

Wirral Carers Health & Wellbeing Service



Information, Advice &
Support for unpaid Carers

Who we are and what we do...

The Wirral Carers Health and Wellbeing Service provides free support to unpaid Carers (including Parent Carers and Young Adult Carers), to improve the quality of life for Carers in Wirral, supporting them to sustain their caring role and enhancing their ability to enjoy a life outside of their caring role.

Services available for unpaid carers...

- **Carers Register** - Carers are invited to join the carers register so that they are identified as a carer. Carers on the register receive regular newsletters from the Carers Health and Wellbeing Service about the support available for unpaid carers in Wirral
- **Carer Link Workers** - A team of link workers providing one to one and group support to carers at community based locations across Wirral, supporting carers with information and advice, meetings with professionals, carers rights and emotional support.
- **Carers information, advice, support & activities** - Information, advice and support for Carers provided via telephone, email, social media, website and face to face appointments including signposting to local services, benefits advice, support groups, leisure activities, emotional support and help with managing hospital discharge.
- **Carers Emergency Contact Service** - Carers are issued with a unique identifier number and a central telephone number which operates 24 hours, 7 days a week (currently Wirral Independence Service). In the event of a Carer having an emergency e.g. is involved in an accident, and is unable to provide care to the cared for, back up support can be triggered through contacting the central telephone service
- **Carers Emergency Planning** - Supporting carers to consider and develop contingency plans for an emergency or crisis, where the Carer is not able to continue to provide care for a short period of time.
- **Carers Digital Inclusion** - Carer Link workers support carers to access digital literacy courses and digital inclusion projects locally to increase Carers ability to use the internet to access health and well-being information. Digital literacy training is also provided by WIRED for carers on a one to one basis or as group sessions

- **Adult Carers online assessments** - Support for Carers, where appropriate, to complete an On-line Adult Carer Assessment.
- **Carers training** - Flexible training programmes for Carers that includes understanding the role of a Carer, Carer's rights, power of attorney, local Carer support services, managing stress/building resilience, healthy cooking, condition specific training and first aid.
- **Carer awareness training for professionals** - Training sessions for professionals that promote Carer awareness. This also included working with GP's and the NHS to identify Carers and to improve support for Carers health and wellbeing.
- **Dementia Carer Support** - The Dementia Carer Support Service is for Carers who care for a loved one who has dementia. We run our Dementia Carer support service to help take some of the strain with both practical and emotional matters
- **Carers Groups** - Groups meet at a variety of accessible local venues across Wirral and free refreshments are provided. Group activities include meet and greet, crafts & health & wellbeing sessions
- **Carers Counselling** - Counselling services for Carers, via telephone, online, or face to face sessions, where it is safe to do so.

How to access our services...

Carers can contact our services directly using the telephone number or email address below or they can request to be referred to WIRED by a GP, a local organisation or any other professional

How to contact us...

To contact the Carers Health and Wellbeing Service please call the Carers Helpline on **0151 670 0777** (staffed Monday to Friday 9am – 4.30pm), email **cws@wired.me.uk** or text **CARER to 87007**. Also, please visit our website **www.wired.me.uk**.

Alternatively, call in to meet the team at the **Wirral Independent Living & Carers Resource Centre, 5 St John Street, Birkenhead, CH41 6HY**

Our History

Wired is a Wirral based charity and was created in 1st April 2003 by merging Wirral based organisations Living Options and Wirral Association for Disability. Today we operate under the name Wired which stands for Wirral Information Resource for Equality and Diversity.

Our Vision

Our vision is of a society in which all people can lead full and independent lives fully participating in society.

Our Mission

Our mission is to promote equality, dignity and independence.

