

# The Princess Royal Trust Knowsley Carers Centre

Autumn 2012 Registered Charity No. 1082311



**“WE’RE HERE FOR YOU”**

**H**ello and welcome to the autumn edition of the Knowsley Carers newsletter which is the last one this year. The newsletter is our way of ensuring that you receive up to date information on the services and help that is available to you. At the back of the newsletter is a tear off slip which you can send back saying which courses and trips you would like to attend.

This year has been a busy one and we have managed to increase the staff team and have recruited four

new members. We have just carried out two successful events in Kirkby and Huyton Town Centres and will be carrying future events across the borough publicising the services we offer and finding more carers we can assist.

I hope you enjoy reading this issue of the newsletter and please remember we are only a phone call away. So if you need any assistance please do not hesitate to get in touch.

*Paul Rowan*

# Coffee Group

## Kirkby

Thursday every fortnight  
10.30am-12.00noon at  
the Carers Centre,  
143 Bewley Drive, Kirkby

## Huyton

Wednesday every fortnight  
10.30am-12noon  
at The Old Schoolhouse,  
St John's Road, Huyton

## Halewood

Every first Wednesday 10.30am-12noon  
at the Halewood Centre,  
Roseheath Drive, Halewood

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 over an hour!

**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:**

Halewood 0151 448 9771

Huyton 0151 482 6279

Kirkby 0151 549 1412

## Join us on twitter and facebook



Knowsley Carers Centre now has 2 new ways that you can stay in touch with us. We have just started a new Twitter account for those of you who use it. This way we can keep you up to date with all our news and events. If you would like to follow us we are at @knowsleycarers

We also have our every growing Facebook page. You can find us at Knowsley Carers Centre. We'd love you to join us!! So sign up, get involved and help us promote the work of Knowsley Carers Centre.

## **Would you like to make a real difference in your local community?**

## **Would you like to learn new skills and gain valuable work experience and improve your CV?**

## **Would you like to meet new people and improve your confidence?**

We are currently looking for volunteers for a range of different opportunities in the Kirkby, Huyton and Halewood areas.

Activities include group support workers, training assistants, drivers, outreach information assistants and basic administration.

In total there are 5.7 million adult carers across the UK, of whom almost one million are looking after somebody for more than 50 hours each week. Though support is available to help carers, many continue to struggle on not knowing where to find the help they need.

### **This is where you can make a real difference.**

Knowsley Carers Centre is a registered charity under the umbrella of the Princess Royal Trust for Carers, a national network of independent Carers' Centres which aims to give carers advice, emotional and practical support but also looks at their own needs as individuals.

At Knowsley Carers Centre we recognise that the responsibility of caring for

someone who cannot manage at home without help can place great physical and emotional strain upon the carer. Carers are often isolated and have financial and health problems due to their caring responsibilities.

We currently support over 5000 carers in the borough of Knowsley. We have 3 drop in centres which are open during normal office hours for carers to phone up or drop in to gain a listening ear, information, advice and signposting. We also run support groups, organise training, operate a voucher system for occasional sitting services, day trips, massage sessions and organise carer's breaks.

As a volunteer you will receive full support and training and will have all out of pocket expenses, such as travel, reimbursed.

If you feel you may be able to help then please contact Gail, Volunteer Coordinator on 0151 549 1412 or email [gail@knowsleycarers.co.uk](mailto:gail@knowsleycarers.co.uk) for more information and an application pack.

You can also find us on Facebook at Knowsley Carers Centre or Twitter @knowsleycarers.

# CARER VOUCHERS UPDATE

Carers' vouchers are used as a payment for you to take occasional or urgent breaks from your caring responsibilities. They are a carer specific service and so are not subject to a formal care management assessment or means testing process. You cannot use them to pay for other services, for example day or residential respite care. Vouchers are for use by the carer but to be eligible to use them, the cared for must live in Knowsley. Carers vouchers can be used between the hours of 8am to 10pm, 7 days per week including Bank Holidays. Between 10pm and midnight, special arrangements can be made with the provider and three of your vouchers will be needed.

As of April 2012, each primary carer/family can only access a **MAXIMUM OF 60 VOUCHERS** per year, pro rata (running April to March). That means if a carer registers during April they can access 60 vouchers, registered in July they can access 45 vouchers, registered in September 30 vouchers and registered January 15 vouchers. **Vouchers will be issued at a maximum of 15 per quarter.**

It is important to return any care vouchers you do not want, to Knowsley Carers Centre (we can provide you with a pre paid envelope on request).

If you would like more information, or would like to order vouchers, please contact Knowsley Carers Centre on 0151 549 1412.

## Are you between 18 & 30?

We are holding a 6 week evening course in our Huyton Office. The course will take place on a Thursday evening from 6pm - 8pm

During the six sessions, you will be

- Using a sewing machine
- Painting a sleep pot
- Making an eye mask
- Customising an item of choice

The course is free of charge but you will need to bring along the item you wish to customise. We will supply all the crystals/rhinestones and other materials needed.

Dates are  
11th, 18th & 25th November  
2012 and  
1st and 8th December 2012

# OUR NEW STAFF MEMBERS



**Helen Pipe**  
Finance/Admin Assistant



**Gail Badley**  
Volunteer Co-ordinator



**Judy Cope**  
Training Officer



**Ian McBrias**  
Carers Break Fund

# TRAINING LAUNCH DAY

In the middle of this newsletter you will find details of the training programme for the next twelve months.

On 21st September you can pop in to our Kirkby Office any time between 10:00am - 3:00pm to find out more about what's on offer. Refreshments will be served throughout the day.



- Pick up more information on the various courses
- Talk about any other training or events you would like to see offered
- Sign up to come on the courses or on any trips

## Beauty Therapy Day

10th October 1:00pm - 4:00pm in the Kirkby building

Demonstration by a professional specialist.

- Three essential steps to beautiful skin
- The secrets of radiant, healthy-looking skin
- Tips for every skin type

There will be the opportunity to buy products on the day but there is no pressure to do so.

To put your name down for this special afternoon call Judy on

**0151 549 1412**

**A hamper of beauty products worth £50 will be raffled on the day**

## KPAC People With Disability Awards Night Nominations

On 3rd December, KPAC will be hosting an awards night to celebrate International Day of People with Disability, a day that aims to promote an understanding of people with disability and encourage support for their dignity, rights and wellbeing. A number of awards will be presented, sponsored by Knowsley MBC, and KPAC is seeking nominations for the following categories:

- **Young Person of the Year Award (up to aged 18 inclusive)**
- **Public Sector Hero Award**
- **Volunteer of the Year Award**
- **Parent of the year Award**
- **Organisation of the Year Award**
- **Lifelong Achievement Award**
- **Employers Award**
- **Individual Award**
- **Knowsley Entrepreneur of the Year Award**

If you know of an individual or organisation that deserves to be recognised for their contribution to supporting people with disability, then please take a few minutes to nominate them. There are a number of ways:

Fill in a form that can be emailed to you or requested from KPAC on 0151 481 0047.

Go to the website

<http://www.kpac.org.uk/nominations.html>.

Telephone Tracy on 0151 481 0047 (**Mon - Wed only**) who will take your nomination verbally.

Call in at KPAC's office (**Mon - Wed**) and fill in your nomination form here or give a verbal nomination to Tracy.

**The deadline for nominations is the 1st November 2012.**

## KNOWSLEY CARERS TRAINING 2012-2013

On the next two pages you will find a list of all the training that has been organised, so far. This list is based on the feedback we have received from people who have attended courses in the past and ideas from the staff who have consulted carers. If you see a course you like the look of then sign up. All the courses are free. If there is something else you would like to do but it isn't on the list then let us know. We have a limited budget but wherever possible we would try to meet demand for a course. As more courses get added the timetable will be revised.

On most of the courses space is limited so it is important to get your name on the list as soon as possible. Even if the course is due to start next year put your name down now. Someone will call you nearer the time to see if you are still interested.

If there is a course but not a time that is convenient for you then let us know and we will try to vary the times/days that courses are put on. Most of the courses are free but for some there may be a small charge to cover materials.

If you'd like to know more about a course then give Judy a ring on 0151 549 1412

# Knowsley Carers Training

**21st September Training Programme Launch – drop in any time between 10:00am – 3:00pm to find out more about the courses and sign up for any you are interested in.**

Course	Day	Dates	Time
Beginners IT – for anyone who has never used a computer or has very little prior knowledge. 6 week course	Wed	19th Sept - 24th Oct	10:00 - 12:00
	Mon	14th Jan - 18th Feb	1:00 - 3:00
	Fri	19th April - 24th May	10:30 - 12:30
Intermediate IT – for those with some prior knowledge or who have attended Beginners IT. 6 week course	Mon	17th Sept - 22nd Oct	1:00 - 3:00
	Wed	16th Jan - 27th Feb	10:00 - 12:00
	Fri	14th June - 19th July	10:30 - 12:30
Maths Made Easy 6 week course	Wed	3rd Oct - 7th Nov	1:30 - 3:30
	Mon	25th Feb - 8th April	
Looking After Me Programme (LAMP)	Fri	5th Oct - 9th Nov	10:30 - 12:30
Learn new skills to enable you to manage your caring situation. Develop the confidence to take more control of your life. Meet others who share similar experiences. Allow yourself to be cared for. 6 week course			
Card Making - Beginners or advanced. 4 week course	Mon	1st Oct - 22nd Oct	1:00 - 3:00
Christmas Stories Short stories and poetry with a seasonal theme. 6 weeks.	Mon	12th Nov - 17th Dec	2:00 - 3:00
English - Improving letter writing skills, spelling and punctuation. 6 week course	Fri	2nd Nov - 7th Dec	11:00 - 1:00
	Wed	17th Apr - 22nd May	

# Programme 2012 – 2013

If you can't make it on 21st September then give Judy a call or fill in the tear off slip on the back of this newsletter.

Course	Day	Dates	Time
Safe Shopping on the Internet 2 week course.	Mon	5th & 12th Nov	10:00 - 12:00
Finding safe websites and the products you want to buy.	Wed	1st & 8th May	1:30 - 3:30
Nail Art - 4 sessions	Thur	15th Nov - 6th Dec	5:30 - 7:30
CV Writing, Job Search on line and Completing Job Applications on line. 3 week course	Wed Mon	14th - 28th Nov 10th - 24th Jun	1:00 - 3:00 10:00 - 12:00
Interview Technique 3 week course	Wed Mon	16th - 30th Jan 8th - 22nd July	1:00 - 3:00
Weight Management 12 week course	Mon	7th Jan - 25th Mar	10:30 - 12:30
Healthy Cooking - 4 week course	Thur	7th - 28th Feb	10:30 - 12:30
Local History - 6 sessions Sharing own memories and researching using books and websites	Wed	20th Feb - 27th Mar	1:00 - 3:00
First Aid - 4 week course	Mon	8th - 29th April	1:00 - 4:00

The venue for the courses will depend on who signs up. If there are more people from one area we will arrange the course to be delivered locally when a suitable room is available.

**If you need transport to get to a course this can be arranged.**

**Call Judy on 0151 549 1412**

# FORTHCOMING DAY TRIPS

All trips will be in our minibus so places are limited. If you are interested fill in the slip on the back page or give us a call. We will try to allocate places fairly so if you want to go on more than two trips put your name down for your favourites first. If demand for any particular place is high then we will try to run another trip soon. All the trips will leave around 10:00am and return around 4.00pm except for the Blackpool Illuminations which will be in the evening. All the trips are £3 unless indicated.



**September 25th 2012  
Blackpool Illuminations  
and fish supper (£5)**



**December 5th 2012  
Cheshire Oaks**



**October 26th 2012  
Oswaldtwistle Mills**



**January 11th 2013  
Lady Lever Art Gallery  
and Port Sunlight**



**February 13th 2013  
Tate and Albert Dock**



**March 15th 2013  
Sudley House**



**April 10th 2013  
Bridgemere Nursery**



**May 13th 2013  
Wirral RSPB Reserve**



**June 7th 2013  
Southport Food Festival**

# **ASD Parents & Carers Group**

This group is a group for parents and carers of children and adults who have Autism and Asperger Syndrome, those currently undergoing diagnosis and people who may be concerned about their own children and would like to speak to other parents.

The group meets on the last Thursday of each month between 7.30pm and 9.30pm at Kirkby Leisure Centre and can provide support, information and advice to mums, dads and carers around overcoming difficulties they are facing with any aspect of their children's lives.

New members are always welcome to come and have a chat and a coffee, the group is very friendly and informal and new members are welcome to all meetings.

For more information please  
telephone

**07855 133026**

# 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

# WELFARE BENEFITS ADVICE

Here at Knowsley Carers Centre we have a Benefits Advisor who can help you with your queries. As we have a large number of carers needing help, it would be really appreciated if you provide us with as much notice as possible for completing your forms. We need to book you an appointment which gives us enough time to complete forms and have them sent to the correct organisation. Unfortunately we do not have a drop in service available for carers to call in and be seen to. So please don't leave your forms till the last minute as we might not be able to fit you in. For further more information, please contact Ann Burke on 0151 549 1412.

## Opening Times

### Kirkby Office

**Monday - Thursday**

**9:00am - 5:00pm**

**9:00am - 4:00pm Friday**

### Huyton Office

**Tuesday - Thursday**

**9:00am - 5:00pm**

**9:00am - 4:00pm Friday**

### Halewood Office

**Tuesday - Thursday**

**9:00am - 5:00pm**

**Drop in and telephone services**

**are operated between**

**9:30am - 4:30pm**

**Monday - Thursday**

**and 9:30am - 3:30pm Fridays**

# Training Social Workers About Carers Assessments - A Positive Experience

Hi, my name is Ian McBrias and I care for my son who has autism. Together with five other carers I was invited to join a training group at Knowsley Carers Centre. The aim of the course was to support carers to deliver the views of carers to professionals such as GP practice staff and social workers with regard to issues that we come up against on a day to day basis.

Over a four week period Jan and Angela worked on our confidence and explained to us that we were the experts in our field, we lived and breathed the real life caring role and that what experts and health professionals would learn from us directly they would never be able to acquire from a book. We would be able to tell the professionals exactly how it is. During the four weeks of training I noticed the confidence grow in the group as a whole and by the end of the training we were looking forward to delivering training about carers assessments to a group of social workers.

Jan and Angela explained to us that we would each be on a table with a member of the Knowsley Carers Centre and approximately seven social workers. At no point would we be left alone; we would be co-facilitating with a member of staff from the Carers Centre and we could add our own views as topics and issues were raised. We watched a video of real life carers

talking about their lives and issues that they face on a day to day basis (many of which I could relate to on a personal level) and then we discussed each person and spoke briefly about the type of help and support that they needed and would be able to access. We then read out a mock situation and the social workers were encouraged to think for themselves and come up with answers that we as carers would be looking for in the real world. The social workers at my table asked the right sort of questions, they gave responses that had it been real life I'd have been happy with, but what I really took from the session was that these were social workers who really seemed to care for the needs of me as a carer and me as a person.

Following the training I rang the KAT Team (Knowsley Access Team) and asked for a Carers Assessment as I had had one previously but it hadn't gone too well; it was very long winded and took place in front of my son. I wanted to see if things had really changed and I'm pleased to say that my carers' assessment was everything that the last one wasn't. I was asked if I'd like my assessment to take place on my own, or with my partner or son present. This was so important to me because it's hard enough at times caring for someone and the last thing I would want to do is speak about him in a

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## **Tell it how it is: Carer Awareness Facilitator Training**

Knowsley Carers Centre is seeking to recruit a small number of carers to take part in a short training course to prepare them to deliver a range of training activities.

During the past three years, staff at the Carers' Centre have been delivering carer awareness training to small groups of health and social care staff both at the Centre and at other locations in the community. Carer awareness training helps staff to develop their understanding of the issues carers face and to find out what services are available to support them. Experience and research indicates that carer and service user involvement in the delivery of training can make the learning process more effective for health

and social care staff. It 's important for them to learn about what it's like to be a carer directly from people who know.

The preparation course will consist of four 2½ hour sessions delivered over a four week period during which participants can try out some of the learning experiences used in training and consider how to tell their story effectively. Vouchers are available to provide a sitting service for the person you care for if appropriate, while you attend the training. Participants will be encouraged to think about what level of involvement would suit them best in the future.

For more information contact Jan Box at Knowsley Carers Centre on 0151 549 1412

## **Training Social Workers About Carers Assessments**

*...continued from page 11*

negative way in front of him. The Carers Assessment is broken up into eight sections and you speak about exactly what you want to. So if for example you only wanted to speak about breaks, then that is all you would talk about, the new Carers Assessment is set out to help you as an individual so you can concentrate on what is important to you. My Carers Assessment took approximately 20 minutes in total and the social worker was polite and seemed to care for my needs as a carer. Since joining the training group and doing the sessions with the social

workers I have found that my confidence has grown. Recently I was able to do a presentation at the 5 Boroughs Partnership 10th Birthday Awards Day and again at the Older Peoples Voice AGM which seemed to go down really well. I have also joined my local PPG (Patient Participation Group) at my doctor's surgery and was asked along to join the CPB (Carers Partnership Board) which gives a voice to all carers throughout Knowsley. I would put all of this down to me initially joining the training group at the Knowsley Carers Centre which gave me the confidence to proceed.

# **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**

Fortnightly of a Wednesday at The Old Schoolhouse, St Johns Road, Huyton

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

First Wednesday of the month in the One Stop Shop, Roseheath Drive, 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 and depriving other carers on the waiting list.**

# BOOK COURSES AND TRIPS

If you want to put your name down for a course or a trip then tick the boxes below, complete your name and address and send it in to the office. To find out about the days and times of courses/trips look at the centre pages of this newsletter. Alternatively you can ring Judy on 0151 549 1412 or email: [judy@knowsleycarers.co.uk](mailto:judy@knowsleycarers.co.uk)

Course	Dates	Tick
Beginners IT - 6 week course For anyone who has never used a computer or has very little prior knowledge	19 Sep - 24 Oct 14 Jan - 18 Feb	<input type="checkbox"/> <input type="checkbox"/>
Intermediate IT – 6 week course For those with some prior knowledge or who have attended Beginners IT	17 Sep - 22 Oct 16 Jan - 27 Feb	<input type="checkbox"/> <input type="checkbox"/>
Maths Made Easy - 6 week course	3 Oct - 7 Nov	<input type="checkbox"/>
Looking After Me Programme (LAMP) - 6 week course	5 Oct - 9 Nov	<input type="checkbox"/>
Card Making- Beginners or advanced - 4 week course	1 Oct - 22 Oct	<input type="checkbox"/>
Christmas Stories - 6 week course	12 Nov - 17 Dec	<input type="checkbox"/>
English - 6 week course	2 Nov - 7 Dec	<input type="checkbox"/>
Safe Shopping on the Internet - 2 week course	5 & 12 Nov	<input type="checkbox"/>
Nail Art - 4 sessions	15 Nov - 6 Dec	<input type="checkbox"/>
CV Writing, Job Search on line and Completing Job Applications on line - 3 week course	14 Nov - 28 Nov	<input type="checkbox"/>
Interview Technique - 3 week course	16 Jan - 30 Jan	<input type="checkbox"/>
Weight Management - 12 week course	7 Jan - 25 Mar	<input type="checkbox"/>
Healthy Cooking - 4 week course	7 Feb - 28 Feb	<input type="checkbox"/>
Local History - 6 sessions	20 Feb - 27 Mar	<input type="checkbox"/>

Trip	Dates	Tick
Blackpool Illuminations and fish supper (£5)	25 Sep	<input type="checkbox"/>
Oswaldtwistle Mills	26 Oct	<input type="checkbox"/>
Cheshire Oaks	5 Dec	<input type="checkbox"/>
Lady Lever Art Gallery and Port Sunlight	11 Jan	<input type="checkbox"/>
Tate and Albert Dock	13 Feb	<input type="checkbox"/>

**Name**

**Address**

**Telephone Number**

Please remove this page and send to: Knowsley Carers Centre, 143 Bewley Drive, Kirkby L32 9PE