



# Staying well in Knowsley

**There are a wide range of services and support available to help people in Knowsley avoid being admitted to hospital, and to support them safely home if admission is unavoidable.**

## Community Navigators

Navigators help people to access activities and services in their local area to promote health and wellbeing, enhance quality of life and reduce social isolation. Referrals can be made by people themselves and there is no charge for this service.

You can find out more by calling Leanne on **07840 172 440** or Angela on **07795 576 178**. You can also email [admin@innovatevolunteering.co.uk](mailto:admin@innovatevolunteering.co.uk)

## IKAN team

The IKAN team offer advice and support to Knowsley residents over the age of 55 in relation to fitness, falls and keeping safe and well.

The team provide assessments in the home for people with low level needs including people who may be at risk of falling. Following the assessment, the team can arrange for simple aids and adaptations to be provided if needed. The team also arrange and deliver chair based exercise activities which can build strength, improve mobility, and help to prevent falls. IKAN also arrange and deliver other social activities in a number of locations across the Borough to keep people fit, safe and well and prevent social isolation.

You can find out more by contacting the team on **0151 244 3362** or emailing [knowsley.falls@nwbh.nhs.uk](mailto:knowsley.falls@nwbh.nhs.uk)

## Falls and Wellbeing service

The Falls and Wellbeing service is available to people aged 55 and over who are registered with a Knowsley GP. This is a nurse-led service that helps people who are afraid of falling or at risk of falling to identify the root cause of falls and osteoporosis risk.

Nurses visit people at home and complete a health and environmental assessment - this will help to identify possible causes of trips and falls. After the assessment, if additional support from specialist services is required, including equipment or adaptations, an onward referral will be made.

You can contact the team on **0151 244 3362** or email [knowsley.falls@nwbh.nhs.uk](mailto:knowsley.falls@nwbh.nhs.uk)

## Therapy and technology practitioners

Therapy and technology practitioners help people to remain at home by carrying out an assessment of need and helping to identify appropriate aids and adaptations. If, following the assessment, it is found that a person requires this type of support, arrangements will be made to provide the necessary services. The therapy and technology practitioners are also experts in assistive technology and can provide information and advice about technological devices that may assist in maintaining independence and keeping people safe and well at home.

To find out more, contact Knowsley Council's Adult Social Care Contact Centre on **0151 443 2600**.

## **KURT (Knowsley Urgent Response team)**

KURT is a combined team of social workers and assistant care managers, supporting emergency and planned assessment 365 days per year 9am to 8pm. The team provides support when there is a change in a person's need and additional support or emergency social care support may be required.

Health and social care staff generally refer to this service, but if you feel that your needs have changed, contact the team through the Adult Social Care Contact Centre on **0151 443 2600**.

## **NHS walk-in centres**

There are three NHS walk-in centres in Knowsley, which are open 365 days a year and there is no need to make an appointment. It is a convenient alternative to a GP. Nurse led walk-in centres provide consultations, advice and treatment for minor injuries and illnesses, and this may include prescribing medication such as antibiotics. Minor infections and rashes, stomach upsets, superficial cuts and bruises, strains and sprains, coughs, colds and flu-like symptoms and much more can be treated at the NHS walk-in centres.

Your NHS walk-in centres are located in:

### **Huyton - Westmorland Road**

Tel: **0151 244 3150**

Open 8am to 9pm Monday to Saturday and 10am to 9pm on Sunday and Bank Holidays

### **Kirkby - St Chad's Drive**

Tel: **0151 244 3180**

Open 8am to 9pm Monday to Saturday and 10am to 9pm on Sunday and Bank Holidays

### **Halewood - Roseheath Drive**

Tel: **0151 244 3532**

Open 8am to 9pm Monday to Saturday and 10am to 9pm on Sunday and Bank Holidays

## **Pharmacy**

Almost everybody is within a short walk from a pharmacy. People can drop in and ask to speak to the pharmacist for advice or treatment. A pharmacist is a highly trained health professional who can talk to people in confidence about any of your health concerns.

## **Urgent Care 24**

Knowsley registered patients needing to see a GP can have a same day appointment through Urgent Care. You will be offered an appointment in one of a number of community locations - it won't be at your usual GP surgery. You can request a home visit (if required) and appointments are available up to 8pm and at weekends and Bank Holidays too.

Contact your GP who will make an appointment for you.

# Top tips for staying well throughout the year in Knowsley

## Key public health messages:

- People suffering from diarrhoea and vomiting must stay at home until they have been symptom-free for 48 hours.
- Ensure regular and thorough hand washing with liquid soap and water.
- Good hygiene measures are the key line of defence against flu and flu-like illnesses, this includes the “catch it, bin it, kill it” message.
- When coughing and sneezing everyone should be encouraged to cover their mouth and nose with a tissue. Also encourage people to wash their hands after using or disposing of tissues.
- People over 65 can get an annual flu jab from their GP.
- People over 65 can get a pneumonia jab from their GP - this is only required once.
- People over 70 may be eligible for the shingles vaccination - people should ask their GP if they have not yet had the vaccine.

## Cold weather messages:

- Have plenty of hot food and drinks.
- Wear lots of thin layers (clothes made from cotton, wool or fleecy fibres).
- Homes should be heated to the right temperature: at least 18°C (65°F).
- If it isn't possible to heat all rooms, heat the living room during the day and the bedroom just before bed.
- Check on elderly and vulnerable relatives and neighbours.
- Wear well-fitting slippers with a good grip indoors and shoes with a good grip outside to prevent trips, slips and falls.
- Keep spare medicines at home in case it is not possible to get out.
- People with a gas/solid fuel appliance/boiler should consider getting an audible carbon monoxide alarm and test it weekly.
- Keep heaters and fires away from clothes, blankets and other combustible materials.
- Electric blankets - check the wires are not frayed and they are safe to use. Don't leave them on unattended.