

Winter/Spring Edition 2026

Newsletter



**Knowsley
Carers Hub**



Welcome
to the

3rd

**Knowsley
Carers Hub
Newsletter**

n|compass
towards a **brighter** future



Knowsley Council

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Welcome to the 3rd Edition of Knowsley Carers Hub

Happy January! We hope you all had a joyful and relaxing Christmas and are stepping into the new year with optimism and excitement. As we embrace 2026, we're thrilled to bring you the third edition of our newsletter, packed with updates, reflections, and plenty of useful information to keep you connected and inspired.

Since our last issue, we've enjoyed some wonderful moments together. Our Bingo afternoon was full of laughter and friendly competition, the theatre trip offered a delightful escape into the world of drama, and the Christmas Party was a heartwarming celebration filled with festive cheer, music, and great company.

Inside this edition, you'll find everything you need to stay in the loop from upcoming Coffee & Chat dates to a calendar of activities designed to keep carers engaged and entertained throughout the season. Whether you're looking to join a new group, attend an event, or simply catch up on what's been happening, there's something for everyone.

We're excited about what lies ahead and hope this newsletter helps you feel more connected to our Hub. Here's to a fantastic start to the year, let's make it memorable together!

**Best wishes,
Knowsley Carers Hub**



**Knowsley
Carers Hub**

How to Contact Us

Knowsley Carers Hub

Opening Times

Monday to Friday 9:00am to 5:00pm

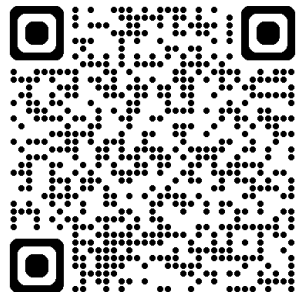
✉ enquiries@knowsleycarershub.org.uk

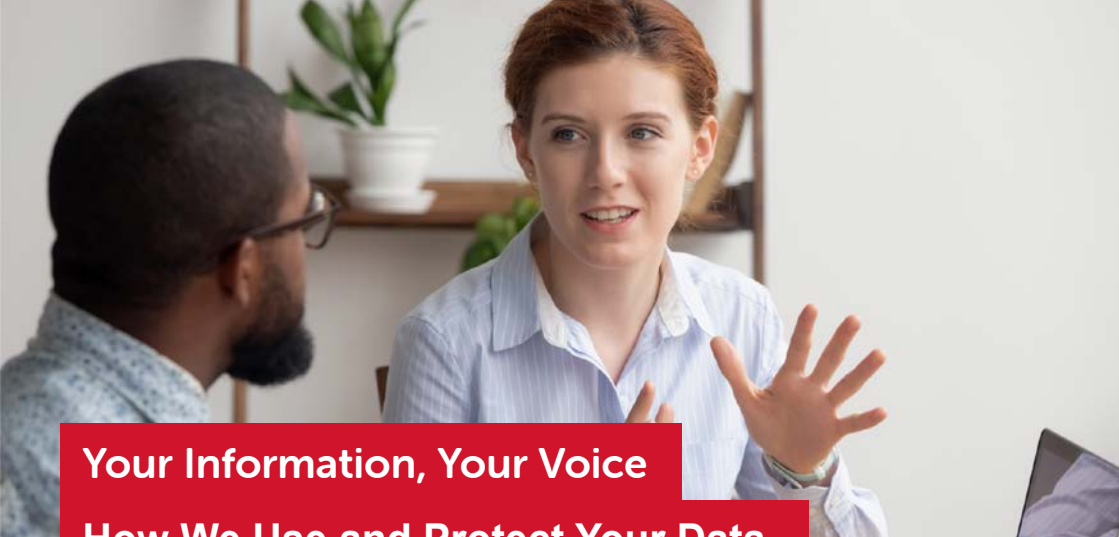
☎ 0151 549 1412

🌐 www.knowsleycarershub.org.uk

📍 FREEPOST Knowsley Carers Hub

📘 Facebook /knowsleycarershub





Your Information, Your Voice

How We Use and Protect Your Data

At N-Compass, we want you to feel confident about how we use your personal information and how you can raise any concerns.

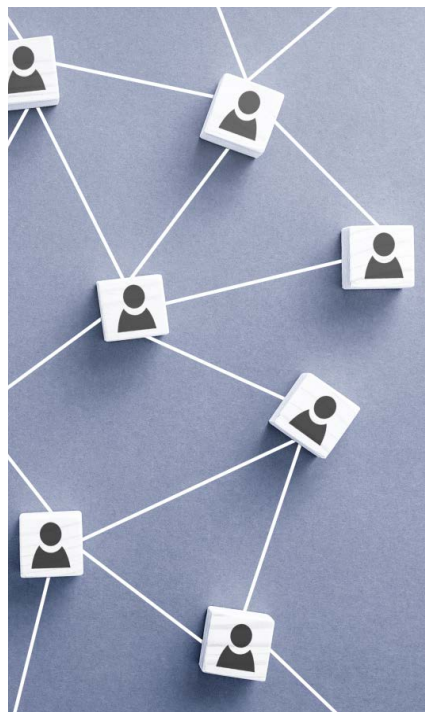
We're always clear that:

- All calls are recorded for training and monitoring purposes.
- We are a confidential service and won't share your information without your consent - unless we believe you or someone else is at risk.
- As we're funded by the local authority, we may be asked to share information about registered carers to help them plan and improve services.

By registering with us, you agree to this.

To help you understand more:

- Our Privacy Policy explains how we collect, use, and protect your personal data, and your rights under the law.
- Our Complaints Policy outlines how to raise a concern and what you can expect from us.
- You can read both policies on our website:
www.n-compass.org.uk



We hope you find this Newsletter interesting, please do let us know if you no longer wish to receive it or have changed your address and we will update our records.

Our Support

What our service offers

Knowsley Carers Hub provides a single point of access for adult carers (18+) who care for someone of any age who resides in Knowsley or is registered with a GP in Knowsley. We provide information, advice and guidance, and a wide range of support services designed to help carers continue in their caring role for as long as they choose and reduce the impact the caring role can have on a carer's own health and wellbeing. We work directly with individual carers to discuss their concerns and needs and design a tailored personalised support package.

As a registered carer support available includes:

- Specialist 1-2-1 and group support
- Carers' Assessments
- Information, advice, and guidance on range of matters relevant to the caring role, including benefits
- Support to take breaks from caring, including befriending and peer support
- Support to access health and wellbeing services
- Support to access community resources, networks and services
- Newsletters detailing local groups, activities and training
- Online Carers Community Network
- Carers Help and Talk (CHAT) Line and Pen Pal services
- Support to access professional counselling
- Volunteering opportunities as 'Friends of Knowsley Carers', including volunteering for the CHAT Line and Pen Pal services
- Carers Awareness Briefings for professionals



Knowsley
Carers Hub

Chat Line

Our Carers Help And Talk (CHAT) Line gives carers the chance to talk with a trained volunteer who will offer a listening ear to carers over the phone, providing emotional support, or just have a friendly chat. Some of our volunteers have caring experience themselves but carers can talk about anything they wish to if they choose to receive a call. Carers who are keen to join our CHAT Line will be matched with a volunteer to share regular weekly calls, this will enable volunteer and carer to get to know each other. All phone numbers are kept private and there is no cost to the carer or volunteer.

The purpose of the CHAT Line is to offer carers the chance to 'have a chat' and reduce loneliness and isolation, which in turn can improve mood and increase self-esteem and confidence.

If you are keen to get started or simply want to know more, please contact the Volunteer Hub by emailing volunteering@n-compass.org.uk

Carers Community Network

This is a virtual community where you can meet other carers, share ideas and experiences, we currently have over 2,000 active members who are looking forward to connecting with you! It only takes a minute to sign up.



Please be aware, that to access the Carers Community Network Platform, you will need to be invited.

Please contact the Service Access Team on **0151 549 1412** who will be happy to support you with this. You will just need to provide them with your name and email address.



Facebook

Please "like" and "follow" our Facebook page by logging into Facebook and searching for Knowsley Carers Hub or by following the link: <https://www.facebook.com/knowsleycarershub>. To get up to date information on our activities, events and other useful information, please join our private group for carers <https://www.facebook.com/groups/638003378649882/>

Alternatively, scan this QR code and join our Facebook Group. If you hold your mobile up to the code using your camera, the QR code will highlight with a yellow box which you can click on, and this will take you directly to the closed group. If you answer the questions and agree to the group rules, we can accept your request to join.



The Volunteer Hub

Knowsley Carers Hub has several volunteer roles designed to support carers to give back to their community. If you are interested to hear more, we would love to hear from you! Please call **0151 549 1412** or email volunteering@n-compass.org.uk



The Volunteer Hub Pen Pals

Do you prefer the written word to emails, texts and video calls? Would you like to be matched to a trained volunteer who would then exchange hand-written letters with you once a month using good old-fashioned pen, paper and the Post Office! If you are a carer and would like to take advantage of this free service, please contact Ian on **07710 171832** or email: volunteering@n-compass.org.uk

Activities and Events for Adult Carers

Welcome to our latest Adult Carers Activities and Events Programme which runs from February to May. We have a wide variety of activities on offer, and we hope you can join us at some of them for a well-deserved break.

Come and meet other carers whilst enjoying a cuppa!

Coffee & Chat sessions are an opportunity to meet and chat with other carers and former carers and speak with a member of the team, while taking a break from your caring role and enjoying tea or coffee and a biscuit or two!

If you have never attended a Coffee & Chat before, don't worry; everyone has been a "first timer"! A friendly member of our team will be there to greet you, along with a volunteer and offer a warm introduction. Please see the full list of Coffee & Chats on the next page.

There is no need to book, but if you would like to talk to someone before you attend, or would like further information, please call us on: **0151 549 1412** or email: enquiries@knowsleycarershub.org.uk

New Evening Group For Working Carers!

We're thrilled to announce the launch of our new Working Carers Evening Coffee & Chat, beginning on **Thursday 19th February 2026 from 5.30pm – 7.30pm.**

This monthly gathering is designed especially for working carers who balance professional responsibilities with caring for their loved ones. Whether you're supporting a parent, partner, child, or friend, we understand the unique challenges you face, and we want to offer a space just for you.

What to Expect

- A warm, welcoming environment to share experiences
- Informal chats over coffee (or tea)
- Opportunities to connect with others who truly understand
- Guest speakers and helpful resources in future sessions

Dates

- Thursday 19th March 2026
- Thursday 16th April 2026
- Thursday 21st May 2026

Exclusively for working carers.

Chats will be held in Knowsley Carers Hub, 143 Bewley Drive, Kirkby, L32 9PE
For more information, please call us on **0151 549 1412**
or email: enquiries@knowsleycarershub.org.uk



Coffee & Chat

Calender 2026

Halewood	Huyton	Kirkby	Stockbridge Village
Women's Institute 83 Baileys Lane Halewood L26 0TY	Old Schoolhouse St John's Road Huyton L36 0UX	Knowsley Carers Hub 143 Bewley Drive Kirkby L32 9PE	Craigs Community Centre Little Moss Hey Stockbridge Village L28 5RL
10.00am to 12.00noon	10.00am to 12.00noon	10.00am to 12.00noon	10.00am to 12.00noon
10th and 24th February	4th and 18th February	5th and 19th February	23rd February
10th and 24th March	4th and 18th March	5th and 19th March	30th March
7th and 21st April	1st, 15th and 29th April	2nd, 16th and 30th April	27th April
5th and 19th May	13th and 27th May	14th and 28th May	18th May
Free parking available on site	Free parking available on site but this depends upon capacity	Free parking available on site	Parking available depending upon capacity

There is no need to book, but if you would like to talk to someone before you attend, or would like further information, please call us on: **0151 549 1412** or email: enquiries@knowsleycarershub.org.uk

Adult Carers Special Events

If you have not been to one of our activities or events before, we would love to see you at a future one! You can speak with a member of the team about what to expect and which one you would like to go to; we can make sure you are greeted on arrival.

You must book onto our one-off events as most of them have limited numbers and some need to be booked in advance so we can book places.



We've made booking really easy!

You only need to remember one email address to book any event and to contact one of our Carers Assessment and Support Officers for event information.

Email: **enquiries@knowsleycarershub.org.uk**

If you prefer to telephone us, you can contact us on **0151 549 1412**



All activities and events are for carers registered with Knowsley Carers Hub. If you are not registered and would like to receive support and attend activities and events, please register by calling: **0151 549 1412** or by emailing: **enquiries@knowsleycarershub.org.uk**

If after having booked any activity or event, you are no longer able to attend, would you please let us know as soon as you can. This will give other carers the opportunity to attend, especially where events become fully booked and we have reserve lists.

We thank you for your cooperation and support.

Email: **enquiries@knowsleycarershub.org.uk**

If you prefer to telephone us, you can contact us on **0151 549 1412**

Online Activities and Events

Weekly Zoom Sessions for Adult Carers

Some sessions may be subject to change and any changes will be communicated via email

Distance Reiki

Weekly

Every Wednesday 2.00pm - 3.00pm

Feeling stressed, overwhelmed, or out of balance? Discover the profound healing potential of Reiki. A gentle yet powerful Japanese technique that can help you melt away stress and anxiety leaving you feeling calm and centred. Experience a holistic healing that addresses your body, mind, and spirit, creating a sense of peace and well-being. During these sessions carers can relax in their own home while Jo guides you through a healing experience.

"It's lovely to connect with everyone and then drift off in my own world to the sound of Jo's voice. The session has a huge positive impact on my mental and physical wellbeing."
-Carer

Seasonal Flow Yoga

Weekly

Every Wednesday 6.15pm - 7.30pm

"I am already experiencing the mental and physical benefits from the yoga and meditation."
-Carer

Seasonal Flow Yoga is designed to align you to the changing energies of nature and the seasons. It's a practice that improves physical strength and flexibility, giving balance, harmony and an enhanced sense of well-being. It's a great antidote to the stress and anxiety of modern life. The practice is suitable for beginners and experienced yogis. Seasonal Yoga combines yoga with elements of the traditional practices of Tai Chi and Qigong, as well as meditation and pranayama breathing techniques.

Yoga Nidra

Weekly

Every Thursday 7.00pm

Yoga Nidra is a special type of guided meditation that puts you into a particular state of consciousness. It helps to relieve stress, reduce tension, and relieve anxiety. Regular practice is said to positively affect your overall physical, emotional and mental health.

"For me Yoga Nidra ticks all the boxes - its relaxing, there's a sense of community and belonging and an empathy for our situation as carers without having to explain everything."
-Carer



Scan Here

To access any of our Yoga or Reiki sessions [click the link here](#) or scan the QR code to complete the short booking form and we will provide the Zoom link. For further information or support please email: activities@staffordshiretogetherforcarers.org.uk

These online activities are hosted by N-Compass' Carers Service in Staffordshire but carers from across all N-Compass Carers' services attend and Knowsley Carers are very welcome to join.



Activities and Events

Carers' Evening Meal

We will be taking a very limited number of carers for an evening meal in Huyton.

Tuesday 24th February 2026

From 5.30pm

Huyton (venue details to be confirmed)

This informal gathering offers a chance to enjoy a warm meal in the company of fellow carers, providing a moment of rest and connection.

Whether you support a family member, friend, or neighbour, your role is valued and this evening is for you.



Evening Theatre Trip

The Peaceful Hour 2

Get ready for a night of laughter, drama, and unforgettable entertainment!

Friday 6th March 2026

From 7.00pm

Liverpool Royal Court Theatre, 1 Roe Street,
Liverpool, L1 1HL

Join us on Friday 6th March 2026 for an evening outing to the iconic Liverpool Royal Court Theatre to see the hilarious sequel, The Peaceful Hour 2. This comedy promises to deliver belly laughs, brilliant performances, and a feel-good atmosphere.



To Book any of these activities

Contact Knowsley Carers Hub on **0151 549 1412**
or email: enquiries@knowsleycarershub.org.uk to express your interest.

Please remember:

Putting your name down does not automatically guarantee a place.

Transport is not provided,
so attendees will need to make their own way to the venue.

Basic Life Support Training for Carers!

Are you a carer looking to boost your confidence and skills in emergency situations? Don't miss this incredible opportunity to receive FREE accredited training designed specifically for carers!

Friday 10th April 2026

10.00am - 2.00pm

Knowsley Carers Hub, 143 Bewley Drive, Kirkby, L32 9PE

LEVEL 2 : 3-HOUR TRAINING COURSE

Basic Life Support

This regulated Level 2 Basic Life Support qualification will give learners the skills, knowledge and practical competence to administer first aid until professional medical help arrives. It is particularly suitable for the purpose of Continual Professional Development (CPD)



The Basic Life Support qualification will give learners the skills and knowledge to act in an emergency situation providing the casualty with critical life saving assistance until support arrives.

Duration

A minimum of 3 contact hours in the classroom, consisting of practical and theoretical activities. The course can be delivered in one day or spread over a maximum of 3 weeks ensuring that each session is a minimum of 1 hour.

Syllabus

A range of subjects are covered including:

- Cardiopulmonary Resuscitation (CPR)
- Primary Survey
- Choking
- Safe use of Automated External Defibrillator (AED)
- Recovery Position

Assessment and Marking

The course Instructor is responsible for determining whether delegates pass or fail based in practical assessment throughout the course, i.e. by observation and oral questioning. The instructor will only award a pass if they believe that delegates have displayed the requisite understanding and competencies at the end of each session throughout the course.

Certification

This qualification is valid for 3 years from the date of achievement. The learner will need to complete the full course again to requalify for a further 3 years. It is recommended that the learner attends annual refresher training.

Numbers

A maximum of 12 students can be accommodated on this course and all candidates must be a minimum of 14 years of age to qualify.

Weekend Theatre Trip

"Conteh" – A Knockout Afternoon

Step into the ring of Liverpool's rich sporting history with a powerful theatre experience you won't want to miss.

Saturday 18th April 2026

from 1.30pm

Liverpool Royal Court Theatre, 1 Roe Street,
Liverpool, L1 1HL



Join us on Saturday 18th April 2026 from 1.30pm at Liverpool Royal Court for "Conteh" - the gripping story of local boxing legend John Conteh. From the streets of Kirkby to world champion glory, this production packs a punch with heart, humour, and hometown pride.

- A compelling tribute to one of Liverpool's greatest sports icons
- A chance to connect with fellow carers in a relaxed, social setting
- Limited seats available

Whether you're a boxing fan or simply looking for a well-earned break, this is your moment to enjoy a knockout afternoon.

Carers' Spa Days

Because those who care, deserve care too. We understand the selfless commitment carers make every day. That's why we're inviting you to take a well-earned break and immerse yourself in tranquillity at our Carers' Spa Days.

Upcoming Dates

- Tuesday 24th March 2026, 10.00am - 4.00pm
- Friday 24th April 2026, 4.00pm - 8.00pm
- Wednesday 13th May 2026, 10.00am - 4.00pm

Volair Spa, Huyton Leisure Centre, L36 6EG



What's Included:

- Access to the thermal suite - sauna, steam room and jacuzzi
- Mini treatments - choose from relaxing massages
- Complimentary refreshments - soothing teas and small bites
- Quiet spaces - perfect for reflection or simply doing nothing at all

When making contact to express an interest in attending a Spa Day, can you please specify which date you would like to attend. Evening session priority will be given to working carers. Please telephone **0151 549 1412** to express interest.

Useful Information



STOP SMOKING TODAY

Receive up to 16 weeks of Nicotine Replacement Therapy and receive FREE help and support either over the telephone or online



**PLEASE CALL 0151 426 7462 TEXT QUIT TO 61825
VISIT WWW.SMOKEFREEKNOWSLEY.ORG.UK**

Facebook, Tweet or Instagram us along your Smokefree journey
Search Knowsley Stop Smoking Service



chcp



NHS

Looking after someone?

Access
FREE online
resources
for carers

N-Compass with Carers UK

N-Compass, in partnership with Carers UK, has launched the Digital Resource for Carers—a dedicated platform offering support, information, and advice for carers. Covering a wide range of topics, from health and emotional wellbeing to financial guidance, the platform is designed to assist carers in every aspect of their role. It also features Jointly, our care coordination tool that helps carers organise and manage their caring responsibilities more effectively.

Our digital products and online resources are available to carers and include:

E-Learning & Videos

Practical learning and guidance for carers



Jointly

Care co-ordination app



Free publications

Guides and information from Carers UK



More Support

Helpful resources, tools and links to local services



Visit **carersdigital.org** and use code **NCOMPASS** to create a free account and access online resources.





Knowsley Carers Emergency Card: Planning Ahead for Peace of Mind

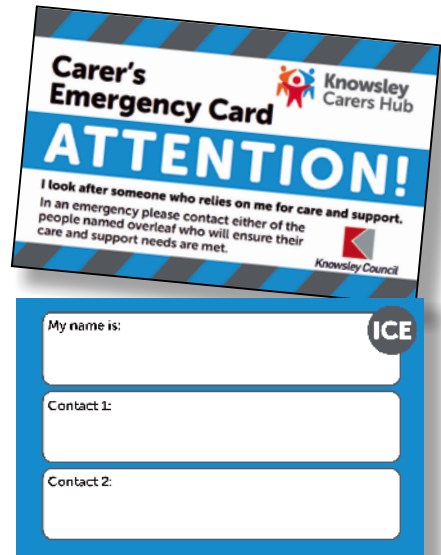
Knowsley Carers Hub is committed to supporting unpaid carers, especially during unexpected situations. The Emergency Card Scheme has been introduced to ensure that those being cared for continue to receive support even if their carer faces an emergency.

The scheme provides carers with an Emergency Card to carry with them and an Emergency Care and Support Plan to outline backup arrangements.

Carers who express interest will be given an Emergency Card and a Care and Support Plan template.

Carers will fill in the plan with details of nominated individuals, trusted people who can step in to provide care if needed. Each nominated individual receives a copy of the Support Plan, so they're prepared to help when called upon.

The names of the nominated individuals are added to the Emergency Card, which the carer keeps with them at all times. Emergencies can happen at any time. This scheme offers peace of mind to carers, knowing that there's a clear plan in place and that their loved ones will be cared for even if they're temporarily unavailable.



For further information, please contact Knowsley Carers Hub on telephone **0151 549 1412** or by emailing: enquiries@knowsleycarershub.org.uk

What we have been up to

Team Building At Its Best!

September marked our very first Team Away Day and what a laugh it was! We hit the bowling lanes with high hopes and low scores... just *one* strike between eight of us. The rails went up and the competitiveness went down. Just what we needed, a day out of the office to relax, have fun, and recharge. After our heroic bowling efforts, we refuelled with a well-earned pizza lunch. Here's to more days like this.



Knowsley Carers Hub at Healthwatch Ageing Well Festival Market Place Event

Shakespeare North Theatre, Prescot
– 1st October 2025

We were delighted to be part of the Healthwatch Ageing Well Festival Market Place Event held at the stunning Shakespeare North Theatre in Prescot. This informative gathering brought together local organisations, health professionals, and community members to explore ways to support healthy ageing across Knowsley. Representing Knowsley Carers Hub, Marguerite Dawson, Participation & Engagement Officer, attended the event to promote the services we offer to carers in the borough. Marguerite connected with attendees, shared resources, and highlighted the support available to those caring for loved ones, whether full-time or in a more informal role.

Thank you to Healthwatch for the invite and everyone else involved.



Happy Retirement, Mary Roby!

After 17 remarkable years of dedication, compassion, and healing, we bid a fond farewell to Mary Roby, our Holistic Therapist. Staff, carers, and volunteers would like to express our heartfelt gratitude for the incredible support she has provided to carers throughout her time with us.

Mary's gentle presence and holistic approach have been a source of comfort and renewal for so many. Whether through therapeutic sessions, quiet encouragement, or simply being a calming presence, Mary has helped carers find strength and serenity during their demanding roles.

As Mary begins her new chapter, we celebrate her and wish her all the very best for the future. May retirement bring her the same peace and joy she has so generously shared with others.

Thank you, Mary. You will be missed, and forever appreciated.



Halewood Coffee & Chat

7th October saw our group held in a new venue on a different day. We were so happy that carers turned up and joined Joanne and Aimee for a coffee and a chat. Let's hope the group grows and we welcome more carers soon.



Stockbridge Village Coffee & Chat – A Great Start!

On Monday 20th October, Joanne (Senior Carers Assessment & Support Officer) and Aimee Marnell (Participation & Engagement Officer) hosted our very first Coffee & Chat session in Stockbridge Village and what a lovely morning it was!

We were delighted to welcome five carers who dropped in for a drink and a chat, and some friendly connection. It was a fantastic opportunity to offer support and build community in a relaxed setting.

This successful trial marks the beginning of what we hope will be a regular and well-loved event. Be sure to check the Coffee & Chat calendar for upcoming dates — we'd love to see you there!



Welcome to our new Volunteer Jenifer Martin

Jenifer Martin is our latest volunteer with Knowsley Carers Hub. As a Chat Line Volunteer, Jenifer will be connecting directly with carers. Please join us in giving Jenifer a warm welcome, we're so lucky to have her on board.

Carefree

Short hotel breaks for unpaid carers

We are delighted to be a community partner with Carefree. Carefree offers a 1–2-night hotel stays for unpaid carers twice per year. The breaks are across the UK and cost just £38 in admin fees. You are welcome to take a companion with you (but not the person you care for) so you can take a break from your caring role to help with your health and wellbeing.

All bookings are made online, so you must be able to do this or have someone to help.

To access this opportunity, please contact Knowsley Carers Hub on **0151 549 1412** or email: **enquiries@knowsleycarershub.org.uk** who will make the referral on your behalf.

To be eligible, you must be 18+ and care for someone for 30 hours a week; the break includes your accommodation and breakfast; you must be able to provide respite for the person you care for and pay for extra expenses (travel, other food, etc). Carers may book up to one break per calendar year.



Useful Numbers

Knowsley Adult Social Care

0151 443 2600

Age UK Mid Mersey

0300 003 1992

CAB Knowsley

0808 278 7839

Knowsley Parent Carer Voice

07376 232 141 / 07368 117 415

Whiston Hospital

0151 426 1600

Aintree Hospital

0151 525 5980

Centre for Independent Living

0151 351 8705

Healthwatch Knowsley

0151 449 3954

Better Lives

0151 449 3706

Admiral Nurses

0151 351 8440

Stroke Association

0151 305 0015

Falls Team

0151 244 3362

Knowsley Young Carers

0151 443 2336

Knowsley Disability Concern

0151 480 4090

Alzheimer's society

0151 426 4433

SENDIASS

0333 323 7768



Your Feedback

Your feedback is invaluable as we strive to improve and develop our services for you. Please let us know if there is something you feel would benefit yourself and other carers e.g. you might like to ask us to offer some specific training or just tell us about an activity you attended and what worked and what didn't work for you. Hopefully together we can make it work! Please call or email enquiries@knowsleycarershut.org.uk

Note: If you would like to read any part of this newsletter in large print, please call **0151 549 1412**, or email enquiries@knowsleycarershut.org.uk to make your request.

Disclaimer - Please note that whilst we do our best to print accurate information, times, dates, and venues may be subject to change at short notice. Please check our Facebook Group or call before setting out.