

Liverpool Carers Centre

An Introduction to Services



Who is a carer?

Carers look after a relative, friend or neighbour who cannot manage without help because of sickness, age or disability. They 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.

What Liverpool Carers Centre can offer you!

- 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

Services on offer include:-

Carers Emergency Card – in the event that a carer is unable to look after the person they care for due to an emergency, the card can be used to contact VNC Lifeline. They will facilitate alternative care arrangements based upon the information provided by the carer when they apply for the card.

Carers Development Workers – the team provide emotional and practical support as well as advice and information. One to one support is available through home visits, over the telephone and at the Carers Centre.

Carers Newsletter – the 'Carers News' is sent on a quarterly basis to all carers registered on the Liverpool Carers Centre database. It is a vital source of information for carers who often feel isolated due to their caring role. This is a free publication and contains useful articles on issues relating to carers and caring. It is also available to professionals.

Liverpool Carers Forum – the forum is made up of carers and former carers who come together to look at carers' issues at a citywide level; the members are representative of all carers across the City. They work as a group with external agencies, towards improved services for carers and helping them have a voice in the City.

Carers Health and Wellbeing

Activities take place in the Carers Centre to promote carers' good health and wellbeing. They include:-

- ◆ Support groups
- ◆ Counselling
- ◆ Holistic therapies
- ◆ Relaxation sessions

Carers Information / Resource Base

The Carers Information / Resource Base contains a variety of fact sheets and leaflets, on a wide range of topics including:

Access to Community Care Services:-

information on how to contact social and health care teams, services available and support for anyone experiencing difficulties with care packages

Carers Breaks:-

information about respite and breaks from caring

Welfare Benefits:-

information about entitlement to welfare benefits and help to arrange appointments for benefits advice

Employment Issues:-

information about flexible working for carers and where to obtain advice

Carers Rights:-

advice about dealing with someone else's affairs and what to do if social or health care services fail

Service Specific Information:-

a range of information about support in specific areas available to carers and the people they care for

Carers Assessments:-

how to arrange an assessment and what to expect from the assessment

Practical Support:-

information about how to access aids/adaptations and financial support, and where to find products

About Us

Liverpool Carers Centre is run by Local Solutions, a leading social enterprise in the North West of England. Established in 1974 the organisation has a proven track record of improving the quality of life for vulnerable and excluded people in the region.

The Carers Centre works to improve the quality of life for unpaid carers in Liverpool by delivering support services that meet their needs. 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.

Opening Times

The Carers Centre is open weekdays between 9.00am and 5.00pm. During these times carers can contact the Centre by phone and meet Carers Development Workers for booked appointments. They can also attend for therapy sessions, benefits advice and take part in activities or training sessions.

To Register

Any carer who resides within the boundary of Liverpool City Council, or who cares for someone residing within this boundary, can register with the Centre to access support and services. Carers can contact the Centre direct or referrals can be made on their behalf.

Princess Royal Trust for Carers

The Centre is part of the Princess Royal Trust for Carers, a national network of independent carers centres and young carers services, through which quality information, advice and support services are provided.

Contact Details

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