

# Knowsley Carers Centre



Summer 2018

Registered Charity No. 1082311



## ID CARD LAUNCH

Knowsley Carers Centre will shortly begin issuing ID cards for carers. Lots of places offer concessions for carers and some shops even offer discounts. However, a barrier can be proving that you are a carer, especially if you are not getting any benefits in respect of your caring role.

You will need to arrange an appointment with Judy to attend one of our Centres in person with proof of your ID and have a photograph taken so the card can be

issued. The ID cards will be valid for one year and there will be an annual renewal charge of £1.

For more information, and to request your ID card, please call Judy on 0151 549 1412.



Knowsley  
Parent Carers  
**Voice**



*Together we can make a difference*

### SAVE THE DATE

Wednesday 29th August, 2018

# Family Fun Day

Kirkby Leisure Centre, Cherryfield Drive, Kirkby

# FREE AND CONFIDENTIAL COUNSELLING SERVICE FOR CARERS

Knowsley Carers Centre's counselling service is free and confidential in a safe, friendly and relaxed environment. We are pleased to announce that we offer appointments in our Huyton and Kirkby Offices.

Counselling sessions last approximately one hour and offer absolute confidentiality. Due to the high demand in the service, there is a waiting list.

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

*Feedback from a carer :*

*To Eve*

*Thank you so much for all your help. I know it's your job but without your support over these few weeks, I wouldn't be where I am now. You are not just a Counsellor, but a friend.*

*Thank you*

# EVENING OPENING FOR WORKING CARERS

Knowsley Carers Centre operates an evening opening service for working carers between 5pm-7pm in the Old Schoolhouse, Huyton.

**The service is held on Thursday evenings on a fortnightly basis.**

We are aware that working carers miss out on the opportunity to speak with staff during the hours of 9am-5pm and are hoping to run a telephone enquiry system to deal with any issues.

If you are a working carer and would like to access this service, please feel free to contact a member of staff at the Huyton Office on 0151 482 6279.

# EVENING MASSAGE FOR WORKING CARERS

Knowsley Carers Centre have evening sessions for working carers which are held every other Thursday in:

**The Old Schoolhouse,  
St John's Road, Huyton  
5:30pm - 7:00pm.**

Please ring **0151 549 1412** to book your appointment if you are a working carer.

# 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**

## Halewood

Wednesday  
every fortnight  
10:30am - 12:00noon  
at the New Hutte  
Neighbourhood Centre  
Lichfield Road,  
Halewood  
**0151 448 9771**

## Huyton

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

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.**

## Changes to Data Protection

You have probably all been receiving letters and emails from your banks and other businesses letting you know how they are responding to the new legislation. If a business might want to sell you something they need your consent to hold your data.

We are holding your information so we can continue to offer you a service that matches your needs. The Lawful Basis for holding your information is Legitimate Interest. You can find a copy of our **Privacy Notice** on our website [www.knowsleycarers.co.uk](http://www.knowsleycarers.co.uk) This explains why we have chosen

**Legitimate Interest** as our Lawful Basis for holding your information. There are details of **How** we store your information, **What** we use it for and **Who** we might share it with. The Privacy Notice also gives details of **Your Rights** regarding your personal information.

If you don't have access to the internet and would like a copy of the Privacy Notice give the Kirkby Office a call and ask for Judy.

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**Don't forget to keep us updated if there are any changes to your personal details including phone/address/email or changes to your caring role**

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KNOWSLEY CARERS CENTRE  
FREE SEMINAR ON WILLS, POWERS OF ATTORNEY  
AND OTHER IMPORTANT LEGAL MATTERS

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Our service, supported by Knowsley Carers Centre, is to provide legal knowledge and education to help carers to better support those that they care for.

We are a local private client law firm giving advice on wills, powers of attorney and such matters. We think education is really important and a lot of what we do is just about that - giving information and knowledge to members about how to look after their property and welfare and deal properly with things if they become ill or pass away.

**Seminars will be held at  
Knowsley Carers Centre, 143 Bewley Drive, Kirkby L32 9PE  
on 19<sup>th</sup> and 26<sup>th</sup> September 2018**

**To book a place, please contact  
Knowsley Carers Centre on 0151 549 1412**

# VOLUNTEERS WANTED

- 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.

This is where you can make a real difference.

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.

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 Ian McBriars, Volunteer Coordinator on 0151 549 1412 or email [ian@knowsleycarers.co.uk](mailto:ian@knowsleycarers.co.uk) for more information.

## Does your GP know you are a carer?

Many carers miss their own health appointments and screening because they are so busy with their caring role that they forget about their own needs. But looking after someone can have an impact on your health so it's important that your GP knows you have a caring role. Being identified as a carer also means that the practice staff will be aware of the challenges you may be facing and can do their best to support you.

Each year, carers registered with their GP practice are offered the flu jab. It's very difficult to care for someone if you get flu so by protecting yourself against flu you are also helping to protect the person you care for.

### **Ask to be identified as a carer at your practice.**

This will help your GP and other health and social care staff to help you.

- You may be offered a health check.
- Staff can explain protocols regarding information sharing
- Appointments that fit around your caring role may be available
- You may be signposted to services to support you such as Knowsley Carers Centre
- You may be offered the seasonal flu vaccination.

# Carers Vision - Come and Join Us!

Hello, my name is Hannah. I am a carer to multiple people, my main caring role being for my son who has Down's syndrome. As a carer registered at the Carers Centre I have had the opportunity to become a part of Carers Vision. It's such an important group as through delivering carer awareness training it helps improve the health and social care services we use regularly. It shows health and social care staff how important it is to signpost carers to the Carers Centre and how beneficial it is to carers to have the

My name's Wendy and I'm mum to 3 children. My youngest son was born with a disability so the first few years of his life were spent either in Alder Hey or attending there for different appointments. I was asked a few times if I was registered as a carer. My response to this was no I'm just a mum doing what you would do to look after your child, until one day the speech therapist explained to me that the Carers Centre is there for me not the cared for. If I need any help what so ever they can help or



support they need to better look after themselves and, in turn their loved ones. Personally I have found that Carers Vision has given me back my voice; my confidence has increased considerably. I feel I can openly speak my mind in a none judgemental environment, and it feels great to feel that I am making a difference. Not only for me but for carers as a whole.

sign post you to someone else. I was not aware of lots of things that were available to me until I called in to ask for help with my son's care package. I've since gone on to be treated to beauty treatments from our lovely therapist here and I've even had a spa day in local leisure centre and been lucky enough to attend an amazing weekend to the Lakes, all I had to do was pack a bag. We had a fun packed

weekend and I became Wendy again; what a treat! I had a night out at the dogs and once again transport and food was all provided free. The food was yummy and we had lots of belly giggles on the bus. As well as all the treats I've gained so much information from the professional people who have come in to give us advice on what we are entitled to as carers from our councils, and surrounding agencies, so now I'm in a position to pass that advice over.

I'm now a volunteer member of Carers Vision and I provide carer awareness training with Jan. We go out to work places and I speak about my role as a carer and how important it is to sign post other people who are caring to the Carers Centre. We in Carers Vision meet up once a month in the Carers Centre for a catch up and go through what training appointments we have; it's all very informal. We can't always make it due to our caring role but there's no pressure if we can't and we catch up on the phone. I, myself really enjoy getting out there and delivering my story as when it's from the carer themselves it's more real and the feedback we get is very positive. People tend to think carers are older people when in fact it's all ages. Carers Vision has lead me on to do others things. My son and I starred in a video to promote health checks which hopefully will be completed this summer. Even if you don't think you're confident enough to tell your story you don't have to, you can come and be part of our group promoting carers in others ways. We as a group would welcome anybody who would like to join us, and we have some giggles too along the way.

### **Carers Vision Training Course**

If you're interested in joining our Carers Vision group to help facilitate carer awareness training for health and social care staff we will be starting a facilitators course in September 2018. The course will run for one morning per week over four weeks.

Please contact Jan Box at Knowsley Carers Centre on Tel 0151 549 1412 for an informal chat about what's involved.

### **Carers Passport Work Group**

A new work group will be meeting soon at Knowsley Carers Centre to look at the development of Carers Passports in our local hospitals. A Carer Passport in a hospital is a simple tool which identifies someone as being in a caring role for one of the hospital's patients. The passport will usually take the form of a card, badge or booklet which is easily recognised by staff and which names the person as a carer. It should explain what the carer can expect from hospital staff (the offer to them) and may include financial concessions on car parking fees and food for the carer in the hospital canteen. A Carer Passport scheme enables hospitals to become more aware of what it means to support someone who has identified themselves as a carer and to accept them as an expert to involve in decision making. If you're interested in joining the work group and would like more information, please contact Jan Box at Knowsley Carers Centre on Tel **0151 549 1412**

# FORTHCOMING TRIPS AND

Date	Trip/Activity	Cost	For
<p>Weds 12<sup>th</sup> Sept</p>	<p><b>Llangollen Lunch and Canal Trip</b></p> <p>Join us for lunch and a two hour canal trip on the motorised canal boat the Thomas Telford. The canal trip will carry you through the beautiful Vale of Llangollen and across the famous Pontcysyllte Aqueduct built by Thomas Telford between 1795 and 1805. This length of canal is a World Heritage Site. Lunch will be served on board the canal boat and there will also be some free time for you to explore the beautiful small Welsh town of Llangollen.</p> <p><i><b>Transport available</b></i></p>	<p>£3</p>	<p>Carer and Cared for</p>
<p>Thursday 20<sup>th</sup> Sept</p>	<p><b>National Trust - Erddig</b></p> <p>Explore a much-loved home, garden and estate filled with the stories of a family and their servants.</p> <p>This day includes travel, entrance and afternoon tea.</p> <p>Not suitable for anyone with limited mobility.</p>	<p>£5</p>	<p>Carer Only</p>
<p>Thursday 20<sup>th</sup> Sept</p>	<p><b>Ghetto Golf</b></p> <p>Come and join us to play Ghetto Golf in Liverpool. This is a seriously twisted 18-hole mini golf experience.</p> <p><i><b>Transport available</b></i></p>	<p>£3</p>	<p>Carer Only Limited Places</p>

# EVENTS FOR YOUR DIARY

Date	Trip/Activity	Cost	For
<p>Thurs 18th Oct All day</p>	<p><b>Female Only Spa</b></p> <p>Are you feeling stressed, run down or just need time out from your caring role, then we have a female spa day just for you.</p> <p>This package includes a light lunch which will be served in the relaxation room and your choice of <u>one 55 minute treatment</u></p> <p>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.</p> <p><b><i>Transport is not included</i></b></p>	<p>£5 No refund</p>	<p>Carer Only limited places</p>
<p>Weds 14<sup>h</sup> Nov</p>	<p><b>Benidorm Live</b></p> <p>If you love the TV programme, Benidorm then you'll love this.</p> <p>A live performance of this fabulous comedy show starring all the favourites Mateo, Jacqueline, Liam, Joyce Temple-Savage, Sam and Kenneth, plus Neptune's one and only Asa Elliot</p> <p><b><i>Transport available</i></b></p>	<p>£3</p>	<p>Carer Only</p>

# CEA Card

The card enables a disabled cinema guest to receive a complimentary ticket for someone to go with them when they visit a participating cinema.

The card is also one way for cinemas to make sure they look after their disabled guests. If you require an adjustment to visit a cinema because of your disability, cinema staff should make them for you whether you have a CEA card or not.

The card is developed by UKCA's Disability Working Group, whose members include film exhibitors and distributors, and national disability charities such as Action on Hearing Loss, the RNIB, Dimensions and Muscular Dystrophy UK.

Telephone: 01244 526 016

Textphone: 18001 01244 526 016

Email: [info@ceacard.co.uk](mailto:info@ceacard.co.uk)

UK Call Centre. Calls charged at standard UK Landline rates.

Office Hours 9am to 5pm Monday to Friday excluding Bank Holidays.

Alternatively, you can write to us using our Post Box address: CEA Card, PO Box 199, Deeside, CH5 9BW.



# Caring For Yourself

Every Monday

from 7<sup>th</sup> - 28<sup>th</sup> November 2018

10.00am - 2.30pm

including lunch

When you're caring for someone else the focus is all about them. Whilst everyone who cares does so willingly if you ignore your own needs you will become less able to care and may even suffer carer breakdown. This is a four week series of sessions aimed at getting the balance right.

Caring for yourself can help you to make a positive difference to your life and that of the person you care for. Aimed at improving support for carers aged 18 and over, this course aims to develop your caring skills. The sessions are free and will cover:

- Finding Your Way
- Caring and Coping
- Caring and Me
- Caring Day-to-Day
- Caring and Resources
- Caring and Life
- Caring and Communicating

If you would like to attend, please call **0151 549 1412** to reserve a place.



Around 850,000 people in the UK have dementia. Dementia is not a normal part of ageing. It's caused by changes to the structure and chemistry of the

brain. The chance of developing dementia increases with age.

If you're affected by dementia and live in Knowsley, you're not alone- The Alzheimer's Society is able to help.

Our specialist one to one service will help you:

- Get tailored information and advice from our compassionate and experienced staff
- Keep your independence and improve your well-being
- Feel confident and supported knowing that someone is here for you when you need help
- We also have support groups where you can meet people in a friendly, fun and social environment:
- Singing for the Brain® is based around the principles of music therapy, singing a huge range of familiar old and new songs.
- Dementia Café provides useful information in a structured and relaxed setting. You can chat and share your experience of dementia, and what that means, with others.

Get in touch today on 0151 426 4433 if you would like information, guidance and support:

Alzheimer's Society Knowsley, Willow House, 168 Dragon Lane, Whiston L35 3QY  
knowsley@alzheimers.org.uk  
www.alzheimers.org.uk

## Do you know anyone who lives with MS?

Why not pop along to our group...

**MS CATCH UP** meets the last Thursday of every month in the Copper Pot pub in Kirkby.

A soft drink can be provided. Sometimes it's good to just know someone is there who understands how you're feeling and can relate to what you're going through.

Times are **5:30pm 'til 7:30pm** come along and join in you will be made most welcome (we will be wearing our MS tee's ) Paul & Yolanda.

## There is a new support group for **MND** (Motor Neurone Disease).

The Support Group meets on 24<sup>th</sup> July between 1:00pm - 3:00pm at the Brain Charity, Norton Street, Liverpool L3 8LR.

All MND patients and their carers are welcome.

There is onsite parking and a café. Ask for Craig or Greg at Reception



# The Frangipani Model

Knowsley Carers Centre was approached by Aintree University Hospital NHS Trust to work in collaboration to improve End of Life Services using the Frangipani Model of Care. The Frangipani Model is a new model of care that was launched on the 16th June 2018. The Frangipani blossom was chosen as a

College of Nursing believes that End of Life care is not just the responsibility of specialist nurses and teams, rather that everyone should be able to care for a loved one as they reach the end of their lives, including all nurses and health care support workers and the patient's family, as well as members of the community.



symbol as it represents the intense love and bond between people, welcoming guests to stay, immortality of the soul and strength at difficult times. The model promotes a compassionate, collaborative approach to providing individualised, patient-centred care at the end of life. Collaboration is key to the success of the new model of care though End of Life care being everyone's business is not a new concept.

Within our locality just over half of the population die in hospital and a third of patients in hospital on any one day are in the last year of their life. The Royal

To summarise the Frangipani Model is:

- An individualised model of care that supports patients for the last year of life and into bereavement
- The Trust symbol for palliative and end of life care across all services and departments
- Resources to support patients, carers and staff
- A staff accreditation system for palliative and end of life training

Pictured here is Trustee Muriel O'Hanlon at the launch event.

## 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**.

**JOIN US ON  
FACEBOOK**



Knowsley Carers Centre has a new way that you can stay in touch with us. We have a Facebook page for those of you who use it. This way we can keep you up to date with all our news and events.

We'd love you to join us!! So get involved and help us promote the work of Knowsley Carers Centre

# 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.

### How to register with the Carer's Emergency Card scheme

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



## Be Clear on Cancer

**Are you up to date with your cancer screening?**

**Cancer screening saves thousands of lives each year. It can detect cancers at an early stage before you have any symptoms and in some cases, even prevent cancers from developing in the first place. Therefore, it is important that you make time to attend for your screening appointments when invited.**

**There are three screening programmes:**

**Cervical screening** is offered to women aged 25 to 49 every three years and every five years for those aged 50 to 64 to detect changes to the cells of the cervix for any abnormalities that if left untreated may develop into cervical cancer.

**Breast screening** is offered to women aged 50 to 70 every three years to help find breast cancers early, when they are too small to see or feel. Women over 70 can still be screened and can make an appointment via their GP surgery. There is also a national trial age extension to include women from aged 47 up to 73 years.

**Bowel screening** is offered to men and women aged 60 to 74 every two years to check for bowel abnormalities before symptoms appear. A home-testing kit will be sent out to you. Bowel scope screening is being rolled out to all men and women in England aged 55. This is a one-off test done to look for and remove any small growths called polyps, which if not removed, could eventually turn into cancer.

**Worried about a symptom you think may be cancer? Finding it early makes it more treatable. So don't ignore it, tell your doctor.**

**Some of the symptoms to look out for include:**

- Unexplained weight loss
- Skin changes – a mole changing size or shape
- Unusual bleeding, including coughing up blood
- Unexplained lump
- A cough or hoarseness or sore throat for three weeks or more
- Pain in the abdomen (or stomach) that has lasted more than a few weeks
- Change in usual bowel habits or persistent bloating
- Getting out of breath more easily.

# CARING COMPANIONS

Caring Companions came into being when a number of carers decided to form a group and provide a meeting place for carers. They knew from experience that the best people to understand the problems facing carers are other carers.

Caring Companions provides a safe and friendly place to meet once a week in Kirkby and Prescot areas. There are also theme nights and days out providing a much needed break for carers.

Prescot Caring Companions meet every Monday evening in Prescot Guild Hall and Kirkby Caring Companions meet every Thursday evening in the RAFA Club.

For more information, please contact the Centre on **0151 549 1412**.

Knowsley Carers Centre have now identified **10,500** carers. Knowsley Carers Centre will continue to find further hidden carers across the Borough

## Opening Times

### Kirkby Office

**Monday - Thursday**

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

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

**Tel: 0151 549 1412**

### Halewood Office

**Tuesday - Thursday**

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

**Tel: 0151 448 9771**

### Huyton Office

**Tuesday - Thursday**

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

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

**Tel: 0151 482 6279**

**Drop in and telephone services operate 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
- Crystal Facial
- Reflexology

Massage has many physiological effects such as:

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

Sessions are held at:

## **Kirkby**

**10:00am start**

**1:15pm last client (every Thursday)**

Weekly on a Thursday at the Centre on Bewley Drive

## **Huyton**

**10:30am start**

**12:00noon last client**

First and Third Wednesday at The Old Schoolhouse, St John's Road, Huyton

## **Halewood**

**10:30am start**

**12:45pm last client**

Fourth Wednesday of the month at the New Hutte Neighbourhood Centre, Lichfield Road, Halewood.

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**Still unsure?** Why not speak to Mary who will be available at the times stated above and will be happy to answer any questions regarding the treatments.

**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**