).

Through the scheme, qualifying households will have modern, energy-efficient boilers and central heating systems to keep them warm and modern safe electrical wiring.

### Winter warmth funding

In addition to the above scheme homeowners may also be eligible for funding through the Winter Warmth Fund. The scheme will enable eligible residents to receive a Gas Boiler Service. If a repair is needed the Council will look to carry these out up to a value of £500.

For eligibility criteria and more information follow the link here

<https://www.knowsleynews.co.uk/warm-homes-scheme-knowsley-2/>



# Healthwatch Knowsley want to hear from you!

## Tell us about! Phlebotomy (Blood Services)

This month we are keen to hear about your experiences of Phlebotomy or Blood Services.

Have you recently had an experience of receiving a blood test or are waiting for a blood test appointment, we would really like to hear about your experience of using this service, whether it's good or bad!

If you have recently accessed this service you can provide your comments via our Feedback Centre:



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



Or use the QR Code:

If you would prefer to speak to 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!

# Review of Knowsley's Adult Respite Services

Knowsley Council is currently reviewing Adult Respite Services. Respite can be any service provided to an individual with care and support needs to give their carer a temporary break.

## Survey

A survey is currently underway for anyone who would like to help shape the type of future services available for Respite in Knowsley. You can access the online survey:

[www.forms.office.com/e/wSGqgw4NtW](http://www.forms.office.com/e/wSGqgw4NtW)

If you would prefer to complete a paper version of the survey please contact Healthwatch Knowsley on 0151 449 3954 for a copy. You will need to return this to Healthwatch when you have completed it.

## Engagement Event

If you would like to hear more about the review of Respite services in Knowsley as well as giving your thoughts on this, an Engagement Event has been arranged to take place:

Tuesday 14<sup>th</sup> November, 1:30pm – 3:30pm at the Old School House, St. John's Road, Huyton L36 0UX

Transport is available for those who need it. Please let Healthwatch Knowsley know if you would like to attend or if you need transport, by calling 0151 449 3954 or emailing [enquiries@healthwatchknowsley.co.uk](mailto:enquiries@healthwatchknowsley.co.uk)

# Alzheimer's Society services in Knowsley



## **Dementia Adviser Service**

Our dementia advisers offer a personalised one-to-one service, providing information, signposting and support to anyone affected by dementia. We can see you at home, or provide support by post, over the phone, email or in the community.

### **We can help with issues such as:**

- Understanding a diagnosis of dementia
- Legal matters including Lasting Power of Attorney
- Managing your money and benefits
- Support with everyday tasks and getting further help

**Available Monday to Friday 9am—5pm  
(out of hours appointments by  
arrangement)**

## **Activity Group feat. Love To Move**

Our activity group is based around a variety of engaging activities such as quizzes, planting, singing and reminiscence. We also include a Love to Move light exercise session. The group is also a chance to relax and socialise. Our activity group is for people living with dementia, and a carer or companion is welcome to attend. Refreshments are provided.

**Fortnightly on Wednesdays from 1pm—  
2.30pm at Whiston Town Hall**

## **Carer Information and Support Programme**

CrISP is a course designed to equip carers

with the information, understanding and coping techniques to support a person living with dementia both now and as dementia progresses. Each programme is usually delivered to small groups of up to 12 people in 2 hour sessions. The 5 sessions cover the topics:

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

**Contact us to book on to the next course**

## **Dementia Voice Group (in partnership with Knowsley Later Life and Memory Service)**

We want to hear from people with lived experience of dementia and their friends and families. Join our group to meet new people, find out what's happening in Knowsley and have your say.

**Last Monday of each month 1pm-3pm at  
Willow House, Dragon Lane, Whiston**

## **Dementia Friends**

We can deliver dementia friends sessions to help raise awareness and improve understanding of dementia. The interactive 1 hour workshops can be delivered virtually or face-to-face.

**Get in touch today on 0151 426 4433 or  
[knowsley@alzheimers.org.uk](mailto:knowsley@alzheimers.org.uk)**

Alzheimer's Society's local services are complimented by a range of additional support available across England, Wales and Northern Ireland. For more information or to access any of these services please contact your local Dementia Advisers.



**Companion Calls** A Companion Call is a regular (usually weekly) telephone call made by a volunteer to someone affected by dementia to check in and have a friendly chat about anything the person they're calling would like to talk about.



**Dementia Directory** Our online dementia directory can help you find services and activities for people affected by dementia that are available in your area. If you enter your location and the kind of support you're looking for, the **directory** will give you a list of results to look through.



**Talking Point** Dementia Talking Point is a helpful online community where anyone who is affected by dementia can receive valuable support. It's free, open day or night, and can be accessed online.



**Join Dementia Research** When you sign up to Join Dementia Research, the information you provide is used to match you to studies you may be able to take part in, both online, nationally and in your local area. You can review your study matches once you register and then it's your decision whether to take part.



**Continuing Healthcare Appeals** If you're one of the many people affected by dementia who are turned down, then the Society's CHC Appeals Support Service may be able to help. The volunteers who provide this service come with their own experiences of appealing, whether as professionals or family members.



**LPA Digital Assistance** If you don't have access to the internet, or don't feel able to complete the forms online, Alzheimer's Society offers a digital assistance service. LPA forms are completed on your behalf by one of our trained volunteers using an online tool created by OPG. The service does not offer legal advice.



**Will To Remember** We can help you get an up-to-date Will, in a way that works best for you – in person with a local solicitor, online or over the phone. With 'Will to Remember', you can access professional legal advice to update or write a simple Will in person for free.

Find lots more information about our campaigns, services, support and downloadable publications at [alzheimers.org.uk](http://alzheimers.org.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 just yet, just email a photo – not forgetting to give your name and address so we know who you are to [idcards@knowsleycarers.co.uk](mailto:idcards@knowsleycarers.co.uk) If you want some more information, you can call the Centre on **0151 549 1412**.

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.

# 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.



## 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 support.



## 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)

# Unpaid Carers Christmas Party



Mersey Care  
NHS Foundation Trust

Dear Carer



A free Christmas celebration event for our amazing unpaid carers will be held 2.30pm to 5pm on Saturday 9th December 2023 at The Florrie, 377 Mill Street, Liverpool, L8 4RF

Please come along and join us for an afternoon of celebration and Christmas activities with a festive afternoon tea for all carers.

- Welcome Drink
- Christmas Quiz
- Free Raffle
- Festive Afternoon Tea
- Entertainment
- Guest Speaker



To book a place please email [carers@merseycare.nhs.uk](mailto:carers@merseycare.nhs.uk) or call 01925 972 801 with how many places you require, name of guests and any dietary requirements.

Kind Regards,



The Carer Engagement Team

BETTER LIVES

A Strategy for Improving the Lives of Older People

SHOP

CORE

## SHOP Supporter Recruitment

Are you looking for flexible working hours that fit around your homelife commitments?

Do you want a career that makes a difference?

Why not join our dedicated team of SHOP Supporters

**SHOP (Supporters Helping Older People)** is a project of Better Lives. We deliver a quality support service for older people across Knowsley.



SHOP offers several services to clients within their own homes. Our services include; shopping, light housework, and decluttering and our

**CORE** companions service, to enable older people to maintain their independence and remain at home.



***Hours are paid sessionally and locations of work can vary across Knowsley. Drivers preferred but not essential.***

Visit our website [www.better-lives.org.uk](http://www.better-lives.org.uk) for more information or call

**0151 449 3706**

We look forward to hearing from you.



# Direct Payments



## Giving you CHOICE and CONTROL

**Do you have health and social care needs - or know someone who does?**

**did you know?**

- you can choose how your care and support is provided
- you can decide who does your care and when it happens

To find out more about Direct Payments and how they can help.

Call us on **0151 480 8873**

Email: [info@kdc.org.uk](mailto:info@kdc.org.uk)

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

**We make it simple and straightforward for you to use Direct Payments and with our help you can employ your own carers (personal assistants).**