



The Princess Royal Trust Knowsley Carers Centre



Services and Information

OPENING TIMES

Kirkby Office

9.00 am – 5.00 pm Monday – Thursday

9.00 am – 4.00 pm Friday

9.30 am – 4.30 pm for drop in and telephone helpline

143 Bewley Drive, Southdene, Kirkby, L32 9PE

0151 549 1412

Halewood Office

9.00 am – 5.00 pm Tuesday, Wednesday, Thursday

9.30 am – 4.30 pm for drop in and telephone helpline

The Halewood Centre, Roseheath Drive, Halewood, L26 9UH

0151 448 9771

Huyton Office

9.00 am – 5.00 pm Tuesday – Friday

9.30 am – 4.30 pm for drop in and
telephone helpline

The Old School House

St Johns Road Huyton, L36 OUX

0151 482 6279

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. The staff at Knowsley Carers' Centre are here to help you, and we will try to do all we can to support you in your caring role.

We are an independent registered charity under the umbrella of the Princess Royal Trust for Carers (Carers Trust), a national network of independent Carers' Centres.

We hope you find this information guide useful. Inside you will find information about carer support groups, welfare rights advice, grants and training opportunities. There is also a section on our voucher scheme and a range of activities enabling carer's to take a break. Take a look at the Emergency Card Scheme, it might help put your mind at rest. Our contact numbers and email address is printed throughout this guide and we look forward to hearing from you.

Kind Regards

Paul Rowan, Manager

At the time of printing the information contained within is correct.

REGISTRATION AND NEWSLETTER

All carer's registered with us will receive a newsletter three times per year and other occasional mailings. This will keep you informed of the services and activities we have on offer and also keep you up to date with government legislation relating to carers.

Information is the most important issue for carers and we aim to provide correct and relevant information, which is easy to understand.

The impact of caring for someone is becoming more widely recognised. Caring can be both physically and mentally exhausting and can have a negative effect on emotional and physical health; so please remember that help and support is always available at the Carers' Centre.



CARER SUPPORT TEAM

Our Carer Support Team is available to offer information, advice, advocacy and support. They are available at our Kirkby /Halewood/ and Huyton Offices (see inside front cover). Home visits can also be arranged.

The support workers can assist with access to a range of Services including:

- Carers' assessments
- Direct payments
- Grants
- Carers' breaks

The carers support team will assist you with any matter that causes you concern in your caring role.

YOUNG ADULT CARERS' SUPPORT

The Young Adult Carers Support Project supports young adult carers aged 17 -25 years old. We can provide information, advice, advocacy and support to young adult carers. We also arrange activities which the young adult carers can access such as nail art, trips, etc. We have links with Knowsley Young Carers project and together we try to support young people through the process of change from children's services to adult services.

Please telephone **0151 549 1412** for more information

VOUCHER SCHEME

Your care 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 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 72 VOUCHERS** in the 12 month period running from April to March. That means, for example, if you register during April you can access 72 vouchers, register in July then 54 vouchers, register in October 36 vouchers and register in January 18 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 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 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

VOUCHER SCHEME

The vouchers cannot be used for any of the following

- To replace any other community care services that you receive as a result of an assessment. Day or respite care.
- To provide the cared for with any personal care unless it has occurred as an accident or emergency.

The appropriate numbers of 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 care vouchers you do not want to Knowsley Carers Centre (We can provide you with a pre paid envelope upon request). All vouchers are valid from date of issue until the 31st March of that year. If they are not used then they must be returned to the Carers Centre.

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

TRAINING OPPORTUNITIES

Knowsley Carer's Centre offers a range of courses to improve carers skills, meet other carers and take part in some fun activities. Examples of courses include:

- Computer Skills
- Stress Management
- Looking After Me Programme
- Card Making
- CV Writing

For more information, please check the newsletter or contact any of the offices.

HOLISTIC THERAPIES

We all feel the stress from the pressures of modern day living, none more so than carers, so why not come along to one of our Centres and let us calm you down, boost your energy and pamper you with a totally indulgent treatment.

We at the Knowsley Carers' Centre, would like to offer you, the chance to experience relaxing and stress relieving Holistic Therapies by one of our fully qualified therapists. Alternatively why not drop in to Knowsley Carers' Centre in Kirkby and try out our deluxe massage chair.

The following therapies are available at various locations.

- INDIAN HEAD MASSAGE
- BACK AND SHOULDER MASSAGE
- HOT STONE MASSAGE
- REIKI

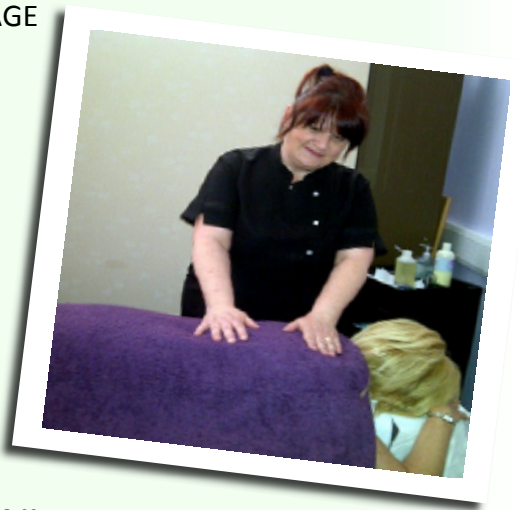
For more information or to book a therapy telephone

0151 549 1412 - Kirkby

0151 448 9771 - Halewood

0151 482 6279 - Huyton

Email: knowsley.carers@btconnect.com



CARERS' SUPPORT GROUPS

Carers' Support Groups are a way for carers to meet one another in an informal setting. They are an ideal way for people to voice concerns and share information. We aim to have occasional guest speakers and would greatly appreciate your suggestions.

HUYTON, PRESCOT AND WHISTON CARERS GROUP

Meets fortnightly of a Wednesday, 10.30 am – 12 noon

At The Old School House, St Johns Road Huyton

Tel: 0151 482 6279

HALEWOOD, CRONTON CARERS GROUP

Meets 1st Wednesday in the month 10.30 am – 12.00 noon at the

Halewood Centre, Roseheath Drive, Halewood, L26 9UH.

Tel: 0151 448 9771

KIRKBY, STOCKBRIDGE VILLAGE CARERS GROUP

Meets fortnightly of a Thursday, 10.30 am – 12.00 noon at Knowsley Carers' Centre,

143a Bewley Drive, Southdene, Kirkby L32 9PE

Tel: 0151 549 1412

DOES YOUR GP KNOW YOU ARE A CARER?

Have you told your GP that you're looking after someone?

Looking after someone can have an impact on your health so it's important that your GP is aware of your caring role. Ask to be registered as a carer at your practice. This will help your GP to help you.

Many practices now have a carer link, a member of staff who keeps in touch with the Carers' Centre and helps to keep the practice informed about issues that affect carers. There are carers notice boards with information about services to support carers in practices across the borough and many other ways in which practices continue to support carers. For example: carer's value flexible or double appointment times and appropriate support if the person waiting for an appointment is distressed.

By maintaining close contact with the Carers' Centre, practice staff are developing a deeper understanding of how to support carers. To this end, practice staff and carers meet together quarterly at the Carer and GP Connect Group held at Knowsley Carers' Centre.

For more information about this group and support for carers in GP practices contact: **0151 549 1412**.

OTHER SUPPORT FOR CARERS

Caring Companions came into being when a number of the 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 now provides a safe and friendly place to meet once a week in Kirkby and Prescot. There are also theme nights and days out providing a much needed break for carers.

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

VOLUNTEERING

Knowsley Carers Centre welcomes requests from carers to volunteer with the organisation. Volunteering will help you to:

- Learn new skills
- Good for your CV
- Work alongside experts in their field
- Make new friends
- Knowing you're making a contribution to our work

If you are interested in volunteering, please contact the Centre on
0151 549 1412 - Kirkby
0151 482 6279 - Huyton
0151 448 9771 - Halewood.

ACTIVITIES AND TRIPS

Knowsley Carers Centre offers a range of activities and trips which are advertised within our newsletter.

The trips allow carers to have a break and have been very popular and beneficial in the past. The trips go to various locations across the North West.

For further information, please contact the Carers Centre on
0151 549 1412 - Kirkby
0151 482 6279 - Huyton
0151 448 9771 - Halewood

WELFARE RIGHTS

Our Welfare Rights Advisor is available to give support on benefits issues. We can provide more information about the following:

- Disability Living Allowance (DLA)
- Attendance Allowance (AA)
- Carers Allowance (CA)
- Income Support (IS)
- Jobseekers Allowance (JSA)
- Employment Support Allowance (ESA)
- Pension Credits (PC) State Pension (SP)
- Personal Independence Payment (PIP)
- Universal Credit (UC)

There are other benefits you may be able to claim, for instance:

- Housing Benefit (HB)
- Council Tax Benefit (CTB)

We can also provide home visits if required.

Please telephone

0151 549 1412(Kirkby)

0151 448 9771 (Halewood)

0151 482 6279 (Huyton)

EMERGENCY CARD SCHEME

What is the 'Carers Emergency Card' Scheme?

- The card is the same size as a credit card.
- It is free to any carer who lives in the borough of Knowsley
- There is no personal information on the card just a reference number and the telephone number of the 24 hour response centre.

How does it work?

Firstly, you must register with Knowsley Carers' Centre and you will be sent an application form for you to detail your action plan in the event of an emergency.

For more information, or to register, please contact:

Knowsley Carers Centre on: **0151 549 1412** or
email: knowsley.carers@btconnect.com



COUNSELLING SERVICE

Would you like to talk to someone?

Knowsley Carers' Centre offers counselling to all adult carers and former carers who would like to speak confidentially about their situation.

The experience of looking after a relative, friend or neighbour can be very isolating. It can be difficult for carers to share their concerns with other people. Often the focus of attention is on the person being cared for and the carers can feel guilty about having and expressing some of their own feelings. Sometimes these feelings can seem overwhelming and may lead to ill health and a sense of hopelessness. Counselling can help to unravel these feelings, thoughts and difficulties and can help to recharge the batteries and work towards important decisions.

Counsellors assist by listening carefully and accepting your concerns. You are not told what to do or given advice. The aim is to help you make your own choices and put them into practice.

If you are interested in having counselling and would like more information, please contact: **0151 549 1412**

CARER'S ASSESSMENT

As a carer you may be providing practical and/or emotional support to another person. This person may be your partner, a relative or a friend. You may even be providing support to more than one person.

Your local Social Services have duties and responsibilities to help support you as a carer. You are entitled to information, advice and support and you have a right to a needs assessment if you care for a disabled child or an adult aged 18 or over. Your carer's assessment should take into consideration your needs and wishes as a carer and also your work, home life and leisure commitments.

Your carer's assessment is your opportunity to tell Social Services about your caring role, how it impacts on your life and what things would make your caring role easier.

It may be a good idea to prepare for your carer's assessment by making a list or keeping a diary of everything you do to help look after the person you care for.

For more information and support, please telephone:

0151 549 1412 - (Kirkby)

0151 448 9771 - (Halewood)

0151 482 6279 - (Huyton)

or email: knowsley.carers@btconnect.com

COMMENTS, COMPLIMENTS & COMPLAINTS

Knowsley Carers' Centre aims to provide the best possible service to carer's. It is therefore important to ensure that we can maintain the highest standard of support, and that we listen and recognise the comments, compliments and complaints made to us.

Your comments are valued and if you feel you need to complain we would investigate and respond in a responsible manner. All complaints, formal and informal will be recorded.

Complaints will not be seen in a negative light, they represent valuable feedback, communication and a positive opportunity to improve the quality of services, policies, procedures and behaviour of Knowsley Carers' Centre.

If you have a comment to make, either positive or negative please write to:

The Centre Manager
Knowsley Cares Centre
143 Bewley Drive
Southdene
Kirkby
L32 9PE

CARER'S GRANTS

The Princess Royal Trust for Carers has grants available. These funds have been set up, with the support of donations from companies and individuals, to help carer's in practical ways and are designed to help improve the quality of life for carer's, either physically or emotionally.

The Grants available are:

- The Carers Break Fund
- The Carers Relief Fund
- Education Development Fund

The grants are only available to carer's registered and all applications must be made through Knowsley Carers' Centre.

For more information please contact

0151 549 1412 - (Kirkby)

0151 448 9771 - (Halewood)

0151 482 6279 - (Huyton)



AFTER THE CARING ENDS

If the person you care for dies or perhaps has to go into permanent nursing care how do you, their carer pick up the pieces of your life.

Knowsley Carers' Centre is committed to helping former carers to find ways to 'move on' with their lives. Depending on your skills, abilities and availability, you could apply to become a volunteer and get involved in other activities as they arise.

As a former carer you can for one year

- Receive the newsletter.
- Receive counselling services.
- Get advice/receive advocacy services from Knowsley Carers staff team.

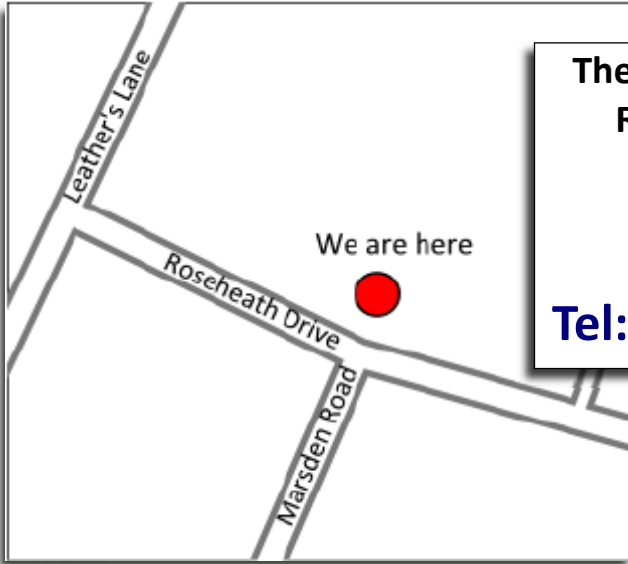
If the person you care for has to go into permanent nursing care or home, we at Knowsley Care Centre will support you for a further 3 years.

Please contact us if your caring role ends and you do not wish to receive any more correspondence from us.

Phone: **0151 549 1412**

or email: knowsley.carers@btconnect.com

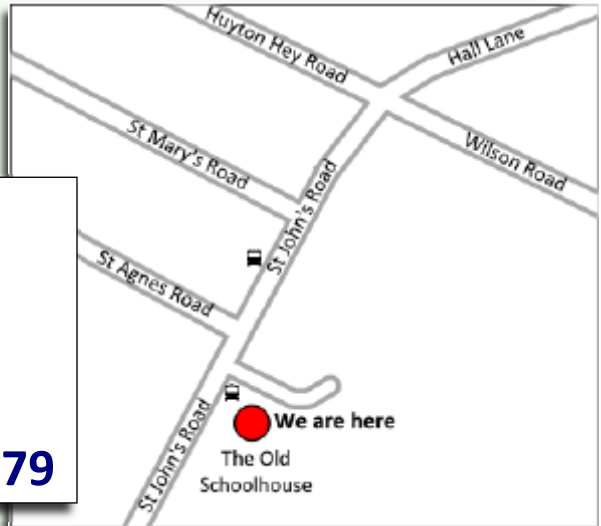
THE HALEWOOD CENTRE



The Halewood Centre,
Roseheath Drive,
Halewood,
L26 9UH

Tel: 0151 448 9771

THE HUYTON CENTRE



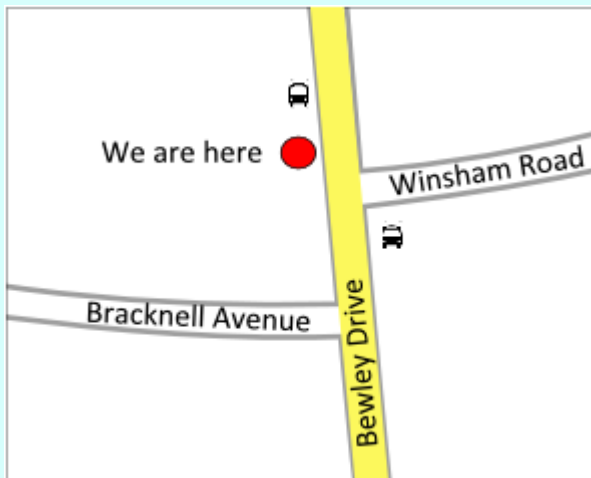
Old School House
St John's Road
Huyton
Liverpool
L36 0UX

Tel: 0151 482 6279



**The Princess Royal Trust
Knowsley Carers Centre**
www.knowsleycarers.co.uk

0151 549 1412



143 Bewley Drive, Southdene, Kirkby, L32 9PE

This booklet is also available in other formats, please contact 0151 549 1412



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