Carers’ Information Pack

Welcome to the Carers’ Information Pack. This pack has been developed in partnership with carers and we will continue to add to and update this pack to meet the needs of Carers.

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Welcome

Welcome to your Carers’ Information Pack. This pack is about you and for you, whatever your caring circumstances.

Many of us will find that we are a carer at some point in our lives. It is natural that as part of a relationship or friendship we just accept that we are helping by doing a little bit more than usual. Often carers get on with tasks, ignore their own needs and do not notice the increasing stresses and strains until it is too late and a crisis has happened. If you are a carer it is important to remember that you do not necessarily have to do everything yourself.

This pack has been developed to provide you with basic information about support and services available that might help you in your caring role. It also gives you some ideas for keeping strong and well and better able to continue caring for as long as you choose to. The pack cannot cover every situation or answer all of the questions you have but it does contain details of organisations that will be able to provide you with further information and specialist advice.

The pack will be reviewed regularly to keep it as up-to-date as possible. You can register for updates by completing and returning the form in section 10.1 – you can also use this form to tell us what you think about your pack.
What is a Carer

The carer’s information pack is a series of fact sheets put together that cover the range of issues that carers may come across when caring for someone.

**A carer** is someone who looks after a spouse, partner, parent, child, other relative, neighbour or friend who due to illness or disability would not be able to live at home without their help. The support that they provide is unpaid.

**A parent carer** is a parent or guardian who will provide more support than other parents because their child is ill or disabled. Parent carers will often view themselves as ordinary parents rather than carers, but their child will have considerable additional care needs.

**A young carer** is a child or young person under the age of eighteen who looks after a family member who is ill or disabled. The person receiving care is often a parent, grandparent or other relative who needs support. They will be taking on the kind of responsibility that an adult would usually have. As a result, they may not have as many personal, social and educational opportunities as other young people.
Carers’ Rights

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

- **The Carers (Recognition and Services) Act 1995** was the first major piece of legislation that related solely to carers. It recognises their role and gives carers the right to request an assessment in their own right. The Act gives Local Authorities the duty to take into account the carers assessment when deciding what services are needed to support the person being cared for.

- **The Carers and Disabled Children Act (2000)** reinforces carers’ rights to request an assessment of their own needs, even when the person they care for has refused a community care assessment or services. It also gives Local Authorities the power to provide some services, including Direct Payments, direct to carers. The Act also recognises individuals with parental responsibility for a disabled child.

- **The Carers (Equal Opportunities) Act (2004)** places a duty on Local Authorities to inform carers of their rights to an assessment. The Act seeks to ensure that carers are able to participate fully in society by ensuring that when assessing carers needs their leisure, learning and employment needs are also considered. It also gives Local Authorities new powers to call on the assistance of other bodies in providing support to carers.

- **The Work and Families Act (2006)** gives carers the right to request flexible working conditions. Parents of children under six and of disabled children under 18 already have this right, carers now join them.

For more information visit the Department of Health website: www.dh.gov.uk
Carers who are working or looking for work

**Juggling Work & Care**

Juggling work and looking after someone can be difficult; situations can change suddenly and often cannot be planned. Most of us will become carers at some stage in our lives and there are currently over 3 million working carers in the UK.

If you're already employed, specialist advisers from Jobcentre Plus can discuss your current employment situation with you and tell you more about the options available to you. Below are some Frequently Asked Questions about Work and Caring

**Q – Who are working carers?**
The 2006 Work and Families Act defines carers as an employee who is or expects to be caring for a person over the age of 18 who is married to, the partner or civil partner of the employee, or is a near relative of the employee (i.e. parents, parents-in-law, adult child, adopted adult child, siblings including those who are in-laws, uncles, aunts or grandparents and step-relatives), or falls into neither category, but lives at the same address as the employee.

**Q – What are my statutory rights as a working carer?**
The Work and Families Act 2006 and the Employment Rights Act 1996 give carer’s rights to help manage work and caring responsibilities. Those rights include the right to request flexible working and reasonable time off to deal with emergencies.

**Q – What is flexible working?**
Flexible working is an arrangement whereby your employer can offer you a degree of choice as to when how and where you do your work. Any revised working arrangements agreed with you will also need to meet the business needs of the service in which you work.

**Q – Who has the right to request flexible working?**
If you are a carer, you have the right to request flexible working. The law gives you the right to make one application per year for flexible working.
Q – What types of flexible working arrangements are available?
Flexible working could include:

- Flexible starting and finishing hours.
- Compressed hours e.g. working a 37-hour week over four days instead of five.
- Job sharing and part time working.
- Annualised hours
- Shift swapping
- Voluntary Reduced Hours (V–time working)
- Term time working

Q – Who can I contact to find out more about flexible working arrangements?
You should speak to your Manager or contact your Human Resources Department.

Q – How do I request consideration for flexible working?
You should submit your application in writing to your Manager and clearly state what working arrangements you are requesting and why.

Q – What happens when I have submitted my request for flexible working?
After receiving your request your manager should arrange to meet you to discuss your proposed work pattern and how best this can be arranged. You can be accompanied by your union representative if you wish.

Following the meeting, your manager should write to you to with the outcome of your meeting. If your request is refused your manager should provide you with clear business grounds why your request cannot be accepted.

Q – If my Manager declines my request for flexible working, can I appeal?
Yes. You can appeal against the decision and the letter refusing your request should give details of how you make such an appeal.

Q – What are my rights to time off to deal with emergencies?
Also known as time off for dependants, this gives all employees the right to take a reasonable amount of time off work to deal with an emergency involving a dependant. Whether the time off is with pay is at the discretion of the employer.
Q – What is available if I decide I need to be away from work for a long time as a result of my caring responsibilities?
Release for long periods will be dependent upon the ability of the employer to provide cover during your absence. Initially you should discuss this with your manager or Human Resource Department.

Q - What help is available for carers who are looking for work?
Jobcentre Plus personal advisers can help carers looking for work. They can provide details of suitable vacancies and explain more about the range of programmes available to help you. If you are looking for work, you can search for jobs online at www.jobcentreplus.gov.uk, or call their telephone job matching service on 0845 6060 234 (text phone 0845 6055 255). For more information about Jobcentre Plus programmes and services, contact your local Jobcentre or visit their website.

Other useful and additional sources of information about work and caring can be found at the following websites.

Carers UK
www.carersuk.org
Telephone: 0808 808 7777

Department for Work and Pensions
www.dwp.gov.uk
Telephone: 0191 218 7777

Citizens Advice Bureau for your nearest centre
www.citizensadvice.co.uk
Telephone: 0844 848 7700
How to Contact Social Services in Liverpool

In Liverpool social services are provided separately for adults and children.

- Services and care for adults are provided by Adult Health and Social Care
- Services for Children are provided by the Children's Services

Who do I Contact if I need help?
If you need help or advice you should contact Careline. Careline is Liverpool City Council's Social Care Contact Service, where staff are available 24 hours a day, every day of the year, providing a central contact point for enquiries about services for children, adults, homeless families and people with mental health ill health.

Careline works with the One Stop Shops and our partnership agencies.

Our fully-trained customer advisers and social workers offer a confidential service and can help put you in touch with the organisations that are best suited to deal with your situation.

We are a member of Language Line and, if English is not your first language, we can arrange for an interpreter for you.

We are here to help you 24 hours a day 7 days a week.

You can Contact Careline by telephone
- Careline Adult Services (for all queries about people aged 18 and over) 0151 233 3800
- Careline Children's Service O151 233 3329
- If you are Deaf or hard of hearing you can use the textphone number 0151 225 2500

If you wish to email your enquiry you can at:
Adults Services: carelineadultservices@liverpooldirectlimited.co.uk
or Children's Services: icssupportedliving@liverpool.gov.uk
Carers’ Assessments

What is a Carers’ Assessment?
A Carers’ Assessment is your opportunity to discuss with social services the things that could make caring easier for you. You can also discuss anything that would help maintain your own health and help you to balance caring with your life, work and family commitments.

To complete your assessment a member of the Adult Social Care staff (usually a Social Worker or Community Care Assessor) will usually meet you and the person that you care for. It may take a number of meetings to agree on your needs. As a carer you will always be given the opportunity to speak to the assessor on your own. You may also have someone with you at the assessment if you wish; this person is known as an advocate.

The assessor will ask some questions about your roles as a carer and ask you what you would like to happen as a result of the assessment.

It is important to remember that an assessment is not a test; it is designed to help you. It is a way of finding out about you and the things that could make caring easier for you or help you if you are no longer able to care.

Preparing for a Carer’s Assessment
You might want to think about the following when preparing for an assessment:

• Do you get enough sleep?
• Is your health affected in any way?
• Are you able to get out and about?
• Do you get time for yourself
• Are your other relationships or responsibilities affected?
• Do you want information about benefits?
• Are you worried you may have to give up work?
• Is the person you care for getting enough help?
What happens after a Carer’s Assessment?
A Carer’s Assessment is your opportunity to tell social services about the things that could make caring easier for you. It is important that you tell your assessor about the things that affect you as a person and as a carer. This will make sure that you get all the services that you need. You might be entitled to services to support you and help maintain your health and wellbeing. These services may include: support services to give you a break, emotional support from other carers or people who understand, activities for the person you care for, benefits advice or equipment that will help you in your caring role.

Social Services will try to get these for you as quickly as possible. They will either provide the service, arrange for another organisation to provide it, or provide you with the funding to buy the service yourself via a Direct Payment (see section 2.3 Self Directed Support for Carers). You will be able to discuss what is most suited to your needs with the assessor.

Certain services may have more people needing them than there is staff to provide them, so you may not be able to get what you want straight away. Should this be the case we will always try to find an alternative that suits you.

Will I have to pay?
There is no charge for a Carer’s Assessment but there may be a cost for some of the services that social services provide. Your assessor will give you more information about what services will cost. Your assessor might need to do a financial assessment to work out how much you, or the person you care for, can afford to pay.

How do I get a Carer’s Assessment?
You can ask for an assessment for yourself and/or the person that you care for by contacting social services in the following ways:

- In person: Visit one of the city council one stop shops
- Telephone: Call Careline (24 hours) 0151-233 3800
- Email: carelineadultservices@liverpooldirectlimited.co.uk

You can complete a Carer’s Self Assessment which is available online by visiting the carer’s pages on the Liverpool City Council website: www.liverpool.gov.uk.
Self Directed Support for Carers

Self directed support covers a whole range of care support options; one of these is direct payments.

Direct Payments are local council payments available to anyone who has been assessed as needing help from Social Services. They are normally available if you are a carer aged 16 or over (including parents / carers of a disabled child).

What are Direct Payments for?
Direct Payments can be used to buy services from an organisation or employ somebody to provide assistance. As a carer, you can use a direct payment to purchase the services that you have been assessed as needing to support you in your caring role. This includes support that may help maintain your health and well-being, for example, to pay for driving lessons or a holiday so that you can have time to yourself.

If you are assessed as needing domestic help, you may ask for a direct payment and buy the support services you need.

Who is eligible?
Everybody who has been assessed as needing a service is eligible for Direct Payments. There are some exceptions to this, and if they apply to you we will tell you what they are. For more information on the exemptions you can ask for a copy of the Department of Health Booklet, “Direct Payments” You can request a copy by calling the Self Directed Support Unit on 0151 233 3800 or by calling the Department of Health Publications team on 0870 600 55 22

If you already receive services from Adult Health and Social Care
We must offer you the option of Direct Payments in place of the services you currently receive. There may be some circumstances in which you will not be offered Direct Payment. If we cannot offer you Direct Payments we will explain why. If you are not offered Direct Payments by the people who assess you please ask about them.

If you're not receiving Social Services
To obtain Direct Payments you will need to contact your local social services department to ask them to assess your needs. See section 2.2 “Carers Assessments”
How much will you receive?
This will depend on the result of your assessment, as agreed by you. Direct Payments are made directly into a bank, building society, Post Office or National Savings account.

What can't you use Direct Payments for?
You cannot use your Direct Payment to buy services for the person you care for. They can only be spent on getting the support you, as a carer, have been assessed as needing. Nor can you use Direct Payments to secure a service from your spouse or civil partner, close relatives or anyone who lives in the same household as you, unless that person is someone you have specifically recruited as a live-in employee (other than in exceptional circumstances, which we will discuss with you).

Effect on other benefits
Direct Payments do not count as income and so do not affect any other benefits you may receive, for example Carers Allowance.

How to apply for Direct Payments
If you already get services from us, speak to your social worker, and ask them about changing to a direct payment. You can contact your social worker or the appropriate team by calling Careline on 0151 233 3800.

If you are applying for services for the first time, the person who assesses your needs should discuss Direct Payments with you. If they do not offer Direct Payments, please ask about them.

What to do if your circumstances change
If your needs or the needs of the person you care for change it is important that you let us know as soon as possible so that we can reassess your needs and the level of payments you require. You can do this by calling us through Careline on 0151 233 3800.
Caring for someone with Drug or Alcohol Problems

When someone misuses drugs or alcohol, everyone close to them is affected. Many adults drink alcohol, but it can become a problem if they begin to misuse alcohol by drinking it too often or in too great volume. People can find it very hard to stop drinking alcohol and this is known as addiction.

People can also become addicted to drugs. We often think of people being addicted to illegal drugs like cannabis or cocaine, but people can also become addicted to drugs they have prescribed, such as painkillers or sleeping pills.

Being the carer of someone with drug or alcohol problems can be very difficult.

Liverpool City Council has a Drug and Alcohol Team which is responsible for assessment and care management and funding of places in drug & alcohol residential rehabilitation units.

The team also provides advice to other professionals in the drug/alcohol field as well as other services and to the public.

The team of social workers has a city wide remit and works with adults aged 18 and over who wish to address their drug and/or alcohol misuse.

The team undertakes assessment of people with complex needs, many of whom experience difficulties in other areas of their lives, and require care planning, monitoring and reviewing during their period of detoxification and rehabilitation treatment. The team are also involved with planning aftercare services.

The team will accept self-referrals; agency referrals from drug and alcohol agencies, hospitals, the Probation Service, GPs, family, friends and neighbours. The referral must have the full knowledge and agreement of the person being referred.

There are a number of agencies now offering support for carer’s of someone with drug or alcohol problems. Information about these is available from the team. If you would like an informal chat or to request information about services you can call the team on 0151 233 3165.
Careline also has a list of groups and support services call 0151 233 3800

Referrals for assessment can also be made to Careline
Telephone Careline on: 0151 233 3800
Email: carelineadultservices@liverpooldirectlimited.co.uk

Referrals can also be made at One Stop Shops around the city - to find your nearest
One Stop Shop contact Liverpool Direct on 0151 233 3000

Useful Contacts and Support Groups

Sanctuary Family Support
Supporting the families of those affected by substance or alcohol misuse
141 Smithdown Road
Liverpool L7 4JF
Tel: 0151-735 0747

Parents against Drug Abuse (PADA)
Award winning organisation that delivers support and services to the families
of substance users in Liverpool and across the country
Ellergreen Community Centre
Ellergreen Road
Norris Green
Liverpool L11 2RY
Tel: 0151 270 2108
Email: pada@ellergreen0.fsnet.co.uk

Kensington Family Support
Support service for people affected by drugs
Health Advice Action Team (Heat)
72 – 74 Durning Road
Kensington
Liverpool, L7 5NG
Tel: 0151 281 9286
Email: franvaughn@heatkensington.org.uk

Frank
Helpline service to support people affected by drug/alcohol misuse
Tel: 0800 77 66 00
www.talktofrank.com has a section for families and carers
Caring for someone with Mental ill health

Looking after someone with a mental health problem, as with all types of caring, can be very rewarding as well as frustrating.

The help and support provided by carers, friends and family can be of great importance when it comes to successfully treating mental health problems. Just remember there’s only so much you can do, so be aware of your limits and the fact that your own life is important too – bearing this in mind should help to reduce stress levels for you and the person you care for.

Many people experience some sort of mental distress at some time in their lives. This may be caused by a number of different factors such as stress at work, the breakdown of a relationship, the death of someone close to you even a major change in your life circumstances such as moving house. Different people deal with these things in different ways and sometimes these problems overwhelm us.

Some people have more severe mental health illnesses, such as severe depression, schizophrenia, bi polar disorder or other conditions. Although many people deal with their illness very well with, other people need more help.

In Liverpool mental health services are provided by Mersey Care NHS Trust (Mersey Care). Mersey Care was established on 1 April 2001 to provide specialist mental health and learning disability services for the people of Liverpool, Sefton, and Kirkby. Mersey Care's purpose is to enable people with learning disabilities and/or mental ill health, and their carers, to optimise their health, life experience and citizenship.

More information about Mersey Care can be found at www.merseycare.nhs.uk or by telephoning 0151 473 0303.
Support for Carers
If the person you care for is receiving a service from one of the Community Mental Health Teams (CMHTs) you can request a Carers Assessment. Mersey Care has specialist Carers Assessors who will work with you to provide advice and support for you in your caring role.
There are three Carers Assessors who are attached to the individual CMHTs.
If you are caring for someone with mental ill health who receives support, the Carers Assessors will make contact with you following the initial assessment. You can contact the Carers Assessors directly and ask to arrange an appointment for an assessment, the three assessors are:

Aleem Abdullah, Arundel House and Windsor House, Tel: 0151 330 8098
Julie Doran, Moss House, Park Hospital and Vauxhall, Tel: 0151 330 8940
Don McRichie, Newhall and Anfield, Tel: 0151 285 6828

You can also request a copy of the leaflet Effective Care Co-Ordination. This is a leaflet for Carers which give details of what you can expect as part of the assessment and care plan.

Useful Contacts and Support Groups
Carers Mental Health Support Group
The group meets on the first Monday of every month at the Liverpool Carers Centre from 12.00pm until 3.00pm.
Liverpool Carers Centre
Local Solutions
Mount Vernon Green
Hall Lane, Liverpool L7 8TF
Telephone: Maria Cook 0151 705 2308
Email: carerscentre@localsolutions.org.uk

Liverpool Schizophrenia Association
The group meets on the first Wednesday of every month at 7.30 pm.
387 Smithdown Road
Wavertree
Liverpool L15 3JJ
Telephone: 0151 735 0187
Wirral Mind
90-92 Chester Street
Birkenhead
Merseyside
CH41 5DL
Telephone: 0151 512 2200
e-mail: admin@wirralmind.org.uk
website: http://home2.btconnect.com/wirralmind/

Making Space
Making Space is a registered charity, offering support to all those affected by mental illness. Making Space provides a range of services which a carer can access.

Making Space
66 Westhead Avenue
Liverpool L33 0XN
Tel: 0151 545 0822
Fax: 0151 545 0817
Website: www.makingspace.co.uk
Caring for an Older Person

There are three Older People’s Assessment and Care Management Teams in Liverpool who offer assessments to Liverpool residents aged 65 and over who may need support due to disability or frailty.

The main aim of the teams is to support people to remain as independent as possible within their own home and community. For individuals with a sensory impairment we may direct you to Merseyside Society for Deaf People (MSDP) or Bradbury Fields (formerly LVSB) for more specialised support.

The Older People’s Teams also offers assessments for carers and can provide practical support such as offering regular breaks through the Carers Voucher Scheme. (see section 2.2 – Carers Assessments)

You can contact the Older Peoples Teams for an assessment through Careline
Telephone: 0151 233 3800
Email: carelineadultservices@liverpooldirectlimited.co.uk

Useful Contacts and Support Groups

Age Concern Liverpool
Working with and for people aged 49 – 109 to improve their quality of life.
5 Sir Thomas Street,
Liverpool
L1 6BW
Tel: 0151 236 4440

Help the Aged
Help the Aged is a charity to free older people from poverty, isolation and neglect.
207-221 Pentonville Road, London N1 9UZ
Telephone: 020 7278 1114
Fax: 020 7278 1116
Email: info@helptheaged.org.uk
Bradbury Fields
Services for blind and partially sighted people.
The Bradbury Centre,
Youens Way,
Liverpool
L14 2EP

Telephone: 0151-221-0888
Fax: 0151-221-0889
Textphone: 0151-221-0887

Merseyside Society for Deaf People (MSDP)
Merseyside Society for Deaf People (MSDP) was established in 1864, to address any barriers and inequalities experienced by Deaf people. MSDP seeks to ensure that Deaf people achieve a full, active and influencing role in mainstream society.

Merseyside Society for Deaf People
Queens Drive
West Derby
Merseyside
L13 ODJ

Telephone (Voice/Minicom): 0151 228 0888
Sign Language Direct Line: 0151 259 5741
Caring for Adults with a Learning Disability

The needs of a person with learning disabilities can vary widely from people who are fairly independent but need some support with particular aspects of their daily living, to those who also have very complex needs.

Naturally every person with a learning disability is different and their individual needs may mean that they also need to use other services, such as physical disability services or mental health services. Therefore you may find it useful to browse through some of the other sections in this pack so that you know what support and opportunities may be available to you and the person you care for.

There are two Assessment and Care Management Teams for adults with a Learning Disability in Liverpool. The teams offer assessments to Liverpool residents aged 18 to 64 years old who may need support because of a learning disability

The main aim of the teams is to support people to remain as independent as possible within their own home and community. If you are caring for a adult with a learning disability you are entitled to an assessment in your own right. (see the Carers Assessment section 2.2)

We can provide practical support such as offering regular breaks through the Carer Voucher Scheme.

How can I get help?
If you have or someone you care for has a learning disability and would like some help please contact Careline on Tel: 0151 233 3800 or Email: carelineadultservices@liverpooldirectlimited.co.uk

Useful Contacts and Support Groups

Alderwood Parents/ Carers Group
Support group for the parents or carers of people who attend the Alderwood Centre.

Alderwood Resource Centre
Bridge Chapel Centre
Heath Road,
Garston, Liverpool L19 4XR
Tel: 0151 494 2174
Aspergers Carers Group
The group meets on the first Monday of every month from 1.30pm until 3.30pm.
Olive Mount
Old Mill Lane
Liverpool L15 8LW
Tel Fran Coles on 0151 705 2423

Oakfield Day Service Carers Group
Local Carers Group who meet on a regular basis.
Oakfield Day Centre
The Methodist Church
Oakfield Road
Liverpool L4 0UP
Telephone: 0151 263 8644

Older Carer Support Groups
Local Solutions hold two Older Carers Groups for Older Carers caring for someone with a Learning Disability in Liverpool. The two meetings are held monthly at: Liverpool Carers Centre, Mount Vernon Green, Liverpool, L7 8TF and Parthenon Drive Day Centre, Norris Green, if you would like to get involved or require further details please contact Fran Coles on 0151 705 2423
Caring for an Adult with a Physical Disability and/or Sensory Impairment

Anyone may become disabled, suddenly through accident, or gradually through illness, some people are disabled from birth. Caring for someone with a physical disability or illness can be a very challenging.

If you look after someone who is a disabled adult with a physical and/or sensory impairment (e.g. people who are deaf and people who are visually impaired) and cannot manage on their own, then we may be able to provide support and advice to you to help you and the person you care for, to lead a life, which is as full and as independent as possible.

This section describes services that will give you support and opportunity to a break from caring and have time to yourself.

The Physical and Sensory Impairment Team offers assessments disabled residents of Liverpool aged between 18 - 64 years who have physical disability and/or sensory impairment.

The aim of the team is to support individuals to remain independent within their own home and community.

If you are caring for a disabled person with a physical disability and/or a sensory impairment, you are entitled to an assessment in your own right. We can provide practical support such as offering regular breaks through the Carers Voucher Scheme (see section 2.2 Carers Assessments)

If you have or the person you care for has a Sensory Impairment we may direct you to Merseyside Society for Deaf People (MSDP) or Bradbury Fields (formerly Liverpool Voluntary Society for the Blind) for more specialised support. You may contact these organisations directly if you prefer to talk to them about what services they offer and contact details are below.

If you would like an assessment or to contact the Physical and Sensory Impairment Assessment and Care Management Team please contact Careline by:
Telephone: 0151 233 3800
Email: carelineadultservices@liverpooldirectlimited.co.uk
**Useful Contacts and Support Groups**

**Merseyside Society for Deaf People**
Merseyside Society for Deaf People (MSDP) was established in 1864, to address the many barriers and inequalities experienced by Deaf people. MSDP seeks to ensure that Deaf people achieve a full, active and influencing role in mainstream society.

Queens Drive
West Derby
Merseyside
L13 0DJ
Telephone (Voice/Minicom): 0151 228 0888
Sign Language Direct Line: 0151 259 5741

**Bradbury Fields** (formerly Liverpool Voluntary Society for the Blind)
Services for blind and partially sighted people
The Bradbury Centre,
Youens Way,
Liverpool
L14 2EP
Tel: 0151-221-0888
Fax: 0151-221-0889
Minicom: 0151-221-0887

**Neuro Support**
Support services include:
- Epilepsy Self Help Group
- Parkinson's Disease Support Group
- Alzheimer's Support Group

Norton Street
Liverpool L3 8LR
Tel: 0151 298 2999

**The Stroke Association**
Family and Carer Support Service
Hafan House
University Hospital Aintree
Longmoor Lane
Liverpool
L9 7AL
Tel 0151 529 3753/ 3828
Caring for someone living with HIV/AIDS

Human Immunodeficiency Virus (HIV) and Acquired Immunodeficiency Syndrome (AIDS) are serious medical conditions throughout the world today.

Caring for someone with HIV can be very challenging which can create a situation as stressful for you as for the person who is sick, so taking care of yourself as well as the person with HIV is important.

Liverpool City Council has a dedicated social worker for people living with HIV/AIDS who can help you access advice, information and support.

The social worker works closely with a number of agencies who can offer support and advice to HIV positive people and their families/carers, and can help put you in touch with other relevant support services.

If you would like to speak to a HIV specialist social worker please contact them either through Careline on 0151 233 3800 or via the direct confidential line on 0151 706 2854 or mobile number 07793721007.
You can also make a referral through Careline which is available 24 hours a day 7 days a week.
Contact Careline on 0151 233 3800 or Email: carelineadultservices@liverpooldirectlimited.co.uk

Information and advice about HIV can also be found at the GUM clinic at the Royal Liverpool Hospital telephone 0151 706 2620 or the National Sexual Health helpline on 0800 567 123

Sahir House
Sahir House offers free confidential advice, support, counselling and therapeutic services to people living with HIV. As a carer you can access services such as therapeutic and counselling services and welfare rights advice.

The staff at Sahir House can also help you access statutory services as they work closely with Adult Social Care and Health Services.

Sahir House also hosts a peer support group for carers who meet on a monthly basis.
If you think that Sahir House could help you, or to find out more about their services, please contact them to make an appointment to arrange a visit and discuss your support needs.

Contact Sahir House by telephone 0151 708 9080 or Email: info@sahir.uk.com

You can also visit the Sahir House website for more information about what is available at www.sahir.uk.com/
Caring for someone with Dementia

Caring for someone with dementia presents a range of practical issues that can be different from those of other carers. It is all too easy to ignore your own needs and to forget that you matter too. But it’s much easier to cope if you look after your own health and well being and there is lots of support available.

Remember, there are plenty of options to help you meet your own needs without compromising the needs of the person you are caring for. Taking a break will help you to relax and unwind and deal with your own feelings about the dementia.

If you are caring for someone and are struggling to cope, you can seek help and advice. (Please see the health section 7.1 of the pack)

Liverpool City Council has one Older People Mental Health Team which is based on two sites, Mossley Hill Hospital and Aintree Hospital. The team offers assessments to Liverpool residents aged 65 and over that may need support due to dementia.

The main aim of the team is to support people to remain as independent as possible within their own home and community. The team also offers assessments for Carers and can provide practical support such as offering regular breaks through the Carers Voucher Scheme. (See section 2.2 Carers Assessments)

If you would like an assessment of more information you can contact Careline by: Telephone 0151 233 3800
Email: carelineadultservices@liverpooldirectlimited.co.uk
Useful Contacts and Support Groups

The Alzheimer's Society
Provides advice support and information on their website at http://www.alzheimers.org.uk/site/
They also provide a telephone helpline on: 0845 399 0336.

Liverpool Personal Service Society (PSS)
Provides services for people with dementia and their carers. It provides training courses and has a web based Dementia Café where you can make contact with other Carers. The Dementia Café can be found at www.dementiacafe.com

For more information about Dementia Services at PSS please contact:
PSS Head Office
18 Seel Street
Liverpool
L1 4BE
Telephone: 0151 702 5555
Fax: 0151 702 5566
Minicom 0151 702 5599

Email Addresses:
information@pss.org.uk
appeals@pss.org.uk

The Princess Royal Trust for Carers also has lots of information for Carers of people with Dementia.

Please contact them for information about Carers Support in your area
Telephone: 0844 800 4361
Fax: 0844 800 4362
Email: info@carers.org
Website: www.carers.org.uk
Help with Benefits

As a carer you may be entitled to a number of benefits which can help you. For example you may be entitled to Carers Allowance if you are aged 16 or over (this can include carers who are over pension age) and spend at least 35 hours a week caring for a person receiving Attendance Allowance, Disability Living Allowance (at the middle or highest rate for personal care), or Constant Attendance Allowance at a qualifying rate. If you are not eligible for Carers Allowance there may be other benefits which you or the person you care for may be entitled to.

The Liverpool Benefits Maximisation Service (BMS) helps carers, their families and the people they care for to obtain the benefits they are entitled to.

The BMS team is made up of fully trained benefits specialists who will check your entitlement to a full range of benefits, including means tested and disability benefits and tax credits. They can also check if you are entitled to other kinds of financial support such as education awards. They will help you make claims and challenge any incorrect decisions.

If you would like to talk to a Benefits Maximisation Advisor you can make an appointment:

• At any of Liverpool City Council’s One Stop Shops
• By completing the on-line referral form. Go to www.liverpool.gov.uk and look up Benefits Maximisation Service under A-Z
• By Telephone 0151 233 3064

Liverpool City Council’s website also contains a wealth of information about the different benefits that carers, their families and the people they care for may be able to access, including how you qualify and how to claim. Select “What Can I Claim?” on the Benefits Maximisation Service page to find out more.
Useful Contacts
The National Benefits helpline offers advice about benefits 0800 055 6688

Age Concern Liverpool
Benefits Advice Team – offer an outreach service for people over 60
Tel: 0151 330 5850

Liverpool Carers Centre Benefits surgery every Tuesday for Carers.
For an appointment call, Tel: 0151 705 2307

Citizens Advice Bureau
Advice Line, Tel: 0844 848 7700
Debt Advice - Help the Aged

You’re Money Matters

Your Money Matters is a project set up by Help the Aged in 2007. We carry out either office based or home based interviews, dealing with people over 50 or their carers. We deal with all matters relating to debt (how ever big or small), income maximisation, budgeting and day to day problems they may find with coping with money management on a day to day basis, such as banking methods, savings etc. Our service is free of charge, regardless of income.

We will also refer on where other services may be noted or required. Referrals can be either by agency or self referral. For more information please contact:

Your Money Matters - Help the Aged
Vauxhall Law and Information Centre
Silvester Street
Liverpool
L5 8SE
Telephone: 0151 298 9299
Transition Planning for Young People

The term Transition is often used to describe the process of moving from childhood into adulthood. It is challenging time for most young people and their families but is significantly more so for young people with additional support needs.

If the young person you care for already has a social worker from children’s services they will talk to you about responsibility for the young person’s services transferring to adult social services and what this will mean in terms of assessment for services, and a new care plan.

In Liverpool the council and the PCT have worked together to create a Transition Service for young people with disabilities. The Service is being co-developed by a Transition Social Worker and a Transition Health Worker. The aim of the transition workers is to ensure that young people and their parents and carers are given relevant information at the most appropriate time to support them through the transition period.

As this is a new service a pilot is running in three schools, Palmerston, Redbridge and Sandfield Park. We will also be consulting with young people who are supported by Disabled Children’s Team.

What does the team do?
The role of the Transition social worker is to attend school reviews and advise the young person and their carers about what services are available in the future from Adult Service and how to access them. They can also provide information about benefit entitlements as well as charging policies and issues around transport.

The Transition Health Worker will work with young people who have complex health needs and a Learning Disability. The Transitions health worker will also liaise with appropriate health colleagues if this is needed.

The Transitions Team also works closely with Connexions. This is an organization which provides advice, information and support to young people to help them make the most of their opportunities for education and employment.

As this is a new service a pilot is now running in three schools, Palmerston, Redbridge and Sandfield Park. We will also be consulting with young people in mainstream schools if they have a social worker and supported by Disabled Children’s Team (Tel: 0151 225 4948).
We will also be linking in with Bankview School for those with more complex needs. Contact us if you have a query or want to know more.

The Transition Social Worker also provides an informal information session in the schools in the project. This is open to all parents and carers whose sons and daughters attend the schools in the pilot. It is offered at flexible times to fit in with the home commitments of parents and carers. It provides a more detailed overview of service provision as well as the assessment process.

If you would like more information about transition you can attend one of the information sessions in the school and contact should be made via school. The Transition Social Worker and Transition Health Worker work specifically with the 17+ age group. If you have a social worker you should speak to them.

**How can I get help?**
If you have or someone you care for has a learning disability and would like some help please contact Careline on Tel: 0151 233 3800 or Email: carelineadultservices@liverpoldirectlimited.co.uk

**Useful Contacts:**
**Connexions**  
Telephone: 080 800 13219  
Text: 07766413219  
Website: www.connexions-direct.com

**Transition Support Programme**  
National programme to improve support for disabled young people in their transition to adulthood  
www.transitionsupportprogramme.org.uk

**Transition Information Network**  
Website for parents, carers and people who work with and for disabled young people in transition to adulthood  
www.transitioninfonetwork.org.uk

**Mencap**  
A guide that offers advice and information for parents and carers about the transition process, how to survive it and how to make sure you are able to make successful and positive plan for the future.  
www.mencap.org.uk/guides
Fusion Project

The aim of the Fusion Project is to:

- Direct disabled children and young people into mainstream play and leisure provision within their own community
- Enable, assist and encourage all play and leisure provision to include children and young people of all abilities

We will work with children and young people, families and carers to explore the things they would like to do. This might be something as simple as going out for the afternoon with a group of friends, joining the local Cubs, Brownies, drama group, go the gym, or join a youth club.

If finding friends is difficult because of ability or behaviour, or because your child/young person does not go to school locally, we can work with you to explore the possibilities locally to help your child to make connections that could lead to friendships.

The Fusion Team can also offer

- help to get a Direct Payment if this is more appropriate for you
- pamper days for parents and carers
- signposting to courses or training sessions
- help with childcare if you want to work or train. We can give you some information on different types of childcare and how to access Tax Credits to help you pay for it. This may enable you to claim extra funding if your child or young person fits certain criteria set out by the Inland Revenue.

How to contact the Fusion Team

You can contact us by calling Careline or if you already have someone working with your family they can do it for you.

Contact Careline by:
Telephone: 0151 233 3700
Email: Carelineadultservices@liverpooldirectlimited.co.uk
The Parent Partnership Service

We are here to help if you are a parent/carer of a child aged birth up to and including 19 years old and either you believe your child has Special Educational Needs (SEN) or you have been informed that your child has SEN.

The service exists to ensure that the views and concerns of parents are represented fully.

The aim of the service is to help empower parents and ensure that they have the information, confidence and support needed to make informed decisions about their child's education. We can accept referrals from any source, but will only become involved if parents want our help.

We aim to provide friendly and helpful support to parents in a professional manner. We are willing to listen and are available either by telephone or by appointment in our office for information and support.

How we can help

We can provide help by:

- Providing accurate, neutral information on:
  - parents' rights, roles and responsibilities within the SEN process, including statutory assessment.
  - the SEN Code of Practice 2001 and other laws and guidance on SEN and Disability professionals' roles.
  - the wide range of options available to parents.
  - parents' groups and voluntary organizations.
- Providing regular information sessions for parents, both at the office and in other places – you are welcome to bring a friend.
- Having someone to deal with enquiries quickly with our telephone helpline.
- Offering appointments at the office (our Parent Time Appointments) to help assist with letters and forms, helping parents understand paperwork and reports and preparing parents for meetings at schools, including Annual Reviews.
- Offering training to other professionals and voluntary groups to help them to help you with SEN issues.
- Issuing our newsletter every month so that you can find out about events you can take part in and read news about SEN that you may not read elsewhere, etc.
- Using our Independent Parental Supporters to provide information and support to parents and carers.
In exceptional circumstances we will work with some parents on an individual basis, but we can only work with have a small number of individuals at a time. We will aim to provide help by other means if possible.

We do some of this work outside normal office hours, to help parents who are not available during the day.

**How to Contact Us**
- Telephone: 0151 233 2848
- Fax: 0151 233 8206
- Email: Parentpartnership@liverpool.gov.uk

The Parent Partnership Service,
The Fairfield Centre,
Sheil Road
Liverpool
L6 3AA
Parent and Carers Forum

The Forum brings together parents, children, statutory and other organisations so that we can make positive changes for Liverpool's children and their families.

The guiding principles which we follow are based on the views of parents and carers and are divided into three key areas:
- Working in partnership
- Supporting parent and carer involvement
- Promoting access to information.

We meet regularly to share information and experiences and to discuss issues that have been raised.

The forum is particularly keen to make a difference to the development of services that are available.

All parent and carers of disabled children and children with additional needs are welcome.

You are welcome to come along and meet other parents and carers. This is your chance to work with professionals to change services for the better.

Do you think you lack confidence? We can offer training courses which will help you.

Contact: June Hill
Telephone: 0151 233 3000
e-mail: june.hill@liverpool.gov.uk
Young Carers

What is a Young Carer?
A young carer is a child or young person under 18 who takes care of an adult family member who needs support because of a long term illness or disability. Some illnesses and disabilities can be seen, others cannot.

They include:
• Physical illness or disability
• Mental ill health
• Drug or alcohol problems

The care they provide would usually be done by an adult and affects the child or young person’s everyday life.

Young Carers often do not think of themselves as carers and are not recognised as such by other people like friends, teachers, doctors and other family members. Young Carers can be boys or girls and can come from any ethnic background or culture.

What are some of the things a Young Carer might do?
• Shopping
• Housework
• Keeping them company and cheering them up
• Collecting benefits and paying bills
• Cooking
• Help them get washed and dressed
• Reminding them about appointments
• Going with them to appointments
• Reading and explaining letters
• Helping then get in and out of bed

Young Carers say that caring sometimes affects:
• Their school/college work
• Having time with their friends
• How they feel about themselves
What can Adult Social Care do to help you and your family?
They will:
• listen to you and treat you with respect
• put you in touch with a staff member that understands
• make sure that you have staff to talk to about your feelings and worries
• give you information that you can understand
• let you know that it is ok to ask for help
• tell you about the services that may be helpful for you and your family
• tell you that you can have a ‘Young Carers Assessment’

What is a Young Carers Assessment?
You’re Mum or Dads worker will want to hear how you feel and get a clear picture of what you may want. This is called an assessment. It is not a test of how good you are at caring, instead it can help sort out what help you may get. Remember the worker (who is called a Social Worker or Community Care Assessor) will be trying to help you and your family. They will write everything up for you in a ‘care plan’.

What is a Care Plan?
This will include different things like:
• information about the person you help look after, their medication (tablets or injections), the services they get and who provides them
• information on what to do and who to ring when you are really worried about your parent or family member
• information on things that may be really helpful to you as the young carer, for example putting you in touch with the Young Carers Project
• information about the complaints procedure, this will tell you what to do if you are not happy with the way things are going

If your parent or family member is unwell and needs help, it can sometimes put a strain on your family. This might be an upsetting time; you could feel angry, confused and even scared. You might not know what is happening and having support may help you to understand a little more about the person’s illness.

How to contact Adult Social Care
If you think you are a Young Carer and would like more information you can contact us in the following ways:
• In person: Visit one of the city council one stop shops
• Telephone: Call Careline (24 hours) 0151-233 3800
• Email: Carelineadultservices@liverpooldirectlimited.co.uk
How to contact us

If you think you are a Young Carer and would like more information, contact us yourself or ask somebody else to, on;

0151 708 7323

If there is an answer phone please do not be put off, leave a message with your phone number, and we will call you back.

Action With Young Carers
24 Colquitt Street,
Liverpool, Merseyside, L1 4DE

Tel: 0151 708 7323
Fax: 0151 707 2031
Email: youngcarers.liverpool@barnardos.org.uk

There is more information on our website
www.barnardos.org.uk/youngcarersnorthwest

Leaflet designed by Young Carers from Liverpool

Barnardo’s
BELIEVE IN CHILDREN
Carers’ Health

Many carers do not consider themselves to be a carer; they are just looking after their mum, son, or best friend, just getting on with it and doing what anyone else would in the same situation.

Caring for someone can be very demanding both physically and emotionally. As a carer, you have a right to see that your own health needs are met. Putting yourself first means that you are better placed to carry out your caring role.

This section is not about healthy living. The aim of this section is to provide some advice about telling people that you are a carer and that you need support in your caring role.

Given that often carers suffer ill health as a result of caring responsibilities, it is important that you let your GP know that you are looking after someone and by knowing this helps a Doctor understand your own health/mental health needs. Your GPs are your first point of contact in providing support and advice. By talking to them, they can easily pick up any health issues. They have a good knowledge of local services and support organisations and may also provide other services such as regular health checks or free flu jabs. You have a right to seek help for yourself.

Remember that your GP will not necessarily know that you are a carer. 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, counseling 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 the doctor understand the concerns you have about your own health - and that of the person you care for.

If you have difficulty in going to the GP because it's hard to leave the person you care for alone, ask your doctor if a home visit is possible. Some surgeries and pharmacies have an arrangement to help with the collection and delivery of prescriptions, ask at your surgery or local pharmacy, some of the larger pharmacy chains also offer this service.

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 your or the person you are caring for is unwell.

Telephone: 0845 46 47
Or visit the website at www.nhsdirect.nhs.uk
Carers and Learning

You may think that, as a carer, having time to learn is impossible - but there are many ways to learn alongside your caring responsibilities. Many carers enjoy education and learning courses and the freedom this gives them to spend time to themselves. Although you may be concerned at first, there is support available, including finding the right course, funding and how to arrange alternative care.

The Carers (Equal Opportunities) Act 2004 came into force in April 2005, to make sure carers are able to take up opportunities that people without caring responsibilities often take for granted, for example, working, studying or leisure activities.

Finding the right course
If you are interested in joining a course Liverpool Adult Learning Service (ALS) offers many courses in a wide range of subjects.

If you are on income based benefits or over 60, or unemployed you may be entitled for a free or discounted course although there is a £5 admin fee to pay. If you don’t fit the criteria set by the Learning Skills Council, you will still be able to write to them and ask for any other available financial support. If you are eligible, they also provide Learners Support Funds and other support costs such as Child Care.

For guidance, advice and further information visit the ALS website: www.liverpool.gov.uk/learninliverpool
Or Tel: 0151 233 3026

Some colleges run courses specifically for carers. These courses are often informal, friendly environments where you are encouraged to find a study programme to suit your learning styles, caring duties and personal aims.
Courses include:

"Learning for Living" - City & Guilds course
This is an online resource learning resource for Carers
Tel: 01455 201020
Email: carers@cityandguilds.com
http://www.learningforliving.co.uk/default.asp

The National Extension College (NEC)
Provides home study courses, you may be able to get reduced fees on a course from the NEC if you:
• are a carer
• are on income-related benefits
• are aged 16 or over
• live in England
• plan to do a level 2 course (GCSE or Basic Skills)

You may be eligible for the NECs Equal Access to Open Learning (EATOL) scheme. EATOL means you could pay £50 and any exam fees. You will also have support from a personal mentor throughout your course. There are a limited number of places available.

Princess Royal Trust for Carers (PRTC) bursaries
If you are in contact with the Princess Royal Trust for Carers (PRTC) centre based at local Solutions then you may be able to apply for a PRTC bursary (a bursary is money given to students).

Funds are available:
• for carers who are caring or who have stopped caring in the last six months
• to be used for education, personal development, pleasure or skills for returning to work
• for course fees, books and equipment (the cost of computers or respite care is not covered)

For more information contact:
Liverpool Carers Centre, Local Solutions
Tel: 0151 705 2390
Some colleges give reductions to carers who are in receipt of benefits and some provide help with funding for transport costs and course fees. Contact the college that has the course you are interested in for more information.

Some commercial companies have schemes available. Your local Carer’s centre may have details or you could search on the internet.

Substitute Care
You may need to find someone to take over your caring duties while you study. Your Carer’s Assessment from social services should take into account whether you want to study and that you will need someone else to take on your caring role while you learn. If you have not had an assessment, consider contacting social services for one. For more information about Liverpool City Council Adult Social Services department can do to help you contact Careline
Telephone: 0151 233 3800
Email: carelineadultservices@liverpooldirectlimited.co.uk
Caring for Carers Training Programme

The Adult Social Care Workforce Development Team of Liverpool city Council has created a programme of training courses specifically for carers. This will provide the opportunity to learn about new skills, share experiences and help develop aspirations for the future through work, training and further education. If you are a carer and would like to be part of this exciting new programme, you will be provided with the opportunity to learn more about the following topics:

- working in partnership with professionals
- managing conflict
- using medicines safely
- first aid
- fire safety in the home
- health and nutrition
- safeguarding adults and children
- safe moving and handling
- managing stress
- reflection and recognition

On completion of the programme you will have the opportunity to discuss your individual goals which could be anything from planning for work, further education and training. However be content that you have learnt new skills and met new friends.

For a booking form and flyer containing more information please contact the Workforce Development Team

Telephone: 0151 233 4629/4640
Email: Workforcedevelopment@liverpool.gov.uk
Caring with Confidence

Caring with Confidence is part of the Government’s New Deal for Carers and the National Carers Strategy. It is aimed at helping Carers build on their knowledge and strengths, sharing useful information and identifying the positive changes they can make in their own situations.

If you are looking after a friend or relative, ‘Caring with Confidence’ can help you to make a positive difference to your life and that of the person you care for.

- helps carers build on their strengths
- gives useful information about looking after someone
- helps carers decide what positive changes they could make in their caring role.

Caring with Confidence’ is aimed at improving support for carers aged 18 and over.

Carers can choose how they access caring with Confidence, either by attending face-to-face group sessions, completing self-study workbooks, accessing online sessions or a combination of all three.

Caring with Confidence in Liverpool

The new programme is free to carers, giving them a safe and supportive environment to explore the services available to them, look at the essentials of looking after someone and how to communicate effectively with other people to help support their needs - which will improve their own health and wellbeing and that of the person they care for.

You can develop your caring knowledge and skills by taking part in free group sessions available from Liverpool Carers Centre. For more information about the sessions and to find out when the next sessions are taking place:

Call Freephone 0800 073 3871
Travel and Substitute care costs are available to carers to help them attend.

There are seven generic sessions you can choose from and some are aimed at particular groups of carers. To get started, book on the first session, ‘Finding Your Way’, which will help you to look at what matters to you and decide which sessions will be relevant to you.

The next six sessions are:
• Caring and Coping
• Caring and Me
• Caring Day to Day
• Caring and Resources
• Caring and Life
• Caring and Communicating

For more information, phone Liverpool Carers Centre on 0151 705 2307.

For more information about Caring with Confidence you can visit their website at: www.caringwithconfidence.net
The Princess Royal Trust Liverpool Carers’ Centre

The Liverpool Carers Centre was officially opened in November 2006. It is the first facility of its kind dedicated to supporting the needs of carers in Liverpool. The Carers’ Centre is currently located at: Local Solutions, Mount Vernon Green, Edge Hill, Liverpool

The aims of the Carers’ Centre are:
• To provide information, advice and support to carers.
• To ensure carers are informed of their rights.
• To support and facilitate carer involvement and participation.
• To encourage the development of services that meets the needs of carers.

What happens at the Liverpool Carers’ Centre?
The Carers’ Centre has a wide range of activities and training in which carers can participate. For details of forthcoming events call the Carers’ Centre.

Gym Facilities
Liverpool Carers Centre has a gym that carers can use. There is a qualified gym instructor who will organise induction sessions and ongoing support to develop an individual health plan.

Caring with Confidence
Liverpool Carers Centre are delivering a new course called “Caring with Confidence” The course is run over 7 sessions and will provide carers with information, support and advice. If you want further details please contact the Liverpool Carers Centre.

Carers Support Workers
As well as a range of activities Liverpool Carers Centre has a team of dedicated workers that can provide one to one support and in many cases can provide home visits. If you want support please do not hesitate to contact the Carers Centre

The Carers’ Newsletter
The Carers’ Newsletter is produced quarterly for carers who are registered on the database. It provides a wide range of information on a variety of topics relevant to carers.

It is also a valuable information link for carers who are unable to access the facilities at the Carers’ Centre because of the demands of their caring role.
If you would like to find out more about the Carers' Centre or register on the Carers' Database to receive the Carers' Newsletter, please contact:

The Liverpool Carers' Centre:

Telephone: 0151 705-2307
Email: carerscentre@localsolutions.org.uk

Post: Liverpool Carers Centre
Local Solutions
Mount Vernon Green
Hall Lane
Liverpool L7 8TF

Website: http://www.localsolutions.org.uk/projects/carers/

You can find out more about Local Solutions at: www.localsolutions.org.uk and the Princess Royal Trust at: www.carers.org
Liverpool Lifehouse
Liverpool Lifehouse is a new approach to providing services for older and disabled people in Liverpool. It is part of The Community Equipment Partnership – a partnership between Liverpool City Council and Liverpool Primary Care Trust

All of the teams listed below are now under one roof. The services at Lifehouse work together, to provide information and advice in order to enable people to be as safe and independent as possible.

For further information and advice call the service you require or visit a Lifehouse Open Day. For Open Day dates contact Lifehouse, or visit the website.

- Liverpool Wheelchair Service
  Assessment for and provision of wheelchairs for people who live in Liverpool – call 0151 296 7765

- Liverpool Disabled Living Centre
  Independent information, assessment and advice on choosing daily living equipment and how to get it – call 0151 296 7742 or Minicom 0151 296 7748

- Moving and Handling Team
  Practical advice for disabled people and their carers on moving and handling people – call 0151 296 7750

- Communication Aids
  Assessment and provision of communication aids for people who live in Liverpool Call 0151 296 7408

- Adaptations Team
  Installation of adaptations to safely assist people in managing in their own home
  Tel: 0151 296 7757

- Falls Team
  A multi disciplinary team providing practical advice and assessment for people who have fallen Tel: 0151 296 7769

- Telecare Service
  Advice, assessment and installation of Telecare equipment Tel: 0151 296 7782

Regular Open Days and are held at Lifehouse for more information please refer to Liverpool Disabled Living Centre section, contact above phone number or visit their website: www.liverpoollifehouse.org.uk
Liverpool Disabled Living Centre

Liverpool Disabled Living Centre, now located at Liverpool Lifehouse, is a resource centre for disabled people, carers and other organisations.

When you’re caring for someone having the right equipment to help with daily living activities can make a big difference to their independence and to your health, safety and peace of mind.

Liverpool Disabled Living Centre provides impartial information and advice and the opportunity to see and try a vast range of products. Expert advice is provided to help people make the right choice about daily living equipment.

The centre has over 2000 products on display including:
Bath, shower & toilet equipment
Stairlifts
High seat and riser recliner chairs
Adjustable beds
Eating and drinking aids
Equipment to help with personal care
Kitchen and household aids
Moving & handling equipment
Ramps and mobility aids
Telephone equipment
And much more!

Equipment Information Helpline
Staff at the centre, have access to a huge range of information on equipment. Enquiries can be made by telephone, Minicom, letter or e-mail.

Visits to the centre
Visits are by appointment. For people who live in Liverpool, appointments can be booked on a one to one basis with one of the centre’s Occupational Therapists.

Open Days
Open Days are held every few weeks and provide an opportunity for visitors from any area to come and see the whole display area. Many other services join in on Open Days providing advice on an even wider range of subjects including: choosing walking aids, wheelchair advice, continence advice, advice on communication aids, benefits advice, equipment for people with visual or hearing impairments, Telecare, moving and handling advice, advice on consumer issues and advice on direct payments. Contact the centre for further details about the Open Days and to check when advice from these services will be available.
Carer Support Groups - Liverpool

Mental Health
Carers Mental Health Support Group
The group meets on the first Monday of every month at the Liverpool Carers Centre from 12.00pm until 3.00pm.
Liverpool Carers Centre
Local Solutions
Mount Vernon Green
Hall Lane, Liverpool L7 8TF
Telephone: Maria Cook 0151 705 2308

Liverpool Schizophrenia Association
The group meets on the first Wednesday of every month at 7.30 pm.
387 Smithdown Road
Wavertree
Liverpool L15 3JJ
Tel 0151 735 0187

Learning Disabilities
Alderwood Parents/Carers Group
Support group for the parents or carers of people who attend the Alderwood Centre.

Alderwood Resource Centre
Bridge Chapel Centre
Heath Road
Garston Liverpool L19 4XR
Tel 0151 494 2174

Aspergers Carers Group
The group meets on the first Monday of every month from 1.30pm until 3.30pm.
Olive Mount
Old Mill Lane
Liverpool L15 8LW
Tel Fran Coles on 0151 705 2423
Liverpool Parent Partnership Service
The Fairfield Centre, Sheil Road, Liverpool, L6 3AA
Tel 0151 233 2848

Oakfield Centre Carers Group
Oakfield Day Centre
The Methodist Church
Oakfield Road
Liverpool L4 0UP
Tel 0151 263 8644

Physical Impairment
Neuro Support
Support services include:
Epilepsy Self Help Group
Parkinson’s Disease Support Group
Alzheimer’s Support Group

Glaxo Centre
Norton Street
Liverpool L3 8LR
Tel: 0151 298 2999

The Stroke Association
Group meets on the first Thursday of every month, from 2.00pm until 4.00pm.
For carers who live in North Liverpool, Kirkby and South Sefton.
Family and Carer Support Service
Hafan House
University Hospital Aintree
Longmoor Lane
Liverpool
L9 7AL
Tel 0151 529 3753/3828
Liverpool Cancer Support Centre
Support for anyone with cancer, as well as their family and friends.
21 Adigranth Road
Liverpool L17 4JR
Tel 0151 726 8934

Direct Gov
All public services in one place

Care Quality Commission
It is the independent regulator of Health and Social Care in England.
Telephone 03000 616161
Email: enquiries@cqc.org.uk
www.cqc.org.uk

Carers Direct
Practical guide to caring
Telephone: 08088020202
Http://www.nhs.uk/carersdirect/Pages/CarersDirectHome.aspx

Parkinsons Disease Society
A leading charity dedicated to providing support, advice and information for people
with Parkinsons disease
Telephone: 0808 800 0303
Carer Support Services

Options for Supported Living
We are a registered charity and provide both outreach and Supported Living services. Outreach services are for people who live at home with families and want support from 4 hours up to 30 hours a week promoting community inclusion through voluntary or paid work, college or social activity.

Supported Living services tend to be 24 hours a day with making night or sleep in support at night time. We will assist the person to find a house and establish their own home and community life.

If you would like a copy of our information pack, Please telephone Options on 0151 236 0855 or alternatively email us at welcome@optionsforsupportedliving.org

Local Solutions – Handyperson Service
Local Solutions’ Keep Warm Project has introduced a Handyperson Service for general DIY around the home. All jobs are undertaken to the highest standard and no job is too small. Prices are offered at a competitive rate with no call out charge and free estimates.

The list of works includes interior work and exterior work: Other services are available upon request.

For further information please contact:
Telephone: 0151-207 8360
FREEPHONE: 0800 085 1987
E-mail: keepwarm@localsolutions.org.uk
Post: Keep Warm, Unit 30, Sandon Industrial Estate, Liverpool L5 9YN.
Carer’s Information Pack Updates

We aim to keep this pack as up-to-date as possible and will review it regularly to ensure that the information held in it is current and relevant. You can register to receive updates by posting the attached form to:

The Carers Support Officer
Carers Support Services
Children’s Families and Adults
2nd Floor
Millennium House
60 Victoria Street
Liverpool
L1 6JQ
Tel: 0151 233 1127

Or by emailing carers.assessments@liverpool.gov.uk with your name address and telephone number.

You can cancel the updates at anytime by calling the Carers Support Officer on 0151 233 1127

We will not share you details with any other organisation or group without your consent and will only use the information to contact you about the Carers pack.

To help us to improve the pack we would like you to tell us what you think about the pack. We would be grateful if you would take some time to answer the questions on the form. This is optional and you can register for updates without answering the questions. You can also complete the form and return it to us anonymously if you prefer.
Care

Please send me updates to the Carers Information Pack

Name: ..........................................................................................................................

Address: .....................................................................................................................

Telephone Number: .................................................................................................

Feedback Form:
We would like to know what you think about the pack:

Did you find the pack useful? Yes / No
Please tell us why?
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Did you find the information easy to understand?
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Is there anything that you would like to be included in the pack in the future?

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Where did you get your pack from?

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Any other Comments

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How to complain if things go wrong
Carers have a right to complain if they feel the services they receive do not meet the standards set or expected.

If you are not happy with the help you received from Health and Social Care, please complete Have Your Say Leaflet which you can pick up at a one stop shop and other city council reception points or by calling Adult Careline on 0151 233 3800.
Add your information to the pack

Our aim is to provide Carers with information that will help them in their caring roles and we would like to make this pack as comprehensive as possible.

If you are an organisation that supports Carers by offering support, advice, advocacy or other services and would like us to include your information in the pack please complete the form below and return to:

Carers Support Officer
Carers Support Services
Children’s Families and Adults
2nd Floor
Millennium House
60 Victoria Street
Liverpool
L1 6JQ
Tel: 0151 233 1127
Or email the details to: carers.assessments@liverpool.gov.uk

Name of Organisation: ............................................................

Address: ...................................................................................
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Contact Person: ........................................................................

Contact Telephone Number: ..................................................
What services do you provide to Carers? (This should be a brief description of the service, or if you have your own information pack details of how carers can get a copy)

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