

Knowsley Carers Centre



Spring 2014 Registered Charity No. 1082311



GOOD PRACTICE MAKES PERFECT

Knowsley Carers Centre recently awarded the Supporting Carers in General Practice Certificate to two GP practices in Knowsley, Wingate Medical Centre and Prescot Medical Centre. Both practices have demonstrated commitment to the *Supporting Carers: 10 steps to better practice guide* developed for practices by carers from across the borough. Many people caring for someone turn to their GP practice

for help and advice about issues concerning their caring role. An event held at Knowsley Carers Centre on 30th April aimed to celebrate the good work of practice staff who help to direct carers to services to help them. Dawn Boyer, Head of Corporate Services at Knowsley Clinical Commissioning Group was there to award the certificates. Jackie Flynn, Health Care

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CARERS' WEEK Monday 9th June – Friday 13th see page 6

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 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**

Knowsley Carers Forum

Have you had a look at our Knowsley Carers Internet Forum yet?

It's at

www.knowsleycarers.proboards.com

This is a place where you can ask advice from other carers, offer support to each other or just go and have a chat!! This service is only open to people registered with Knowsley Carers Centre, this way we can make it a safe environment for everyone.

We really hope that lots of our carers will access the forum as the more people get involved the better the forum it will be!! Using the forum is a fantastic way to get hints and tips from other carers or just that little bit of extra social support.

It's also a great way to keep in touch with the Carers Centre. Four members of our staff, and one of our volunteers, moderate the site and are always on hand to let you know about all our services. There's also a calendar to let you know about all our upcoming trips, training and events.

Don't worry though if you are new to Internet forums and don't know how to use them, we have put together a (very simple) 'How To' guide to explain it which can be found on our web site. Or if you prefer one to one training you are more than welcome to make an appointment to pop in to the Kirkby office and we can show you how it works.

‘TIME FOR ME’ VOUCHERS

Your ‘Time for Me’ vouchers are for you to take planned breaks from your caring responsibilities. They are a carer specific service and so are not subject to care management or means testing assessment. You cannot use them to pay for other services, for example Day or Residential Respite Care.

The ‘Time for Me’ vouchers are for use by the primary carer but to be eligible to use them the cared for must live in Knowsley. The minimum use is 1 hour: one care voucher pays for one hours care at the providers’ basic day time sitting service rate, there are 5 vouchers in each book. Each primary carer/family can access a **MAXIMUM OF 75 VOUCHERS** in the 12 month period running from April to March. That means, for example, if you register during April you can access 75 vouchers, register in July then 56 vouchers, register in October 37 vouchers and register in January 19 vouchers.

You contact the care provider from the list and they should visit you and the cared for and discuss the necessary arrangements for your break. You should be prepared to give any important information they may need to provide appropriate care.

The ‘Time for Me’ vouchers can be used 24 hrs a day 7 days a week. Bank Holidays: Some care providers charge more at these times. The voucher only covers 1 hour of the providers’ normal day time sitting service rate. If they charge double then 2 vouchers will have to be used.

The ‘Time for Me’ vouchers are used to provide replacement care. Situations can include:

- The carer to attend social/leisure/educational activities.

- The carer attending health appointments.
- To support the cared for person in the community on their own
- in social activities with the carer/family

The appropriate numbers of ‘Time for Me’ vouchers are handed to the care worker at the end of each visit.

The vouchers must **always** be signed and dated on the back of the vouchers.

It is important to return any ‘Time for Me’ vouchers you do not want to Knowsley Carers Centre.

Please remember these ‘Time for Me’ vouchers are to be treated as cash and the success of this scheme is reliant on the ‘Time for Me’ vouchers being utilised for maximum entitlement. If you have any questions please contact 0151 549 1412

Take a look at our brand new website

In November Knowsley Carers Centre launched a fantastic new website. This website will be kept updated with all our latest news, training courses and day trips. It also includes a ‘Whats On’ section where you can see, at a glance, when the next coffee morning, special event or evening session is taking place.

You can also find lots of practical information about what happens here at the Carers Centre and all the different services we can offer.

Our new web site address is:
www.knowsleycarers.co.uk



**JOIN US ON
TWITTER AND
FACEBOOK**



Knowsley Carers Centre now has two new ways that you can stay in touch with us. We have 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 ever 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.

Crafty Day

9th June 10:30am - 3:00pm

Come and sample a range of different craft ideas. There will be demonstrations of cross stitch, card making, ribbon craft, glass painting, knitting, crochet and sewing happening throughout the day. Our regular Craft Group will be displaying many items that they have made throughout the year. A light buffet will be served so do let us know if you want to come so we can cater for everyone. If you require transport, please contact the Centre on **0151 549 1412**.

MEN ONLY SPA TREATMENT



Are you feeling stressed, run down or just need time out from your caring role, then we have a **Men only** spa day on the 11th June. Only **8** places available. This half day package includes a bottle of Becks or (soft drink, tea, coffee) on arrival, a light lunch which will be served in our relaxation room and your choice of **one of the following 60 minute treatments**;

- Swedish Full Body Massage
- Signature Prescriptive Energy Facial
- Tension relief Back Massage followed by an Aroma Scalp Massage
- Cleansing Back Relief Treatment including a Relaxing Back massage

Throughout the day you will be able to take full advantage of the wet spa facilities which includes the Alpine Herbal Sauna, Crystal Steam Room, Spa Jacuzzi and Wet Rest Area. Please call Angela or Andrea for more details 0151 549 1412

NEW SERVICES FOR WORKING CARERS

Knowsley Carers Centre now operates an evening opening service for working carers between 6:00pm - 8:00pm in the Old Schoolhouse, Huyton.

The service is held fortnightly on a Thursday. If you are a working carer, you can either drop in to the Carers Centre at the Old Schoolhouse, St John's Road, Huyton or telephone **0151 482 6279**. We are offering free holistic therapy slots at the same time for working carers. Contact the Kirkby office on **0151 549 1412** if you wish to book one of the working carer holistic therapy slots.

Are you feeling
creative?

Monday 14th July
1:00pm - 3:00pm

Why not come along and have a few hours of fun and learn new skills.

Would you like to learn freehand sugar modelling?

Come along and learn the basic skills that requires very little equipment, something you could do at home without the need to spend lots of money.

Basic modelling with sugarpaste course - 10 spaces available

There is a £5 charge for this activity if you are interested please contact Angela or Andrea on **0151 549 1412**

iNeed Help
with my iPad



Tuesday 10th June 2014
11.00am - 2.00pm
Knowsley Carers Centre
Bewley Drive Kirkby

Following the huge success of Carers Rights IT Day, Knowsley Carers Centre invites you to join us for an informative and entertaining look at technology with ideas for making life easier. Staff will be on hand to take you through step by step. Bring along your tablet or laptop if you have one. Refreshments and transport are available. Ring now to reserve your place.



Carers Bonus Ball Competition

Open to all, our Bonus Ball Competition runs every week and has a £40 jackpot. For a £1 stake, anybody participating will help to raise funds towards Knowsley Carers Social Activities Fund which helps to subsidise the trips and parties throughout the year.

£1 a square - you could win £40

FORTHCOMING DAY TRIPS

Thursday 12th June

Antiques Road Show

Lowther Castle, Penrith

Come and see the show in the making, bring small items to be valued, maybe even get on TV!

£3 transport only, bring own packed lunch



To Be Arranged

National Football Museum

The National Football Museum shows how and why football has become 'the people's game', a key part of England's heritage and way of life. It also shows why England is the home of football, the birthplace of the world's most popular sport.

£3 for transport plus 2 free credits for activities



Wednesday 9th July

Mersey Tunnel Trip



A Queensway Tunnel Tour takes you on a unique behind the scenes look at one of the famous Mersey Tunnels. As well as learning about the construction of the tunnel, visiting the control room and walking under the road surface, you will be able to find out why the tunnels are so unique that they have featured in several Hollywood movies!

£3 includes transport and entrance fee

September date to be confirmed

Blackpool Illuminations

plus Fish and Chip Supper

£5 includes transport and contribution to evening meal

October date to be confirmed

Cheshire Oaks £3

If you want to go on any of these trips please ring to put your name down. If there is a place available you will get a letter confirming your place. **Don't hand in any money until you get the letter.**

Carers Celebrate Good Practice at Wingate and Prescot Medical Centres

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Assistant at Wingate said, 'I try to ask people coming in for their health check if they're looking after someone. It gives me an opportunity to tell them about services to support carers. Carers are so busy looking after the people they love that they forget to think about themselves and can end up with health problems themselves. It's so important to make sure you get support'.

Jeanette Castle, receptionist collected the award on behalf of Prescot Medical Centre. Anne Marie McGuire, the Practice Nurse said; 'If we know who our carers are we can signpost them to appropriate services where they will find someone with time to listen and information about anything to do with their caring role'.

Getting Involved

At the Supporting Carers event carers were given more information about getting involved with Patient Participation Groups at their local practices. Patients and carers who attend these groups help to highlight to practice staff ways to improve facilities and the delivery of services. Muriel O'Hanlon long term carer for her husband John and member of the Patient Participation Group at Dr Maassarani's Practice, Towerhill urges carers to get involved; 'Joining your Patient Participation Group gives you a voice as a carer. We all want to see change for the better and working together with practice staff helps them to see that we carers are part of the health and social care team'.



If you would like any more information about joining your Patient Participation Group ask the Practice Manager at your GP practice or contact Anita Watkinson, Patient Participation Group Liaison Officer on Tel: 0151 244 4126

Jan Box, Health Link at Knowsley Carers Centre would like to hear from any carer already involved with their practice's Patient Participation Group and from any carer interested in joining our Supporting Carers in General Practice Group. Tel: 0151 549 1412

You will find the *Supporting Carers: 10 steps to better practice* guide on the Knowsley Carers Centre web site knowsleycarers.co.uk along with information about the services available to support carers. Alternatively call Knowsley Carers Centre on Tel: 0151 549 1412

Carers' Week Timetable of Events

Date	Time	Venue	Event
Monday 9th June	10.30am – 3:00pm	Knowsley Carers Centre, 143 Bewley Drive, Kirkby	Crafty Day Carers are welcome to drop in and sample a range of different craft ideas. Transport available upon request
Tuesday 10th June	11:00am – 2:00pm	Knowsley Carers Centre, 143 Bewley Drive, Kirkby	IT Day Knowsley Carers Centre invites carers to join us for an IT training day Transport available upon request
Wednesday 11th June	All day	Huyton Leisure Centre	Men only Spa Day Spa day for male carers only No transport available
Thursday 12th June	All day	Antiques Road Show Penrith	Day outing to Antiques Roadshow Opportunity for carers to visit the Show in the making Transport provided

A BIG THANK YOU

Knowsley Carers Centre would like to say a massive thanks to Emma and all the staff at Voucher Express for their fantastic contribution towards our 'Ride for Carers' fundraising event that is taking place on 13th June 2014.



Are you a parent or guardian of a child with ADHD?

A.D.H.D Parent Support Group (Attention Deficit Hyperactivity Disorder)

The sessions are held in Knowsley Carers Centre, Bewley Drive, Kirkby on the following dates: 20th June, 11th July and 8th August between 10am - 12noon.

Unfortunately there are no facilities for children.

You can get the 227 bus from Huyton, it stops right outside the Centre

Coffee Morning – Snacks Provided – Contact Sharon on 07960 717 277



Swimming and Dry Side Activities for the Knowsley Short Breaks programme

Sport Works Merseyside Ltd run a weekly programme of Swimming and Dry Side activities on behalf of Knowsley Council that form part of the Short Breaks programme in the borough. Our sessions provide fun and safe activities which also allow the young people taking part to increase their water confidence and improve both their swimming ability and health. Sessions are open to children with Learning and Physical Disabilities

Our activities operate on a maximum ratio of 1:4 with staff working in the water with the children. All sessions currently take place in shallow water and also have a lifeguard present. In the future we are looking to expand our offer to provide additional sessions and to give children the opportunity to progress to swimming in deeper water where this is appropriate.

We currently operate four sessions per week as follows:

- Tuesdays 5pm to 7pm at Halewood (the first hour of this session involves fun play in a sports hall with swimming available from 6pm to 7pm)
- Thursdays 6pm to 7pm at Kirkby (Swimming Only)
- Saturdays 2.30pm to 3.30pm at Knowsley Leisure and Culture Park, Huyton (Swimming)
- Saturdays 3.30pm to 4.30pm at Knowsley Leisure and Culture Park, Huyton (Swimming)

Our future plans include the development of a session for new families at Stockbridge Village Sports Centre and the development of sessions run in partnership with Bluebell Park School

If you would be interested in your child taking part in these sessions please contact us at Merseyside@sportworksltd.co.uk

For more information about Sport Works and what we do please visit www.sportworksltd.co.uk/merseyside

FUNDRAISING BIKE RIDE

During Carers Week, three of our staff (Andrea, Ann & Ian) will be taking part in a sponsored bike ride for Knowsley Carers Centre to raise some additional funds that will go towards activities for the carers of Knowsley.

The bike ride will take place on Friday 13th June and will incorporate our three offices, starting off in Halewood, through to Huyton before finishing in Kirkby.

If you would like to sponsor us you can do so by popping into any of our offices in Kirkby, Huyton or Halewood and adding your name to our sponsor forms or you can donate via our Just Text Giving page by Texting DONA08 £? TO 70070 (So if you would like to donate £2 via text you will text DONA08 £2 TO 70070).

The minimum text donation is GBP £1 and all donations must be in whole pounds sterling. The maximum text donation allowed is GBP £10 for all mobile operators. Donations sent via text will usually incur your standard text message fee. Please refer to your tariff for details of your standard text message fee.

Thanks in advance for your support

Courses at Knowsley Carers Centre

Mondays 1:00 - 3:00

Craft Class

Join in with the crafty activities, learn to knit, crochet, sew or lots of other different crafts. Or just come along to relax and join in the banter! Transport provided picking up at various locations throughout Knowsley.

Wednesday 10:30 - 12:30

Computer Drop In

Some people start as complete beginners, others already use a computer but want to update their skills. Computers are available but many people bring their own laptop or tablet so they learn on the device they are used to.

Wednesday 1:00 - 3:00

Card Making

Our experienced tutor will help you learn to make a range of beautiful greetings cards to impress your friends and family. Let us know if you want to come so that we are sure to have enough materials.

If you want to know any more or arrange transport please call on **0151 549 1412**

Caring with Confidence

- Short course

Learning new skills or improving your existing knowledge can make life as a carer much easier.

The Caring with Confidence programme gives carers a better understanding of the problems they face and helps them find new ways to tackle them.

The sessions will help you to

- understand how the care system works
- discover how caring affects your life and balance your commitments better
- communicate more effectively with the person you care for as well as health and social care professionals
- take control of your time and finances
- understand the emotions you may feel when caring and find practical ways to deal with them

If you are interested in coming on the course call Judy on **0151 549 1412**.

The exact timing of the sessions will depend on demand and will be organised to fit in with the availability of attendees.

If you would like to know more about the course you can ring Judy or go on line <http://www.nhs.uk/CarersDirect/carers-learning-online/Pages/carers-online-learning.aspx>

Come along to one of our Support/Coffee Group Sessions

Kirkby

Thursdays, every fortnight
10:30am - 12:00noon
at the Carers Centre,
143 Bewley Drive, Kirkby
0151 549 1412

Huyton

Wednesdays, every fortnight
10:30am - 12:00noon
at The Old Schoolhouse,
St John's Road, Huyton
0151 482 6279

Halewood

The First Wednesday
of every month
10:30am - 12:00noon
at the Halewood Centre,
Roseheath Drive, Halewood
0151 448 9771

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 one of the Centres on the numbers above.

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 could provide us with as much notice as possible for completing your forms. We need to book an appointment which provides us with enough time to complete forms and send them to the correct organisation

Unfortunately we **do not** have a drop in service for Welfare Benefits 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 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

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
- Reiki (only available at Huyton)
- Reflexology (only available at Huyton)

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 or Julie our highly qualified therapists. Mary and Julie will be

available at the times stated below and will be happy to answer any questions regarding the treatments.

Sessions are held:

Kirkby

**10:00am start, 11:30am last client
(on Wednesday appointments)**

**10:00am start, 1:15pm last client
(on Thursday appointments)**

Weekly on a Thursday and also the second and third Wednesday of the month at the Centre on Bewley Drive

Huyton

10:30am start, 12:00noon last client

Weekly on a Wednesday at The Old Schoolhouse, St John's Road, Huyton

Halewood

10:30am start, 12:45pm last client

First 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 depriving other carers on the waiting list