

Patient Advice and Liaison Service (PALS)

Helping Wirral to stay Healthy

We want to help you have a quality experience with Wirral healthcare services

The PALS team provide a confidential service helping you to sort out any concerns you may have about the care you or the person you care for are receiving, and guide you through the different services available within the NHS.

PALS can:



- Offer advice, support and act as a connector to patients and their families or Carers



- Help sort out problems quickly on your
- Listen to your concerns, ideas or queries and inform the decision makers
- Accompany patients to meetings with GP's or other health professionals if required to resolve an issue

We will do our best to help you get the help you need!

You can contact PALS team directly on 0151 363 3948 or 0800 054 2137 or email them on WirralPals@wired.me.uk

Wirral Shopmobility

Keeping Wirral Moving



What is Shopmobility?

Shopmobility is a scheme that loans manual and powered wheelchairs and powered scooters to members of the public who have limited mobility. These can be used to visit facilities in the local area. Staff and volunteers will help you to decide what equipment to hire and ensure that you receive training to use it safely. We also have scooters and wheelchairs available for long term hires (for up to 4 weeks)

All our centers sell a small range of disability aids including blue badge holders radar keys a walking sticks. We are stockiest of 'Black Box' scooter batteries. If you don't see what you're looking for our staff will be happy to assist you with any questions or queries you have.

We are able to service and repair an individuals scooter /wheelchair at a very competitive price



You can contact Shopmobility team directly on 0151 647 6162 (Birkenhead) or 0151 606 4665 (Liscard) or 07729334445 (New Brighton) Alternatively email: wirralshopmobility@wired.me.uk



Wired Resource Centre

5 St John Street, Birkenhead,
Wirral CH41 6HY

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
- **TEXT Wirral - 87007** mobile contact for carers
- **Carers Register** - Providing regular local and national information
- **Carers Grant/ Leisure Pass**— funding to access health and wellbeing activities to help their caring role or you may be eligible for a free 12 month leisure pass
- **Carer Connectors Support** - offering advice, information and support, helping to build a carer friendly community. Carer Connectors can assist and support a carer to complete an Online Carers Assessment
- **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 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 Training** – 6-week programme designed to enhance and support a Carer's knowledge around their health and wellbeing and support them in their caring role.
- **Carers Information & Awareness Events** – locally delivered events informing and offering support for those parent carers/ young carers transitioning to adult services.

Carers Grant

Are you an Adult or Young Carer and do you provide care for someone over the age of 18?

YES

Then you may be eligible for a CARERS GRANT or a 12 month FREE Wirral Leisure Pass (worth over £200)

The Carers grant is a one-off payment and could pay for:

- Health therapies such as massage or podiatry
- Relaxation or therapeutic courses
- Travel/ costs to visit family or even help toward a laptop or tablet to improve social isolation through social media

Or you may opt for the Wirral Leisure Pass including:

- Access to 7 Council run Gyms across Wirral
- Leisure classes
- Swimming pools

Carers Emergency Contact Service



The service that gives give you peace of mind

Are you caring for someone and wondered what would happen if you had a fall or were taken suddenly ill while you were out or away from the person you care for?

Planning for an Emergency

It is important that you have a contingency plan in place should you find yourself unable to care for your relative, partner or friend who relies on you

The Wirral Carers Emergency Contact Service is for anyone who has caring responsibilities and has someone who depends on them for care and support.

If you are interested in any or all of these services then please mark the bottom of your Carers Registration form and return to Carers Team

text
wirral..

Do you care for a family member or friend on a voluntary basis?

Text CARER to 87007 for free confidential information, advice and support from the Wirral Carers Health and Wellbeing Service



Carers Counselling Service

Would you like to talk to someone?



The experience of looking after a relative, friend or neighbour can be very isolating. It can sometimes be difficult for carers to share their concerns with other people. Carers can feel guilty about having and expressing some of their own feelings.

Sometimes these feelings can seem overwhelming and may lead to ill health and a sense of hopelessness. Former carers sometimes struggle with feelings of loss and making the change from caring to other meaningful life roles.