

LIVERPOOL CARERS CENTRE COVID19 RESOURCE PACK

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Section one

Introduction

The pack is aimed at unpaid carers in Liverpool and those organisations and individuals that support them in their caring role.

A great deal of the information within this pack is based on support that was available during the first Covid -19 lockdown and feedback we received from carers. No one was prepared for the speed of the lockdown and as a result whilst there was a great deal of brilliant innovative work during that time, there was no one point of contact to find out what was out there.

Liverpool Carers Centre checked regularly what was available and keep the contact details up to date. During lockdown we will check all the contacts in this pack, and it will be updated as required.

This information pack is by no means complete and it will be updated on a regular basis to reflect the support that becomes available.

You can contact us and request that we email you with any updates of if you have something that you feel should be in this please send us details.

Liverpool is a caring city, and we want to make sure at this difficult time unpaid carers receive as much support as they need. In many instances they took on additional caring roles during lockdown and the need to support them was ever greater.

If you are looking for details that are not listed in this pack, please contact us and we will do our best to assist you.

Thank you

Liverpool Carers Centre

Contact details: **0151 705 2307 or 07934 205 609**

Email: carerscentre@localsolutions.org.uk

Section two

Liverpool Carers Centre – general information

Prior to March 2020 Liverpool Carers Centre has two main areas:

1. Carers Assessments, Support Plans and Reviews
2. Carers Health and Wellbeing, including Carers GP Link Worker, Life Enhancing Technology (LETs)

The carers centre also offers carers' breaks through our Mytime Project.

During Covid -19 the Carers Centre and Mytime will continue to offer carers support albeit in a different and sometimes innovative ways. The Carers Assessment process will continue but instead of the normal home visits, all assessments and support plans will be completed via a telephone call or zoom. When we are in a position offer a home visit, we will do a full risk assessment to ensure the safety of both the family and the member of staff.

The Carers Centre will still be taking referrals during any lockdown period. If you have any queries about this or wish to make a referral, please contact us.

Within this pack are further details of the way we have adapted our activities during lockdown. We do have a couple of short films that can be sent to GP surgeries or organisations to hear more about the support that is available.

Please contact the carers centre and we will be happy to assist you.

Section three

Online Activities

Liverpool Carers Centre have a program of activities that we have moved online. Carers can access these sessions via Zoom or Facebook.

To enhance this offer we are working hard with carers to make sure they are set up online. If you or someone you know would like support to access the on-line “carers centre” please do not hesitate to contact us.

2 Coffee and Chat Sessions per week with guest speakers and information sessions

Evening Coffee and Chat

Live and video Yoga and Cookery sessions via Zoom and Facebook

Virtual Calming Crafts

Weekly Quiz

Digital Inclusion Sessions – how to access online activities, shopping prescriptions etc.

You can also find us on Social Media join us on Facebook, Twitter and Instagram.

Liverpool Carers Centre Health & Wellbeing Team

0151 705 2308 – 07803 200 476 carerscentre@localsolutions.org.uk


Liverpool Carers Centre Online Activities

MONDAYS
 10:00 am - Yoga with Mytime at Home pre-recorded on Facebook
 11:00 am - Lets Cook with Maryam on Facebook
 12 noon - Carers Coffee & Chat with Paul on Zoom
 7:00pm - 8:00pm- Evening Book Club on Zoom (every First Monday of the month)

TUESDAYS
 12 noon - Quiz time with Paul on Zoom
 7 pm -8 pm - Evening Coffee & Chat with Paul on Zoom
 (every third Tuesday of the month)

WEDNESDAYS
 2:00 pm- Carers Coffee & Chat with Chris on Zoom

THURSDAYS
 11:00 am - Virtual Calming Craft with Maryam on Zoom

FRIDAYS
 10:00 am - Yoga with Mytime at Home Live on Facebook
 11:00 am - Digi Hub with Chris on Zoom

If you are registered with Liverpool Carers Centre as an unpaid carer please join us on zoom. If you are not registered please call: 07803 200 476 to register.

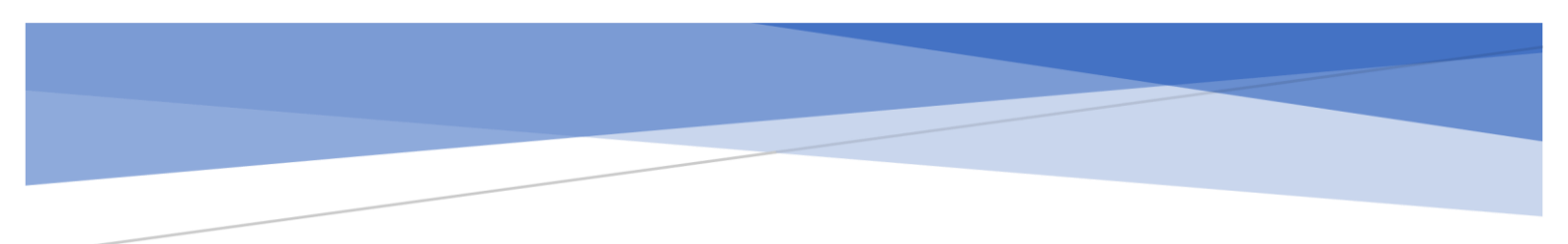


Liverpool
City Council



Liverpool Carers Centre Activities 2020

We are continuing to work a little differently at the moment due to Covid -19, but we want to reassure you that we are still here supporting carers



**We are continuing our activities online via
Zoom Session or our Facebook page**

**If you would like to find out how to access our activities or would
like help to get online please call us on 07803 200 476 or email:
healthandwellbeing@localsolutions.org.uk**

Upcoming Training and Activities

Online Induction Sessions for Carers via Zoom

This is an opportunity to find out what support is available for you from the Health and Wellbeing Team. If you are a carer who has not yet accessed Carers Centre activities or have not attended for a while and would like a reminder of our services, then please join us for an informal information session.

Please call or email us to find out more or book your attendance

Knock & Talk Doorstep Chats



The Health and Wellbeing team are carrying out doorstep chats with carers within the community every week following social distancing guidelines.

If you feel you would like a doorstep chat please do let a member of the Health and Wellbeing team know.

Starting 8th & 9th Dec New Men's Cooking Course On Zoom



Open for Men only, this will be a live cookalong session delivered by Food Actvie.

If you would like to attend please contact the Health and Wellbeing Team to book your space, times to be confirmed.

DigiHub Sessions



Every Friday morning via Zoom from 11:00am – 12:30pm

Learn more about how to use your your Computer, Tablet or Smart Phone.

We hold informal sessions whilst you chat and have a cuppa!

We will hold structured sessions around; getting online using zoom, using Facebook, internet safety, staying safe whilst shopping online, social media tips and general safety tips around browsing the internet.

Monthly Evening Carers Book Club Online



7:00pm – 8:00pm on Zoom

Are you a working carer or only able to access evening activities?

Join us for a chat with other carers over a drink in the comfort of your own home.

Call us for details of the next session

Evening Coffee & Chat Online



Every Third Tuesday of the Month 7:00pm- 8:00pm on Zoom

Are you a working carer or only able to access evening activities?

Join us for a chat with other carers over a drink in the comfort of your own home.

Coming Soon Evening Activities Online

We would like to know what online evening activities you might be interested in taking part in.

Please let a member of the Health and Wellbeing Team know of any ideas

Lets Cook with Maryam



Every Monday at 11am on Facebook

The cooking video is uploaded every week watch the video and cook the recipes.

Quiz on Tuesdays



Every Tuesday Afternoon 12noon - 1:00pm

You are welcome to join in and have a go at testing your knowledge
every Tuesday afternoon on Zoom.

Coffee & Chat Online



Every Monday at 12 noon to 1:00pm

&

Every Wednesday at 2pm -3pm

Yoga with Mytime at Home



Every Monday and Friday at 10:00am - 11:am

Easy/Beginner exercises and yoga every
tune in for live & video sessions.

Virtual Calming Craft



Online using Zoom every Thursday at 11am -12:15pm

Join in our craft projects or complete your own crafts.

“It has made me feel connected to friends I would have otherwise have missed dreadfully” quote from one carer who has been attending our online session regularly.

ACTIVITY	TIME	Cost
Monday		
Yoga with Mytime at Home	Every Monday on Facebook. 10am	FREE
Let's Cook with Maryam	Every Monday on our Facebook page. 11:00am	Free
Coffee & Chat with Paul	Every Monday via Zoom join Paul with a cuppa for an information session. 12am -1pm	Free
Tuesday		
Quiz	Every Tuesday via Zoom 12 – 1pm	Free
Evening Coffee and Chat	Every Third Tuesday evening of the month via Zoom 7pm - 8pm	Free
Wednesday		
Coffee & Chat	Every Wednesday via Zoom join us with a cuppa and chat. 2pm -3pm	FREE

Thursday

Virtual Calming Crafts	Every Thursday online via Zoom 11:00am - 12:15pm	Free
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Friday

Digi Hub	Every Friday online Via Zoom 11:00am – 12:30pm	FREE
Yoga with Mytime at Home	Every Friday Live on Facebook 10am -11am	FREE

Please give us a follow on our social media



@LiverpoolCarersCentre



@LivCCHealth



@LiverpoolCarersCentre

There are also other online activities available here are a list of some:

The Reader Organisation initiative will bring you wonderful reading materials, Shared Reading online and by phone and more.

Call 0151 729 2250 Between 10.00am–4.00pm, Monday – Friday

Follow Us On Social, Watch readings, join live events & catch-up with any that you might've missed <https://www.thereader.org.uk/get-involved/the-reader-at-home/>

Healthiness Online Activities we are providing regular live exercise classes hosted on Facebook. You can also find a series of short, 30-minute exercise videos on our YouTube channel. All you need to view our live videos is a Facebook account. Once you have one, all you need to do is follow the steps below to get connected. **(0151) 728 8874** info@healthinessltd.co.uk

ORCHA has a range of Apps that have been rated and reviewed around Health and Wellbeing <https://www.orchaco.uk/about-us/app-categories/>

Life rooms Online Learning including information, Mental Wellbeing, Creative, Cookery Exercise <https://www.liferooms.org/online-learning/>Liferooms
Walton 0151 478 6556 liferooms@merseycare.nhs.uk

Fit4Me at Home If you are keen on getting fitter, being active in the comfort of your own home can be beneficial and there are plenty of activities you could try to keep yourself fit and healthy. <https://www.fitforme.info/activities-to-do-at-home/>

Section four

Links to Practical Support for Carers in Liverpool

Foodbanks:

South Liverpool Foodbank 0151 281 9716

office@southliverpool.foodbank.org.uk<https://southliverpool.foodbank.org.uk/locations/>

North Liverpool Foodbank 0151 226 3406 jo@standrewslive.org.uk

<https://northliverpool.foodbank.org.uk/contact-us/>

If you cannot afford food, you can call 0808 2082138 (freephone) to speak to a trained and independent Citizens Advice agent (Monday to Friday, 10am to 4pm).

Liverpool 6 Community Centre L6 – Food union for new members (£1 joining fee) – All Food Union members receive a designated time slot to avoid unnecessary contact with other members of the public. 15 items £7.50, 20 items £10 or 30 items £15 – 0151 260 1297

Your Local Pantry – For a small weekly subscription of £3.50, members of the local community will be able to purchase a weekly affordable food shop including fresh fruit and vegetables and family favourites to stock up the cupboard and fridge.

Your Local Pantry St George's Everton L5 visit

<https://www.yourlocalpantry.co.uk/stgeorges/> or ring 0151 226 3406 for more details.

Your Local Pantry at St Andrew's L13 visit

<https://www.yourlocalpantry.co.uk/find-a-pantry/st-andrews-pantry/>

Your Local Pantry at Christ Church, Norris Green L11 visit

<https://www.yourlocalpantry.co.uk/find-a-pantry/christ-church-norris-green-pantry/>

Our House- Walton Community Hub CIC 15 Heathcote Road, L4 6XB [0151 521 7722](tel:01515217722): 07590 555903, Hope Pantry is here to **Help Other People Eat**. It is a membership scheme aimed at helping you (especially with the effects of Covid-19) make your money go further. Price Guide 10 Items - £3.50 per week, 15 Items - £5.00 per week, Delivery - £2.00 A membership form can be emailed

Money Advice:

Raise - Benefits and Money advice – Home visits have been suspended at this time, we are still able to provide a telephone and email service.

If you are a new client then call 0151 459 1556 and press 1 for admin line

If you are an existing client call 0151 459 1556 and press 2 for advice line

You can also email us on : admin@raiseadvice.org.uk

Liverpool Community Advice – Housing, debt & money advice 1st floor 151 Dale Street, L2 2JH enquiries 0151 662 0059 Tuesday & Wednesday 11:00-15:00, email: enquiries@liverpoolcommunityadvice.org.uk

Merseyside Law Centre - We provide free legal advice, assistance and representation on Housing, Welfare Benefits and Debt advice 35-37 Bold Street L1 4DN, 0151 709 0505.

Rotunda H.E.L.P Hub Welfare Advisory Service Support around debt management, benefit claims, housing support and welfare rights speak to Jean on 0151 298 3806 or email help@therotunda.org.uk

United Utilities Trust Fund is an independent company supported by United Utilities Water to assist their customers who are suffering financial hardship. Individuals and advisers can now apply via our new user friendly online portal www.applyuu.org.uk. Alternatively, an application form can be requested by calling 0300 790 6172.

Online Shopping

Get support if you are clinically extremely vulnerable to coronavirus

<https://www.gov.uk/coronavirus-shielding-support>

Use this service if you have a medical condition which means you are classed as being clinically extremely vulnerable to coronavirus.

You can use this service to:

- get access to priority supermarket deliveries if you live in an area that is at Local COVID Alert Level: very high (sometimes known as 'tier 3')
- confirm whether you would need additional support if you got a letter from the government telling you to start formal 'shielding'
- update your details - for example, your address

You can register yourself, or on behalf of someone else.

If you have already got priority supermarket deliveries, you will keep them.

The information changes daily so please call the carers centre for the most up to date details. Here are a few that have been used by carers:

Sainsbury and the Co-op launched an e- shopping card that also connects with local volunteers to collect and deliver our shopping. Telephone 0800295492 to order a card.

Aldi were offering food boxes with 22 items at a cost of £23.99 which includes postage and packing. Details on their website.

Mortonsdairies.co.uk provide fresh milk and diary produce and they deliver in certain areas.

Morrison's have a shopping hotline and they do click and collect 0345611611

Cleaning Services:

Bring me sunshine Home Help

<http://www.bmscompanionship.co.uk/cleaning-and-deep-cleans/>

or Telephone 0151 234 1985

Poppies Cleaning Service - Unit 1 Mersey House, 140 Speke Road, L19 2PH,
0151 727 6277, <https://poppies.co.uk/liverpool/>

Telephone befriending:

South Liverpool Linking Lives offer a telephone befriending service for older people in South Liverpool. They are hoping to ease back into face-to-face visits with socially distanced outdoor visits in gardens and parks as soon as possible. Call 07858570301 or email southliverpool@linkinglives.uk

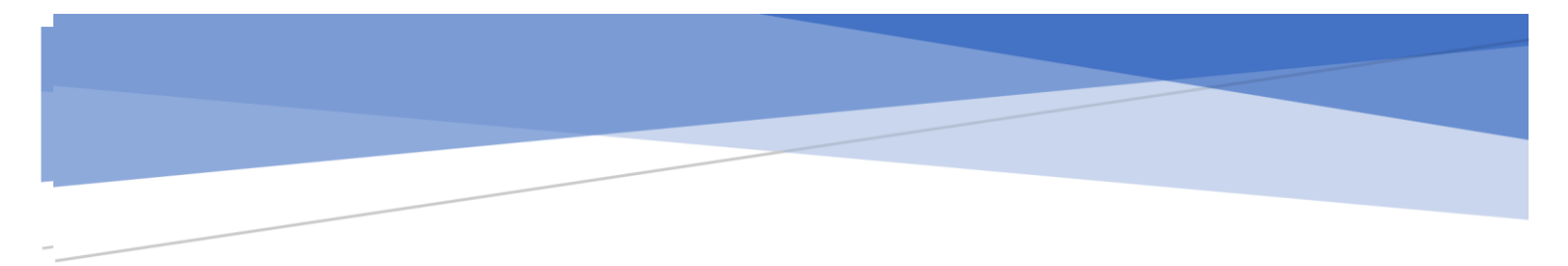
Re-engage: Providing buddying support over the telephone for the foreseeable. Ring 0800 716 543

Silverline: Phone service befriending support – 0800 470 80 90

Liverpool Cares: Supporting people 65+. Telephone Befriending service for existing and new members. Call 0151 659 1789.

Push to Talk – connecting Carers throughout Liverpool to have a friendly chat

Age Concern Reconnect Service – Befriending and Re-ablement Service aims to tackle loneliness and isolation - Anyone aged 65 and over, living in Liverpool, who is lonely and isolated can access this FREE service. Call the team on **0151 330 5678** for more information.



Sunflowers Wellbeing Support Line – For those living with Cancer during this challenging time. Advice on wellbeing, maintaining good mental health, reducing stress, staying active & connected, signposting to local services
Telephone – 0151 726 8934 Mon-Fri 10am-3pm, Sat/Sun 11am-2pm

Veterans HQ – For Veterans only, providing a telephone befriending. Ring 0151 261 9878 for more details.

[Grief and Bereavement:](#)

The NHS Bereavement Helpline has been introduced by the NHS to support bereaved families during the Coronavirus outbreak. It offers guidance, support and advice to families dealing with loss and grief of a loved one at this difficult time. Call 0800 2600 400, 8am – 8pm every day

Cruse Bereavement Care have a site of resources for grief and resources, plus a helpline for those affected – call 0808 808 1677 (see [website](#) for opening hours).

[Mental Health:](#)

Brain Charity: Practical and emotional support for people with neurological conditions, their family, friends and carers. They are currently providing a number of activities online via Zoom. Activities such as coffee mornings, Bingo, quiz night, mindfulness, online exercise and hat making. To join please email info@thebraincharity.org.uk



mindfulness and stress-relief within your day.

CALM, known for its sleep, meditation and relaxation apps, have some [free resources](#) to support mental wellbeing

CALM, known for its sleep, meditation and relaxation apps, have some [free resources](#) to support mental wellbeing

Talk Liverpool provide online CBT counselling. You can self-refer by phone or via their [website](#).

Talk Liverpool also have a range of digital self-help booklets, [HERE](#), that cover a range of mental health topics.

Listening Ear All counselling and support is now being offered by telephone or video link. Call 0151 488 6648

Section five

NHS Information for Carers re COVID –19

There are regular updates for available on the NHS website www.nhs.uk please check this during lockdown. Alternatively contact Liverpool Carers Centre who will be only too glad to help you.

Some useful information:

Check if you or the cared for person has coronavirus symptoms. Main symptoms include:

- **A high temperature-** this means you feel hot to touch on your chest or back.
- **A new, continuous cough** –this means coughing a lot more in 24hrs than you normally do.
- **A loss or change to your sense of smell or taste** – this means you have noticed you cannot smell or taste anything, or things smell or taste different to normal.

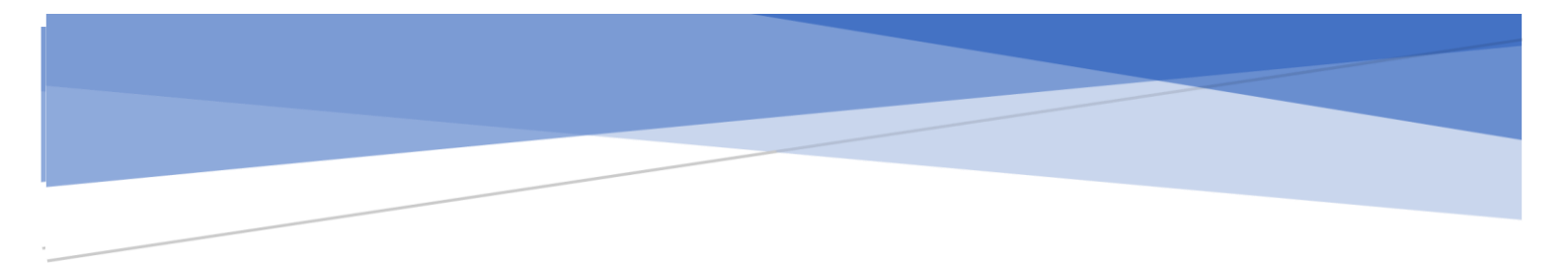
What to do if you have symptoms:

- **Get a test and check if you have coronavirus as soon as possible.**
- **Stay at home and do not have visitors until you get your test results -**
You can only leave to have a test
- **Use the NHS 111 online if you are worried.**
- **If you cannot go online call 111** – Do not go to your GP surgery, hospital, or pharmacy.

Test Results

You should not have to wait too long for your results. Most people will get them within 72hrs

There are 3 types of results you can get:

- 
2. **Positive** – They did find the virus in your body. You must self-isolate immediately for a total of 14 days. If you live with someone, including the cared for they must also self-isolate for 14 days.
 3. **Unclear**, void, borderline or inconclusive – This means it has not been possible to say if you had coronavirus when the test was done. You need to remain isolated and get another test as soon as possible

If you feel very unwell or think there is something seriously wrong call 999

Test and Trace

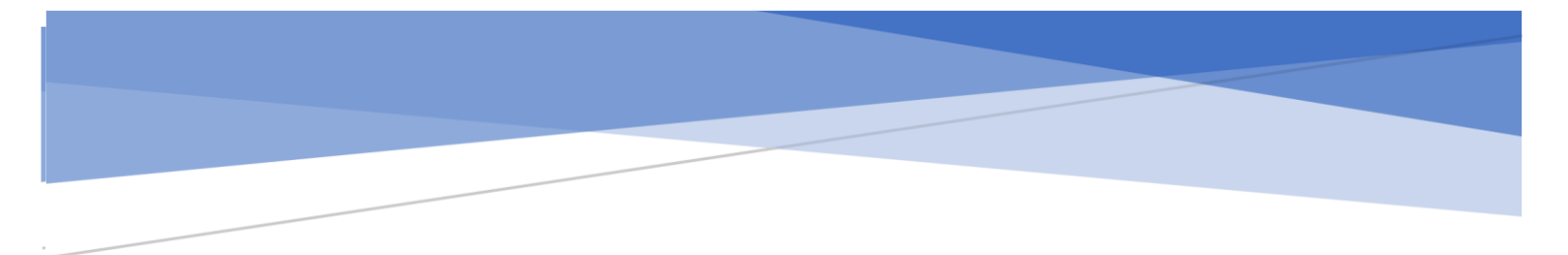
The purpose of this is to help to trace close recent contacts of anyone who tests positive for coronavirus and, if necessary, notify them that they must self-isolate at home to help stop the spread of the virus.

The Government have announced measures to strengthen enforcement of the new rules and ones which are already in place.

- Venues where people meet socially will be legally required to request the contact details of a member of every party, record and retain these details for 21 days, and provide them to NHS Test and Trace when required - this had previously been recommended but was not compulsory.

How it works and what you must do:

- **If you develop symptoms** - you must continue to follow the rules to self-isolate with other members of your household and get a test to find out if you have coronavirus.
- **If you test positive for coronavirus** - you must share information promptly about your recent contacts through the NHS Test and Trace service to help us alert other people who may need to self-isolate



advises you to do so.

- **If you are returning from travel abroad** - it is important to check whether you need to self-isolate.
- **Share contacts** - if you test positive for coronavirus, the NHS Test and Trace service will send you a text or email alert or call you with instructions of how to share details of people with whom you have had close, recent contact and places you have visited. It is important that you respond as soon as possible so that we can give appropriate advice to those who need it. You will be told to do this online via a secure website or you will be called by one of our contract tracers. If NHS Test and Trace contact tracers are unable to contact you for 24 hours, they may pass your case to your local authority to follow up by phone or in person.
- **Alert** - You will be alerted by the NHS Test and Trace service if you have been in close contact with someone who has tested positive for coronavirus. The alert will usually come by text, email or phone call. You should then log on to the NHS Test and Trace website, which is normally the easiest way for you and the service to communicate with each other – but, if not, a trained call handler will talk you through what you must do.
- **Isolate** – You will be told to begin self-isolation for 14 days from your last contact with the person who has tested positive. It is important to do this even if you do not feel unwell because, if you have been infected, you could become infectious to others at any point up to 14 days. Your household doesn't need to self-isolate with you, if you do not have symptoms, but they must take extra care to follow the guidance on social distancing and handwashing and avoid contact with you at home.

Section six

Practical Information for Carers during COVID - 19

Personal Protective Equipment - PPE

Unpaid carers who provide essential care for someone who lives in another household can continue to do so under government lockdown rules. This includes people who choose to start caring during lockdown. To be able to eligible for PPE carers must be providing care that is recognised as **essential**. This would include things like preparing meals and personal care such as washing and dressing.

Advice for carers delivering care in another household during COVID-19

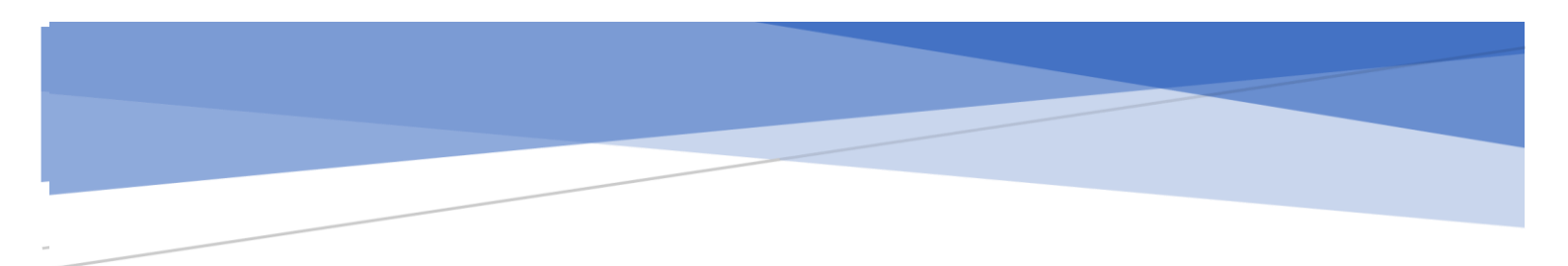
All unpaid carers should maintain 2 metre social distancing when visiting the home of the cared for person They should also maintain 2 metre social distancing from anyone else who lives in the household with the cared for person.

It is important that while maintaining the 2-metre social distancing that carers also do the following to prevent the spread of the virus:

- Wash hands on arrival and often, using soap and water for at least 20 seconds or use hand sanitiser
- Cover their mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin immediately and wash your hands afterwards
- Do not visit or provide care if you are unwell and make alternative arrangements for their care

What to do if a carer is unable to maintain 2 metre social distancing?

If a carer is unable to maintain 2 metre social distancing while undertaking their unpaid caring role (for example, during the delivery of personal care such



will be able to advise further on how to deliver care safely and the equipment

required to do this. It is important that carers maintain 2 metre social distancing from all other household members though when delivering care.

What to do if anyone in the household receiving unpaid care is shielding?

If someone is delivering unpaid care in a household where someone is shielding please contact **Liverpool Carers Centre immediately on 07934 205 609** or by emailing carerscentre@localsolutions.org.uk and they will be able to advise further on how to deliver care safely and if equipment is required to do this.

Section six

How to Access a Carers Assessment

You are a carer if you are looking after someone regularly because they have a disability, illness or are elderly and cannot manage without your help. The person may be a friend relative or neighbour that you are not being paid to care for.

If you are an unpaid carer you can access support, information and advice by completing a Carers Assessment.

To access a carers assessment you can contact Liverpool Carers Centre by

Telephone: 0151 705 2307

Email: carerscentre@localsolutions.org.uk

You can also complete a Carers assessment online by following the link below:

<https://forms.liverpool.gov.uk/contour-forms/carers-self-directed-assessment-ext/>

Once a Carers Assessment is received, your needs will be addressed by further support and guidance from Carers Centre staff.

Depending on the issues identified, this may be carried out in a series of 1-2-1 support sessions with an assigned worker or could be provided through information and advice:

- Health and Wellbeing Support
- Carers' courses and training
- Emergency Planning
- Make sure you are getting the right financial support
- Help you to have a break

Section eight

Telephone numbers

Liverpool Hospitals contact numbers:

Royal Hospital – 0151 706 2000
Aintree Hospital – 0151 525 5980
Women’s Hospital – 0151 708 9988
Alder Hey Hospital- 0151 228 4811
Whiston Hospital – 0151 426 1600

Liverpool Dental Hospital- 0151 706 2000


Dental practices have been allowed to open for urgent and routine face to face care. Most dentists are in the process of phased return. Please contact your dentist for the current opening hours.

Mersey Care NHS Foundation Trust - Blood Sampling (Phlebotomy) online booking will www.merseycare.nhs.uk/mybloodtest, telephone booking will still be available 0151 295 3400 option 4

Walk-in Centre’s - Patients should call before attending: **0300 100 1004** The Beat, 6 David Lewis Liverpool, L1 4AF, will be temporarily closed. Walk in centres will remain operational from 8am to 8pm, seven days a week at the following three sites:

- Old Swan walk-in centre, Crystal Close, L13
- Garston walk-in centre, at South Liverpool Treatment Centre, Church Road, L19
- Smith down children’s walk-in centre, Smith down Road, L15 (aged under 16 years of age).

Support for victims of domestic abuse - If you or a child are at immediate risk of harm, you should contact the police urgently by calling 999. If you are unable to speak you can use the Silent Solution system when calling 999 from a mobile. You will be transferred to this system by an operator and when prompted press 55 or tap/cough into the phone.



You can also call the free National Domestic Abuse helpline on 0808 2000 247
Other support available: • Liverpool Domestic Abuse Services (0151 263 7474)
• Merseyside Domestic Violence Service (0778 094 8890) • South Liverpool

Domestic Abuse Service (0151 494 2222) • Savara UK (0800 107 0726) • Worst Kept Secret (0800 028 3398) • Men's Advice Line (0808 801 0327)

Support directories:

<https://ehd.liverpool.gov.uk/kb5/liverpool/fsd/results.page?qt=domestic+abuse&term=&sorttype=relevance&sr=20>

<https://www.victimcaremerseyside.org/home/who-can-help.aspx>

<http://respect.uk.net/contact-us/>

Careline Adult Services Careline adult services manage all adult social care enquiries and referrals. You can contact us 24 hours a day, 7 days a week. Contact us on 0151 233 3800

Citizens Advice Liverpool telephone advisors are now available to provide general advice 7 days a week on 0344 848 7700

Police - Emergency 999 – Non-Emergency 111 - Crime stoppers [0800 555 111](tel:0800555111)

Section nine

Information re Liverpool City Council Support

Liverpool City Council is aware that the COVID-19 pandemic continues to have a significant impact on unpaid carers' lives. Without the support of unpaid carers, health and social care agencies would struggle to provide the level of care and support that vulnerable people need to continue living in their own homes and communities. Therefore, it is even more important that we make unpaid carers aware of the support available to them during this challenging time.

[Liverpool City Council website](#) contains **information and advice on coronavirus (COVID-19)** including support available to communities and businesses including unpaid carers.


If you have to **self-isolate or are clinical extremely vulnerable** and have no-one to support you, Ask for help from the [Liverpool Covid Isolation Advice Service](#) which can get you help with shopping, finding a foodbank, collecting prescriptions, or you can ask to chat to a friendly volunteer on the phone.

Liverpool City Councils call centre lines are open 8am - 6pm Monday to Friday (Careline is open 24/7 see below). Contact them on 0151 233 3000. To help them protect the vulnerable and those most in need please do not use these lines unless your call is urgent.

If you can't leave home due to Coronavirus ask for help from the [Liverpool Covid Isolation Advice service](#).

You can also contact [Liverpool City Council online](#). Accessing services online speeds up the process as enquiries are logged straight into their systems.

Careline adult services



Careline adult services manages all adult social care enquiries and referrals. You can contact Careline adult services 24 hours a day, 7 days a week.

Contact them on 0151 233 3800 to:

- Raise a concern about an [adult at risk](#) (if an adult is at immediate risk call 101 or 999 in an emergency).
- Request a [needs assessment](#).
- Get help with housing and homeless issues.
- Enquire about casework, individual adult cases or other issues of a sensitive nature.
- Get in touch with a social worker or specific social work team.

You can still call Careline adult services about any of the following, but you can also do them online:


- [Submit a non-urgent general enquiry to Careline](#).
- [Request an occupational therapy assessment](#).
- [Request a carers' assessment](#).

Careline child services

Careline child services manages all child social care enquiries and referrals. You can contact Careline child services 24 hours a day, 7 days a week.

Contact them on 0151 233 3700 to:

- Raise a concern about a [child at risk](#) (if a child is at immediate risk call 101 or 999 in an emergency).
- Arrange an assessment of a child who is seriously ill or disabled, address the family's needs and provide support.
- Access advice and support from other services.
- Request SEND (special educational needs and disability) early help including short breaks, direct payments, after school and holiday provision, carers' assessments and support for sleep difficulties or any concerns about the child's development.

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- Enquire about casework, individual child cases or other issues of a sensitive nature.
 - Get in touch with a social worker or specific social work team.

You can still call Careline child services about any of the following, but you can also do them online:

- [Submit a non-urgent enquiry to Careline](#)
- [Submit a fostering enquiry](#)
- [Submit an adoption enquiry](#)
- [Search for day nurseries, school nurseries and childminders on the Early Help Directory](#)

