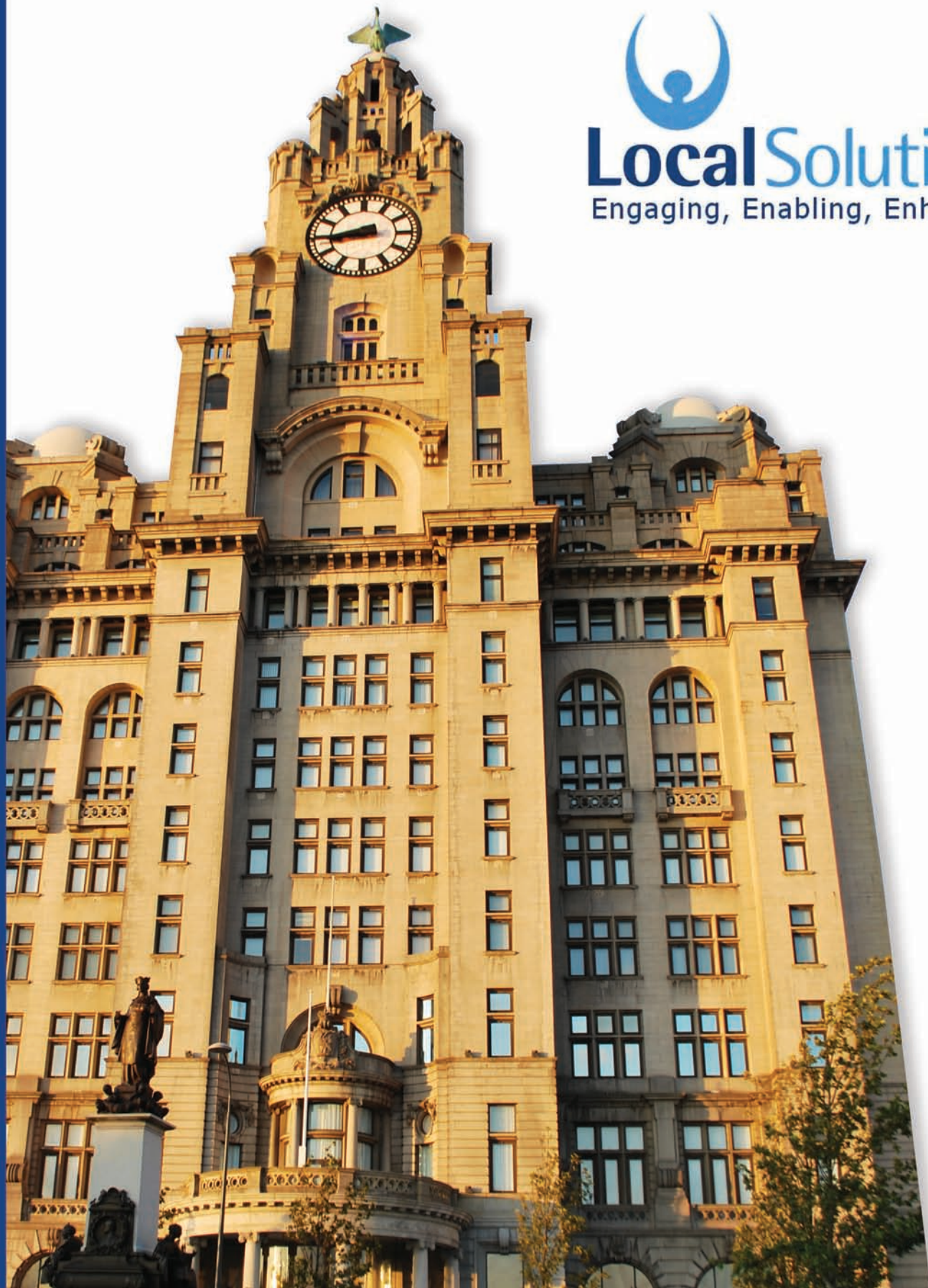


Liverpool Carers Centre

Carers Information Pack





SightSavers

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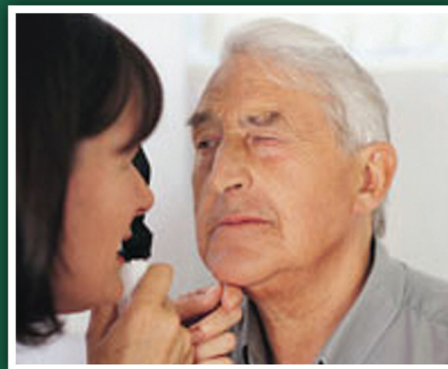
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94 Linacre Road, Liverpool, L21 6NU **0151 9333666**

Welcome to Liverpool Carers Centre

Carers look after a relative, friend or neighbour who cannot manage without help because of sickness, age or disability. The person cared for can live with you or by themselves or in a residential establishment.

There are nearly six million carers in the UK and becoming a carer can be a gradual process or one that may happen overnight. Whatever the circumstances, it is important that carers are recognised and feel supported.

If you are a carer, then Liverpool Carers Centre may be able to support you in your role. We work to improve the quality of life for carers in Liverpool by delivering support services that meet your needs. This includes:

- A flexible support service that can change as your needs change
- Support that is independent of statutory organisations, offering impartial advice and information
- Signposting to specialist organisations
- An opportunity to become involved in developing support for carers at a local level



To All Carers And Their Families

- Your home could be sold to fund care home fees
- Decide now who you would want to manage your affairs should you lose mental capacity



“We have worked hard all our lives to leave something for our children and grandchildren. Why should the Local Authority get it all?”

If you have to go into care and you have assets that total more than £23,250 (including the value of your home), you will have to fund your care in full. A care home could cost £500-£800 a week or more. The reality is that your children could end up with very little. There are important steps you should take now to protect your home.

Married Couples

If you and your husband/wife currently have 'Mirror Wills' or 'Joint Wills' you risk leaving your share of your home to your husband/wife for it simply to be swallowed up in care home fees. A legal trust arrangement within your Will could save your family tens of thousands of pounds and ensure your hard earned wealth passes to those you choose.

Widowed/Single

The options available to you to protect your home are fewer and it is vital you act now.

"I'm protected, I've signed my house over to my children"

Have you considered what will happen if your child/children experience marital difficulties and your home forms part of a divorce settlement? What will happen if your child/children experience financial difficulties and enter bankruptcy? Did you know that Capital Gains Tax is payable on second homes, meaning a potentially huge tax bill when your home is eventually sold by your children?

It's not too late to put it right - contact us today for advice.

Lasting Powers of Attorney

Have you considered what would happen if you were no longer able to manage your affairs due to loss of mental capacity? Without a Lasting Power of Attorney your personal affairs would become the responsibility of the Court of Protection. Act now to ensure that those you love and trust are able to make decisions regarding your property/financial affairs and health and welfare matters.

To find out how you can protect your home and hard earned money or to arrange Lasting Powers of Attorney please contact our expert Lorraine Snyder LLB on

0151 722 0511

or e-mail at

lorraine.snyder@collectivelegal.co.uk



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Local Solutions and Partners

Liverpool Carers Centre is run by Local Solutions, a charity delivering services to people in England and Wales, with a focus on the North West. Established in 1974, the organisation has a proven track record of improving the quality of life for vulnerable and excluded people in the region.

To ensure joined up service provision for carers, the Centre works closely with partner agencies including Liverpool City Council and Liverpool Primary Care Trust as well as non-statutory organisations.

The Centre was opened in November 2006 and is a member of The Princess Royal Trust for Carers (PRTC), a national network of independent carers centres and young carers services through which quality information, advice and support services are provided.



In 2007 we were delighted to welcome HRH The Princess Royal on a visit to the Liverpool Carers Centre to mark our first anniversary. As President of The PRTC, Princess Anne unveiled a plaque and enjoyed a tour of the facilities at the Carers Centre based at the Hall Lane site of Local Solutions in Kensington.

HRH met with forty-five carers who are supported by Liverpool Carers Centre and who take part in the variety of activities on offer. Many of the carers spoke to her about the issues that they face and what the Centre means to them.



Elton Publications would like to thank all the sponsors who appear in this publication.
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Fax : (0151) 287 1091

"My brother's quality of life is excellent, he enjoys being involved in so many activities"

"Staff are very thoughtful and really care about the people they support"

"I wouldn't be able to live in my own flat without the support from MASS"

"MASS provides a service that ticks all the boxes, they are always helpful, friendly and never let you down"

Information for Professionals

If you think that Liverpool Carers Centre could provide information to your organisation or the people your organisation assists, please do not hesitate to contact us.

We can come out and talk about our services, or have information displays at your events. We may also be able to provide training and help raise awareness of Carers issues.

Your organisation could also be added to our mailing list so that you are aware of any future events we may be having.

Carers Rights

There are a number of key pieces of legislation that have been put in place to help carers:

They are

- **The Carers (Recognition and Services) Act 1995** – recognises the role of carers and gives them the right to request an assessment in their own right.
- **The Carers and Disabled Children Act (2000)** – reinforces carers' right to request an assessment of their own needs, even when the person they care for has refused a community care assessment or services. The Act also recognises individuals with parental responsibility for a disabled child.
- **The Carers (Equal Opportunities) Act (2004)** – places a duty on the Local Authority to inform carers of their right to an assessment. It also seeks to ensure that carers are able to participate fully in society by ensuring that their leisure, learning and employment needs are considered.
- **The Work and Families Act (2006)** – gives carers the right to request flexible working conditions.

For more information visit the Department of Health website: www.dh.gov.uk

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Carers Emergency Card Scheme

What is the Carers Emergency Card scheme?

This is a free service to any carer who lives in Liverpool, run jointly with Local Solutions and VNC Lifeline it provides carers with peace of mind when they are away from the person they care for.

How does it work?

After registering with Liverpool Carers Centre and completing an application form with your details, the details of the person you care for and your action plan, a card (the same size as a credit card) will be issued with your personal identification number and the VNC Lifeline telephone number.

In the event of an emergency away from home, VNC Lifeline would telephone your emergency contacts and if they cannot be contacted, they would contact Social Services, provided you have consented to this in your Action Plan.

What is an Action Plan?

Your Action Plan would determine what you would want to happen in the event of an emergency.

This would include the names, addresses and phone numbers for two friends, relatives or neighbours who can be contacted by VNC Lifeline - you must get consent from them to register their details with VNC Lifeline and also discuss with them what they should do in this situation.

What are the benefits?

As a carer with lots of responsibilities, this is one practical way of helping to ease the worry of what would happen to the person you care for should you have an accident when you are away from them.

The card offers 24 hour support in the knowledge that VNC Lifeline will inform your emergency contacts and if they are unavailable, a referral can be made to Social Services.

How do I register?

To receive your application pack and unique PIN number contact:

**Liverpool Carers Centre, Mount Vernon Green,
Hall Lane, Liverpool L7 8TF. Tel: 0151-705 2307**



Carer's assessments

Make yourself count

Carers are more than just a number in Liverpool – they are priceless to the city and its most vulnerable residents.

All carers are entitled to a carer's assessment. You get a chance to think about what support you might need to continue caring and to have a life outside of caring.

You are entitled to an assessment if you are aged 18 or over and care for someone who is a Liverpool resident.

Firstly, you need to complete a carer's self-assessment.

You can:

- Do this online
www.liverpool.gov.uk/carersassessment
- Request a pack from Careline on 0151 233 3800 or by email through the above web page.

If you are under 18 and care for someone you are entitled to a young carer's assessment.
Please contact Careline as above.

Liverpool making carers count

Help with Finances

Liverpool Carers Centre can signpost carers to specialist (qualified) teams within Local Solutions and other organisations for information and/or support on their finances.

This includes:

Welfare Benefits:

- Disability Living Allowance
- Attendance Allowance
- Carers Allowance
- Income support
- Jobseekers Allowance
- Employment Support Allowance
- Pension Credits
- State Pension

Fuel Debt:

- Bill queries
- Dealing with fuel debt
- Accessing grants
- Saving energy
- Help with switching suppliers

Money Advice Service:

- Income maximisation
- Budgeting Advice
- Rent/mortgage arrears
- Credit card/personal loan debts
- Representation at court hearings
- Help with bankruptcy applications
- Dealing with emergencies e.g. bailiffs

Carers Health and Wellbeing

Carers Centre Activities

At Liverpool Carers Centre we offer a range of healthy and fun activities throughout the year.

Examples of session are outlined below:

Reiki is a highly popular treatment for our carers that takes place once a month.

This very simple, non-intrusive and extremely powerful process relieves stress and tensions, resulting in a deep sense of relaxation and wellbeing.

Appointments are available at the Carers Centre. This is very popular, so book early to avoid disappointment.



Meditation sessions are run on a monthly basis. Carers can learn and practice the skills of meditation, which will bring about both physical and psychological benefits.



Tai-Chi takes place on a weekly basis and is based around smooth and gentle movements which help to increase flexibility and suppleness.

Relaxation sessions are designed to help individuals learn how to manage stress, through different techniques and conversations.

Carers are offered a number of relaxation techniques that they can practice in the comfort of their own home.

Indian Head Massage is run on a monthly basis by a qualified therapist.

This form of massage works on the upper back, shoulders, upper arms, neck and head, and helps with relaxation by relieving stress, tension and fatigue.

Support groups are very much carer led. The monthly groups offer support from other carers as well as the opportunity to take part in various activities such as bus trips, Christmas lunch, arts and craft and pampering sessions.



Allotments situated in the grounds of our Centre provide carers with the means to grow their own fruit and vegetables. All equipment is provided by the Centre and carers can decide themselves on which seeds they wish to plant.



Carers Wellness Zone

Gym: at the Centre's gym carers have access to a range of Technogym Easyline equipment (used in Lifestyles Centres across Liverpool) and our fitness instructor is on hand to provide one to one advice and support to encourage carers to lead a healthy lifestyle.

Carers undertake a 45 minute induction when they register and are then able to use the facilities at their convenience. The gym apparatus has enabled carers to tone and strengthen their muscles, as well as to lose weight and increase their stamina and fitness.



Circuit-cise: carers enjoy weekly classes to music, which are fun and ideal for improving fitness levels.

Each session varies and incorporates a range of apparatus including Swiss Ball, Step Boxes and Dumbbells. Our instructor is at hand to support and encourage carers to reach their goals.

Healthy Lifestyle Classes: one to one or group sessions are held at the Centre covering all topics of healthy life. These include food types (the benefits and negatives), social stigmas, addiction, food labels and exercise benefits.

Classes are delivered through an 'open learning' format using methods such as brain storming, discussions, quizzes and internet searching.

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....it's where the heart is

0151 494 5654

www.supportathome.co.uk



High Quality, Personalised Home Care Support For Adults Of All Ages

We provide a personalised service which can compliment other support services and care packages. We can provide a long term arrangement or a more flexible, short term service to cover PA holidays/sickness, respite care or just an 'as and when required' service.

Support at Home are a family owned and operated local care provider of high quality personalised and caring support services to adults of all ages.

We provide our support services to clients who fund their support in many ways, such as Privately, Personal Budgets, Direct Payments, I.L.F.

We specialise in:

- | | | |
|-----------------|------------------------|----------------------|
| ♥ Personal Care | ♥ Meal Preparation | ♥ Re-ablement |
| ♥ Companionship | ♥ Medication Reminders | ♥ Health & Wellbeing |
| ♥ Home Help | ♥ Errands | ♥ Emergency Packages |
| ♥ Housekeeping | ♥ Transportation | ♥ Personalisation |

For further information, please contact our Care Manager: Nicola Beal, Support at Home, Suite 25, St. Andrews Business Centre, Garston, Liverpool L192NL.

Telephone **0151 494 5654**, Email nicola.beal@supportathome.co.uk, Or visit our website at www.supportathome.co.uk



24/7 Emergency telephone support

Training Opportunities

Short Courses

We provide training for Carers in a variety of specialist areas e.g. computer courses, relaxation, healthy lifestyle and many more. If you have a particular training issue that you would like us to address please contact us as we run some courses based on demand.

We understand that caring for someone can be unpredictable and may prevent you from attending some sessions at short notice, so please do not worry about this when booking on to a course.

Adult Learning Services

Liverpool Carers Centre, in partnership with Adult Learning Services, offer courses specifically for carers.

The sessions are undertaken at a time which is suitable for carers and they have input into the choice of courses provided. Courses that have been run include, local history and an introduction to yoga.



Carers Respite



Throughout the year, the Carers Centre offers a range of social breaks to enable carers to take time away from their caring role in the company of other carers. In the past, carers have enjoyed trips to Chester, Blackpool and Southport, to name but a few. The Carers Centre also has a partnership with local hotels to offer a free night's respite for a carer and a friend. This break also includes breakfast. Currently Malmaison Liverpool and the Crowne Plaza Liverpool are generously supporting us with this much needed break.

Additional Services:

Free Internet Access: if you cannot access the internet at home then come along to the Carers Centre and enjoy free internet usage. A member of staff will be at hand to offer assistance if required.

Use of Photocopier/Scanner: if you need to make photocopies or scan important documents to send via post or email, then we can assist you. We may need to make a small charge.



Are you a carer? Interested in mental health and learning disability issues?

Then please Join in...

Mersey Care is building a significant membership from the people in our community. It's free to join and benefits include having a say about our plans for the future - you can help us to further improve the services we provide. You will also have access to NHS Discounts to take advantage of discounted prices with thousands of retailers. You can choose your level of involvement and the extent of our contact with you. (You must be aged over 14 to become a member).

For application details and further information about becoming a member of Mersey Care NHS Trust please telephone

Julie Crompton on 0151 473 2885 or
email Membership@merseycare.nhs.uk

Does your GP know you are a carer?

Have you told your GP you are looking after someone?

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

Tell your GP about any issues you have, especially if you are experiencing stress or anxiety. Your GP can be one route into social services, counselling and other organisations that may be able to help you.

When making an appointment, ask for extra time with your GP to talk through matters. Make a list of questions beforehand. This will help your doctor understand the concerns you have about your own health and that of the person you care for.

Useful contacts

NHS direct can provide information about doctors, dentists, pharmacists and other health services in your area as well as providing medical advice over the phone if you or the person you care for is unwell.

Telephone:

0845 46 47

or visit the website at www.nhsdirect.nhs.uk

Carers Direct offers free confidential information and advice for carers.

Telephone:

0808 802 0202

or visit the website at www.nhs.uk/carersdirect/Pages/CarersDirectHome.aspx

Princess Royal Trust for Carers Grants

The Princess Royal Trust for Carers (PRTC) has grants available for carers; the funds have been set up with the support of donations from companies and individuals, to help carers in practical ways.

They are also designed to help improve the quality of life for carers either physically or emotionally.

The Grants available are:

- **The Carers Break Fund.**

This fund is available for carers to apply for support towards the cost of accessing a break from their caring role. The break could be in the form of a weekend retreat or holiday based in the UK. Others may prefer to access regular shorter breaks from their caring role.

- **The Carers Relief Fund.**

Carers can apply to this fund for money to go towards the purchase of household equipment which will have a direct and long term impact on the carers' quality of life.

- **Educational Fund.** This Fund can provide funds for both individuals and groups of carers to engage in peer based, skills development learning activities.

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* Our service is unsuitable for people with certain health conditions

www.nailcarers.co.uk

The grants are only available to carers registered with Liverpool Carers Centre and must be made through the Centre.

For more information please telephone – 0151 705 2307

Carer's assessments

What is a carer's assessment?

A carer's assessment gives you a chance to think about what support you need to continue caring as well as how you can have a life outside of caring.

How do I get a carer's assessment?

First, you'll need to complete a self-assessment. You can do this quickly and easily online on Liverpool City Council's website:

www.liverpool.gov.uk/carersassessment

If you would prefer to complete a paper-and-pencil self-assessment you can get a copy by:

Calling us - 0151 705 2307

Emailing us - carerscentre@localsolutions.org.uk.

Or call in, Monday to Friday, 9am-5pm to see us at:

Local Solutions
Mount Vernon Green
Hall Lane
Liverpool
L7 8TF

You can also request that a social worker helps you to complete your self-assessment.

What happens when I have completed a self-assessment?

A carer development worker at Liverpool Carers Centre will work with you on a support plan that could:

- Help you to stay healthy
- Contain advice on education or carers' training
- Take you through your rights if you are still in paid employment
- Make sure you're getting the right financial support
- Help you to have a break.

As well as the carer development worker, you can also request that a social worker works with you on your plan.



Abbey Care

for peace of mind

Abbey Care is a family run company providing domiciliary care in Liverpool to adults since 1997. We pride ourselves on providing quality care tailored to the users requirements. We are an approved provider with the Carers Voucher Scheme and we provide a service to the Local Authorities, and private users for the following areas:

- Elderly Care
- Mental Health
- Complex Health Needs
- Personal Care
- Learning Disabilities
- Physical Disabilities
- Alcohol Misuse
- Sitting Service

We are registered with the Care Quality Commission which assures you that all our trained staff have been through a thorough vetting process. We are a fully VAT exempt organisation so there are no hidden charges for service users paying privately or using Direct Payments.

If you are interested in finding more information on the services we provided please do not hesitate to contact us on:

Tel: 0151 486 6618 e-mail: abbey-care@btconnect.com web: homecareliverpool.co.uk

Alzheimer's Society Liverpool

**Alzheimer's
Society**

Leading the
fight against
dementia

Supporting people with dementia, their families and their carers

Alzheimer's Society is the UK's leading care and research charity for people with dementia and those who care for them.

There are 750,000 people with dementia in the UK, with numbers set to rise to 1 million by 2025.

Alzheimer's Society provides information and support for people with all forms of dementia and those who care for them. It runs quality care services, funds research, advises professionals and campaigns for improved health and social care and greater public understanding and awareness of dementia.



Our services are available to anyone who :

- is living with dementia
- knows or cares for someone living with dementia
- is a professional working with people with dementia, their carers and families
- would like more information

Locally we offer various support groups for people living with dementia and their carers.

For further information please contact:

Alzheimer's Society
Neurosupport Centre
Norton Street
Liverpool, L3 8LR
T: 0151 298 2444
alzheimers.org.uk
National Dementia Helpline: 0845 300 0336

Alzheimer's Society operates in England, Wales and Northern Ireland, Registered charity no. 296645
Company limited by guarantee and registered in England no. 2115499

How to Register at Liverpool Carers Centre

Registering at Liverpool Carers Centre is very easy. You can call the team on 0151 705 2307 and we will take your details. It couldn't be any easier.

You will also be asked if you would like to complete a carers self-directed assessment. This will give you the opportunity to give details about the type of support that would help you in your caring role. No two carers needs are the same and the carers assessment makes sure that all your needs are taken into account.

Upon registering with the Carers Centre you will also be given further details of activities that are currently available at the Centre and advice on how to get involved.

We hope there is something to suit everyone, so why not make that call and find out what's here for you.

We look forward to hearing from you very soon.



Liverpool City Council Telecare Services



What is Telecare?

A Telecare package is remote monitoring equipment installed in peoples' own home to promote independence and well being and increase feelings of safety and security.

How does Telecare work?

A Telecare base unit is installed in the persons own home and this is connected to the telephone line which is linked to a 24 hour, 7 days a week staffed contact centre. A series of sensors are linked wirelessly to the base unit (e.g. flood sensor, falls sensor, smoke sensor). If a sensor is triggered then an alarm is raised in the contact centre, where an advisor will receive the alarm and take appropriate action. This could include contacting a carer, offering reassurance or calling emergency services.

Am I eligible for Telecare Services?

You may be eligible if you are aged 18 years or older and are vulnerable due to any of the following:

- Having dementia
- Having a long term health condition (e.g. heart failure, diabetes)
- Having a physical or learning disability
- Having a history of falls or are at risk of falling
- Being discharged from hospital or intermediate care
- Being at risk of domestic violence

How can I access the Telecare Service?

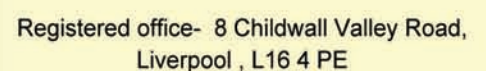
You can be referred to Telecare through your GP, or other health/ social care worker. You will then receive an assessment to see how Telecare can support you.



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Telecare Service
Lifthouse
Unit 4-5 Dempster Building
Summers Road
Brunswick Business Park
Liverpool L3 5BL
Tel: **0151 296 7781/7782**
e-mail telecare@liverpool.gov.uk



This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



**Liverpool Carers Centre is open
Monday to Friday from 9am until 4pm.**
(At all other times a message can be left)

There are several ways you can contact us:

Telephone: 0151 705 2307

Email: CarersCentre@localsolutions.org.uk

Web address: www.localsolutions.org.uk