



Do you care for a family member, friend or neighbour on an unpaid basis?

**TEXT 'CARER'
TO 87007**

For **free** confidential information, advice and support from the Wirral Carers Health and Wellbeing Team

Wired

 0151 670 0777

 cws@wired.me.uk

Do you look after or support a family member, partner or friend on an unpaid basis who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without the support you give?

This could include; personal care, emotional support, help with practical tasks such as shopping, and reminding or giving medication. If this sounds like you, then you may be an unpaid carer and as a result eligible for a wide range of free information, advice, support, activities and have the option of requesting a carers assessment under the Care Act.

The Wirral Carers Health and Wellbeing Service understand the challenges and dedication it takes to be an unpaid carer.

We are aware there are many people in Wirral who do not recognise that they are a carer and it's so important that unpaid carers are identified and supported, could this be you or someone you know?

Our services are designed to provide unpaid carers with individually tailored emotional support, information, advice and a wide range of groups and activities for unpaid carers so you can navigate your caregiving journey with confidence and support.



Our range of services for unpaid carers in Wirral include;

- **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.

