

Supporting Young Carers Carers Strategy Success!



Young carers are young people and children providing support to members of their family or friends. The people they support may need their help due to physical illness or disability, learning disabilities, mental health problems or substance misuse.

While young carers report that they learn many valuable life skills from their caring role, it is vital that they are well supported and that their wellbeing isn't compromised by the support they give. Young people and children need time to be themselves.

One of the key outcomes from the Carers Strategy 2017-2019 was the roll out of new services for young carers in Knowsley.

Knowsley has a high number of young carers aged 0-24 (10% locally compared to 7.5% nationally). Local carers who were involved in the Carers Strategy 2017-2019 highlighted to Knowsley Council the need for services to support our young people and their families. Chris Wong and Mike Kehoe based with Family First are now employed to ensure that young carers in Knowsley are supported both at home and in school. Knowsley Youth Mutual offers a project called Me-Time to provide opportunities for young carers to get involved in fun activities where their needs as young people are also recognised.

Continued overleaf

Come along to one of our Support/Coffee Group Sessions

Kirkby

Thursdays
every fortnight
10:30am - 1:15pm
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.

Carers' Evening Coffee Group

The Old School House, St Johns Road,
Huyton, L36 0UX

We are now providing an evening coffee group for busy carers to drop in, meet other carers and find out what's happening for carers across Knowsley.

The next dates for the evening coffee group are:

Thursday 17th October	5pm - 7 pm
Thursday 28th October	5pm - 7 pm

Tea, coffee, biscuits are available as well as a warm welcome.

We look forward to seeing you there!

New Carers Strategy

Continued from front page

Getting involved can make a difference!

The next Carers Strategy for Knowsley will be developed from September onwards and will affect what services will be offered to carers in the future. What do you think would help you and other carers in your caring role?

An information session will be held in September (dates to be confirmed). If you would like to get involved in the development of the Carers Strategy, please contact Knowsley Carers Centre on 0151 549 1412. Bring your ideas along and help to make a difference.

If you think you or your child is a young carer and would like more information, please get in touch. Ask to speak to Mike Kehoe or Chris Wong on Tel **0151 443 2670**.

***Do you have
Counselling
or Holistic
Therapies
appointments
booked?***

In the last 6 months 22% of carers did not turn up for their counselling appointment and 16% of carers did not turn up for their holistic therapy session.

Non-attendance of appointments is costing the Carers Centre almost £300 per month.

If you are unable to attend your appointment please let us know!

These services are very much in demand and by not turning up other carers are being deprived of their chance to benefit from this much needed care and support.

**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 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.

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**

Crafty Carers

We will be starting a new craft class for carers. It will take place once a month at our Kirkby office.

**Our first session will be on
Thursday 24th October
10:30am - 12:00pm.**

As this is a new class, I will be asking for your ideas about what you would like to do during the sessions.

Come along have a coffee and a chat, learn new skills and meet new people.

Our other sessions will run on Thursdays on the following dates:

7th November 2019
12th December 2019
16th January 2020
20th February 2020
19th March 2020

For more info phone Angela
on **0151 549 1412**

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

EVENING MASSAGE FOR WORKING CARERS

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

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

If you are a working carer, ring 0151 549 1412 to book your appointment.

Carers ID Card

Hundreds of carers have had their ID card issued but there are still thousands that haven't taken up the opportunity. Carers are finding them a useful form of photo ID to prove they are a carer.

Being a carer entitles you to free or reduced entry to a number of venues including cinemas and sports events.

Other uses can be:

- getting adjacent seating on flights, etc.
- proving that a cared for person is cared for when they have a hidden disability and don't claim any benefits
- confirming you are a carer at your surgery when the person you care for has a different GP.

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 for you to join us!! So get involved and help us promote the work of Knowsley Carers Centre

Healthy Lifestyle Course

Healthy Knowsley Service at Knowsley Carers Centre

13th September 2019 - 11th October 2019

10.30am - 12pm each week

This is a 5 week course. Each week covering a different topic, these being:

- What is Health – Self Care, including stress management
- Healthy eating
- Reducing Salt, Sugar and Fat in our diets
- Physical activity – how we can move more
- Fluids – including alcohol awareness and other non-alcohol drinks.

During session one, we can discuss what you want to cover each week and build a bespoke course around the group e.g. family cooking recipes, budgeting and shopping strategies.

We can also discuss other health topics, including stopping smoking, cancer screening awareness. “

Life after Bereavement

This 8 week programme of talks and activities offers support and the chance to talk to other people with a similar experience.

You may have lost someone recently or perhaps a while ago but are only now experiencing the emotional impact. Getting your life back on track can be hard especially if you have no one to talk to or don't want to worry your family.

A time and date will be arranged once we know who would like to come..

If you would like to book a place, please contact Judy at Knowsley Carers Centre on Tel 0151 549 1412.



Become a happier, healthier you!

Well Funny Workshop

10th October 2019

Knowsley Carers Centre

11am- 1pm followed by Lunch

Life can often make us feel stressed and anxious at times. Well Funny workshops are designed to bring people together to provide a much needed injection of happiness and humour. Not to mention, they're also the perfect remedy to tackle the high levels of stress and anxiety.

Our professional, creative practitioners will play host to this fun filled event to show you how humour can be a great way to look after ourselves, connect with other people and remind us how laughter really can be the best medicine!

The programme helps participants understand:

- How laughter makes us feel
- The health benefits of a good chuckle
- How humour and laughter can help us connect with other people and build lasting relationships
- How humour builds personal resilience and helps us problem solve
- How to break a negative / repetitive pattern enabling us to live happier, healthier lives
- Well Funny workshops are the perfect antidote to improve your mental health and wellbeing in a fun, friendly and unique way.

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 wants 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

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 on **0151 549 1412** and ask for Judy.

What's been happening



Pop up Painting

How good were our very own budding Van Gogh's, we were quite impressed! On 17th July, a number of carers attended Pop up Painting which brought fun to art. The theme was Van Gogh's Sunflowers and looking at the results it seems we have a number of artists amongst our carers.

**** No ears were lost in the making of these art works ****

On 8th July, Lucy Rennie Make up Artist (MUA) attended and gave a Master Class to some of our female carers.



Make up Master Class

in the Carers Centre?



Another brilliant, fun time was had at the **Carers Centre Quiz**.

Why not pop along to one of our future quiz mornings in Kirkby. Lots of rubbish prizes can always be won (and the odd good one too), what's not to like?

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



On Monday 17th June 2019, Hate Crime Awareness training was delivered to carers along with some staff members by Knowsley Disability Concern in partnership with Merseyside Police. The aim of the training was to raise awareness of hate crime disability issues and how to report a hate crime.

WELCOME ON BOARD

Knowsley Carers Centre welcomes on board two new members of staff to the team. Louisa Taylor and Nicola Dingley have both recently taken up positions as Carer Support Workers and can provide information, advice, advocacy (on behalf of the carer) and emotional support. They can also assist with carers assessments and signposting to other agencies.



Louisa Taylor



Nicola Dingley

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 Prescott areas. There are also theme nights and days out providing a much needed break for carers.

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

For more information, please contact Knowsley Carers Centre on
0151 549 1412

Free offer to help people stay safe and independent at home

Telecare equipment, which can help both carers and the people they care for, is being offered on a 12 week free trial by Knowsley Council.

Telecare uses remote monitoring technology to send out an alert if people need assistance, such as if they have a fall. Alarm calls can be picked up either by an operator who assesses the problem and organises help, such as contacting families or alternatively, alerts can be sent direct to the carers' own smart phones.

Anyone getting involved with the trial is supplied with a lifeline alarm pendant and smoke alarm which can be connected either to the 24/7 contact centre or to a carer. Other devices such as falls and flood detectors or door and epilepsy sensors can also be provided free of charge following an assessment.

If you don't want to keep the equipment after the 12 weeks, it will be removed free of charge. If the aids are still required, they will still be provided free of charge, but there will be a monitoring charge of £1.11 per week for the pendant and base unit. The scheme is available to anyone who lives in Knowsley and has a long-term



illness, sight or hearing loss or physical or learning disability. It is also available to support people who suffer with dementia, are at high risk of falling or just need help to remain living independently. Since the free trial was launched in March 2018, nearly 900 Knowsley residents have signed up for the scheme.

The equipment can help carers feel more confident and reassured about the safety of those they are caring for.

If you are interested in this scheme, please contact the Council on freephone 0800 073 0043, email assistive.technology@knowsley.gov.uk or visit www.knowsley.gov.uk and search for "Telecare".

As a Health & Social Care Service Provider, Knowsley Carers Centre are one of a number of organisations listed on the Healthwatch website.



We currently have a 5 star rating and would love carers to go to the link below and provide feedback on the support we have given to you, the carer:

www.healthwatchknowsley.co.uk/services/knowsley-carers-centre-l32-9pe/

WaterSure provides financial assistance to household customers with a water meter who use large amounts of water for essential purposes. The following has been taken from <https://www.unitedutilities.com/my-account/your-bill/difficulty-paying-your-bill/watersure/> explains the WaterSure scheme in a bit more detail and tells you how to apply.

Am I eligible for the scheme?

You may be eligible if you, or any member of your household, receives any of the following benefits/tax credits:

- Income Support
- Income-based Jobseeker's Allowance
- Housing Benefit
- Working Tax Credit
- Child Tax Credit (except families in receipt of the family element only)
- Pension Credit
- Income-related Employment and Support Allowance
- Universal Credit

And in addition, either:

- receive Child Benefit for three or more children under 19 living at the same address and still in full-time education; or
- you, or any member of your household, have one of the following medical conditions, which causes significant extra water use:
 - Desquamation (flaky skin disease)

- weeping skin disease (eczema, psoriasis, varicose ulceration)
- incontinence
- abdominal stoma
- Crohn's disease
- ulcerative colitis
- renal failure requiring home dialysis (except where the health authority contributes to the cost of the water used in dialysis)
- other medical conditions can be accepted if the condition uses significant amounts of water and is supported by a signed certificate issued by a Doctor or registered practitioner

You do not qualify for the scheme if:

- your bill is not based on a meter reading (unless we were unable to fit a meter at your property and you have chosen to pay an assessed charge)
- you have a swimming pool with a capacity of over 10,000 litres
- you water your garden with a non-handheld appliance, such as a sprinkler or domestic irrigation system

How do I apply?

If you think you are eligible, the person who pays your water bill should download the WaterSure booklet and application form.

Carers Passports Update

In our Autumn issue last year, we told you that a working group including carers and hospital staff would be looking at how to develop a Carers Passport scheme for use in some of 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 refreshments 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. Anna Morris, Lead Nurse for Patient Experience and Engagement at Aintree University Hospital NHS Foundation Trust gave us an update recently on how things are progressing there.

'The Carers Passport was introduced in the Trust in March 2019. This scheme helps staff to identify family and friends who are caring, unpaid, for patients who have a disability, or are ill or older. We use the Carer Passport not only to identify carers, but also so we can take steps to make caring easier. This includes sharing information with them (after we've sought the right permission), involving them more fully as partners in care and ensuring that they are better recognised and supported. The scheme has been piloted on 4 wards between 25th March 2019 and 1st June 2019 and is currently being evaluated. Following training sessions for the staff the passport will be rolled out to the rest of the Trust.'

Helen Cain, Quality Matron (Patient Experience

and Governance Lead) at St Helens and Knowsley Teaching Hospitals NHS Trust told us, *'The passport is approaching completion and following approval at the Patient Experience Council will be implemented throughout the Trust following an internal communications campaign. It is planned that Carers Centres will have access to the passport so they can be readily available and brought to the hospital on admission if possible.'*

We will continue to work in partnership with our local hospitals to help ongoing development of the Carer Passport and will let you know in due course how to access a copy prior to hospital admission. For more information, contact Knowsley Carers Centre on 0151 549 1412

Julie Barrett



Julie is our new Mental Health Support Worker who joins Sarah Bird in our Mental Health Team providing advice, support and information to carers of those suffering from mental ill health.

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 (not in Halewood)
- 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

12:30pm last client

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.

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

Protect yourself and those you care for from **FLU**

Have you had your flu jab? If you fall into one of the 'at risk' categories for flu then now is the time to take up the offer of a free vaccination.

Knowsley Council's Public Health team is appealing to all the vulnerable groups to protect themselves this winter by getting vaccinated.

If you're a carer you should inform staff at your GP practice so this can be recorded.

As a carer, you are eligible for a free vaccination, so just ask, contact your GP surgery to make an appointment. You can also have a free flu jab at your local pharmacy if you are recorded as a carer.

Other risk groups eligible for free vaccinations are people aged 65 years or over, pregnant women, people with long-term medical conditions including heart disease, diabetes, severe asthma,

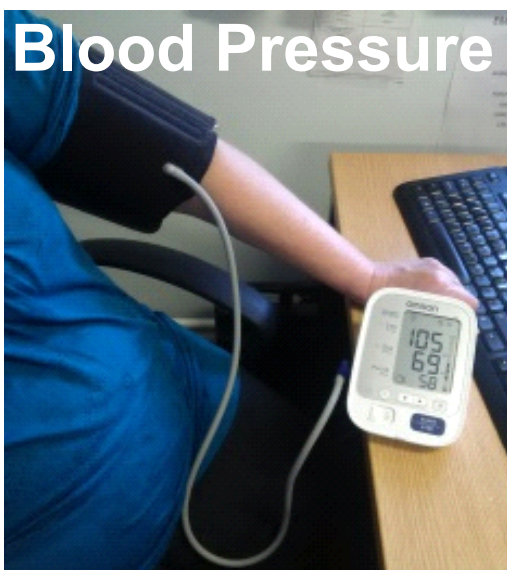
bronchitis, liver and kidney disease. Free vaccines are also offered to people with weakened immune systems and their household contacts, the morbidly obese, people living in long stay residential care homes and people who are in receipt of a carer's allowance.

Two and three year old children and under-16s in 'at risk' groups receive a nasal spray vaccine, as well as primary school pupils in a bid to slow down the spread of the virus.

The flu vaccine changes every year to fight the latest strains of flu, so even if you had a vaccination last winter you need another one this year to stay safe from flu.

Further information about the flu vaccine can be found on the NHS Choices website.

Blood Pressure



checking service

If you would like to have your blood pressure checked please ask Judy whenever you are in the Kirkby Office.

If you can't make it to Kirkby and would like to arrange a check please give Judy a call on 0151 549 1412.

High blood pressure usually has no symptoms. If it is too high over a period of time you will be more at risk of having a stroke or heart attack.



Public Health
England

NHS

Are you
a carer?
Get your
free flu jab.

**HELP US
HELP YOU**

STAY WELL THIS WINTER

