



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 providing;

- Personal care
- Emotional support
- Help with practical tasks such as shopping or getting out and about
- Reminding about or giving medication
- Regular visits to check well-being
- Help with mobility

If this sounds like you, then you may be an unpaid carer and as a result eligible to access a wide range of free information, advice, support, activities in Wirral to help with your caring role. Additionally, unpaid carers have the right to request a carers assessment under the Care Act, additional unpaid leave from work under the Carers Leave Act and may also be eligible for carer related allowance and benefits. GP practices also need to give additional consideration and flexibility when organising appointments for patients with caring responsibilities.

GP practices in Wirral are working with Wirral based charity WIRED's Carers Health Wellbeing Service to identify anyone on their patient list who may be an unpaid carer in order to make sure they have access to the wide range of free services available to support unpaid carers in Wirral.

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

[Click here if you would prefer to complete our ONLINE Carers Registration Form.](#)

Alternatively you can print out the below and send it back to us via email - cws@wired.me.uk or post - Wirral Independent Living and Carers Resource Centre, 5 St John Street, Birkenhead, CH41 6HY



For Office Use

Date Registered	
ID. No.	
Code:	

WIRRAL CARERS REGISTER

A carer is anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid. When we refer to carers in this document, this is inclusive of both adult and young carers.

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.

Carer Information (Section A)

Carers Name:											
Address:						Postcode:					
Telephone:						Mobile:					
Email:											
Date of Birth				Gender:				Ethnicity:			
Religion:						Sexual orientation:					
Relationship to the Cared For:											
Do you live with the person you care for YES NO											
How many hours do you spend caring per week? <i>(please circle)</i> 0 to 10 / 11 to 20 / 21 to 30 / 31 to 40 / 41 to 50 / 51 to 60 / 61 to 70 / 71+ hours											
How long have you been providing care?											
Is your mental health or physical health likely to / being affected by your caring role? YES NO											
Do you have a disability? YES NO						Please state disability:					
Health status:											

GP Practice Name			
<input type="checkbox"/> Blackheath Medical Centre	<input type="checkbox"/> Paxton Medical Practice - Claughton		
<input type="checkbox"/> Cavendish Medical Centre	<input type="checkbox"/> Paxton Medical Practice - Beechwood		
<input type="checkbox"/> Central Park Medical Centre	<input type="checkbox"/> Paxton Medical Practice - Townfield Health Centre		
<input type="checkbox"/> Church Road Medical Practice	<input type="checkbox"/> Prenton and Woodchurch Medical Centre - Prenton		
<input type="checkbox"/> Civic Medical Centre	<input type="checkbox"/> Prenton and Woodchurch Medical Centre - Woodchurch		
<input type="checkbox"/> Devaney Medical Centre	<input type="checkbox"/> Riverside Surgery		
<input type="checkbox"/> Eastham Group Practice,	<input type="checkbox"/> Somerville Medical Centre		
<input type="checkbox"/> Egremont Medical Centre	<input type="checkbox"/> Spital Surgery		
<input type="checkbox"/> Gladstone Medical Centre	<input type="checkbox"/> St Catherine's Surgery		
<input type="checkbox"/> Greasby Group Practice	<input type="checkbox"/> St George's Medical Centre		
<input type="checkbox"/> Grove Road Surgery	<input type="checkbox"/> St Hilary Group Practice		
<input type="checkbox"/> Hamilton Medical Centre	<input type="checkbox"/> Sunlight Group Practice - New Ferry		
<input type="checkbox"/> Heatherlands Medical Centre	<input type="checkbox"/> Sunlight Group Practice - Bromborough		
<input type="checkbox"/> Holmlands Medical Centre	<input type="checkbox"/> Teehey Lane Medical Centre		
<input type="checkbox"/> Hoylake & Meols Medical Centre	<input type="checkbox"/> The Orchard Surgery		
<input type="checkbox"/> Hoylake Road Medical Centre	<input type="checkbox"/> The Villa Medical Centre		
<input type="checkbox"/> Kings Lane Medical Practice	<input type="checkbox"/> The Village Medical Centre		
<input type="checkbox"/> Leasowe Medical Practice	<input type="checkbox"/> Upton Group Practice		
<input type="checkbox"/> Liscard Group Practice	<input type="checkbox"/> Vittoria Medical Centre (M)		
<input type="checkbox"/> Manor Health Centre	<input type="checkbox"/> Vittoria Medical Centre (K)		
<input type="checkbox"/> Marine Lake Medical Practice	<input type="checkbox"/> West Wirral Group Practice (The Warrens)		
<input type="checkbox"/> Miriam Medical Centre	<input type="checkbox"/> Whetstone Medical Centre		
<input type="checkbox"/> Earlston and Seabank Medical Centre			
<input type="checkbox"/> Moreton Group Practice - Pasture Road, Moreton			
<input type="checkbox"/> Moreton Group Practice, 8 - 14 Chadwick Street - Moreton			
Are they aware you are a Carer? YES NO	If no would you like us to inform them? YES NO		
Do you know that you are entitled to a free annual flu		YES NO	
Have you had an annual flu vaccination?		YES NO DECLINED	
Employment status: Paid: Less than 16 hours a week Paid: 16 or more hours a week Not in Paid Employment (seeking work) Not in Paid Employment (not actively seeking work / retired) Not in Paid Employment (voluntary work only) Unknown			
Housing tenure:	Home owner	Social renting	Private renting
Have you had a Carers Assessment?		YES NO DECLINED	
If yes, what was the outcome...			
Please let us know where you heard about us. (This information is essential for current and future services).			

(Section B)

Please find below a Wellbeing Scale. It is essential we compile a detailed analysis highlighting the positive effect this Health and Wellbeing service is having on carers. This report is vital for the future continuation of our service and continuation of help and support for Carers on Wirral.

Below are some statements about feelings and thoughts. Please circle the number that best describes your experience of each over the last 2 weeks.

(Please Circle)	None of the time	Rarely	Some of the time	Often	All of the time
I've been feeling optimistic about the future	1	2	3	4	5
I've been feeling useful.	1	2	3	4	5
I've been feeling relaxed	1	2	3	4	5
I've been dealing with problems well.	1	2	3	4	5
I've been thinking clearly	1	2	3	4	5
I've been feeling close to other people.	1	2	3	4	5
I've been able to make up my own mind about things	1	2	3	4	5

About the person you care for (This Information is used for monitoring and statistical purposes only)

Cared For Information

Name of cared for			
Date of birth		Gender	
Ethnicity (<i>please state</i>)		Sexual orientation: (<i>please state</i>)	
Disability or condition of cared for (<i>please state</i>)			
Learning Disability Support		Mental Health support	
Physical Support: access and mobility only		Support with memory and cognition	
Physical Support: personal care support		Social support: substance misuse (drug/alcohol)	
Sensory Support: support for visual impairment		Chronic Illness support	
Sensory Support: support for hearing impairment		Frailty due to age	
Other (<i>please state</i>)			

Why this information is important

- The aim is to enhance support for people who have caring responsibilities and to ensure information and support is directed to you.
- The register may be used to consult carers when planning services.
- Occasionally information held on the database will be used to produce local and national statistics on carers; no personal details will be disclosed.

Wired (a Wirral voluntary organisation working with and for disabled people and carers) are working in partnership with the Wirral Health & Care Commission. Wired will hold, process and retain your personal data in accordance with our privacy policy and in compliance with the General Data Protection Regulations 2016 implemented 25th May 2018 and Wired's Confidentiality, Data Management and Information Sharing Policies

As you have registered with this WIRED service WIRED will on occasion contact you via text message, email or telephone to provide you with information about other services provided by WIRED or other relevant organisations. WIRED will share the data collected in this form with Wirral Council, Public Health and your GP for the purpose of registering you as a carer with WIRED, registering you as a carer with your GP and maintaining a total count of known carers in Wirral Local Authority area. Please sign below to provide your consent to register you as a carer with WIRED and to share the data in this form with your GP, Public Health and Wirral Council.

Carers Signature..... Date.....

Would you like a member of the Carers Team to contact you about any of the services featured in the Carers Information Pack?

Carers PPE (Personal Protective Equipment) <input type="checkbox"/>	Carers Groups <input type="checkbox"/>
Carers Emergency Contact Service <input type="checkbox"/>	Shopmobility <input type="checkbox"/>
Carers Counselling <input type="checkbox"/>	Wirral SEND Partnership <input type="checkbox"/>
Carers Training <input type="checkbox"/>	Wired Payroll Service <input type="checkbox"/>
3rd Sector Connector Service <input type="checkbox"/>	Support with Carers Rights <input type="checkbox"/>
Support with Carers Assessments <input type="checkbox"/>	Support with Carers Benefits <input type="checkbox"/>
Support with accessing Carers Direct Payments <input type="checkbox"/>	No thank you <input type="checkbox"/>
Would you like to access befriending/wellbeing calls from the team (when available) <input type="checkbox"/>	