



# Newsletter

Edition 51 Mar 24 - May 24

## A WELCOME MESSAGE FROM CARL HARRIS CEO

Hello all and welcome to our latest newsletter, I hope you find the information inside beneficial. Some of you will have noticed that we are no longer open on a Saturday but are open late on a Thursday till 7pm instead, this is hopefully better for carers who can drop in or call us after work on a Thursday as Saturday is usually taken up shopping, taking kids to football etc.

I'd also like to thank Vikki Shepherd (Young Carers Support Worker) who is leaving us after a year and a half to go work with her family setting up a café in Runcorn and we wish her the best of success in her new business venture (*hope I get a free full English breakfast for that now!*) Her work alongside Ashley and Kate has been invaluable in helping to identify and support over 1,000 young people aged between 4 and 17 yrs of age who have identified as carers.

We also say farewell to Tanya who has been providing holistic therapy appointments at the centre for over a year now and wish her well on her further education voyage, she'll smash it!

And finally hello again to Hannah who has returned to the centre to continue to provide therapy appointments, Hannah has taken over from Tanya, please look on page 5 at our current therapies and costs.

Take care, *Carl Harris*

### CONTACT US

62/64 Church Street, Runcorn  
01928 580182  
help@haltoncarers.co.uk

Halton Carers Centre is registered in England & Wales as a Registered Charity No: 1124493  
Company Limited by Guarantee No: 06574889



In December, we bid a heartfelt farewell to our esteemed therapists, Tanya and Emma. Tanya, who has been an invaluable part of our team for the past year, has embarked on a new journey in further education. We extend our warmest wishes for her continued success. Additionally, after an incredible 14 years of providing therapies for carers, Emma has decided to transition into a new role within our office team. Although she will no longer be offering therapies, we are delighted that Emma will continue to be a familiar face around the building as our Adult Carers Activity Co-Ordinator.

**A Warm Welcome Back:** We are excited to announce the return of Hannah, a familiar and highly skilled therapist who has been with us previously. Starting this January, Hannah will be covering all Relaxation Therapy appointments in Runcorn and Widnes. She brings with her a range of fantastic new treatments, including Hot Stone Massage\* (only available in Runcorn), Reiki Healing, Crystal Healing, and Hopi Ear Candles.

**Changes in Appointment Times:** In response to valuable feedback from our working carers and young carers, we are making adjustments to our therapy appointment times. From Jan 2024, we no longer hold Saturday appointments. Instead, we will offer a late Thursday evening option, these late appointments will be prioritised for working/young carers. Please take note on Page 5 of our new appointment days/times and also our new treatments & prices



Starting April 24, we're thrilled to offer FREE Halton Leisure Cards to registered Carers. we will only have a limited amount, so be sure to get in touch with us at 01928 580182 if you're interested or want to learn more.

**Need urgent help with your mental health?**



**Mersey Care**  
NHS Foundation Trust

Community and Mental Health Services

You can call us 24/7 for FREE

Call **0800 145 6570** if you're age 16 and over and live in **Liverpool** or **Sefton**.

Call **0800 051 1508** available for all ages if you live in **Halton, St Helens, Warrington** and **Knowsley**.

It's always okay to ask for help.  
[www.merseycare.nhs.uk/urgent-help](http://www.merseycare.nhs.uk/urgent-help)

# HALTON CARERS CENTRE LOTTERY DRAWN ON THE 20TH OF EACH MONTH

Supporting Unpaid Carers in Halton



1<sup>st</sup>  
2<sup>nd</sup>  
3<sup>rd</sup>  
Prizes



**How To Play ?**  
For Just £5.00 per month per number

Pay by Standing Order:  
Halton Carers Centre Bank Details:  
Organisation : Halton Carers Centre Ltd  
Sort Code: 30-99-14  
Account Number 07633689

Standing orders to be paid on or before the 15th of the month,  
Cash by 12pm on the 20th of the month  
You can now Pay over the phone on 01928 580182



62 Church Street, Runcorn WA7 1LD - Telephone 01928 580182  
St Marie's Church, Lugsdale Road Widnes. WA8 6DB - Telephone 01928 592405  
Email: [holly.robson@haltoncarers.co.uk](mailto:holly.robson@haltoncarers.co.uk)  
Web: [www.haltoncarers.co.uk](http://www.haltoncarers.co.uk)

If you wish to join our monthly lottery please scan our QR code above or ring the office 01928 580182



Are you aware that United Utilities offers a Priority Service Register that you can easily sign up for? Best of all, it's completely free, and you can apply online or by phone at 0345 672 2888. Joining this register can offer you invaluable benefits and support during times when you need it most.

By becoming a part of the Priority Service Register, you gain access to various advantages tailored to meet your needs. One such benefit is the ability to nominate a family member to communicate on your behalf, ensuring that important messages are conveyed effectively. This feature can be especially helpful for individuals who may face challenges in communication.

Moreover, if you're undergoing at-home dialysis, being on the register ensures that you receive advanced notice of any water disruptions and additional support to manage any potential issues that may arise. This proactive approach to assistance can provide peace of mind and ensure continuity in your essential healthcare needs.

It's not just United Utilities that offers such a service. Many gas and electric providers also have their own Priority Service Registers, offering similar benefits catered to their respective services. It's worth taking the time to explore these options and sign up for any relevant registers to ensure you receive the support you need, when you need it.

# Stroke Recovery Service Support in Halton



Stroke is life-changing. Besides physical health, it affects a person's emotional wellbeing, family and finances. For most survivors, recovery means being supported to get on with their lives and achieve the best possible individual quality of life.

Our service makes sure that people affected by stroke and their carers have their needs placed at the centre of their recovery journey. Once we receive a referral, we work alongside stroke survivors, their families and carers to develop a personalised stroke support plan. This is based on what they tell us is important to them, including preventing another stroke, emotional needs, and their goals.

We keep in touch on a regular basis to make sure support remains appropriate to each individual. We also refer and signpost stroke survivors and carers to other local support.

We have monthly stroke cafés in Runcorn and Widnes. This provides stroke survivors and carers an informal place to meet with others and socialise in a relaxed café setting.

If a group isn't for them, they can have a weekly phone conversation with a trained volunteer to help rebuild their life after stroke. Talking things through on the phone can build confidence. It can help people feel more connected, supported and able to take the next step in their recovery. If you have a question or need to talk, our confidential Stroke Helpline is here to support anyone affected by stroke in the UK, including family and friends. Call our Stroke Helpline now on 0303 3033 100 or email [helpline@stroke.org.uk](mailto:helpline@stroke.org.uk).

**To find out more about our Halton Stroke Recovery Service please contact 01928 249488 / 07717 275763 or email [halton.team@stroke.org.uk](mailto:halton.team@stroke.org.uk)**





As a carer registered at Halton Carers Centre you can access Relaxation Therapies, We have a podiatrist and Holistic therapist that hold weekly appointments in both of our offices! Your first appointment with both Hannah (Holistic Therapist Therapists) & Stuart (Podiatrist) are free any appointments there after will have a small charge:

Please see across for charges. All appointments are pre booked so please contact the office to book yours in today!

**Holistic Therapy Treatment Price List Jan 24**

- Holistic Facial - 30min treatment - £10
- Back/Neck/Shoulder Massage - 30min treatment - £10
- Indian Head Massage - 30min treatment - £15
- Hot Stone Massage - 30min treatment - £15
  
- Reflexology - 35min treatment - £15
- Reflexology + inc foot scrub/mask - 45min treatment - £18
  
- Reiki Healing - 40min treatment - £15
- Crystal Healing - 40min treatment - £15
- Hopi Ear Candles - 30 min treatment - £10

**Podiatry Price List Jan 24**

- Podiatry - 30/45min treatment - £15.00



**Appointments Available**

**RELAXATION THERAPIES**

**Runcorn Office:**

- Thursday 11am - 7pm
- Friday 10am - 4pm

**Widnes Office:**

- Tuesday 9.30am - 3.30pm

**PODIATRY**

**Runcorn Office:**

- Wednesday 10am - 2pm
- Thursday 3pm - 6pm

**Widnes Office:**

- Thursday 9.15am - 2pm

**Call 01928 580182 to book your appointment**



Charges for missed appointments We require 24 hours' notice for a cancellation so that we can reallocate the appointment. Otherwise, we will charge you for the cost of the appointment. This will be £25.00 for a chiropody appointment and £10 for a therapy appointment. Any carers who do not pay the charge will be unable to access any further treatments.

# dementia adventure®

Have you explored the valuable resource for individuals caring for someone with dementia? If not, now is the perfect time to discover Dementia Adventures. This platform offers a wealth of valuable information and support to aid those navigating the complexities of caring for a loved one with dementia.

At Dementia Adventures, you'll find a treasure trove of insightful resources designed to assist carers in their journey. Among these resources are two exceptional online training sessions, offered completely free of charge. These sessions are conducted by experienced dementia trainers and are available at various times throughout the day, making them accessible to individuals with diverse schedules. To find out more check out their website at [www.dementiaadventures.org](http://www.dementiaadventures.org)

## Halton Community Network Group

**12.30pm - 2.30pm every Monday afternoon in term time**



### Where?

You can find us at **Ditton Community Centre, Dundalk Road, Widnes, WA8 8DF**. You can reach the centre via public transport, such as the **26** bus from Widnes Shopping Park or **79C** and **82A** from Runcorn High Street. For more information how to reach the centre, [please click here](#).



**ADDvanced Solutions**  
Community Network  
Supporting you to find the answers

free to attend for any parents and carers of neurodiverse children or young people, with or without a specific diagnosis. just drop in- no booking needed

# HALTON CARERS TRAINING

If you are interested in attending a course please contact the centre on 01928 580182 or Scan the QR code next to the session.

Places are limited on each session.

All training is FREE to registered carers.

## START Training

A 6 week course for carers caring for someone with dementia, the course is 90 min over 5 weekly sessions, with the 6th week session being a meal out for attendees.

Date & Venue to be confirmed



## First Aid Training

British Red Cross will be providing Basic First Aid training to registered carers - following this snap shot session you should leave feeling confident in providing basic first aid if the need arises.

31st May 11am - 12.15pm

Play Resource Centre, Mersey Road, Runcorn



## Bee Keeping

Are you interested in learning all about the wonderful life of bees', if so you can come and join us for our fantastic bee keeping session with our very own beehives in our Runcorn office garden!

Date & Time to be confirmed

Venue: Halton Carers Centre, Runcorn



## Carer Mental Health Skills Training

Delivered by Mersey Care's Carer Engagement team.

This course is for carers who are supporting a Mersey Care NHS Foundation Trust Service user.

The course aims to support carers of those with sever and enduring mental health conditions to understand, strengthen and develop relationships to support their caring role.

The course is 4 sessions - starting Tuesday 23rd April 10am - 12pm in St Maries Church, Widnes and the following 3 Tuesdays.





## **Wellbeing Enterprises gifts 'prescriptions for joy' thanks to local businesses in Halton**

A local social enterprise in Halton is offering 'Prescriptions for Joy' throughout winter to boost people's wellbeing and bring smiles to faces.

Wellbeing Enterprises CIC, a health and wellbeing community organisation operating for almost 19 years, has teamed up with local businesses across Halton and will be providing wellbeing treats to people in the local community. Examples include vouchers for food and drinks at Espositos Café, tickets to Widnes Vikings first game of the season, beauty treatments at The Annex Beauty, a trip to the Catalyst museum and a science show and cinema tickets at REEL cinema. Mark Swift, CEO at Wellbeing Enterprises CIC said "working with local businesses we're able to offer a wonderful range of wellbeing treats to local people. We're delighted to work in partnership with businesses to create social value in our community".

In addition to 'Prescription for Joy' there is also a full programme of exciting free courses and activities people can sign up for to give their wellbeing a boost during the winter months. Courses include yoga, cycling, flower arranging, visits to Norton Priory and much more.

For those looking for help and assistance right now the Wellbeing Enterprises team provide 1 to 1 support for anyone experiencing practical, social and emotional challenges. Their We Connect service helps thousands of people across Halton to get back on track each year.

For more information about Prescription for Joy or the We Connect Service please contact the Wellbeing Enterprises team on T: 01928 589 799. To find out more about our wellbeing courses and activities and sign up for free please visit [www.wellbeingenterprises.org.uk/whats-on/](http://www.wellbeingenterprises.org.uk/whats-on/)

ENDS Editor's Notes:

About Wellbeing Enterprises CIC:

Wellbeing Enterprises is a trailblazing health and wellbeing social enterprise based in the Halton in Northwest of England. As one of the first Community Interest Companies (CICs) in the UK, its mission is to help everyone live happier, healthier, longer lives. It does this by educating and supporting people, mobilising assets and resources in communities and working together with partners to tackle the underlying causes of poor health. [www.wellbeingenterprises.org.uk](http://www.wellbeingenterprises.org.uk) For press enquiries please contact: James Smith E: [j.smith@wellbeingenterprises.org.uk](mailto:j.smith@wellbeingenterprises.org.uk)

HALTON  
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WELL

Wellbeing<sup>®</sup>  
enterprises

# Active Travel for Better Wellbeing



We can help you to improve  
your wellbeing today:

Call us: 01928 589 799

Email: [info@wellbeingenterprises.org.uk](mailto:info@wellbeingenterprises.org.uk)



LIVERPOOL  
CITY REGION  
CORPORATED AUTHORITY

METRO MAYOR  
LIVERPOOL CITY REGION

NHS

Warrington and Halton  
Teaching Hospitals  
NHS Foundation Trust

## MONTHLY CARERS GROUPS

**EVERY  
OTHER  
MONDAY**

**CARERS EVENING DEMENTIA GROUP**

**6PM - 8PM BRUNSWICK HOUSE, RUNCORN**

**LAST MON  
OF THE  
MONTH**

**ADHD CARERS ZOOM GROUP**

**7PM - 8PM ONLINE ZOOM SESSION**

**3RD WED  
OF THE  
MONTH**

**WIDNES CARERS COFFEE GROUP**

**10AM - 12PM ST MARIES CHURCH, WIDNES**

**3RD THUR  
OF THE  
MONTH**

**RUNCORN CARERS COFFEE GROUP**

**12PM - 2PM BANK CHAMBERS, RUNCORN**

**1ST FRI  
OF THE  
MONTH**

**DEMENTIA CARERS COFFEE GROUP**

**1PM - 3PM ST MARIES CHURCH, WIDNES**

**2ND FRI  
OF THE  
MONTH**

**PARENT CARER DROP IN SESSION**

**1.15PM - 2.30PM HALTON LEA LIBRARY, RUNCORN**

**LAST FRI  
OF THE  
MONTH**

**PARENT CARERS SUPPORT GROUP\***

**12PM - 2PM CHI CAFE, PHOENIX PARK, RUNCORN**

**ALL OUR GROUPS ARE FREE TO ATTEND AND LIGHT REFRESHMENTS ARE PROVIDED -  
FOR MORE DETAILS ON EACH GROUP CALL OUR OFFICE ON 01928 580182**

**\* A LIGHT LUNCH OPTION IS PROVIDED IN THIS GROUP**

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WHAT'S YOURS?  
STATEOFMINDSPORT.ORG



Back in April 2022 Mersey Care teamed up with State of Mind Sport, Widnes Vikings and Zero Suicide Alliance to support the 'Extra Time' group at Widnes Vikings DCBL Stadium.

The sessions aim to raise awareness of men's mental health and have a focus on: Mindfulness, Suicide Prevention, Zero Suicide Training, Depression Management / Safety Planning, Post Traumatic Stress Disorder, Resilience Building, Anxiety Management, Alcohol / Drug Use, Managing, Money & Bereavement by Suicide

If you want to attend the group, go along on a Tuesday evening from 6.30pm at Widnes Vikings DCBL Stadium, Lower House Ln, Widnes WA8 7DZ.

## Would You Like To Be The Voice Of Your Community?

Healthwatch Halton are looking for young volunteers aged 13-25 to help change local health and social care services for the better.

Our aim is to establish what matters most to young people relating to health and social care, whether it be GP waiting times, sexual health clinics, mental health services etc and have their voice heard.

- Youthwatch Halton will hear young people's voices and make sure that they are involved directly in decision making within Halton.
- Develop skills and experience, build your CV, have fun and meet new friends.
- Learn about Health and Social Care and change things for the better.
- Shine a light on the issues that matter to you, your friends and community.
- Select projects to gather views from children and young people's experiences of Health and Social Care.

For more information, get in touch with Kathy, phone, email, facebook, twitter and website:

Call us on (+44) 07732 683480 or 0300 777 6543  
kathy.mcmullin@healthwatchhalton.co.uk  
www.healthwatchhalton.co.uk



Healthwatch Halton  
A.R.T.Centre,  
Tan House Lane, Widnes  
WA8 0RR



healthwatch  
Halton

afternoon  
tea

Come and join us at  
Halton Carers Centre in  
our Runcorn Runcorn  
office on

Tuesday 11th June

to celebrate

Carers Week 2024 with a  
delicious afternoon Tea  
with all the trimmings.

Drop in any time during  
11am - 3pm.

No need to book



# Halton Carers Centre Carers Break Fund

At Halton Carers Centre we often get asked about the criteria for carer break funding that we can provide to registered Carers.

## Carer Breaks Criteria

Carer break funding is designed to provide the carer with a break to reduce pressure from their caring role.

Some answers to questions that we often get asked

**Q - I have just registered with the centre can I apply for the fund?** *A - You do have to be registered with the centre for at least 3 months before applying.*

**Q - I received the funding 6 months ago. Can I apply again next month?** *A - You can apply every 12 months providing that the receipts from previous funding have been returned and that the carer has had an up-to-date review.*

**Q - Will I be able to pay for my break before I receive the funding?** *A - No as you may not be awarded. Any receipts you send us must be dated after the funding you receive.*

**Q - Both my partner and I look after our child can we both apply?** *A - Only one adult carer per family unit can apply. One carer can apply and share the funds with joint carers.*

**Q - What can I use the funding for?** *A - Funding can be used towards a short break, holiday, day trips, theatre breaks, Leisure activities such as gym membership, relaxation therapies, hairdressing treatments, sports tickets, and labour costs towards decorating or garden work.*

Referral/supporting statement must be completed by a professional before returning the form.

**Q - Who can complete my referral/ supporting statement for me?** *A - Any health professional, GP, Matron, Nurse etc. Adult social care staff, carers assessors, Support workers, teachers, teachers' assistant, member of the clergy, solicitor, organisations such as Age Uk, any professional that is involved in your caring role.*

The Carer is responsible for ensuring a referral/supporting statement accompanies the application to avoid delay in processing any break applications.

**For more information or to apply please call us on 01928 580182**



Our Widnes base is open for carers to drop in for information & support  
Tuesday & Wednesday 10am - 4pm,  
Thursday 10am - 3pm.  
No appointment needed.

St Maries  
Church,  
Lugsdale Road,  
Widnes

# HALTON CARERS TRIPS

APRIL 24 - JUNE 24

By adding your name to the list for a day trip does not mean you have a place - we do not operate a first come first served basis, we will follow our allocation policy to allocate places which can be found on our website. If you are interested in any of the trips please ring the office or scan the QR code for your chosen trip and complete the online form, if you are allocated a place we will be in touch.

**Tuesday 2nd April**

**Goldilocks @ The Brindley**

£8.50 per person



**Thursday 4th April**

**Liverpool indoor fun fair**

To access fair rides £6pp, to spectate fare rides £4pp

Under 2s Free

Tickets only (no transport provided)



**Date to be confirmed**

**Carers 4 Week meditation class**

Carer only

£10.00 total

Runcorn venue to be confirmed



**Tuesday 28th May**

**The Crocky Trail**

£10 per person, Coach transport provided there/back



**Sunday 30th June**

**Treacle Market, Macclesfield**

Adults/Children £10.00, Young Carers £7.50. Coach transport provided there/back



Halton Brook Community  
Centre, Runcorn WA7 2DX

# WearShare

Every Monday  
1pm-2.30pm

Pre-loved clothes all free -  
just bring a bag

Nice selection of children's  
wear, school uniform, ladies  
wear, shoes - some items  
still with tags



Funded by  
UK Government

Delivered by  
THE NATIONAL LOTTERY  
COMMUNITY FUND



Palace Fields Community  
Centre, Runcorn WA7 2UA

## COMMUNITY PANTRY

Every Wednesday 10am til 11.30am

Doors open 9am for tea, toast & conversation

All welcome!  
Open to  
everybody!

Weekly bargains

20p table

Save money on food, household  
items and toiletries

Cadent



Riverside

A community initiative brought to you by Four Estates, Charity No 1090795

In partnership with

**MACMILLAN  
CANCER SUPPORT**

**NHS**

Warrington and Halton  
Teaching Hospitals  
NHS Foundation Trust

When affected by Cancer, having the right kind of support and information, at the right time, is essential. The Macmillan Delamere Support and Information Service provides a confidential drop-in-service for anyone affected by cancer, are living with cancer, a carer, relative or friend of someone with cancer. If you would like further information on our services, why not drop in and meet the team. We are open Mon - Fri 10am - 4pm

**The Delamere Centre, Halton Hospital 01928 753502 or email  
whh.macmillandelamerecancercentre@nhs.net**



Our Runcorn office is open for carers  
to drop in for information & support  
Mon, Tue, Wed & Fri 10am - 4pm  
Thurs 10am - 7pm  
No appointment needed.

62/64 Church  
Street, Runcorn,  
WA7 1LD  
01928 580182

# HALTON CARERS CENTRE FUNDRAISING ACTIVITIES



*Come and join for some family prize fun at our Carers Easter Bingo! Bring your family and friends to be in with the chance to win some great prizes! Doors open at the Masonic Hall in Widnes at 6pm with eyes down at 6.30pm! We hope to see you there!*

**Fundraise for Halton Carers Centre this year!!**

**Whether you are looking at taking part in a sporting activity such as Tough Mudder, triathlon or colour race, maybe you want to sky dive or complete an abseil you can do so and raise funds for carers in Halton!**

**We now have a go fund me page which you can link to your activity and share with your family and/or on social media pages. If you have an idea of what you would like to do give us a call and have a chat with our team!**

**Or if you would rather fundraise from the safety & comfort of your armchair you can donate to our go-fund me page by scanning our QR code below!**



## Volunteer Gardeners Needed

We are looking to recruit volunteers to help look after the carers centre garden in Runcorn so both young and adult carers can enjoy the garden and undertake outdoor activities.

The role will include watering the plants, weeding, brushing up and general maintenance of the garden. A love and basic knowledge of gardening is required.



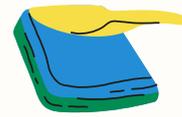
*For more information  
please contact Lucia  
on 01928 580182 or  
scan the QR Code:*



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**YOUNG  
CARERS**

# Young Carers



★ Join us for an unforgettable evening on Wednesday, 13th March 2024, as we illuminate the Mersey Gateway Bridge in honor of Young Carers Action Day! 🏠 The Young Carers team will be at the Costa Coffee car park in Runcorn at 8 pm (Crossville Way, Runcorn WA7 5TW). Don't miss this chance to snap a selfie with the glowing bridge, our team, and Munchie! 📸

*Call 01928 580 182 on the day to confirm due to weather. Let's create the biggest #haltonyoungcarers group picture! Remember, Young Carers must be accompanied by an adult. The best selfie wins, and the winner will be contacted on the 14th March. See you there! 🎉*



We are saddened to bid farewell to our Young Carers Support Worker Vikki. Over the past 18 months has been a great member of our team, bringing dedication, kindness, and expertise to her role. Vikki is now following her dream of working closely within her family business and we wish her all the best and thank her greatly for the invaluable support she has given to young carers across Halton and our team!

***Do you have a young person supporting you with your caring role but they are not yet registered with our young carers team? If so, scan the QR below and a member of our young carers team will be in touch!***





## Volunteer with our Young Carers Team as a Volunteer Driver

We are looking for a volunteer driver to be able to transport young carers to and from their homes to attend various groups and activities to enable them to have a break from their caring role.

*Hours & Commitment: Weekly - Alternate  
Wednesdays/Thursdays also as and when in school*

Clean driving licence, good communication skills is important.  
A DBS check will also be required.  
Mileage is reimbursed.



*For more information please  
contact Lucia on 01928 580182 or  
scan the QR Code:*



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COMMITMENT

DRIVE  
CHANGE

ENCOURAGE

LEADER

# ROLE MODEL

UNDERSTANDING

TEAMWORK

CARING

LIKES TO HELP OTHERS

COMPLIMENTS & COMPLAINTS

GOOD LISTENER

COMMUNITY  
VOICE

# CHALLENGE

Halton Lea Library 3rd Tuesday of each month  
**4-5.30pm Youth Zone starting 16/01/24**

Widnes/Kingsway Library 3rd Thursday of each month  
**4.30-6pm Youth Zone starting 18/01/24**



Please let us know what you think about our newsletter.  
Do you have any suggestions for articles? Would you like  
to have ago at writing an article yourself?  
Contact the centre on 01928 580182



## COMPLIMENTS & COMPLAINTS

Although Halton Carers' Centre aims to provide the highest standard of services as possible, some time we may fall short of our standards. If this happens please let us know, as hearing your views helps us to improve the services we provide. You can complain or compliment us via our CEO Carl Harris email: [carl.harris@haltoncarers.co.uk](mailto:carl.harris@haltoncarers.co.uk) or telephone 01928 580182 or Chair of the Trustee Board, Bob Bryant at Halton Carers' Centre. You can also complain to Halton Borough Council should your complaint not be handled satisfactorily.



For regular up to date information on all of the services we offer please follow us on our social media pages:



Halton Carers Centre (Adult Carers)  
Halton\_young\_carers



Halton Carers Centre (Adult Carers)  
Halton\_young\_carers



Halton Carers Centre

### **Please keep us informed – help us to keep your information updated**

If your details have changed since you registered with us, such as you have become ill, you've started to care for more than one person, the health of the person you care for has changed or your personal details have changed such as address, contact number, email address etc please let us know. You can do this by calling into our office, telephoning us or email [help@haltoncarers.co.uk](mailto:help@haltoncarers.co.uk)

If you are no longer a carer and want to be removed from our system please let us know and we can update our database.

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