

Liverpool Carers Centre staff named 'Team of the Year'

Local Solutions' annual employee awards took place on December 18th at the Mount Vernon Green headquarters.

Speeches were given by Chief Executive, Steve Hawkins and Chairman, Robert Owen who highlighted key events for Local Solutions throughout 2009 and both conveyed their appreciation of the hard work of all employees.

The Carers Project at Local Solutions were delighted to be named '**Team of the Year**'. They were nominated by a number of carers who gave many moving accounts of how the support they receive has affected their lives. One of the nominations said simply "We know we are not alone and talking to other people makes you realise this. We don't know how we would manage without the team's help".

The team were delighted to be nominated and overjoyed when the announcement was made that they had won the award; many of them were unaware that so many carers had taken the time to nominate them.

Hazel Brown, Manager of the Carers Project said "the team were happy to receive the recognition from the Board of Trustees and they were pleased on behalf of the carers who wanted to let Local Solutions know how they felt about the Carers Project. I feel that it meant so much to the carers".

Winners were presented with a bottle of bubbly, commemorative plaque and engraved trophy to mark the occasion.



Keys4...? Opening Doors to New Opportunities

Keys4...? is a market place promoting what Liverpool has to offer people with disabilities, particularly those who have or are interested in an individualised budget; those thinking about opportunities after school or those who simply want to actively engage with providers and people who use services.

Keys4...? is also an opportunity for carers to meet providers and find out more about life planning. There will be five key zones - Keys4Health & Well Being; Keys4Skills; Keys4Leisure; Keys4Friendship and Keys4Independence. There will also be break out rooms offering drama workshops on Bullying and Relationships, as well as Life Planning and Sensory Awareness sessions.

The event that MOWLL is hosting will take place on **Thursday 11 February at the University of Liverpool Guild of Students, Mountford Hall, from 10.00am to 3.00pm.**

For further information or to book places please contact:
Nicholas Baskerville or Becky Pope on 0151 291 9100 or 07549 537606 or email mowll@hotmail.co.uk

Caring with Confidence

If you are looking after a friend or relative Caring with Confidence can help you to make a positive difference to your life and the life of the person you care for. Since Liverpool Carers Centre started to deliver the programme to local carers, feedback has been excellent; even carers with many years experience have said how much they have benefitted from the sessions.

The programme starts every few weeks at Liverpool Carers Centre. To book your place call **Freephone 0800 073 3871** or contact the Carers Centre on **0151 705 2307** for more information.



Are you looking for advocacy, advice or support?

Advocacy rights hub



Call the Advocacy Rights Hub

The Advocacy Rights Hub is a new service providing a single point of contact for any Liverpool resident needing assistance in exercising their rights or in supporting another person to do so. The Hub helps people to find and access the advocacy, advice, information and other support services that are most appropriate to their needs and situation. Some people might call about a problem they have themselves; other people might be worried about a friend, neighbour or relative and want to talk about how best to support them.

The Hub is independent of the City Council and all other agencies that provide direct services and does not directly provide advocacy or advice itself.

What is advocacy?

Advocacy can be described as either speaking up for someone or helping them to speak up for themselves. A range of organisations provide independent advocacy services and informal advocacy is also provided by 'natural advocates';

they are people who support somebody they already know such as a friend or relative. Carers often find themselves in this situation, needing to 'advocate' for the person they are caring for.

How the Hub can help

There are so many services and organisations in Liverpool that it can be difficult to work out which one to contact; the Hub's Information Workers will be happy to listen to your situation and they will use the information they have gathered to help callers find the services that meet their needs. This is particularly important for carers as sometimes, when you are under pressure it can seem too hard and time-consuming to find help for yourself.

How to contact them

Telephone:- 0151 707 1900 Monday to Friday 9am-5pm

Email:- enquiries@advocacyrightshub.co.uk

Address:- Unit 13, 7th Floor Gostins Building, 32-36 Hanover Street, L1 4LN

Website:- www.advocacyrightshub.co.uk

Liverpool Thinks Family

Pioneering work in Liverpool with young carers has fed into the latest guide published by the Social Care Institute for Excellence (SCIE).

Think child, think parent, think family: a guide to parental mental health and child welfare was launched in July and encourages providers of adult mental health services to assess the needs of affected children as well as those of parents.

The guide was influenced by work completed in the city as part of the Keeping the Family in Mind/Action with Young Carers project and the Liverpool FAMILY Collaborative - both of which are spearheaded by Barnardo's North West. Thanks to this, Liverpool was named as one of only six national implementation sites responsible for driving forward

the new guidance over 18 months.

Louise Wardale, Keeping the Family in Mind co-ordinator at Barnardo's said, "We made the decision in Liverpool back in 2000 that 'just too hard to do' was no longer an acceptable excuse to stop us from exploring and dealing with the issues around parental mental health.

To be chosen as one of the implementation sites by SCIE is a real chance for us to make changes in Liverpool for some of our most vulnerable families."

If you would like to keep up-to-date with the project please **contact Louise Powney, Communications Officer at Liverpool City Council on 0151 233 8128** or email louise.powney@liverpool.gov.uk to be added to the distribution list for a bimonthly e-bulletin.

Life After Stroke Services

The Stroke Association Information Advice & Support Service provides practical information, support and understanding to people who have had a stroke, as well as their families or carers.

They help families prepare for the changes that can happen because of a stroke and they can put people in touch with other local services that may be able to help. This service, which is available on the ward or at home, also provides support to people who live alone. Stroke Association Welfare Grants are available for those in need.

The service, which is free to clients in most local areas, works in partnership and is funded by the Primary Care Trust. For further information please contact one of their coordinators:

Margaret Matthews - North Liverpool / Kirkby Area on 0151 529 3753 or Kate Coyne - South Sefton Area on 0151 529 3828



New staff and activities at Mencap Liverpool

Mencap Liverpool has recently taken on two new members of staff who will help to deliver support and activities for people with a learning disability and their family carers.

Laura Higgins, who has joined Mencap Liverpool as Outreach Co-ordinator will organise the support they provide to people with a learning disability, their families and others closely involved in their lives. Laura will be getting involved in developing 'circles of support' a natural support system which is built around a person to enable them to fulfil their dreams and aspirations, and she will be working closely with Sophie (Volunteer Coordinator) in order to achieve this. Laura says, "I am very happy to be taking on this challenging role and look forward to meeting with you along the way". Please contact her on laura.higgins@mencapliverpool.org.uk or ring the office on **0151 298 3191**.

Sophie Robertson is the new Volunteer Co-ordinator and commented, "Our team of volunteers would like to befriend and help people with learning disabilities to achieve whatever they want to achieve. I also hope to support people with learning disabilities who would like to volunteer themselves". If you or someone you know with learning disabilities would like to volunteer or if you are interested in the befriending activities then please email Sophie at sophie.robertson@mencapliverpool.org.uk or call her on **0151 298**



Liverpool Carers Centre Outreach Service

Carers Development Workers from Liverpool Carers Centre will be at the outreach venues below to offer support and advice. Carers are welcome to drop in from 10am until 12pm or you can contact the Carers Centre in advance to make arrangements to meet the Development Workers. The venues are:

**Yew Tree Centre, Berryford Road,
Dovecot, L14**
First Tuesday in each month,

**Picton Neighbourhood Health and
Children's Centre, Earle Road, L7**
First Wednesday in each month,

**Breeze Hill Neighbourhood Health
Centre,
Rice Lane, L9**
First Thursday in each month,

**For further details contact the Carers
Centre
on 0151 705 2307.**

NEW STROKE 'Drop In' PROGRAMME

The drop in, which was set up by the Stroke Care Pathway at Royal Liverpool Broadgreen University Hospital Trust, started on 25th January 2010 and will be held on the 2nd and 4th Monday of each month. This is a free informal 'drop in' for any Liverpool resident who has experienced a stroke, or their carer.

There will be support, advice and guidance from hospital staff/therapists and from representatives of organisations who are involved with the Stroke Care Pathway, including Liverpool Carers Centre, Crossroads and The Stroke Association. There will also be a rolling programme of guests from a wide range of organisations including Telecare, Fag Ends, Lifehouse and Welfare Benefits advice.

The venue is: Venmore Community Centre, Hartnup Street (opposite Liverpool Football Club, Walton Breck Road) Anfield, Liverpool, L5 1UW. Tel: 0151 263 2888

The Royal Liverpool and
Broadgreen University Hospitals



NHS Trust

Breaks for Carers - A New Way (Update)

The project board set up to steer this new scheme to give carers the breaks they want and need, is now Chaired by Kenny Robinson, (interim) assistant executive director for adult social care. The board will meet every month and the members including officers of Liverpool City Council and Liverpool Primary Care Trust as well as carers, are currently developing

a work plan which will be agreed and available in March.

There will be plenty of things happening, which the board would like to invite carers to get involved with including developing a self-assessment document for carers and a DVD to promote good practice in working with carers and promoting breaks.

If you would like to know more about this project or you would like to get involved please get in touch with the members of the Carers Forum via...

**Kathy Newton, Deputy
Operational Manager, Liverpool
Carers Centre (0151 705 2390) or
Jane Weller Senior Improvement
Officer (Carers), Liverpool City
Council (0151 233 1127) or email
jane.weller@liverpool.gov.uk**

Carers Centre Activities - February to April 2010

WEEKLY

Tai Chi: Tuesdays

10.30am to 12.30pm

Welfare Benefits Advice

sessions: Tuesdays

1.00pm to 4.00pm

Counselling Appointments:

Tuesdays and Wednesdays

11.30am and 12.30pm

MONTHLY

Asperger Carers Group:

Mondays 1st Feb, 1st March and

12th April 1.30pm to 3.30pm

(takes place at Olive Mount)

Carers Mental Health Support

Group: Mondays 1st Feb, 1st

March and 12th April

12.00pm to 3.00pm

Reiki: Thursdays 25th March and

29th April (please phone to book)

Hand Massage: Wednesday

10th Feb and Thursdays 10th

March and 15th April (please

phone to book)

Male Carer Group: Wednesday

24th Feb and Thursdays 18th

March and 22nd April

11.00am to 1.00pm

Older Carers Support Groups

(Learning Disabilities):

Wednesdays 10th Feb, 10th

March and 7th April 10.30am to

12.30pm at the Liverpool Carers

Centre, also at the Parthenon

Day Centre on the last Monday

of each month

BI-MONTHLY

Liverpool Carers Forum:

Wednesday 31st March

10.30am to 12.30pm

OTHER ACTIVITIES

Relaxation Zone: Mondays

10.00am to 12.00pm weekly

until 15th March

Caring with Confidence

Course: Rolling Programme.

Please phone

0151 705 2307 for details

Dear Friends,

By now I am sure most of you are aware that I am leaving Liverpool to join Warrington so it is sad for me to be writing this. The reason it is sad is because I have really enjoyed working in Liverpool but more importantly, I am proud to have had the pleasure and privilege of working so closely with Carers in the city. You are a huge resource in our care and support system and it is important that we continue to increase our commitment to support carers to encourage and enable families to make positive, informed choices about how they contribute to care.

It doesn't end there; carers are individuals with their own aspirations and dreams. "Professionals" therefore need to ensure that the right level of support is available so that carers can live healthy and independent lives and pursue a career, an education or simply social activities.

I am proud that Liverpool achieved its Excellent Status from the Care Quality Commission. In their letter, they drew attention to our work with carers and described it as "strong and growing". I know that as I leave, that work will not stop.

From a personal point of view, I have many memories of working with carers, such as Carers Day at St. Georges Hall, meeting some of our young carers and my visits to the Carers Centre at Local Solutions. However, my favourite memory is presenting Certificates to those carers who have completed the "Caring for Carers" programme. I have been humbled by the dedication and commitment off all the participants in the programme.

So, I leave Liverpool with a heavy heart around carers and I send each and every one of you my very best wishes.

Joe Blott - Assistant Executive Director,

Adult Care & Learning Services, Liverpool City Council

Extra Employment Help for Carers

Thousands of carers may be able to benefit from improved employment support from the Department of Work and Pensions; this is aimed at supporting carers to combine paid work with caring and help reduce financial hardship. The extra support includes:

- **Ensuring carers have access to appropriate employment programmes (including one-to-one work focused support for carers)**
- **Funding for replacement care for participation in approved activities**
- **A Care Partnership Manager in every Jobcentre Plus district**
- **Specialist training for advisers who work with carers**

For further information about this help please contact **Liverpool Carers Centre on 0151 705 2307** or your local Jobcentre Plus.



Remember this is your newsletter and we welcome contributions from carers and carers' groups.

Let us know your views, or if you are planning an event and would like to let carers know, please contact Kathy Newton on 0151 705 2390, or at The Carers Project, Local Solutions, Mount Vernon Green, Hall Lane, Liverpool, L7 8TF.

If you know anyone who would like to receive a copy of this newsletter, please call 0151 705 2307.