ACE membership is made up of ‘not for profit’ organisations who have a remit within their service to provide information and support to unpaid Carers in Wirral. The group ensures that there is no duplication of provision and acts on issues raised by Carers which may impact on them or the people they care for.

The group is chaired by Elizabeth O’Brien who is the Chief Executive Officer of the Lonsdale Trust Wallasey – an independent, local charity - and represents the members of ACE at planning and development committees and boards.

For more information please call Liz on 0151 630 4017 or email: ceo@lonsdaletrustwallasey.org.uk
A Carer is someone of any age who provides unpaid, necessary care on a regular basis for a relative, partner or friend who could not manage without this help. This care could be for someone who is ill, frail, or has a disability. At Wired we may be able to help you.

Our Carers Support Services include:

- **Carers Helpline** - 0151 670 0777 Mon Fri 9am-3.30pm - for information, advice and support

- **Carers Register** - Providing regular local and national information

- **Access to the Carers Grant** – funding to access health and well being activities

- **Support from Carer Connectors** – helping to build a carer friendly community

- **Carers Emergency Contact Service**- peace of mind for Carers in the event of an emergency

- **Counselling Service** - open to all adult Carers and former Carers who would like to speak confidentially about their situation.

- **Carers Website** – [www.wirralcarers.co.uk](http://www.wirralcarers.co.uk) A source of information about organisations and services that can support you

- **Carers Employment Support** - offering advice, information and support with employment / training opportunities

- **Carers Information & Awareness Events** – locally delivered events informing and offering support for those parent carers/ young carers transitioning to adult services.

- **Assist in the planning and development of local strategies/ services ensuring Carers are recognised, valued and supported**
The Lonsdale Trust Wallasey is an independent registered charity. Its mission is to offer quality care services to adults and to provide respite and other support for carers.

The Trust currently operates at two locations in Wallasey and offers its services to the wider communities of Wirral, Cheshire and Merseyside.

The Trust operates year round, weekdays and offers the following services:

- Personalised care and support for people living with mental health constraints
- Social care and activities for individuals who may be isolated
- Structured, personalised re-enablement service after illness or hospital stay
- Bespoke services for those who have more physical needs (including personal care)
- Day respite and support for carers and other services and activities to meet carers’ needs
- Fully staffed bathing service using specialised Parker Tilt bath
- Extended opening times to suit those who work

**FREE** every weekday – Club activities at the Lonsdale Lounge

The Lonsdale Trust Wallasey is recognised by Health and Social Care professionals as a quality care provider and the services offered by the Trust are eligible for funding through personalised budgets and direct payment schemes.

As an independent registered charity which has been in operation for over 60 years, the Lonsdale Trust Wallasey is able to heavily subsidise its services and activities by using its charitable reserves and by fund raising.

This means that we can keep costs down and keep fees low – this is of particular value to self-funders and to those who commission services on someone else’s behalf.

**Our fees are currently the lowest cost in Wirral.** Fees vary depending on which service you would like to access and on your individual needs but we also run daily services which are **FREE**

For further information, please contact us at:

**The Lonsdale Trust Wallasey**  
55-57 Seabank Road, Wallasey  
Merseyside. CH45 7PA

Telephone: 0151 630 4017  
admin@lonsdaletrustwallasey.org.uk  
www.lonsdaletrustwallasey.org.uk
The Money Advice Project exists to provide free, confidential information, advice and guidance in the arena of debt and money management. The aim is to alleviate poverty by assisting those in the Wirral community struggling with debt, to manage and maximise their income. In addition, to remove and reduce the negative impact debt has on the mental health of beneficiaries whilst increasing their wellbeing.

The service is to support and educate the most vulnerable and discriminated members of the Wirral. CLS was awarded the SEN award last September for their collaborative work in Wirral.

We developed a partnership between 5 of the largest social landlords based on the Wirral to provide our service to their tenants. Our income is therefore generated predominantly from Magenta Living, Wirral Methodist Housing, Riverside, Beechwood Ballantyne & Leasowe Community Homes.

Our principal target geography is the East side of the Wirral peninsula as there are larger pockets of general deprivation, household poverty, childhood poverty, and unhealthy levels of personal debt in this part of the borough in comparison to the West side. In addition, a large percentage of ill mental health clients live in this area.

In the last year we have supported 498 tenants with over £3.8 million of debt and liaised over £199k worth of rent arrears. We constantly strive to identify gaps in services and have recently launched our service for carers, with particular reference to those who are not currently registered as a carer. We highlighted this gap due to the lack of clarity as to the definition of who is a carer for the purposes of the bedroom tax exemption for Housing Benefit claims. Whilst our main source of income is through social landlords buying in our service, we have also been successful in attracting grant funding.

For free confidential advice please contact tel: 0151 647 4353 or email: admin@moneyadviceproject.org.uk

Money Advice Project. 61 Hamilton square. Birkenhead. CH41 5AT
Alzheimer’s Society Wirral

**Dementia Cafés**
An informal setting where people living with dementia and their carers can meet and chat and find out more about the services of the Alzheimer’s Society. There is no need to register to attend the cafés.

**Activities Group**
A friendly, supportive group held on the fourth Wednesday of every month in Bromborough with a range of activities available to encourage mental and physical stimulation for people with memory problems.

**Singing for the Brain™**
A fun and friendly session held on a fortnightly basis in Pensby, using singing to bring people together in a welcoming and stimulating social environment building on the well-known preserved memory for song and music in the brain.

**Dementia Forum**
A dementia forum meeting is arranged on a quarterly basis helping to influence services for people affected by dementia in Wirral.

**Poetry Reading Group**
A fun and relaxing group which discusses poetry held every Wednesday in Birkenhead in conjunction with the Reader Organisation.

If you would like more details on any of these services, or would like to reserve a place, please contact the Wirral office on 0151 650 5505
For those of you who don’t know, Wirral Change provide a range of services for anyone who resides in Wirral. We are a charity that was founded in 2006 to support disadvantaged and Black and Minority Ethnic (BME) communities.

Our services include:

**Employment Team:** one-to-one tailored support with CV development, job searching and access to training opportunities to improve employability prospects. The team also support with benefit issues and appeals, NI registration, housing issues and referrals for immigration advice.

**Health and Wellbeing Team:** one-to-one and outreach support with smoking cessation, drug and alcohol misuse and mental health issues. The team also provide support in making sustainable positive lifestyle changes with a range of health issues including diet, exercise, oral health and long-term health conditions.

**Women’s Group:** meet every Friday 10am – 12pm. The group is open to anyone in Wirral and looks at providing exercise and a time table of activities to improve confidence, self esteem and social inclusion. There is also one to one casework support for anyone who needs confidential information, advice or referrals to specialist organisations.

**Men’s Group:** funded by the Football Foundation and is championed by Cheshire County FA. The project set up a Community Football League with 11 a side teams from mental health and homeless charities and community teams playing together in monthly fixtures.

**Carers’ Group:** meet on Thursdays from 1 – 3pm. We facilitate a range of activities to support the mental and physical wellbeing of carers. There are free monthly holistic treatments delivered by a qualified therapist and access to one to one support outside of the Group.

**Polish Group:** meet every Tuesday 10am – 12pm for Polish individuals who reside in Wirral. The Group was set up in response to increasing need identified by our Health Team and provides free activities and refreshments and limited crèche facilities.

**Arabic Group:** weekly Group for individuals to meet, access peer to peer support and increase social inclusion in a culturally sensitive environment. The group meet every Saturday in a women only environment with children’s activities for any children attending the group.

**Indian Group:** meet every Wednesday 10am – 12pm for individuals across Wirral to engage in health promotion activities including physical exercise, health eating and access information and advice on a range of health areas.

**ESOL:** weekly English for Speakers of Other Languages (ESOL) sessions to address language barriers faced by many of our service users.

**Cultural Awareness/ Diversity Training:** We can provide bespoke cultural awareness and diversity training to service users or to partner organisations.

**Room Hire:** our office is based in central Birkenhead and we have a range of rooms to suit your needs; training facilities, community space (with kitchen facilities), meeting rooms or a private counselling room. Call our office number (0151 649 8177) for room rates.
Barnardo’s Action With Young Carers, Wirral provides specialist support to Young Carers aged 5-18 and their families who live in Wirral.

A Young Carer is a child or young person whose life is affected by the impact of being involved in caring for a family member with a disability, mental ill health, chronic illness or dependency on drugs and/or alcohol.

The service works directly with young carers and their families whilst also working collaboratively with multi-agency partners to influence strategy and practice to;

- ensure that children and young people are protected from taking on inappropriate caring roles and where they cannot be immediately protected, have the support they need to learn, develop and thrive.
- reduce the numbers of young people who feel obliged to take on or continue with an inappropriate caring role

Using a whole family approach the service provides;

- specialist assessment,
- one-to-one support for each child,
- family support to reduce the impact of care needs,
- advocacy, advice, information,
- joint working with other agencies, across adult and children’s services.
- signposting to other agencies.
- breaks from caring
- focussed/issue based group work,
Wirral Mencap is a small, local charity that supports people with a learning disability and their family carers.

We deliver a range of intervention-based services and opportunities including:

- A specialist information and support service for any family that includes a person with a learning disability. The service aims to reduce anxiety and stress associated with caring, reduce social isolation and improve quality of life for the whole family. The service achieves these things by providing practical support such as
  - Help to complete paperwork and access entitlements
  - Support to navigate and access relevant services
  - Guidance on planning for the future with information available concerning wills and trusts, care providers, housing options etc
  - Information about clubs, activities and opportunities for people with a learning disability
- Bi-monthly newsletter with details of local activities, events, new services, welfare reforms etc.
- Information events including an annual ‘Options for the Future’ market place event to support carers to put plans in place for the future.

We also provide a range of activities and opportunities for people with a learning disability including

- A weekly social club
- The Gateway Award (accessible version of the Duke of Edinburgh Award)
- Supported volunteering opportunities
- Week-long holiday to Devon

The majority of our activities have a personal development focus, so as well as providing valuable breaks for the carer, they also increase independence and improve key life skills amongst people with a learning disability. In the long-term this can reduce dependence on the carer.

For more information please contact 0151 666 1829 or info@mencapwirral.org.uk

Or visit our website www.mencapwirral.org.uk
Supporting those who care

C.A.F.F (carers and families/friends) is a support group set up by carers, families and friends who have been affected by a loved one's alcohol and/or substance misuse. With first hand knowledge we aim to provide help and support

Objectives

- To provide an informal support group run by family, friends and loved ones for family, friend and loved ones
- To ensure a supportive, caring, comfortable environment where family and loved ones can share in a sensitive, non-judgemental and confidential way
- To provide information and awareness of services available locally for alcohol and substance misusers
- To provide information and awareness for families, friends and loved ones
- To provide appropriate help and support for any other things affecting quality of life i.e. debt, benefits, housing and help

Drugs and alcohol can devastate relationships, it is important that you look after yourselves

If you think you may need our support please contact Lorraine Fear at 0151-647-7723  mobile 07914000673 email : lorraine.fear@aiw.org.uk

The SPIDER Project, Unit 54, Woodside Business Park, Shore Road, Birkenhead, CH411 EL,
family tree

Supporting carers and families of people with mental health needs in Wirral

If you are a carer of someone with a mental health problem, there might be times when you feel that you’re on your own.

You may feel you need help to understand more about the illness the person you are caring for is experiencing.

As a carer, you offer practical or emotional support to the person you care for, but this can lead to you feeling unsupported or isolated yourself.

Understanding the different treatments and support available for people experiencing mental ill-health and knowing what local help is available can help.

Meeting other carers can also help overcome feelings of isolation and reduce some of the stresses and anxiety you may experience.

family tree aims to...

• develop a range of meaningful services for carers and families in Wirral, including Family Intervention support and respite activities.
• give information to statutory and partner agencies about the needs of carers and families affected by mental health problems.
• promote recovery and improve people’s quality of life by providing support, information and advice to carers and families living in Wirral.
• empower carers and families by giving them useful information.

family tree was the first organisation for carers to be set up in Wirral and has worked to support carers since 2001.

We are independent of statutory health and social services and provide the following services:

• Short courses run by trained professionals
• A Mental Health Carers’ Advocate
• Training days
• Conferences for carers, family members and professionals
• Representation on decision making panels
• Information on local services
• A Carers’ Counselling Service
• A Guide to Mental Health Services for Wirral Carers
• A regular newsletter, Family Tree News
• Social outings
• Family Intervention
• A lending library of books and DVDs on mental health topics
• Family Action meetings each month, where carers can access expert help to resolve their problems

More information...

Visit our website at www.familytreewirral.co.uk
Email us at family.tree@cwp.nhs.uk
Telephone us on 0151 488 8159
Headway Wirral can offer information and support to people affected by Acquired Brain Injury, their families and carers.

We provide 2 weekly Drop In opportunities and a Social Support Group for those who have suffered a brain injury and want to socialize in a friendly and supported environment.

We also offer one to one support for carers and families on request.

For further information please ring, email or find us on Facebook

Telephone: 0750 697 5261
Email: headwaywirral@hotmail.co.uk
www.headwaywirral.org.uk
https://www.facebook.com/HeadwayWirralGroup

Reg Charity No: 10041100
### Advocacy Service
An independent service that listens to you, supports you to take action and have a voice around your views, wishes and feelings.

Helps you to explore your choices, rights and options so you are able to make informed decisions.

Empowering you to have more control in your life in order for you to try to achieve your wishes and enhance your own wellbeing.

### Primary Care Advice and Advocacy Liaison Service
Working in partnership with Wirral Citizens Advice

Providing practical based assistance and welfare advice for those within the community with mental health issues only supported through Primary Care (i.e. engaging through their GP services).

**For welfare support bookings can be made through your GP.**

### AiW & Wirral Ways to Recovery
AIW Health is partnering in the Wirral Ways to Recovery Drug and Alcohol Abuse Programme.

This project provides practical and welfare based interventions and advocacy for those on the Wirral with a substance and/or alcohol misuse issue.

We also provide recovery champions to help people on their way to recovery.

The team work closely with rehabilitation and detoxification centres around the Wirral in order to ensure that they engage a wide range of clients.

### Wirral Bridges
Employment support project

Assist any individual within the community who wants advice and support over employment/volunteering.

### Beating the Blues
Provides therapeutic interventions to the community under their GP.

Computerised cognitive behavioural therapy to support clients challenge negative thoughts and is a proven successful way of reducing anxiety and depression.

### Hospital Advocacy Service and IMHA
These Advocacy services assist individuals on Clatterbridge and/or Arrowe Park Wards with practical interventions.

Independent Mental Health Advocates who will assist individuals who are currently detained under the mental health act as well as working within Psychiatric Liaison and general Arrowe Park Advocacy. The service also provides assistance to individuals currently under a guardianship or community treatment order.

Older person’s Services Advocacy Project providing advocacy and practical assistance on housing, benefits, debts, medication queries, tribunals etc.

### Carers Advocacy & Welfare Assistance
For those effected by Depression, Stress, Anxiety and other mental health issues

38-44 Woodside Business Park
Shore Road
Birkenhead
CH41 1EP
www.aiw.org.uk
Tel: 0151 650 1530
Email: admin@aiw.org.uk