



Guide to Services



www.localsolutions.org.uk
0151 709 0990

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WHO ARE LOCAL SOLUTIONS?

Local Solutions, a charity launched in 1974, delivers services to support individuals, families and communities across the Liverpool City Region and North Wales. Our work is focused on supporting people experiencing disadvantage, exclusion and vulnerability.

Our vision is a society where all people can live with dignity, lead fulfilled lives and realise their full potential.

Our work is driven by the desire to help people to achieve their own goals, empower them to make their own choices and fulfil their own potential.

The work that we do supports individuals to develop and succeed in five key areas:

1. Gain Skills and Confidence
2. Develop Independence
3. Sustain Stable Accommodation
4. Increase Safety and Security
5. Improve Health and Wellbeing

The variety of services that we offer is vast so that we can support as many people who need our help as possible. This guide will help you to understand those services in more detail.





HEMOCARE

Homecare offers the extra support and reassurance that may be needed for you to continue living independently at home.

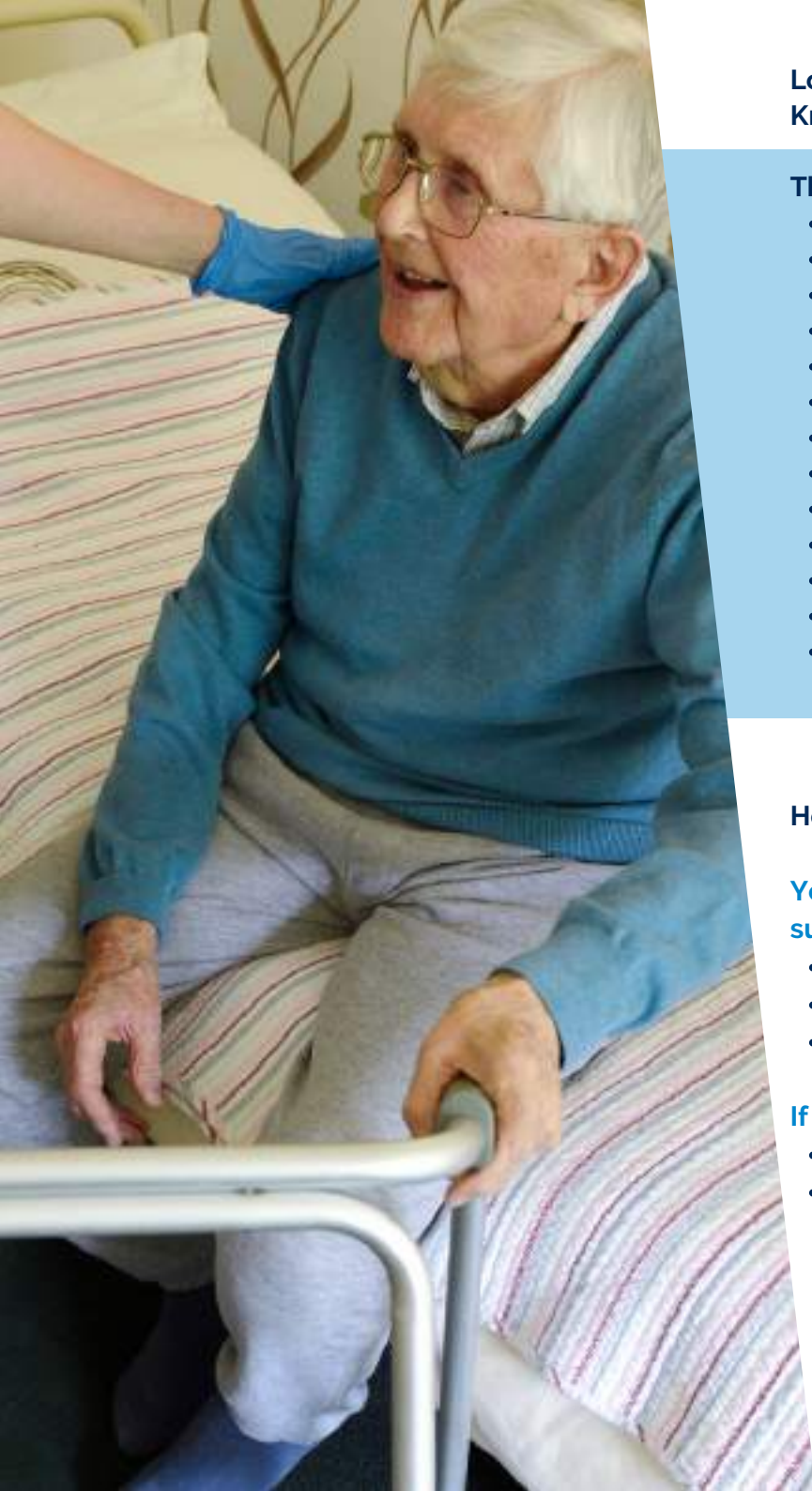
There is no set time, health condition or diagnosis to consider help at home from a professional care provider. It is simply when you feel that you need extra support to carry out every day tasks or live the life that you want to.

There are many elements of Homecare that can help you (or both of you if you are living with a spouse or partner). Homecare support also provides extra reassurance for family members who can't always be there that you are getting the help you need.

Homecare:

- Maintains independence
- Is an alternative choice to residential care
- Gives access to personalised & flexible support
- Offers one to one care on your own terms
- Allows you to keep your home comforts
- Enables you to remain close to loved ones





Local Solutions Homecare offers people support at home in Liverpool, St Helens, Sefton and Knowsley, helping them to achieve their short and long term goals.

The support we provide is tailored to meet individual needs and can include:

- Personal care tasks (washing, bathing and oral hygiene)
- Dressing and undressing, getting in and out of bed
- Assistance with continence care, support with changing colostomy and catheter bags
- Assistance with pressure care
- Support to move around the home safely, monitoring general safety and welfare
- Support to local amenities and attending medical appointments
- Preparation and service of meals
- Support to manage prescribed medication
- Support to maintain a clean and tidy home, assistance with laundry tasks
- Support to look after pets
- Support to assist with finances such as budgeting, collection of pension, payment of bills
- Support to engage in social activities
- Companionship and interaction to allow loved ones time away from their caring role

How can I book Homecare for myself or a family member?

You can speak to your Social Worker. If you do not have a Social Worker you can request support and advice from the following organisations:

- In Liverpool: Careline Adult Services: 0151 233 3800
- In Wirral: Central Advice and Duty Services: 0151 514 2222 option 3
- In North Wales: Flintshire County Council Adult Social Care: 01352 752 121

If you wish to book private care you can speak direct to a Local Solutions Care Co-ordinator

- For properties in Liverpool: 0151 305 9987 option 1
- For properties in Sefton, St Helens or Knowsley: 0151 318 9178

DEMENTIA CARE

Cherry Tree House is an Extra Care scheme that supports people with dementia to live as independently as possible. Located in Moreton, Wirral, the property is made up of 10 self-contained flats with on-site staffing support.

Cherry Tree House has a communal lounge, kitchen, garden, laundry and activity room where residents can socialise with each other and welcome visits from family and friends.

The support that we provide is tailored to the individual needs of each resident and can include:

- Supporting individuals and their family members to live well with dementia
- Personal care tasks such as washing, bathing, oral hygiene, dressing and undressing
- Getting in and out of bed and moving around the home safely
- Preparation and service of meals
- Support to manage prescribed medication
- Support to manage finances such as budgeting, collection of pension, payment of bills
- Support to engage in social activities

If you are interested in finding out more about this residential care, for yourself or a family member, speak to your Social Worker. If you do not have a Social Worker you can request support and advice from the following organisations:

- Liverpool: Careline Adult Services: 0151 233 3800
- Wirral: Central Advice and Duty Services: 0151 514 2222 option 3
- North Wales: Flintshire County Council Adult Social Care: 01352 752 121



COMMUNITY SUPPORT

Our Community Support teams support anyone who struggles to access services and places in their local community. This includes people with learning disabilities, autism, mental health diagnosis, acquired brain injury, and substance misuse issues.

The teams work with individuals to promote and maintain independent living, employment, volunteering and training opportunities, health and wellbeing, and a safe and comfortable living environment.

This can include support to:

- Learn and develop living skills to live independently
- Make and keep appointments with other services
- Maintain good personal hygiene and appearance
- Access training, education
- Access work experience and employment
- Access leisure and community activities
- Assist with finances, access benefits, manage a budget and pay bills
- Manage prescribed medication and attend medical appointments
- Maintain a healthy diet through menu planning, shopping and food preparation
- Maintain accommodation
- Access Liverpool City Council Carers Vouchers

To find out more information about the support available please contact:

T: 0151 305 9987 option 1

E: carebrokerage@localsolutions.org.uk





SUPPORT & ACCOMMODATION

Local Solutions operates a wide range of support for people impacted by homelessness across the Liverpool City Region and North Wales.

Our services are continually developing as we look for the most effective ways to support people out of homelessness and set them up with the skills to sustain tenancies, access training and employment and build a positive support network.

Our long-term goal is to make sure that every person has a home of their own. Until that day we will continue to work hard to lessen the impact of homelessness on people's lives.

We will continue to develop effective, person-centred, asset-based services for people across the Liverpool City Region and North Wales.

We will provide people with the support and skills that they need to fulfil their potential.





HOMEGROUND

Homeground offers accommodation to homeless young people between the ages of 16 to 21. Each resident receives support via a key worker according to their individual needs, with the aim of supporting young people to engage with education and employment and move on to independent living.

Young people who want to access the service must complete a Mainstay assessment at one of the Mainstay assessment points. Homeground also accepts direct referrals from Liverpool Social services for young people.

See below for more information.

Support is available if you become homeless or think you may be about to become homeless. People become homeless for a variety of reasons, the key thing is to get help as soon as you can.

Key Contacts

- Homeless in Sefton: Sefton Housing Options Team
0151 934 3555
- Homeless in Knowsley: Knowsley Housing Options Team
0151 443 2333
- Homeless in Liverpool: Careline
0151 233 3800
- Homeless in Wirral:
Age 16 or 17 – Response - 0151 677 6557
Age 18+ - Wirral Housing Options - 0151 666 5511

SUPPORTED LODGINGS

This service provides family style accommodation to homeless young people and operates across the Liverpool City Region and North Wales. Young people are placed with registered 'Householders' who offer a room in their own home, with a shared kitchen and bathroom facilities. This is a successful option for group living. Each young person will receive support from their Householder and a Support Worker to prepare for independent living.

Our Supported Lodgings services rely on 'Householders' (families, couples or individuals) who offer a bedroom within their own home to a young homeless person, and provide practical and emotional support.

Householders receive regular support, training, supervision and a weekly payment towards to the costs of accommodating the young person.

Supported Lodgings provides:

- Family style accommodation in a furnished room
- Accommodation across Liverpool City Region and North Wales
- Young people with their own room and use of shared kitchen and bathroom facilities
- Support from a Householder and a Support Worker



COULD YOU BECOME A HOUSEHOLDER?

Do you have a spare room in your property?
Could you become a householder and provide a home and support
for a homeless young person?

The assessment process of becoming a Householder includes DBS
checks, references and an assessment with one of the Supported
Lodgings managers.

To find out more, please contact the service in your area:

Liverpool Supported Lodgings - 16-18 year olds

Email: LSL@localsolutions.org.uk

Knowsley Supported Lodgings – 16-19 year olds

Email: KSLinfo@localsolutions.org.uk

Sefton Supported Lodgings – 16-18 year olds

Email: SSL@localsolutions.org.uk

Wirral Supported Lodgings – 16-21 year olds

Email: WSL@localsolutions.org.uk

Denbighshire Supported Lodgings - 16-21 year olds

Email: rtaylor@localsolutions.org.uk

Flintshire Supported Lodgings - 16-21 year olds

Email: rtaylor@localsolutions.org.uk

Conwy Supported Lodgings - 16-21 year olds

Email: rtaylor@localsolutions.org.uk



Scan here

An interview with a
householder and a young
person.

Nurjana and Mandy give an
insight into their relationship
and how Supported Lodgings
provides such a positive
impact to young people.





AIMS TEAM

The AIMS (Activities, Intense Mentoring, Skills) team support young people aged 16-21 (extendable to 24 year olds) who are leaving care services or have experience of the care system. The team have experience in multiple fields and take a flexible approach to meet changing needs.

The team offer 'everything in one place' through our young person's Hub that includes incentives for engagement and attendance, with plenty of opportunities to develop and achieve. The team partner with other specialist agencies to focus on supporting young people with relationship building, enrichment activities and life skills.

This includes:

- **Mentoring:** dedicated mentors will support young people to develop transferable life skills, working towards independent living
- **Personal & Social Development Skills:** developing confidence and self esteem, through health & wellbeing sessions delivered by mentors using our in house work book
- **Accommodation, Independent Living & Life Skills:** helping young people to sustain accommodation
- **Education/Employment & Training:** mentors will provide support in connecting young people to all opportunities using our in house work book

If you would like to take part in the AIMS programme or refer a young person please contact:

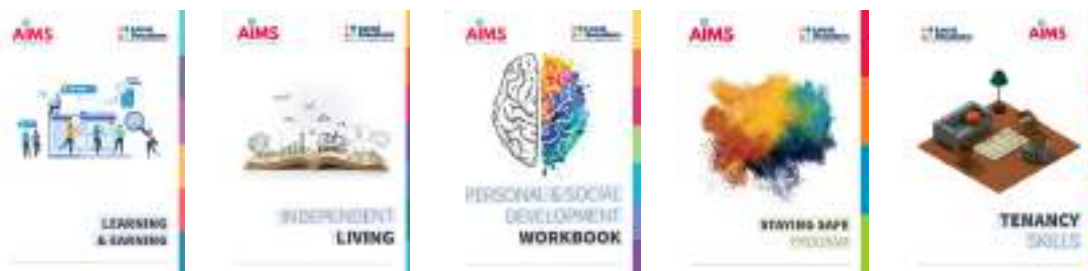
T: 0151 291 7851

E: AIMS@localsolutions.org.uk

AIMS SKILLS PROGRAMME



Through working with young people and understanding the challenges that they face, we have created our own bespoke skills programme to support young people with life skills and personal development. The Skills workbooks are delivered through four specific strands.



Each workbook contains multiple modules which young people work through with their Mentor both individually and, where appropriate, in group settings.

We currently use these workbooks with young people aged 16-24 that are temporary residents in our supported accommodation services. We also supply these books to Leaving Care organisations, Youth Offending Services, Probation teams, Supported Housing providers and schools.

Workbooks are available as hard or digital copies. If you, or an organisation that you work for, would like to find out more about the AIMS Skills programmes contact:

T: 0151 291 7851

E: AIMS@localsolutions.org.uk



AIMS ACTIVITY PROGRAMME

At AIMS we believe that no young person should feel unseen or overlooked. Our service places special focus on helping young adults improve their self-confidence and self-esteem, learn methods to cope with difficult situations and look towards an optimistic future.

We work collaboratively with young people and services to ensure that the individuals we work with have access to specialist and appropriate support to meet their unique needs and requirements, this includes access to a package of activities that promote physical and mental wellbeing whilst encouraging participation, creativity, team building, resilience and offer ongoing opportunities for continued development, training, and employment.

Our programmes encourage active involvement: trying out new skills and activities, and being part of a community. We provide opportunities for our young people to change direction and find a new path through shared experiences.

For more information about the AIMS Activity Programme contact:

T: 0151 291 7851

E: AIMS@localsolutions.org.uk



FLINTSHIRE FAMILY SERVICES

Local Solutions provides support packages for young families who are homeless in North Wales.

An experienced team, consisting of co-ordinators and support workers, are responsible for providing organised support, including multi-agency working, to assist each service user in achieving outcomes identified from their individual support plans. The aim of the project is to provide a high level of support to equip families with the necessary skills to maintain their own tenancy in the community independently.

Our aim is to improve lives by:

- Offering each family an assessment and a support plan, based on their individual needs
- Helping to access and engage with education and employment as appropriate
- Referral to specialist services including mental health and substance misuse
- Supporting people to gain skills and confidence to sustain a tenancy via the Tenancy Skills programme and access stable move-on accommodation
- Supporting families to engage in meaningful activities
- Providing a safe and positive environment for outcomes to be achieved



SUNRAYE

Sunraye, North Wales offers accommodation for up to 9 single women, aged 16 and upwards. Each resident receives support according to their individual needs, with the aim of enabling them to engage with education and employment, where appropriate, and move on to stable independent accommodation.

Sunraye has excellent links with local education facilities, amenities and agencies such as Job Centre Plus and local mental health and drug and alcohol support services.

Support provided:

- A furnished single room, with shared bathroom, kitchen and lounge facilities
- One to one support to develop independent living skills such as budgeting, cooking etc.
- Help with accessing and engaging with training, volunteering, education and employment and support to access benefits
- On site support workers 24 hours a day
- Support to gain skills and confidence to sustain a tenancy via the Tenancy Skills programme and access stable move-on accommodation
- Engagement through creative activities such as the craft shed, where the residents can upcycle furniture and engage with craft activities
- Support for pregnant women until their baby is born if needed

All referrals for Sunraye are received by Housing Support Grant Gateway.

If you or someone you know is homeless or at risk of homelessness, support is available by calling 01352 703 777



NIGHTSTOP

Our Nightstop service provides emergency accommodation for 16-21 year olds who become homeless and need somewhere to stay immediately in Flintshire. Local Solutions' Nightstop services are accredited with the National Nightstop organisation, DePaulUK. Young people can stay in a Nightstop placement for between 1 and 28 days, until stable accommodation can be identified.

Support provided:

- Furnished room and meals
- Support to identify suitable move-on accommodation if returning home is not possible or appropriate
- Help to access education and employment
- Support to access benefits
- Help with accessing specialist support according to the young person's needs
- Assistance may be given with a travel pass, toiletries pack and clothing, if appropriate



Housing Solutions aim to prevent you from becoming homeless, the team will do everything they can to help you

To access this service contact Housing Solutions on 01352 703777 or visit your nearest Flintshire Connects office at the earliest opportunity.





COMMUNITIES

Local Solutions is a charity that generates and delivers services to support individuals, families and communities with a primary focus on those experiencing disadvantage, exclusion and vulnerability.

Our work is focussed on serving the communities within the Liverpool City Region and North Wales. It is our mission to Empower People and Support Communities and we exist to empower people and enable them to realise their full potential.

We operate a number of services in the community, focusing on providing people with access to community support, advice, recreation and support. Our goal is to improve the lives of everyone in our community.



CARERS SUPPORT

A carer is 'somebody who provides support or who looks after a family member, partner or friend and who needs help because of their age, physical or mental illness or disability' (Care Act 2014).

Every day another 6,000 people take on a caring responsibility – that equals over 2 million people each year. (Carers UK)

Becoming a carer can be a gradual process or one that may happen overnight. Whatever the circumstances, it is important that carers are recognised and feel supported.

Liverpool Carers Centre was established by Local Solutions to deliver a range of services that improve the quality of life for carers in Liverpool. As well as undertaking carers assessments, our Carers Centre also offers a flexible support service that provides impartial advice & information. We can also signpost carers to specialist organisations depending on individual needs and circumstances.

Local Solutions Carers Centre is located at:
Liverpool Carers Centre
Nugent
99 Edge Lane
L7 2PE

For more information, please contact:
T: 0151 705 2307
E: healthandwellbeing@localsolutions.org.uk





CARERS SUPPORT

Liverpool Carers Centre delivers a city wide community based programme of activities and training that ensures a range of support is available to unpaid carers in Liverpool. This focuses on helping to reduce the impact of the caring role and promotes carers health and wellbeing. We work closely with other organisations, businesses and services to help achieve this.

We offer a range of weekly and monthly activities and training throughout the year which can be based at the Carers Centre or one of our community-based outreach hubs.

Some of our activities include:

- Zumba
- Calming Crafts
- Yoga and Relaxation
- Monthly Carer Support Groups
- Coffee and Chat Drop In
- Computer Classes
- Cookery Classes
- ..and much more.

We are regularly adding new activities and training courses. To get the latest information of what's going on this month:

www.localsolutions.org.uk/north-west-services/carers-support

MYTIME

Mytime connects unpaid carers who could benefit from a break from their demanding roles with businesses and organisations offering complimentary leisure, cultural and educational activities.

1 in 5 carers have not had a break from their caring role in 5 years (Carers UK). Carers play a vital role in our society and the number of carers in the UK is increasing each year. 20% of carers are providing over 50 hours of unpaid care each week.

Being a carer can have a huge impact on your life including impacting your relationships, finances and confidence. Mytime has developed from our work at Liverpool Carers Centre where carers were telling us about how difficult it was for them to get a break.

We now have a large number of generous organisations who donate breaks including theatre tickets, afternoon tea, sports sessions, spa packages, meals and overnight stays. To get involved please contact the Mytime team on the details below.

Businesses donate breaks for individual carers to enjoy with a friend or family member and group breaks for groups of carers, such as an afternoon tea.

We offer Mytime breaks to carers living in Liverpool and Wigan. Carers must be over the age of 18 and caring for someone over the age of 18.

Carers need to register with Mytime by contacting:

E: mytime@localsolutions.org.uk

T: 0151 705 2327





GP LINK WORK

Local Solutions work closely with GP practices across the Liverpool city region to make sure that patients are signposted to the range of services that we offer.

As health care professionals based in the heart of communities, GP's and GP administration staff are in contact with vulnerable people every day. We provide information, advice and training to help identify these people so that they can be signposted to health and wellbeing services that can support them.

Through the provision of marketing materials and digital information for screens we encourage staff and patients to identify people in their community that need support and direct them to Local Solutions. These individuals include:

- Unpaid adult carers
- Young carers
- Victims of domestic abuse
- People who need additional help to remain safe in their own homes
- Individuals who are socially isolated and lonely
- People with mobility restrictions
- Young people who are struggling at home

If you work in a GP surgery and would like to support from Local Solutions to support your patients please call 0151 705 2308

IDVA

The IDVA (Independent Domestic Violence Advisors) service is provided to people in the Liverpool area, aged 16 and over who have been identified as HIGH RISK of ongoing domestic abuse. Our aim is to provide a short/medium term service, to reduce the risk of domestic abuse and minimise the harmful effects that domestic abuse can have on individuals and families.

Who we are and what we do:

- We are an independent service supporting high risk domestic abuse survivors
- We aim to reduce risk and repeated victimisation in order to reduce further incidents
- We work in partnership with a range of services to provide the best support to all clients
- We provide advocacy and signposting on behalf of clients to other agencies.
- We take referrals from the Police, Social Services and other agencies referring into the Multi Agency Risk Assessment Conference (MARAC)
- We support anyone that is affected by domestic abuse regardless of gender identity, race, religion, beliefs, or sexual orientation
- We create and deliver bespoke training to professional workplaces within Liverpool

What we provide:

- Crisis intervention involving creating safety plans and undertaking risk assessments
- Helping clients to access refuge accommodation or increase security in their property so that they can continue to live safely at home
- Advice on legal options
- Support through the court process
- Representation at the MARAC as the voice of the victim
- Referral to other agencies for specific support and advice





IDVA

IDVA has designated specialist workers supporting victims of domestic abuse:

- Females and males aged between 16-24
- The LGBTQIA+ community
- People with disabilities
- People aged 55 and older
- Honour-based/culture specific
- Complex lives

Support for victims of Domestic Abuse

In case of emergency dial 999.

The Silent Solution system enables a 999 mobile caller who is too scared to make a noise or speak, to press 55 when prompted – to inform police they are in a genuine emergency.

Confidential support, advice and information is available to all victims of domestic abuse including friends, family, work colleagues and employers.

Refuge offer support and advice for female victims of domestic abuse
0808 2000 247

ManKind offer support and advice for male victims of domestic abuse
01823 334 244





SHOPMOBILITY

Liverpool Shopmobility supports people with mobility restrictions through the loan of mobility equipment. The service provides freedom and independence to people and allows them to easily access amenities in Liverpool City Centre including shops, cafés, museums and cultural events.

We have modern and easy to use equipment to hire including manual wheelchairs, electric wheelchairs and scooters. As well as this we also have a range of disability aids and adaptations to purchase including walking sticks and RADAR keys.

Shopmobility is not restricted to people who are registered disabled meaning any individual who has a mobility restriction due to age, disability or injury can use the service. Our friendly team will provide training and support around operating the scooters and wheelchairs.

Shopmobility is located in Liverpool ONE Q Park on Level 3.

Disabled bays are available and non car users can access the car park from the entrance opposite Hilton Liverpool ONE/next to Liverpool ONE steps.

For more information or to make a booking please contact:
T: 0151 707 0877
www.localsolutions.org.uk/shopmobility

BULLYBUSTERS

Bullybusters is an anti bullying initiative providing training and awareness sessions for young people, children, professionals, Governors and parents or carers.

A team of specially trained staff operate the confidential telephone helpline and take calls from victims, parents or from people with information about the bullying of children. As well as acting as a "listening ear", the team provide practical advice and can act as a mediator where the bullying is taking place.

- We offer a listening ear and never pass judgement on the issue you are calling about
- We can give you helpful tips, so you can help yourself and most importantly keep safe
- We can call parents/carers or schools on your behalf to discuss the issue's with them, if you find it hard to speak to them yourself. We would only do this with your permission
- We work within schools and other organisations sharing the anti-bullying message
- We offer mediation to help solve ongoing bullying and work with everyone involved, without making the problem worse for the person who is being bullied

Are you being bullied, or do you know someone who is?
Are you a school who would like to discuss support options?

Contact Bullybusters on:
T: 0800 169 6928

This is a freephone number, all calls are treated in the strictest confidence and the number will not appear on an itemised bill.



LIVERPOOL WATERSPORTS CENTRE

Liverpool Watersports Centre aims to make watersports accessible for all by providing a variety of affordable activities for individuals and groups.

Based in Queens Dock, and in the shadow of Liverpool's Three Graces, the centre hosts a wide range of watersports activities for individuals and groups.

All watersports equipment is available to hire under the supervision of our experienced and qualified team of staff.

We welcome children from the age of 8 upwards for the majority of activities but children aged 6 and upwards can participate in kayaking with an adult.

Our staff are qualified and experienced in teaching people of all abilities.

Buoyancy aids and helmets are provided free of charge. Wetsuits are available to hire at a cost of £5 per person.



LIVERPOOL WATERSPORTS CENTRE

Liverpool Watersports Centre offers a range of activities and equipment including:

- Kayaks & Canoes
- Powerboating
- Swan pedalos
- Paddleboarding
- Open water swimming
- Aqua Park
- Fully accessible Wheelyboat
- Sailing

Liverpool Watersports Centre welcomes bookings from organisations and corporate groups for business, pleasure- or a combination of both.

There is a meeting room that can be allocated to your group and our team would be happy to put together an activity or activities for team building activities throughout the day.

Bespoke training packages can also be put together to suit your needs and the experience and abilities of your group members.

Catering is available through our in-house café, FIKA.

Our hourly sessions start at; 9.30am, 10.45am, 12.00pm, 1.00pm, 2.15pm and 3.30pm - later sessions in the summer months can be arranged.

To make a booking or find out more information please contact: 0151 708 9322 or visit www.liverpoolwatersports.org.uk





Local Solutions Service User Forum

We regularly review our services to make sure that they are relevant and provide the help and support that our service users need.

If you are interested in contributing towards shaping our service provision and our future delivery, then we would love to welcome you to our Service User Forums.

Meetings take place every 6-8 weeks and all expenses are covered.

For more information:

Call: 0151 291 7868

Email: SUforum@localsolutions.org.UK

Suite A, 1st Floor

Building 2000

Vortex Court

Enterprise Way

Wavertree

L13 1FB

0151 709 0990

info@localsolutions.org.uk



LocalSolutions



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