

Knowsley Carers Centre



Winter 2014/15

Registered Charity No. 1082311



Knowsley Carers Christmas Party

A festive background image featuring several red Christmas baubles of various sizes, some with silver snowflake patterns, and smaller green and red baubles scattered around. The scene is set against a soft, out-of-focus white background with some greenery at the bottom.

Following on from last year's success, Knowsley Carers Centre will be again holding a Christmas Party for carers on Monday 8th December 2014, 11.30am - 3.30pm at St Agnes's Parish Club, St Mary's Road, Huyton L36 5SR.

There will be transport available for those carers who live in Kirkby, Halewood, Prescot and Whiston.

If you would like to book a place, please ring Knowsley Carers Centre on 0151 549 1412. A donation of £3 is required.

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
soon to be held at
New Hutte Neighbourhood Centre
Lichfield Road, 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.

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**

Could you help train Health and Social Care Staff about what it's like to be a carer?

Over the past few years a small group of carers have been helping us to train health and social care staff about what it's like to be a carer. Members of our carers training group, Carers Vision, have all received training to prepare them to take part as training facilitators delivering carer awareness training. We will shortly be holding another short training course and would like to hear from anyone who feels they could help health and social care staff to understand the important role that carers play. For more information please contact Jan Box at Knowsley Carers Centre on Tel 0151 549 1412

NEW GROUPS



Knowsley Carers Centre are launching two new groups in the New Year. If you are interested in joining our Cycling or Walking Groups, please contact: Judy for the Walking Group and Ian McBriars for the Cycling Group, both on **0151 549 1412**.

WELL DONE



Well done to Joanne Furlong who has recently completed 200 hours of volunteering with Knowsley Carers Centre.

URGENT

TIME FOR ME VOUCHERS

IF YOU HAVE ANY TIME FOR ME VOUCHERS THAT HAVE NOT BEEN USED IN THE LAST FEW MONTHS, CAN YOU PLEASE RETURN THEM TO KNOWSLEY CARERS CENTRE, 143 BEWLEY DRIVE, KIRKBY L32 9PE IF YOU REQUIRE A SELF ADDRESSED ENVELOPE, PLEASE CONTACT JOANNE ON 0151 549 1412.

‘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 a 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 or 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

A BIG THANK YOU

Knowsley Carers Centre would like to say a massive thanks to Everton Football Club for their recent fantastic contribution of a signed football. Proceeds raised will go towards carers events/trips.

everton in the
community



CARERS BREAKS AT KILORAN

Knowsley Carers Centre continues to offer breaks for carers at Kiloran, a respite centre in West London. Recently Joanne had a stay there which she really enjoyed. Here she describes what the break was like:

Kiloran is a respite for carers in Hammersmith, West London. It is a beautiful, large, solidly built house with everything you would need in it. The rooms are spotless, very comfortable and have a TV, tea and coffee making facilities and ensuite bathrooms.

In my opinion, it is basically like a home from home place for carers to have a well deserved break and be the one looked after for a change!

The house is very close to Central London and easy to get to by bus or tube if you want to do the traditional touristy things.

The staff are all very friendly and welcoming from the minute you walk in the front door until the moment you leave! Norma, Giovanna and Amber are lovely and will do anything to help you if

required or you can just rest if you wish as the house is easygoing and laid back. They all cook delicious meals and Giovanna even got my teenage daughter to eat green beans which totally shocked me as she was previously 'allergic' to any vegetables with a green tinge to it!

I would highly recommend anybody who needs a lovely break or rest to try Kiloran. The word I use to describe my stay there is 'magical' because the feeling of well being and being recharged after my stay was indeed that!

If you would like to find out more about how you might be able to go and have a break from your caring role please contact the Centre on 0151 549 1412 or look at www.kilorantrust.org.uk/site for more information



**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 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.

Christmas Closure

**The last working day of the
Carers Centre will be
Tuesday 23rd December
and we will reopen on
Monday 5th January 2015.
If you have any emergencies
during this time, please ring
Knowsley Access Team on
0151 443 2600.**

Knowsley Carers Strategy Refocus 2014-17

Outcomes from Engagement

154 responses were received from the Refocus of Carers Strategy Survey and the following outcomes were identified by those Carers as their **top 5 priority areas**:-

- 1 Carers want to be fully involved in the assessment of the person they support and be treated as partners in the development of support plans**
- 2 Carers want the opportunity for regular personalised breaks suited to their individual situation. They need to spend quality time for themselves on something other than caring and with their family and friends**
- 3 Carers want to have the opportunities to take part in normal family life, social activities, leisure, education and to be part of their community**
- 4 Carers should not be financially disadvantaged because of their caring role**

- 5 Carers want to be kept fully informed and involved when the person they care for is in hospital and fully involved in hospital discharge**

There were some differences for male and young adult carers. Of the 25 male carers that responded they felt it was more important for GP and Community Health Services to be more flexible and understand individuals.

Young Adult Carers stated it is important to get the right support to access employment, education and voluntary work and the opportunity to develop new skills.

These outcomes will also be included in the Strategy Refocus as well as looking at the needs of working carers.

Detailed feedback regarding the outcomes from the consultation of the carers strategy will be delivered to each of the carers groups that have taken part.

SIGNED EVERTON FOOTBALL AUCTION



Knowsley Carers Centre have a signed Everton Football for auction. Biddings will be accepted in writing or email only. If you wish to bid, please send an email with your name, address, contact number and the maximum amount you are willing to bid to enquiries@knowsleycarers.co.uk or write in to 143 Bewley Drive, Kirkby, L32 9PE, unfortunately no bids can be taken in person or by telephone

The auction will close on Friday 19th December at 12noon and the highest bidder will be informed. Proceeds raised from the auction will be put towards social activities for carers.

FORTHCOMING DAY TRIPS

This year there have been trips to Botany Bay, Williamson Tunnels and Blackpool Illuminations. We also went to the Antiques Roadshow in the Lake District. There are a number of trips in the pipe line for next year but no definite dates, so if you are interested put your name on the list. You will be contacted later when the dates are confirmed.

**Fleetwood Market,
Freeport and lunch
at Richardson's
Fish Restaurant**



**National
Arboretum and
War Memorial**



**Chester
Visit the sites
and the shops**



**Boundary Mill
Shop til you drop!**



MEN ONLY

**Clay Pigeon
Shooting**



Courses

Geneology

Tuesday afternoons 1pm – 3pm starting 13th January for 8 weeks.

Who do you think you are? Come and find out in these regular sessions led by an experience genealogist, may be you're descended from royalty, did your granddad run away to join the circus or maybe he played left back for England?

Card Making

Every Wednesday 1pm – 3pm (except 2nd week of the month)

Learn how to make your own greeting cards, invitations and much, much more. All materials supplied. Ring ahead of time so we can be sure to have enough for everyone.

New for 2015

Stress Management



Wednesday mornings 10am - 1pm starting 21st January. This six week course is packed with information and ideas to help you cope with stress. The sessions will give you the opportunity to wind down in the company of others who understand your situation. Each session includes refreshments.

IT Drop In



Every Tuesday 10.30am – 12.30pm This is a non-structured session for anyone wishing to improve their computer skills. It is suitable for complete beginners and for those who are more expert but want to know how to do specific tasks. No need to book. We have a variety of computers and lap tops available but if you have your own lap top or i-pad bring it with you as it is better to learn on the computer you are using regularly.

Craft Group



Every Monday 1pm – 3pm

This is a very relaxed session where you can learn to sew/knit/crochet and make decorative items for the home or for presents. No need to book just come along and join in.

All the courses are at our Kirkby Office. If you need transport to get here give Judy a call to book a lift in our minibus.



**KEEP
CALM
AND
GET YOUR
FLU JAB**

Knowsley Carers Centre urges carers to ask their GP for a free flu jab this winter.

If you're looking after someone, tell your GP if you receive Carer's Allowance or are the main carer for the person you're looking after. Explain your concerns for the welfare of the person you're looking after if you should fall ill, for example if there is no one else who would be able to step in.

If you have health problems of your own, your GP should also check to see if you fall into one of the clinical risk groups. Your GP will decide whether you need a flu jab based on this information.

Evening massage for working carers

Knowsley Carers Centre have an evening session for working carers and will only be holding holistic therapies fortnightly in the Old Schoolhouse, St John's Road, Huyton between 5:30pm - 6:30pm. Please ring **0151 549 1412** to book your appointment if you are a working carer.

ANNUAL GENERAL MEETING

Knowsley Carers Centre will hold our Annual General Meeting on Thursday 4th December 2014, 10.30am in the Carers Centre, 143 Bewley Drive, Kirkby L32 9PE.

If you would like to attend, please ring the office on 0151 549 1412 to inform staff so we can ensure refreshments are available.

Please keep us informed and help us to keep your information updated

If any of your details have changed, particularly your name, address or telephone number.

Please return this slip to:
Knowsley Carers Centre, 143
Bewley Drive, Kirkby L32 9PE.

You can also ring 0151 549 1412 to change your details.

Name: _____

Address _____

Post Code _____

Please tick if you want your details to be removed from our database

**Knowsley Carers Centre
Healthwatch Drop-in**

**Wednesday 21st January,
10.30am–12.00noon
At Knowsley Carers Centre, 143 Bewley
Drive, Kirkby, L32 9PE**

Come along to the drop-in to meet with Nicky, our Healthwatch Knowsley Outreach Worker and Ruth from Independent Complaints Advocacy.

- Find out more about Healthwatch & Independent Complaints Advocacy Service
- Share your experiences of Health & Social Care Services.
- Find out information about health & social care services in your area.

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For more information contact Healthwatch Knowsley:

Call 0151 449 3954

or email enquiries@healthwatchknowsley.co.uk

or visit www.healthwatchknowsley.co.uk

Carers Rights Day

This year Carers Rights Day will be held on Friday 28th November, 11am – 1pm including a lunch. Knowsley Carers Centre will be holding a small event covering a basic overview of the New Care Act. To reserve a place, please contact Knowsley Carers Centre on 0151 549 1412.

Take a look at our website

Knowsley Carers Centre website will be updated with all our latest news, training courses and day trips. It also includes a 'What's 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 website address is:

www.knowsleycarers.co.uk

HALEWOOD OFFICE MOVE

During the end of November/ beginning of December, Knowsley Carers Centre will be moving from the Halewood Centre based in Roseheath Drive to New Hutte Neighbourhood Centre, Lichfield Road, Halewood.

Please check our website for the date of the actual move.

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

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**.

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 soon to be held in the New Hutte Neighbourhood Centre, Lichfield Road, Halewood.

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