

We're still here!

The Covid 19 outbreak has been with us for some time now. Back in March last year, how many of us thought we'd still be having to lockdown and keep our distance from loved ones into the New Year. It's been a tough new year for many. Some of us have lost someone close, been apart from someone we love or have had to carry on a caring role alone and some carers have told us that these recent months have been the hardest. We haven't had so much sunshine to brighten us up as we had during the summer months. Many are feeling the impact of reduced income and using Zoom, What's App and all the other new ways to stay connected is either uncharted territory or just not the same.

However, there is support available. Staff

at Knowsley Carers Centre continue to work from home to provide information, advice and advocacy. We can also signpost you to many other services and projects operating across the borough. If you're feeling isolated or are experiencing other difficulties due to the current lockdown then share your feelings with one of our support staff, it may be that there are ways to support you that you hadn't thought of. Contact us in the usual way by telephoning Knowsley Carers Centre on 0151 549 1412, leaving clear contact details or email to enquiries@knowsleycarers.co.uk

And remember some of the people you keep in touch with may be carers too so please do pass on our contact details. Read on to learn more about local services during lockdown!

To access services from Knowsley Carers Centre please Tel 0151 549 1412 leaving clear contact details or email to enquiries@knowsleycarers.co.uk

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 you care for 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

You can download a registration form from :

http://www.knowsleycarers.co.uk/forms/6084.18_carers_registration_form.pdf

Once completed it should be posted to :
Home Care Link (CC)
Freeport LV5348
Ormskirk, Lancashire, L39 2HT

healthwatch
Knowsley

Your views and comments
are important to us

Healthwatch Knowsley makes sure your views on local health and social care services are heard. If you have received a service from Knowsley Carers Centre—whether that be information support, advice or any other service, please feedback your comments to the Knowsley Healthwatch website www.healthwatchknowsley.co.uk

If you are using the Healthwatch Knowsley website to leave feedback about Knowsley Carers Centre, why don't you leave feedback about your GP surgery at the same time? It is really important for us to hear how people are accessing services.

WELFARE BENEFITS ADVICE



Our Benefits Advisor, Paul Murphy continues to provide telephone advice, information, benefits calculations, and support to help complete forms.

Please call on 0151 549 1412 leaving clear contact details or email enquiries@knowsleycarers.co.uk

Carers ID Card

The Carer ID card is a useful form of photo ID to prove you have a caring role. During the Covid 19 outbreak these cards are proving useful for carers as proof that they are supporting someone if they are stopped while travelling, and carers have also used the card to gain entry to the supermarkets during

the key worker opening times. Under normal circumstances the card can help you to gain free or discounted entry to a number of venues including cinemas and sporting events. Please contact us on 0151 549 1412 or email to enquiries@knowsleycarers.co.uk

I have used my card with work as proof that I am a carer when they have tried to move my location, which is important to me to be closer to home.

I use my card when supporting my adult son, it's proof that I am his carer and gives me consent to speak on his behalf.

Helped us get seats with more legroom on the plane.



I've used mine when we have been together to the cinema so I have got in for free.

Do you have a Carers ID Card?

I forgot the Disability Concessions Card but my Carers Card was taken as proof instead.

Sometimes when booking events I show the card as proof that I need the same access as him.

**FUN FUN
FUN FUN**

Are you bored at home? Is the isolation of lockdown getting to you? Why not join us for some fun activities.

Come and join us for an online Quiz with Knowsley Carers Centre. As long as you can click a link to our room via a laptop, an ipad or a phone then you can get yourself involved. Lots of fun, lots of laughs and the chance to win some prizes.

To find out what's coming up please add us on Facebook at <https://www.facebook.com/Knowsley-Carers-Centre-314024755700987>

Alternatively, you can register your interest in attending quizzes, bingo etc by mailing your contact details to ian@knowsleycarers.co.uk and I can mail the details of any upcoming quizzes or Bingo sessions etc directly to you. For more details contact Knowsley Carers Centre on 0151 549 1412

We look forward to hearing from you.



Many carers are contacting the Carers Centre and their GP practice to ask about when they will receive their Covid vaccination. Government guidance to Local Authorities places carers in priority 6 of the first phase of the vaccination programme but currently there is no date for when this cohort will receive the vaccine. Knowsley Carers Centre has been informed by the CCG that shortly after completing cohorts 1-4 of the first phase, CCG commissioned capacity will move to 2nd doses. Health staff are working hard to ensure that patients are vaccinated as soon as possible and we have been assured that the guidance placing carers in priority 6 will be adhered to.

Here's a link to some information from the CCG <http://www.knowsleyccg.nhs.uk/covid-19-vaccination-update/> In summary they are advising that there is no need for patients to contact their GP practice, or any other NHS organisation, to ask for their vaccination – or to request one for a member of their family/someone they care for – they will be invited when it is time for them to be vaccinated, either by a letter or a phone call.

COVID 19 Advice

Support bubbles, not social bubbles - knowing the difference:

When two households mix, there is a greater chance of COVID spreading, so it's really important to only form a support bubble when it's needed and bubbles should not be created for social purposes. With our rates increasing, it's really important that you limit contact with others and stay at home. <https://www.knowsleynews.co.uk/support-bubbles-not-social-bubbles-know-the-difference/>

Advice for those who are shielding:

During the current lockdown residents who are Clinically Extremely Vulnerable are being advised to stay at home. Everyone in England, including those who are clinically extremely vulnerable, is required to follow the new National Restrictions, which have been set out by the Government and apply to the whole population. These restrictions require people to stay at home, except for specific purposes.

If you are clinically extremely vulnerable, additional measures are in place to protect you which you must follow. This includes not leaving or being outside of your home, except for limited purposes (set out in the guidance). Stay at home as much as possible except to go outdoors for exercise or to attend essential health appointments. For further information visit: Advice for Clinically Extremely Vulnerable residents in Knowsley - Knowsley News

Advice from the CCG about Covid vaccinations:

Here's a link to some information from the CCG <http://www.knowsleyccg.nhs.uk/covid-19-vaccination-update/> In summary they are advising that there is no need for patients to contact their GP practice, or any other NHS organisation, to ask for their vaccination – or to request one for a member of their family/someone they care for – they will be invited when it is time for them to be vaccinated, either by a letter or a phone call.



STAY HOME ➔ **PROTECT THE NHS** ➔ **SAVE LIVES**



Together we can make a difference

KPCV is a group of parents and carers of children with special education needs and disabilities from Knowsley. Our children are of various ages ranging from 0-25. Our aim is to work in partnership with Education, Social Care and Health & Wellbeing services to influence and develop quality services for children and young people with Special Educational Needs and disabilities in Knowsley.

Purpose of the Knowsley Parent Carers Voice

- Membership is open to all parent carers of children and young people aged 0-25 yrs. with special educational needs or disabilities
- We meet to talk about issues that affect us, our children, and our families
- We share information and experiences between professionals and parents directly
- We liaise and meet with Council officials and Health Service Providers with a view to helping them improve, we are the experts, and we need to help them understand
- We consult on changes that affect the parent carers and the children with special educational needs or disabilities

Please contact KPCV for further details
Monday – Friday 9 – 3 pm
Mobile: 07376233141 / 07368117415
Email: Infokpcv@gmail.com

ZOOM

SEND EVENTS 2021

Wednesday 10/02/21
12:00 noon - 1:30 pm

Tuesday 09/03/21
7:00 pm - 8:30 pm

Monday 12/04/21
10:30 am - 12:00 noon

Tuesday 11/05/21
10:30 am - 12:00 noon

Wednesday 09/06/21
12:00 noon - 1:30 pm

Monday 05/07/21
7:00 pm - 8:30 pm

Tuesday 14/09/21
10:30 am - 12:00 noon

Friday 15/10/21
10:30 am - 12:00 noon

Wednesday 10/11/21
7:00 pm - 8:00 pm

Friday 03/12/21
10:30 am - 12:00 noon



Knowsley All Age Carers Strategy 2020-2025 Progress Report



Knowsley All Age
Carers Strategy

2020-2025

The Carers Strategy Group met on 7th January to consider how the group can support and monitor the roll out of the Knowsley All Age Carers Strategy 2020-2025. The meeting was attended by representatives from various agencies including Knowsley Carers Centre, Sight and Mind and Young Carers, council officers and carers from across the borough. The meeting facilitated by David Aspin and Mark Gill from Healthwatch considered the Terms of Reference for the group and decided that for the foreseeable future we will be meeting monthly to look at the six priorities identified by carers. The six priorities are as follows;

Priority 1 - Carers want to be kept fully informed and involved in the assessment of the person they support and be treated as partners in the development of support plans including hospital discharge

Priority 2 - Carers want the opportunity for regular personalised breaks suited to their individual situation. They need to spend quality time for themselves on something other than caring and with their family and friends

Priority 3 - Carers want to have the opportunity to take part in normal family life, social events, social activities, work, leisure, education and to be part of their community

...continued on overleaf



Knowsley All Age
Carers Strategy
2020-2025

2020-2025 Progress Report

Priority 4 - Carers should not be financially disadvantaged because of their caring role

Priority 5 - Carers should be supported to look after their own physical and mental health whilst enabling them to maintain their caring relationship where appropriate.

Priority 6 - Carers' support will be focused on preventing the deterioration in caring situations, by ensuring that service users receive the right support, at the right time and in the right place.

The group welcomes carers who feel they can contribute to discussion on these topics and work towards improving service provision and the lives of carers across Knowsley. The next meeting will be on Zoom on **Thursday 11th February at 10.00 am** If you'd like to attend the next meeting and become a member of the Carers Strategy Group please email Mark.Gill@healthwatch.co.uk



Kind to your mind campaign
www.kindtoyourmind.org

During the coronavirus outbreak having access to resources which support good mental health is vitally important as many of us are finding ourselves outside of our usual routines and have less social contact. The Kind to your Mind website was developed for people who live or work in Cheshire and Merseyside as a one stop shop for information. The website links to the NHS Every Mind Matters website which contains expert advice and lots of practical tips to help you look after your mental health and wellbeing.

The website also promotes awareness of a wellbeing portal – ALMA. ALMA provides free access to resources such as approved apps to improve health and wellbeing and free self-referral access to online cognitive behavioural therapy. There are short courses which focus on dealing with stress and anxiety, building mental resilience and getting better quality sleep.

The campaign also has its own Podcast (search Kind to Your Mind) to support people during this time.

“Let’s Keep Talking”



Champs
Public Health
Collaborative

Let’s Keep Talking is a mental health campaign launching in January 2021 to encourage people to stay connected with family and friends, to reach out to others who may be isolated or struggling at the moment and to seek help when needed. Key messages in the campaign are as follows:

- Let’s keep talking about our mental health
- It is normal to be struggling with your mental health right now
- It is ok to ask for support
- If you are struggling, reach out to someone you trust and share your thoughts and feelings
- If you think someone you know is struggling, reach out to them
- If you are looking for more information to help with your mental wellbeing visit www.kindtoyourmind.org
- If you are in crisis you can find support near you at www.kindtoyourmind.org





Help for people in Knowsley facing challenges in their lives

- working with individuals, services and community groups
- tackling the crisis and resolving immediate issues
- building knowledge, skills and resilience
- developing the foundations for **A Good Life**



A Good Life, is delivered as a community partnership with



Knowsley Disability Concern 263A Tarbock Road, Huyton L36 0SD
Company Reg. No. 5002948 Charity Reg. No. 1103477

Help and support for Knowsley residents

A reminder that A Good Life is here to help anyone struggling with issues or is disadvantaged for any reason, be it poverty, disability, age or other circumstances stopping them from having 'a good life'. Delivered as a partnership combining the experience, skills and

resources of four local organisations, we've helped more than 300 people since we launched last February to overcome problems and improve their lives.

So, whatever, the situation you're facing, get in touch. Our workers have a wealth of knowledge and experience to help you

Continued overleaf...

Help and support for Knowsley residents

get through - be it money issues, housing problems, care and support needs, anxiety, depression or simply the need for a sympathetic ear. We operate independently and the service is completely confidential.

Contact Adele on 0151 949 5441 or email Agoodlife@kdc.org.uk

Someone to Talk to Service

Are you feeling the pressures of isolation?

Would you like someone to talk to?

The team here at Knowsley's A Good Life service are acutely aware that the effects of COVID-19 stay-at-home policy means that many will be struggling with feeling the effects of loneliness and isolation.

This is also a time of anxiety and stress and it is really important for us all to manage our mental health and wellbeing.

A Good Life now offers a '**Someone to Talk To**' service which provides a safe way for you to talk through your worries or simply have a chat to ease the loneliness, as well as get emotional support to help you deal with and offload the fear and anxiety you may be experiencing.

Someone to Talk to is open for anyone in Knowsley. We have a trained counsellor on hand and ready to take your calls between 10am and 5pm Monday to Friday. You can also schedule a regular 'staying in touch' call where we will contact you. **Just call us on 07934 171195**

Dementia Support Knowsley



Living with dementia at any time brings challenges. If you need support we are here for you in 2021.

knowsley@alzheimers.org.uk

Contact our Knowsley dementia support worker between 9am—5pm Monday to Friday:

Melanie Campbell

melanie.campbell@alzheimers.org.uk

07525 403 832 or 0151 426 4433

How to get personalised one-to-one support

We can help with issues such as:

- Understanding a diagnosis of dementia
- Legal matters including Lasting Power of Attorney
- Managing your money and benefit entitlements
- Living well with dementia and keeping active
- Support with everyday tasks and getting further help



Singing for the Brain



We look forward to welcoming you to our themed Singing for the Brain online sessions starting at 2pm on Mondays fortnightly from 11th January 2021.



New Horizons is a new programme to support people with learning disabilities into education, training and employment.

To sign up now for the next course: phone/text/email Keri Romano at KDC on 07946 318 898 keri.romano@kdc.org.uk

Delivered by KDC, New Horizons aims to:

- Improve opportunities for your future
- Small friendly learning groups
- Face to face and virtual sessions
- Fun and interactive activities

The New Horizons programme is part funded by the European Social Fund.



European Union
European
Social Fund



A 'CUPPA' For Carers

Mobilise is an organisation providing a daily e-support package for carers through the Corvid19 pandemic. Carers can sign up for the daily mailing here:

<https://james816492.typeform.com/to/NZSI88>

They are running a virtual 'Cuppa' for carers at 4pm, which is proving popular: www.mobiliseonline.co.uk/cuppa

TO CONTACT KNOWSLEY CARERS CENTRE

Knowsley Carers Centre continues to provide services during the Covid 19 outbreak. You can contact us in the following ways.

Leave a clear message and contact details on Tel: 0151 549 1412

By email to enquiries@knowsleycarers.co.uk

The Life Rooms Pathways Advice Service

Do you need support with?

- Life Rooms Learning
- Volunteering
- Vocational Training
- Employment
- Finances
- Housing
- Mental Wellbeing
- Physical Wellbeing
- Family/Caring Roles
- Social Interactions



If you do, our Pathways Advisors can offer a next step signposting service using a range of partners and community connections.

Our Advisors are available

Monday to Friday between 9.30am – 4.30pm



Please call us on:

0151 478 6556 for Liverpool

01704 383 198 for Sefton

or email us at Liferooms.Support@merseycare.nhs.uk



Alternatively, you can request to speak to a Pathways Advisor via video call. Please contact us to find out more.





How do I **take part** in the census?

it's about us
census 2021

Households across Knowsley will soon be asked to take part in Census 2021.

The census is a once-in-a-decade survey that gives us the most accurate estimate of all the people and households in England and Wales. It has been carried out every decade since 1801, with the exception of 1941.

It will be the first run predominantly online, with households receiving a letter with a unique access code, allowing them to complete the questionnaire on their computers, phones or tablets.

“A successful census will ensure everyone from local government to charities can put services and funding in the places where they are most needed,” Iain Bell, deputy national statistician at the Office for National Statistics, said.

“This could mean things like doctors’ surgeries, schools and new transport routes. That’s why it is so important everyone takes part and we have made it easier for people to do so online on any device, with help and paper questionnaires for those that need them.”

Census day will be on March 21, but households across the country will receive letters with online codes allowing them to take part from early March.

The census will include questions about your sex, age, work, health, education, household size and ethnicity. And, for the first time, there will be a question asking people whether they have served in the armed forces, as well as voluntary questions for those aged 16 and over on sexual orientation and gender identity. Results will be available within 12 months, although personal records will be locked away for 100 years, kept safe for future generations.

For more information, visit [census.gov.uk](https://www.census.gov.uk).

By taking part,
you’ll help **inform**
decisions about
services that **shape**
your community.

Share your experience of using Hospital Services and Dental Services with Healthwatch Knowsley



Have you recently attended/visited local hospital trusts or dentists?

Have you had any problems accessing your local hospital or dentist recently?

Healthwatch Knowsley are keen to hear from carers about their experiences of hospital services and dental services, particularly during the pandemic. If you have recently accessed or tried to access your local trust or dentist you can provide your comments via our Feedback Centre: www.healthwatchknowsley.co.uk

If you would prefer to speak to someone directly, please feel free to contact Healthwatch Knowsley staff on **0151 449 3954**

Also, if you have feedback regarding any other health or social care service, please go to:

www.healthwatchknowsley.co.uk

We look forward to hearing from you!



Knowsley Council

Knowsley Council Survey

Liverpool & Knowsley SEND IASS (Special Educational Needs and/or Disabilities, Information, Advice & Support Service)

Knowsley Whole Life Commissioning Team is currently seeking feedback on Knowsley's information and advice support service for SEND (Special Education Needs and/or Disabilities, Information, Advice and Support Services) and are keen to hear from parents and carers in Knowsley. Please click on the link to complete the survey. <https://www.surveymonkey.co.uk/r/SENDIASSParentsandCarersSurvey>.

The closing date for responses is Monday 15th February 2021

Welcome to the new



Available to people of all ages who experience deafness

Working across Merseyside, the I CAN project provides:

- Fun and engaging activities to support children and young people
- A range of services to support the whole family
- A total communication approach



Get in touch for more information or to make a referral

Phone: 01744 23887

Email: ICAN@deafnessresourcecentre.org

Deafness Resource Centre | 32-40 Dentons Green Lane | St Helens | WA10 2QB



BIRD BINGO

Our Knowsley Green Space Ranger Team will be putting a 'Bird Bingo' sheet on the notice boards in the following parks to help you discover and identify the variety of birds that regularly visit our parks. Bird Bingo will be available in the following parks:-

Court Hey Park, Roby Road,
Huyton. L16 3NA

Stadt Moers Park, Pottery Lane,
Whiston. L35 3RQ

Halewood Park, Okell Drive,
Halewood, L26 7WQ

Mill Dam Park, Mill Lane,
Kirkby. L32 2AU

Discovering what our feathered friends are getting up to in our parks and gardens is a great way to boost your mood in January and you are helping by providing important information too. If you can't get to your local park try Bird Bingo at home from your garden or even the kitchen window if it's too cold to go outside!

Good luck and let us know how you are getting on. We will be 'tweeting' our birdy discoveries too.

Knowsley Green Space Ranger Team –
Karen, Gordon, Louisa and Paul
#knowsleyparks.

For more information about parks and green spaces in Knowsley visit the council's website, www.knowsley.gov.uk or contact us on www.dns.sustainability@knowsley.gov.uk



Fact: This medium size bird is a member of the crow family and are very clever. They feed on small mammals, young birds, insects and carrion (dead animals). They also eat seeds and grains.

Clue: Part of this birds name means black and white.

Answer _____



Fact: This small bird is a part of the tit family. They feed on insects and spiders, they are the gardeners friend, as they love to eat aphids which can be a pest to many plants. They will also eat young plant buds when other food is scarce.

Clue: This birds name come from the colour on it's back and from it's family.

Answer _____

BIRD BINGO



Fact: This restless little bird is part of the tit family. They eat insects and seeds and are often seen on garden bird feeders.

Clue: It's name is a type of black fossil fuel and the name of it's family.

Answer _____



Fact: This bird is part of the Finch family and their large beak allows them to get at the hard to reach seeds that they feed on. They are often found in small groups. In winter they can migrate as far South as Spain.

Clue: Their name comes from the colourful patch on their wings and the name of it's family

Answer _____



Fact: This bird is part of the Thrush family, the bird in this picture is a female, the males are black with an orange beak and males defend there territory by bowing and running at other males. They have 3 different songs, and they have been known to mimic sounds like car alarms and sirens. They eat a wide range of foods such as insects, earthworms, berries and fruits.

Clue: Their name comes from the colour of the male bird.

Answer _____



Fact: This is a member of the Finch family, both males and females have green coloured feathers. They have a thick strong beaks so that they can crush seeds and berries, they also eat beetles.

Clue: the name of this bird comes from the colour of it's feathers and its' family.

Answer _____



Fact: This bird is part of the Dove family, a male and female will pair for life. They are mostly vegetarian as they mainly eat seeds and grains. They can often be seen on bird tables.

Clue: The name of this bird comes from the marking around it's neck and it's family.

Answer _____



Fact: This is one of Britain's favourite birds and is known as the gardener's friend. They can often be seen hanging around when any weeding or digging is being done. They will wait patiently for any juicy worms to come up.

Clue: It's name is the same as Batman's sidekick.

Answer _____



Fact: This bird is part of the Tit family and lives in small flocks. They are very agile fast-moving little birds. Flocks will move very quickly from place to place in search for food. They eat insects and prefer the eggs and caterpillars of moths and butterflies.

Clue: Their name comes from the look of their tail and their family.

Answer _____

You can check you answers on page 19

**JOIN US ON
FACEBOOK**



Knowsley Carers Centre has another way that you can stay in touch with us. Using Facebook you can keep up to date with all our news and events.

We'd love you to join us!

Get involved and help us promote the work of Knowsley Carers Centre

Mental Health Training

North West Boroughs Trust is offering training on topics led by John Chiocchi a highly specialised peer support worker.

Topics include;
Personality Disorder
8th and 15th February
1:00pm - 3:00pm

ASD and Mental Health
22nd February
1:00pm - 3:00pm

Course run every week for three weeks. Carers wishing to attend the sessions will be sent a weekly invitation to a Zoom meeting.

To register your interest contact Knowsley Carers Centre on
Tel 0151 549 1412
or email
enquiries@knowsleycarers.co.uk



Young Carers Service

During the current lockdown measures our Young Carers Service is accepting referrals and we can now conduct home visits to complete Young Carers Assessments. Alternatively, this can be done over the telephone if you are not comfortable with us visiting.

We can provide advice or support over the phone and we're available to chat.

The Me Time programme provided by Vibe is up and running, they are providing our Young Carers with activities that they can do together in safe environments like in the park. Please feel free to contact us on 07717 301 325 – Chris Wong or 07760 991 108 – Mike Kehoe if you would like further information or know any child/young person who is looking after someone and would like support.

Bird Bingo Answers

- 1) Magpie, 2) Blue Tit
- 3) Coal Tit, 4) Goldfinch
- 5) Blackbird, 6) Greenfinch
- 7) Collared Dove, 8) Robin
- 9) Long Tailed Tit



Direct Payments

Giving you CHOICE and CONTROL

Do you have health and social care needs - or know someone who does?

did you know?

- you can choose how your care and support is provided
- you can decide who does your care and when it happens

To find out more about Direct Payments and how they can help.

Call us on **0151 480 8873**

Email: info@kdc.org.uk

Visit our website: www.kdc.org.uk

We make it simple and straightforward for you to use Direct Payments and with our help you can employ your own carers (personal assistants).



Public Health
England

NHS

Are you
a carer?
Get your
free flu jab.

**HELP US
HELP YOU**

STAY WELL THIS WINTER

Contact your GP or pharmacist to arrange your vaccination.