


Issue: 24

# CARERS E-NEWS

21st Dec 2023



*Christmas and new year can be quite a lonely and isolating time for many people - especially carers.*

*This edition has details of local support, helplines and advice, if you or someone you know need help over the festive period.*

# WIRRAL CARERS HEALTH & WELLBEING SERVICE

Carer Linkworkers Making Caring Visible, Valued & Supported



## Adult social services

Adult Social Care operates through the Christmas period.

If you require support or have an urgent need relating to Adult Social Care in Wirral between 9am and 5pm on 27, 28 or 29 December, please contact the Central Advice and Duty Team on 0151 606 2006 and press option 3.

**If you are calling after 5pm, or on any of the days not listed above, and if your enquiry is urgent, please contact the Emergency Duty Team on 0151 677 6557.**

## Bin collections

If your green and grey bin day is Monday or Tuesday, there are some day changes to be aware of this Christmas and New Year.

- **Christmas Day is on Monday 25 December**

Bins due then will instead be collected on Saturday 23 December

- **Boxing Day is Tuesday 26 December**

Those bins will instead be collected on Christmas Eve (Sunday 24 December)

- **New Year's Day is Mon 1 January 2024**

Those bins will instead be collected on Saturday 30 December 2023

- **Brown bin collections will pause** from 23 December and restart on 16 January 2024

## Children's Services

If you're worried about a child over Christmas and New Year, call the **Integrated Front Door on 0151 606 2008 and select option 2**, open 9am to 5pm excluding weekends and bank holidays.

Out of hours, you can call the Emergency Duty Team on 0151 677 6557.

If a child, or anyone else, is at risk of immediate harm, dial 999.

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## **Domestic abuse and family support**

Help is available for anyone experiencing domestic abuse or family issues over Christmas and New Year.

***<https://itsneverokwirral.org/support-anyone-experiencing-domestic-abuse-over-christmas>***

## **Homeless and Housing**

The Housing Options Team will be operating an emergency-only triage service between 27 December and 29 December.

This service will operate from 9am to 5pm.

Outside of these times/dates and during weekends and public holidays, in an emergency situation, where a household has nowhere safe to stay that night, they should contact the **Emergency Duty Team on 0151 677 6557**

## **Libraries**

All Wirral libraries will be open as normal on Saturday 23 December, then will be closed until Tuesday 2 January 2024.

**Even while libraries are closed there is a great selection of e-books, e-audio, e-magazines and e-newspapers to access over the holiday period.**

You will need an active borrower number and pin to access, if you don't already have a membership pop into any Wirral Library or join online.

Online membership will generate a temporary membership number and pin for three weeks to enable access to e-books, e-audio and e-newspaper services.

# Wirral InfoBank

The Wirral Infobank website provides lots of information about the support available in communities across Wirral.

A directory of community groups, services, and activities that can support your health and wellbeing.

**Click here to see more...**

Alone  
this Christmas?  
**COME & JOIN US!**



# **Community Christmas Day Lunch**

THE LIGHTHOUSE CHURCH

Telegraph Road, Heswall, CH60 0AJ

12.30—3.00pm

Book a place: 0151 342 3471 [office@heswallparish.co.uk](mailto:office@heswallparish.co.uk)



## **Care Leavers Christmas Dinner - Tranmere Rovers Wirral Christmas Dinner**

On Christmas Day, we will be welcoming care leavers to Prenton Park for Christmas dinner and some festive activities to enjoy.

We are privileged to have the facilities and amazing volunteers to help make Christmas Day more enjoyable for those that need it.

If you or someone know of anyone who would benefit from the above event please contact

Karen Smith

Contact details

Phone: 07449 893233

Email: [wirralchristmasdinner@gmail.com](mailto:wirralchristmasdinner@gmail.com)





**Everyone who comes to the foodbank for emergency food needs to have a valid foodbank voucher.**

If you need an emergency food voucher please call  
0151 606 2005 (select option 4 - emergency financial assistance)

Monday - Friday 9am - 5pm, or

Citizens Advice Wirral on (freephone) 08082 78 78 48

Monday - Friday 9am - 4pm.

Outside of these hours, including Saturday, Sunday and Bank Holidays,  
please call 0151 677 6557.

If your application is successful, you will be issued with an electronic voucher, which can be exchanged for a 3-day supply of essential food items at one of the following Wirral Foodbank Centres.

General Enquiries:

ADDRESS: Unit 14 Wirral Business Centre

Dock Road

Birkenhead

CH41 1JW

[enquiries@wirralfoodbank.org.uk](mailto:enquiries@wirralfoodbank.org.uk)

**[FOR FOODBANK LOCATIONS CLICK HERE](#)**

# WIRRAL CARERS HEALTH & WELLBEING SERVICE

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## **EMERGENCY NUMBERS**

The Samaritans  
**116 123**

Childline  
**0800 1111**

Gas leak  
**0800 111 999**

Water leak  
**0800 330 033**

Power cut  
**105**

Domestic Violence  
**0808 2000 247**

NHS Direct  
Non Emergency  
**111**

Police  
Non Emergency  
**101**

Wirral Community Patrol  
**0151 666 5265**

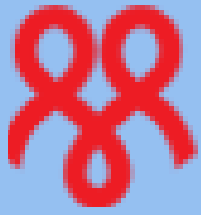
Social Care  
**0151 677 6557**

Wirral Foodbank  
**0151 638 7090 / 07947387930**

**Urgent Mental Health Crisis Line**

**0800 145 6485**

**Lines are open 24/7 for all ages**



# carersUK

# NEWS



## Looking for support over the holidays?

Winter can be a tough time for many carers, with reduced access to some services. But there is support out there.

Our telephone Helpline is available on **0808 808 7777** from Monday to Friday, 9am – 6pm (excluding Bank Holidays) or you can contact us by email ([advice@carersuk.org](mailto:advice@carersuk.org)).

If you have a general enquiry, please email [info@carersuk.org](mailto:info@carersuk.org)

If you have a more complex query, we suggest you email us, as we'll be able to provide more information.

If you need somebody to talk to or a listening ear, Samaritans is also available 24 hours a day, 365 days a year on **116 123** or you can email [jo@samaritans.org](mailto:jo@samaritans.org)

### Helpline availability during the festive season

Our telephone service will continue to be available throughout the festive period, and will be open Monday to Friday, 9am – 6pm (including Christmas Day, Boxing Day and New Year's Day).

The number is **0808 808 7777** and is free to call from landlines and mobiles.

Our email Helpline service will be closed from 22 December until 2 January. We know that the festive season can be challenging for many. You can reach out to other carers through our online forum Carers Connect at any time:

[forum.carersuk.org](http://forum.carersuk.org)

[Click to read more](#)

# Other Regional Carer Support



Support for carers

Cheshire East

Cheshire West & Chester

Liverpool, Sefton, Warrington & Knowsley

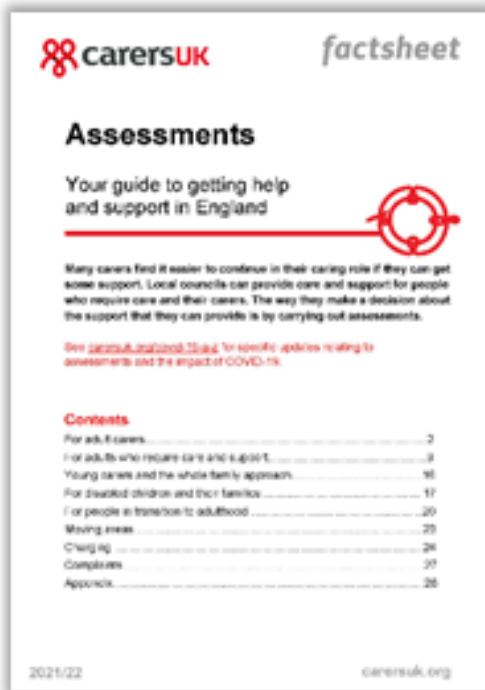


## CARER'S ASSESSMENTS

### Why have a carer's assessment?

Getting a carer's assessment could be the first step to gaining vital support. It's your chance to discuss the help you need as a carer. Find out how it could make life easier for you and the person you care for.

In Scotland, this is usually referred to as an adult carer support plan and in Wales, it is often called a carer's needs assessment. For ease of reference, we will use the term 'carer's assessment'.



Don't be put off by the word 'assessment' – it's certainly not a test of your abilities as a carer. It's a chance to let your local council or trust know how your caring responsibilities affect you physically and emotionally. They will use the assessment to find out what support you need, whether you're willing or able to carry on caring, what you want to achieve in your daily life and whether you qualify for help.

Most assessments are carried out face to face, although some local councils or trusts offer the option to have the assessment online or over the phone. It should be done at a time and place that is convenient for you.

Some local care centres will also carry out carers' assessments – it's worth checking with your local carers organisation.

WIRED can support you through the process of a Carers Assessment.

Contact the Carers Helpline for further information 0151 670 0777

# WIRRAL CARERS HEALTH & WELLBEING SERVICE

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## Wirral Carers Health and Wellbeing Service

The Wirral Carers Health and Wellbeing Service provides free support to unpaid 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 information, advice, support & activities -**

Information, advice and support for Carers provided via telephone, email, E-News, social media, website and face to face appointments including signposting to local services, benefits advice, support groups, leisure activities, emotional support and counselling.

**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. In the event of a Carer having an emergency such as being involved in an accident and unable to provide care to the

cared for, back up support can be triggered through contacting the central telephone service.

**Carers Counselling -** We offer counselling to all adult carers and former carers who would like to speak confidentially about their situation.

**Adult Carers online assessments -** Support for Carers, where appropriate, to complete an On-line Adult Carer Assessment.

**Carers training -** A flexible training programme for Carers that includes understanding the role of a Carer, Carer's rights, power of attorney, local Carer support services, managing stress/building resilience and food energetics.

**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 Carer Support Service to help take some of the strain with both practical and emotional support.

**Carers Groups -** Groups meet at a variety of accessible local venues across Wirral and free refreshments are provided. Group activities to include meet and greet, crafts, information and advice.



### How to access our services...

Carers can contact our services directly or they can request to be referred to WIRED by a GP, a local organisation or any other professional.



Wirral Independent Living & Carers Resource  
Centre, 5 St John Street, Birkenhead, CH41 6HY



0151 670 0777



cws@wired.me.uk



Monday - Friday, 9am-4:30pm



Wirral Carers Health and Wellbeing Service  
or **SCAN** the QR CODE to take you to our Facebook page



# WIRRAL CARERS HEALTH & WELLBEING SERVICE

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## About us...

WIRED is a Wirral based charitable organisation that was established in 2003. WIRED delivers a range of early intervention, prevention, well-being and financial related services through a blend of local authority grant funding and commercial income. Today we operate under the name Wired which stands for Wirral Information Resource for Equality and Diversity.

### WIRED's core values are...

- The promotion and development of a society in which disadvantaged people can lead full and independent lives fully participating in society and reaching their potential
- To promote the equality, dignity and independence of disadvantaged children, young people and families and keep them safe from harm
- To support children and young people to be ready for school, work and adulthood

### WIRED cascades these core values into service delivery through a number of key organisational principals;

- Empowerment - people should have control over their own lives
- Consultation - involvement in service planning by disadvantaged people and carers
- Information - clear and easily available
- Participation - in local, regional and national communities
- Autonomy- the freedom to make decisions about life
- Person Centred - to ensure that all audit activity follows the journey of the client through our services
- Outcome Based and Qualitative: - focussing on the how the service has improved people's lives
- Fair - equality and diversity issues are taken into account when developing and undertaking quality assurance activity
- Transparent - to deliver clear messages about the purpose and benefits of service to encourage openness and willingness to participate
- Ethical - always endeavour to respect participant's privacy and confidentiality
- Social value - wider financial and non-financial impacts of activity, including the wellbeing of individuals and communities, social capital and the environment

The above key organisational principals are embedded within service delivery through their integration into WIRED business planning, staff and volunteer recruitment, casework, staff supervision and organisational management and governance.

### Our Services

- Wirral Carers Health and Wellbeing Service
- Wirral Health and Wellbeing Connectors
- Wirral Patient Advice and Liaison Service (PALS)
- Wirral Mobility Scooter Hire and Shopmobility
- Wirral SEND Partnership
- Wirral Mediation Service
- Wirral Direct Payment and Payroll Services
- Wirral Personal Care Assistant Register





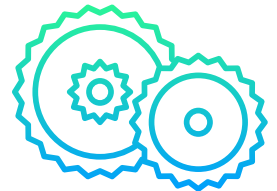
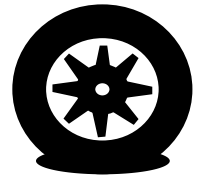
## What is Shopmobility?

The Shopmobility experience is not just about shopping! Shopmobility is a scheme that hires out powered scooters, manual and powered wheelchairs to members of the public with limited mobility. Staff and volunteers will help you decide what equipment to hire and give you training on how to use it safely. Following this, you can travel around the Town Centre with your newfound independence.

## Who Can Use Shopmobility?

Anyone with limited mobility, either because of an impairment or injury. So whether you have a permanent impairment, have broken your ankle or are pregnant, this service is available to you.

We also  
repair and  
service  
scooters!



### ***PLEASE HELP US!***

Shopmobility scooters are mostly donated by the public.

To make sure we can keep this great service going, if you have a scooter/wheelchair or powerchair, working or not working, we would love to hear from you.

Also a big thank you to all the people who have already donated.

**Please contact our Shopmobility Team on 0151 647 6162**

Disclaimer: Every effort is made to ensure that the information in this E-bulletin is correct. Wired Wirral Carers Health & Wellbeing Support accepts no liability for errors and omissions and cannot recommend products or services. Views and opinions expressed in this publication are not necessarily those of Wired Wirral Carers Health & Wellbeing Support

Questions or comments?

E-mail us: [wsc@wired.me.uk](mailto:wsc@wired.me.uk) or visit our website: [www.wired.me.uk](http://www.wired.me.uk)