

# The Princess Royal Trust Knowsley Carers Centre



Winter 2011

Registered Charity No. 1082311



**Don't Be Blue, We're Here For You!**

**H**ello and welcome to the Autumn / Winter newsletter. The year 2011 has seen many changes at the Carers Centre, which have been good especially with the number of new carers registering and external funding being gained for new staff and new services which enhance our work for carers here in Knowsley.

Many carers and those they care for have seen changes to benefits and services which is having an impact and putting huge strain on their finances, health and their lives. Paul Murphy our benefits advisor has seen increased

numbers suffering from changes to benefits leaving them stressed and many unable to cope with the added pressure of their caring responsibilities. The Princess Royal Trust for Carers is now calling on the government for greater support and has published many articles which can be seen on their website [www.carers.org](http://www.carers.org)

We face a new challenge next year as some of our services here at the Carers Centre will go out to tender, and if successful we will face the increasing demand on services with the same or less funding. We will not be alone as

# **FREE HOLISTIC THERAPIES AT KNOWSLEY CARERS CENTRE**

Massage is a wonderful, relaxing experience which can be an effective treatment for a range of physical problems. Treatments currently available are:-

- Indian Head Massage
- Holistic Facial
- Aromatherapy Massage
- Hot Stone Massage
- Crystal Facial
- Reiki

Massage has many physiological effects such as:-

- It helps to reduce stress and anxiety by relaxing both mind and body
- Creates feelings of well being
- Helps to ease emotional trauma through relaxation
- Provides renewed vitality

**Still unsure?** Why not speak to Mary our highly qualified therapist. Mary will be available on the times stated below and will be happy to answer any questions regarding the treatments.

Sessions are held:

**Kirkby – 10.00am start,  
1.30pm last client**

Weekly on a Thursday at the Centre on Bewley Drive

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

Commencing Wednesday 30th March 2011, every fortnight at The Old Schoolhouse, St John's Road, Huyton

**Halewood – 10.30am start,  
12.00noon last client**

Second Wednesday of the month in the One Stop Shop

**Please inform us if you cannot make your massage appointment. This service is very much in demand. Some carers are simply not turning up and depriving other carers on the waiting list.**

*...continued from front page*

this is happening in many other authorities and we are informed that every council will have to tender for services as yearly contracts come to an end. All the staff here at the Carers Centre are remaining positive, as we are the only generic carer's service here in Knowsley, and as well as providing a first class service to the 5000 carers registered with us, know and understand the needs of carers in Knowsley. As manager, I see this new development as being beneficial to carers and the Carers Centre in the long term.

We are pleased that we have now opened an outreach service in Prescot One Stop Shop. This will provide a drop in service for all carers living in Prescot/Whiston, and will enable carers to access our services more frequently.

Thanks to those carers who have sent donations in recognition of our work, as



they are greatly appreciated, but please remember to inform us if you have sadly lost the person you care for and no longer wish to receive any correspondence from us, as we do not wish to cause any further distress to you or your family.

I sincerely hope that 2012 will see the Carers Centre grow from strength to strength, and continue to give carers throughout Knowsley the best quality service possible.

*Helen Rigby*

## **A life of my own**

### **Knowsley Carers' Strategy Feedback Event**

**Friday 2<sup>nd</sup> December 2011**

**9.30am – 3.30pm (lunch and transport included)**  
**Huyton Suite, Civic Way, Huyton**

#### **Is this event for you?**

Do you help or support a family member, friend or neighbour who is ill, frail, disabled, has mental health or substance misuse problems?

If so, and you want to find out more about the Carers' Strategy, please contact Nicola on 244 3378 or [nicola.robinson@5bp.nhs.uk](mailto:nicola.robinson@5bp.nhs.uk) to book a place

# NEWS

## Value of carer's services put at £814m a year

The international firm of accountants, Baker Tilly, working with The Princess Royal Trust for Carers have found that an investment of less than 5million pounds in services provided by five Carers Centres resulted in at least 73million pounds worth of social gains in a year. The Trust has published its findings in a new report "Carers Centres; what impact do they have?"

The report written by Baker Tilly accountants is a social return on investment analysis that evaluates the impact of the support given by five Carers' Centres over a number of years. Looking across the whole network of 144 Carers' Centres supported by the Princess Royal Trust for Carers the independent analysis estimated the gain based on total funding of 57million pounds to be in the region of 814million pounds per year.

The gain in value arises from carers maintaining better physical and mental health by reducing stress and depression. In addition to this the person who is cared for is able to continue living at home while some

carers may be able to continue working. The services targeting young carers play a crucial role in assisting young carers to continue education, find employment or receive training. In Knowsley it is estimated that the services provided result in social returns worth over 5 million pounds per year

## Demographic changes will put more pressure on carers

Demographic changes that will create more people with care needs, increasing the need for people to provide care, as health and social services struggle to meet demand for services. Investing in carers' services now will prepare them for the changes ahead:

1 in 3 older people will end their lives with dementia and most hope to do so at home.

The number of people over 85 will rise by 50 per cent in a decade and there will be a 30% increase in adults in England with a care need by 2026. There will be an increase of more than 2.9m people with disabilities by 2040.

All of these points to the need for the number of carers to increase by around 60% or 3.4 million carers by 2030. Three in five people will become a carer at some point in their life. Approximately 2.2m people begin caring every year and a similar number cease .

## **EXPERTS WARN OVER DANGERS OF WELFARE REFORM**

While changes to Incapacity Benefit will save the government £1 billion over the next five years, charities have warned the alterations could have a big impact on disabled and seriously ill people. The reformed Incapacity Benefit system will see claimants undergoing a tougher test, with many finding their Employment and Support Allowance cut off after 12 months. Macmillan Cancer Support and the Citizen's Advice Bureau have both spoken out against the proposed changes. A CAB spokesman said: "We already see thousands of disabled people who struggle to get by on benefits and often end up in serious debt as a result. If these changes go ahead, they will push many more people into significant hardship at a time when

they most need support". The Princess Royal Trust for Carers and Crossroads Care recently published 'Any breakthrough for carers?' which surveyed how Primary Care Trusts are progressing with publishing plans and budgets to support carers, as they have been requested to do by Government. Government has included an additional £400m over four years (2011-15) in allocations to Primary Care Trusts to spend on supporting carers, and the NHS Operating Framework 2011/12 advises that PCTs should pool budgets with local authorities, and work with carers' organisations to develop policies, plans and budgets to support carers and make them available to people locally. The Health Minister, Paul Burstow MP, has also recently advised in Parliament that the Government will be pursuing whether this happening.

After the success of our trip to Southport Flower Show we are holding another trip for you and the person you care for.

*"A crazy fun filled non-stop comedy show"*

**LITTLE  
SCOUSE  
- ON THE -  
PRAIRIE**

**(Don't come if easily offended may be adult humour)**

**Monday 12th December 2011 - Performance starts 6.30 pm**

**The coach will pick up from Kirkby Huyton and Halewood**

# What a lovely day at the 'Southport Flower Show'

As the days now become shorter and the nights longer those who joined me on the trip to Southport Flower Show on Thursday 18th August can look back on a day where the sun was shining and the sky was blue and where both carer and the person they cared for were able to enjoy a day out together complemented by pleasant company.



I do not very often, as manager get the opportunity to have a day out to spend time talking to carers and those they care for. Thank you all very much for enjoying the day with me and I like the last comment as I always thought I was really posh!!!!

Some comments:

- I usually look at 4 walls all day what a lovely time I've had can we have more days like this... John
- We have both enjoyed a lovely day out together can we have more please... Dave
- What a lovely day and it was nice to meet Helen who is the manager she is just so ordinary like us and was quite funny... John

# What is National Government saying?

Paul Burstow MP, Minister for Health, responded to a question in Parliament about PCTs not engaging with carers' organisations, by saying that the NHS Operating Framework 2011/12 was "abundantly clear that PCTs need to work with carers' organisations to agree a budget". He also said that he will be "pursuing this through the Government's normal assurance processes, to ensure that these things happen". Many local papers and radio stations will be interested to know if the local PCT is not doing what national Government has asked it to do, and if many carers are suffering as a result. We have drafted template local press releases following the publication of our report, which you could adapt for your own purposes: available on CCIID/Trustnet. Or you could get carers to write a letter to the Editor of the local newspaper.

The good news is The Department of Health has requested each strategic health authority to find out if their PCT's in their area have published a carers' plan by September 2nd, which should have been updated since the refreshed Carers' Strategy announcement of the additional monies each authority received to provide carers breaks

# CHANGE AHEAD FOR BLUE BADGE SCHEME



The application process for Blue Badges is set to go online, cutting processing time and reducing Blue Badge fraud.

Government chiefs believe that the online process will help stamp out fraud – almost half of the 2.5 million Blue Badges in the UK are used by people who don't need them – and take pressure off local authorities who currently manage the scheme. Online applications will be open from 1st January 2012.

The government is also encouraging supermarkets to crack down on drivers who park in disabled spaces without a Blue Badge. Aldi, Marks and Spencer, Morrisons, Sainsbury's, Tesco, Waitrose and Lidl have all agreed to be harder on offending drivers, with £80 on-the-spot fines for illegal parking and customers being encouraged to report any drivers breaking the rules.

## Carers Rights Day 2011 Money Matters! Friday 2nd December

Every year Carers UK runs Carers Rights Day, a national awareness campaign to help people caring for ill, frail or disabled friends or family access all the financial and practical support they are entitled to. Last year, hundreds of local groups ran events across the UK to support and speak up for carers in their area. Shocking new research from Carers UK showed that an estimated £840 million in carers benefits were going unclaimed because carers weren't getting the advice and information they needed.

This year the theme is simple - Money Matters - because caring can mean huge additional costs and bills at the same time as many families are coping with reduced incomes from giving up work, reducing hours or retiring early to care. This financial support matters in order to buy necessities, but also matters for carers' health, as the stress of struggling to make ends meet can take a huge toll on carers' health.

## Have you attended a 'Caring with Confidence' course?

Knowsley Carers Centre would like to encourage all registered carers to take part in the 'Caring with Confidence' training. This training is specifically designed for carers to assist them improving their quality of life.

If you are looking after a friend or relative 'Caring with Confidence' can help you make a positive difference to your life and that of the person you care for. The course is aimed at improving support for carers and developing your caring knowledge and skills. The sessions are free and transport is available from local pick up points across the Borough.

The next course will commence on Wednesday 25th Jan 2012, to enrol please call Lesley on 549 1412. We are also hoping to organise an evening 'Caring with Confidence' course in Spring 2012, if you are interested in this please, call and register your interest with the Carers Centre.

### **CARERS CENTRE CLOSURES**

On Thursday 1<sup>st</sup> December 2011 the Carers Centre will be closed due to staff training.

All offices will close for the Christmas period at 5.00pm on Thursday 22nd December 2011 and will reopen at 9.00am on Tuesday 3rd January 2012.

For any help and support during this time, please contact Knowsley Access Team on 0151 443 2600

# CARER IN THE COMMUNITY

Hi my name is Angela Cornwall, and I have been a full time carer for my eldest child who was born with a rare blood disorder, and will need lifelong medical care due to her condition. I also became carer to my father Dennis when he was diagnosed with COPD plus other conditions.

When I took on the role I found that due to hospital appointments and care I needed to give at home, it was impossible to hold down a professional career. This was not out of choice and one which I am sure many carers find themselves in time and time again.

A few years back I was contacted by Knowsley Carer's Centre, they were there to offer me guidance and support. They helped me find a course to put me on track to enable me to get the qualifications I needed to set up and run my own holistic therapy business. When my dad's condition got worse he came to live with me and my role as unpaid carer increased twofold. I decided that my career would need to be put on hold while I cared for my family.

After my dad's passing, I suddenly became aware that I needed to get out and get a job which was not easy after being unemployed for such a long time. I found that the



commitment I gave to look after my dad made me open to isolation, but due to the educational, emotional and practical support given from the Carers Centre, I was able to move forward. My holistic therapy dreams had once again risen, but I found myself pushing them aside due to financial implications of setting up and running a business, and I suppose being out of the field, I lacked some confidence as I had not practiced for a number of years.

I contacted the Carers Centre for some advice and they helped me find funding to buy materials to start up again on a part time basis. The support workers at the centre were there to listen, support and empower me to achieve my goals, and I could not have done it without their help.

# THE CARER'S EMERGENCY CARD

*Peace of mind for Carers in Knowsley*

## What is the carer's emergency card?

If you look after your partner, disabled child, relative or friend who relies on your support, you could receive a carer's emergency card. If you were involved in an incident, accident or emergency, then you, another person or the emergency services would use this card to contact the 24 hour telephone response service to make sure the person you care for is safe and well. By carrying one, ideally in your purse or wallet, you can be confident that the person won't be left without the support they need.



## How much does it cost?

Nothing – the card and any emergency care that may be needed in the first 48 hours of an emergency is free to all carers resident in Knowsley.

For a registration form, contact: Knowsley Carer's Centre, 143 Bewley Drive, Kirkby L32 9PE or call 0151 549 1412

## THE FAIRER CHARGING POLICY

The Fairer Charging Policy has recently come into place. If you have any concerns regarding your care package you can always appeal.

The Appeals Process is:

- Concerning the application of the policy for a specific financial assessment undertaken or charge made.
- At any time a service user and / or carer may request a review of any aspect of the financial assessment and charge being made.
- A written response will be provided by a senior officer within 14 days setting out the reasons for maintains the present charge or amending it.
- If the service user and / or carer remains dissatisfied, the Director of Health and Social Care, in conjunction with the appropriate Cabinet Member will hear appeals against decisions made by the visiting team.

You can also contact your local MP.

# Being an older carer has a devastating impact on your health

Deteriorating health, having to cancel operations, and worrying about what will happen to your loved one when you're gone, is the reality for older carers, according to new research from The Princess Royal Trust for Carers.

More than one in eight people aged over 60 is a carer, and almost 70% of the older carers in our survey said caring had a negative impact on their physical health. One third (34%) reported cancelling a treatment or operation for themselves because of their caring responsibilities. Half (49.2%) said that their health had got worse in the last year.

The report, Always on Call, Always Concerned, surveyed 639 older carers (aged 60-94), who look after a sick or disabled family member and found that 65% of older carers have long term health problems or a disability themselves, and only half feel safe or confident in lifting the person they care for.

Liz Fenton, Chief Executive at The Princess Royal Trust for Carers says: "The survey clearly shows how carers can harm their own health when looking after others. Many carers told us about being in severe pain, with crumbling spines, arthritis, back problems, cancer, kidney problems, depression and heart problems but struggling on in their caring role.

The Princess Royal Trust for Carers is

calling for easily accessible, comparatively low cost preventative services at local level which can improve the lives of carers. This will enable people to choose to be cared for longer at home, and ultimately save public money.' Carers can also get help by visiting their local Carers' Centre or by going online at [www.carers.org](http://www.carers.org)

## Workshop Day

At the beginning of September John Fox, Paul Murphy and myself went on a day's training with Luke Clements at Salford Carers Centre.

As a lawyer and a law professor he has drafted and amended many parliamentary acts relating to the rights of carers. Attending the workshop we heard similar issues from other Carers Centres about how fairer charging was being introduced by councils and how he saw it as being used to reduce services.

Luke commented that the voucher schemes seemed to be unique to the north of England, and were difficult to establish, but offered an important respite to people. In Knowsley we're fortunate to have such a successful scheme. Having worked with all political parties, it was very refreshing to hear how committed the new government still is to carers issues, and the progress that Luke believes will be made towards carers gaining more rights in the coming years.

*Matt Eabry*

# Introduction to Aromatherapy

... and basic Indian head massage training has recently taken place in our Huyton and Halewood Centres. These short courses enabled carers to understand what essential oils to use and what benefits they have. They learnt new skills such as hand, arm and Indian Head massage. The carers were then able to use their new skills on the person they care for, so everyone has benefited. More courses in this subject will be arranged over the winter and if you are interested in attending 'introduction to Aromatherapy' sessions in your area call Lesley on 549 1412 for more information.



## **ARE YOU CONCERNED ABOUT YOUR CHILD'S WEIGHT?**

Knowsley Family Futures may be able to help. You can join a free club to help develop practical cooking skills. Get advice on how to read food labels. Information on how to achieve a healthy and balanced diet. Learn and try new activities and much much more

To get involved or for more information call

**0151 290 4335**

## **CALLING ALL VOUCHER USERS**

Due to an increase in demand, vouchers have now been limited to 60 per year pro rata for all carers. However, if there are more than one carer per family the limit is still 60 vouchers per family. If you still have vouchers but do not intend to use them within a six week period, please contact Joanne Simm on 0151 549 1412 who will arrange for a pre-paid envelope to be sent out so you can return them.

Can any carers please return any unused vouchers because we will soon be running low and you will be depriving other carers of the service.

# Flu Vaccination

If you're the main carer for someone, you should ask the staff at your GP practice about having the flu vaccination. If you get flu this winter, the person you care for may also be affected either because you are unable to support them or by catching flu themselves. It makes good sense for carers to be vaccinated. If you or the person you care for has received a flu vaccination letter or are in one of the groups at greater risk from flu, you should contact your local doctor's surgery to get vaccinated as soon as possible. Don't wait until there is a flu outbreak this winter, if you are at risk, contact your doctor or practice nurse now to get your flu jab.

## Christmas Celebration

**Wanted 100 Carers  
for Christmas Celebration  
at the Suites Hotel, Kirkby**

**Tuesday 6<sup>th</sup> December 2011**

**Four course lunch  
with optional wine**

**Festive bingo and  
Entertainment**

**Arrive 12.30pm,  
finishes at 4.00pm  
Transport available**

**£3 donation  
will secure your place**

## Plans and budgets for services to support carers

The Princess Royal Trust for Carers and Crossroads Care recently published 'Any breakthrough for carers?' which surveyed how Primary Care Trusts are progressing with publishing plans and budgets to support carers, as they have been requested to do by Government. Government has included an additional £400m over four years (2011-15) in allocations to Primary Care Trusts to spend on supporting carers, and the NHS Operating Framework 2011/12 advises that PCTs should pool budgets with local authorities, and work with carers' organisations to develop policies, plans and budgets to support carers and make

them available to people locally. The Health Minister, Paul Burstow MP, has also recently advised in Parliament that the Government will be pursuing whether this happening.

### Get your LINKs to help

Local Involvement Networks (LINKs) are made up of individuals and community groups, working together to improve health and social care services. They have a legal duty to look into areas that concern people in the community and have a special role in trying to make the NHS respond better to local issues. LINKs have told us that they want to help our campaign.

# Working together in Knowsley

Knowsley Carers Centre presented a lap top computer to Ernie Corthwaite to further his computer studies and enable him to shop on-line and access the internet. Ernie who looks after his wife has been attending the Age UK computer workshops in Centre 63 for some time and was overwhelmed when given this laptop.

Manager Helen Rigby said "It is good that we can work together with other voluntary organisations in Knowsley as many opportunities



arise where by helping each other we can make lives a bit better for our carers and their families"



## ***FREE AND CONFIDENTIAL COUNSELLING SERVICE FOR CARERS***



Knowsley Carers Centre are now offering a free and confidential counselling service in a safe, friendly and relaxed environment.

People attend counselling with varieties of problems, some examples of how people have been helped by counselling are:

- Depression
- Anxiety
- Stress
- Domestic Violence
- Relationships within the family
- Bereavement or other loss
- Illness, accident or trauma

Counselling sessions last approximately one hour and offer absolute confidentiality. Due to the high demand in the service, there is a waiting list. However, we now have four counsellors available so hopefully the wait won't be too long.

Registered carers with the Centre are able to access Counselling by contacting the Carers Centre on **0151 549 1412** to arrange an appointment.

# 'PUT A SPRING BACK IN YOUR STEP'

Back by popular demand, Crazy Feet Line Dancing.  
Come and join us Line Dancing,  
every second and fourth Thursday of the month  
1.30pm - 2.30pm

**Come and join the fun!!**

Contact the Centre  
to put your name down  
as places are limited!

**0151  
549 1412**



## **Come along to one of our Support/Coffee Groups Sessions**

**Kirkby – every Friday 10.30am - 12.00  
noon at the new Carers Centre,  
143 Bewley Drive, Kirkby (the old KHT  
building).**

**Huyton – Commencing Wednesday 30<sup>th</sup>  
March 2011, every fortnight  
10.00am - 12noon at The Old Schoolhouse,  
St John's Road, Huyton**

**Halewood – Every second Thursday  
10.30am – 12.noon at The Halewood  
Centre,  
Roseheath Drive, Halewood**

ments 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 Halewood and to 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! Ask at reception for the Carers Centre

**If you would like to speak to one of our  
Carers Support Workers or require more  
information about the Coffee Groups,  
please contact the Centre on:**

The coffee group at Halewood meets every second Thursday of the month between 10am and midday. Biscuits and refresh-

Halewood	0151 448 9771
Huyton	0151 482 6279
Kirkby	0151 549 1412

## **TREASURER WANTED**

Do you have any accounts experience?  
Would you be able to spare some time to help the Centre.  
If you are interested, please call Helen Rigby, Manager on

**0151 549 1412**

## Card Making Classes at Knowsley Carers Centre



**Come along and join in with  
our card making classes**

**No experience necessary!**

**Give some time back to  
yourself and meet new  
friends.**

**Make cards for all occasions  
including Christmas!**

**Classes take place the first  
Tuesday of every month at  
Knowsley Carers Centre,  
Bewley Drive, Kirkby.**

**The next classes will take  
place on  
Tuesday 1st November and  
Tuesday 5th December  
2011 10.00am - 12 noon**

# One-Off training sessions in your area

## Huyton Old School House

### First Aid

Wed 2nd Nov 9.30am - 1.00pm

### Flower Arranging

Mon 14th Nov 1.00pm - 3.00pm

### Assertiveness

Wed 16th Nov 10.00am - 1.00pm

## Halewood Roseheath Centre

### Confidence Building

Tues 8th Nov 9.30am - 1.00pm

### Flower Arranging

Mon 12th Dec 1.00pm - 3.00pm

## Kirkby Carers Centre

Bewley Drive

### Film Show 'Educating Rita'

Fri 18th Nov 12.30pm - 2.30pm

### Flower arranging in Kirkby

Monday 5th Dec 1.00pm - 3.00pm

### Manual Handling

Tues 6th Dec 10.00am - 12.00noon

### Film Show 'It's a Wonderful Life'

Fri 9th Dec 12.30pm - 2.30pm