



Halton  
Carers' Centre



Registered Charity No: 1124493  
Company No: 06574889

**Welcome to our**

# Newsletter

Autumn 2019 • ISSUE 40

## Autumn 2019 Newsletter

Hello all and welcome to our Autumn/Christmas newsletter.

Can't believe I'm saying the 'C' word already, but before we get there we have plenty of activities and opportunities for both young and old to get involved with. Please see inside for details.

We are holding our annual AGM on Wednesday 30th October starting at 1pm at Churchill Hall in Runcorn, please come along to see what we've achieved over the past year. Ring the Centre on 01928 580 182 to confirm your attendance.

I'd like to thank Brian Robson for running ten races for the Carers Centre and raising much appreciated funds to help the centre to put on more activities for carers and also Notcutts in Widnes for raising an amazing £3,574.76 for the Carers Centre, this funding has been used to ensure that more carers are able to access trips with the Centre.

I'd also like to thank Halton Borough Council, Halton Clinical Commissioning Group, The Steve Morgan Foundation, Lloyds Foundation, Henry Smith and more recently Children in Need for funding the Centre and allowing us to continue supporting you.

Finally, Halton Carers Centre will be closing for Christmas on Friday 20th December at 4pm reopening Thursday 2nd January 2020 at 10am. The Centre will have a helpline operating on the following days over the Christmas break should you need to discuss your caring role.  
Monday 23rd December 10am to 4pm, Friday 27th December 10am to 4pm,  
Monday 30th December 10am to 4pm and Tuesday 31st December 10am to 1pm.

All the best

**Carl Harris**

Carl

Halton Carers' Centre Manager

For more information contact Halton Carers' Centre on:

**01928 580182 or 01928 592405**



**In Oct 2017 Halton Carers Centre received the shocking news that one of own team had received some terrible news about her own health, here is Lorina's story.....**

*'In Oct 2017 I got the news nobody wants to hear, I had Leukaemia, a form of blood cancer. What followed was a long 9 months in which I had 4 rounds of chemotherapy and long stays in hospital, thankfully I achieved complete remission and have remained that way since. During this time I had amazing support off my family, friends and colleagues here at the carers centre, however it was very difficult to adjust back to normal life after my treatment and everything I had been through.*

*As a support worker at the carers centre part of my role here is to advise people of what support is available to them and I decided it was time to receive support for myself. As well as being able to access the many services we offer here at the carers centre, another of the organisations I registered with was **Widnes & Runcorn Cancer Support Group**, I received a warm welcome and was able to talk to other people in my situation and receive holistic therapies.*

*In June of this year, for a small fee, myself and my family were able to access a respite break in the Widnes & Runcorn Cancer Support Group caravan in Talacre, North Wales, the caravan was beautiful with everything you could possibly need and was in a lovely quiet spot where I could sit on the balcony and enjoy the fresh sea air. The site has had a major refurbishment and there is lots to do for both young and old, there are also quieter areas of the park where you can access swimming, drinks etc if you prefer to be away from the main complex. If your as fortunate as we were with good weather the lovely beach is only a 5 minute walk away. We had a fabulous break, it was so lovely to spend time together as a family, in a nice environment, I felt so relaxed afterwards and it had really lifted my mood. It was just what we all needed after everything.'*

Lorina

**If you or someone you care about is affected by cancer then Widnes & Runcorn Cancer Support Group can support you, for more information or to register please call 0151 423 5730.**

*If you would like to register to be a potential life saver for someone affected by blood cancer you can with DKMS, a charity that registers blood stem cell donors to provide lifesaving treatment for patients with a blood cancer or blood disorder who need a blood stem cell transplant. Please visit their website to discover how you could become a donor.  
[www.dkms.org.uk](http://www.dkms.org.uk)*



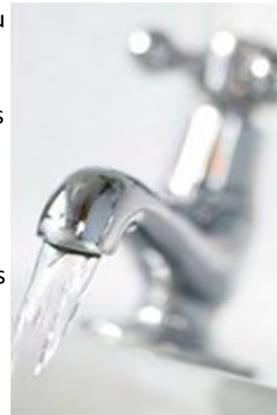
## A helping hand with your water bill

Don't suffer in silence - that's the message from United Utilities if you're struggling to pay your water bill.

"If you're going through a tough financial patch and are finding it hard to pay your water bill, please get in touch with us on **0800 072 6765**. We're easy to talk to and the sooner you call, the quicker we can get you the right support to prevent you falling further into debt," says Jane Haymes from United Utilities.

One scheme, called Payment Matching Plus, promises to make you debt free within two years. Jane adds "If you've built up a lot of debt, our Payment Matching Plus scheme will get you back on track. For every £1 you pay we'll put in £1 too and after six months we'll increase our contribution to £2. We'll then clear any remaining debt if you continue to make regular payments for two years."

If you're receiving Pension Credit and struggling to make payments you can apply to United Utilities for their Help to Pay scheme. This caps your bill at a reduced amount based on your Income and outgoings.



If you're struggling to make water bill payments due to losing your job or having to pay out for an unexpected emergency, the company's Payment Break scheme can help by delaying your payments for an agreed period. Any delayed payments are then spread over a longer period of time.

United Utilities can also help if you're applying for Universal Credit by delaying your water bill payments for up to eight weeks while you wait for your first UC payment to arrive. Jane also commented "If your home has more bedrooms than people, it's also worth considering a water meter as it's one of the easiest ways to make a big saving on your bill. We fit them for free and you can even switch back to your old bill within two years if for whatever reason you're not making a saving."

If you are on a watermeter and using excess water due to a health condition of someone in the household you may be eligible for the Watersure scheme which can see your bills capped at £441.31 per annum, again a criteria does apply but this can be found on United Utilities website or by ringing the number below.

The United Utilities affordability team can be contacted on 0800 072 6765.

# Save the Date

We have lots of great things for our carers to get involved in over the next few months, have a look below:

In March 2019 we held a Carers Forum at Halton Stadium gathering carers views on services in Halton for Carers, following on from this we are holding a further forum for our carers to see the a draft copy of the new proposed strategy! On the day we will be joined by multiple services from across the borough who will be hosting information stands on the services they offer in Halton, the day is a drop in event from 10am - 1pm with refreshments provided. Please see enclosed details for more information.



**Halloween Bingo!** Come along Come along in your scariest Halloween fancy dress and give our team a fright while joining in on our fundraising prize bingo, all welcome! The bingo will be held in Churchill Hall, Cooper Street, Runcorn with doors opening at 6pm and eyes down at 6.30pm! Children are welcomed but must be supervised. by an adult!

Remember, remember the 5th Nov! For our 3rd consecutive year the carers centre is opening up our garden to our carers and families to come and view Halton Borough Councils spectacular fire work display in a safe, non crowded environment! **Tickets are limited and are £2 each**, tickets will be on sale from 1st October! To purchase tickets you must call into either of our offices, tickets can not be held for the night and we cannot accept payment on the door. Tickets are limited.



On Friday 6th Dec we will be holding a **Xmas Craft Fayre** in Churchill Hall Cooper Street, Runcorn. We will be joined by local small businesses selling their handmade goods and xmas gifts! The fayre will be on from 6pm—9pm, free entry. Xmas refreshments will be on sale to get you all in the festive spirit. If you are a small local business and would like a stall, the fee is £10 and your stall must be pre-booked at the centre.

VOLUNTEER



GET INVOLVED!



## Volunteers play a vital role in the work of Healthwatch Halton.

Healthwatch Halton is the independent patient champion created to gather and represent the views of the public. We play a role at both local and national level to make

sure experiences of health and social care are taken into account by service providers. Volunteering with Healthwatch means you will help local people to have their views on health and social care services listened to. Volunteering will help you to develop new skills, build confidence and make a difference in your community.

You could support us with **Outreach, Enter and View** visits or join our **Advisory Board**. Whether your collecting the publics views in health and community settings, visiting care homes or taking part in local meetings you will be making a positive contribution to our local community.

If you could give a few hours to make a difference or want to find out more please get in touch at [jude.burrows@healthwatchhalton.co.uk](mailto:jude.burrows@healthwatchhalton.co.uk)

Have you experienced a bereavement?

Have you had a traumatic experience/past?

Do you struggle with Low mood or feel down?

Is your caring role impacting on your emotional wellbeing?

Halton Carers Centre has access to counselling services within the borough that we can refer our carers into. In Nov we will also have a counsellor starting within our centre weekly for our carers, if you want to know about these sessions please get in touch.





Have you entered our Carers Centre Lottery yet? Halton Carers Centre's Carers Lottery is an opportunity for you to help us raise money for carers and have a chance of winning a cash prize!

All money raised will help us to run the centre which currently supports provides services to over 5000 young & adult carers in Halton.

The more people who enter, the more funds we are able to raise and the bigger the monthly prizes will be! All profits from the lottery will go to Halton Carers Centre, which is a registered Charity. When you join we will write or email you to allocate a number, upon receipt of your monthly payment your number will be entered into our monthly draw which will be drawn on the 20th of the month at 12pm or the nearest Friday, if the 20th falls on a weekend. There will be three prizes. The amount of the prizes will depend on the amount raised that month.

Anyone can join the lottery as long as you are over 16 years of age, you may enter more than once per month at a cost of £5 for the month for each number you are allocated. You can either pay cash, chq or set up a monthly standing order.

To find out more or to join the lottery please ring the office on **01928 580182** or pop into either of our offices during our opening hours.





## Can you spare 2 hours a week (term time) to join Halton SEND Parent Carer Forum?

The Parent carer forum is a group of parents and carers of disabled children aged 0 -25 years. Their aim is to make sure the services in their area meet the needs of disabled children and their families.

They do this by gathering the views of local families and then working in partnership with Halton Borough Council, education settings, health providers and other providers to highlight where local services, processes and commissioners are working well, or challenge when changes or improvements need to be made. Forums usually have a steering group of parents who lead this work and listen to the views of other parents in the local area to make sure they know what is important to them.

**Who can join a parent carer forum?** Parents or carers of a child with any type of additional need or disability are welcome to join. Joining the forum does not mean you have to commit lots of time. In most forums you can join and receive information, and then decide if you want to get more involved at your own pace.

**The forum represents the views of parents in the local area but does not advocate for individual families.** Co-production is an important principle in parent carer participation. Co-production is when parent carer forums play an integral and equal part in the decision making process and are fully engaged in shaping, developing, implementing and evaluating services and systems. Forums are keen to hear from as many parent carers as possible.

If you would like to join, please email Lynne Hall on [lynne.haltonsendcarersforum@gmail.com](mailto:lynne.haltonsendcarersforum@gmail.com) or telephone 01928 713877.



If you are on FB please like our 'Halton Carers Centre' page and search for our closed groups where you can find out regular updates on the centre and our activities. Our closed groups are Halton Carers (adults) and Halton Carers Centre Young Carers. There are a few questions you will need to answer before we accept you into the group but this is to ensure it is only our carers who have access.



Important Information for Carers About Flu Vaccinations. The following information is for people caring for a partner, relative, friend or neighbour who relies on them for help due to illness, disability, physical or mental ill health, frailty or an addiction. If you are the main carer of someone whose health would be at risk if you fell ill, or if you are in receipt of Carer's Allowance you are entitled to a free flu vaccination.

A flu vaccination:

- Will help you avoid getting flu.
- Help reduce the risk of you being too ill to look after the person you care for.
- Reduce the chance of you passing flu on to the person you care for.

If you have not already received your invite from your GP Practice for an annual flu jab, you can give them a call and let them know you are a carer and would like to have the flu jab.



## CARERS REVIEWS

**We currently have a back log of carers who have not responded to our requests to complete an annual review. It is really important that young & adult carers complete at least an annual review of their caring role other wise you will be removed from our database of carers and will no longer be able to access our services.**

**If you have recently received a review form through the post, an answer phone message asking you to call us back to complete a review or a text/email asking you to complete our online review and you have not yet responded please get in touch.**



The Brindley Theatre is currently running a Carer Theatre Seat Concession pilot in partnership with Halton Carers Centre! During the period of 1st Aug 2019 - 31st July 2020 carers registered with Halton Carers Centre can apply for a concession ticket. To be part of this scheme you need to contact Halton Carers Centres permission to share your name, home address, post code and unique \*carers ID number (your id number on our d/base) The information that will be provided by the Halton Carers Centres to Halton Borough Council will not be shared with any third parties and will only be used for the purposes of this trial. The trial period for this offer ends on Wednesday 31st July 2020 at which time your details will no longer be held by the Brindley Theatre.

You can opt out of the Brindley Seat Concession at any time by notifying the Carers Centre on 01928 580 182 or emailing [help@haltoncarers.co.uk](mailto:help@haltoncarers.co.uk).

### **What shows are included during the trial period?**

Brindley Theatre promotional shows (promotional shows being events that are under the council's control) that take place within the trial period dates. The concession will not apply to shows from private Hirers of the Brindley Theatre. There will be up to a maximum of four Halton Registered Carer seats available per promotional show for Carers to occupy, subject to availability. All tickets at the Brindley Theatre are sold on a first come first served basis and we cannot guarantee seat availability. This offer cannot be applied to tickets that have already been purchased.

### **How can I book a Halton Registered Carers seat at the Brindley Theatre?**

The individual must purchase their seat and that of their carer within the same transaction a minimum of 7 days prior to the performance. In person at the Box Office Monday to Friday 10am – 5pm. Where you will need to provide your unique Halton Registered Carers Identification number. By Telephone where, you will need to provide your unique Halton Registered Carers identification number\*. Seats will not be available to book online during the trial. If you are wishing to book a ticket please contact Halton Carers Centre for your unique Halton Registered Carers Identification number\*. All tickets will be held by the Box Office and only issued to the Carer and Cared for on the night of the performance. The Box Office is open 1 hour prior to the performance start time.

***\*Carers Identification number - each carer upon registering with the Carers Centre is given a unique id no for our database, if you wish to participate in the theatre seat concession trial please contact the centre for your Carers ID number.***



# Carers' Services

## Therapy Appointments

**Tuesday 10am – 4pm**  
**Thursday 10am – 2pm (Reflexology)**  
**\*Saturday 10am – 1pm**  
Halton Carers' Centre,  
62/64 Church Street, Runcorn  
**Wednesday 9.30am – 2pm**  
St Maries, Widnes

If you are coming for a massage:  
Underwear must be worn, some people may prefer to wear shorts. Ensure you bathe or shower before your treatment to remove any build-up of products, perspiration or environmental pollutants as you don't want this rubbed back into the skin. A shower or bath also helps relax the muscles making your massage more beneficial.



**\*Saturday appointments are for young carers and working carers only**



## Podiatry Services

**Wednesday 10am - 2pm**  
**\*Saturday 10am - 1pm**  
Halton Carers' Centre,  
62/64 Church Street, Runcorn  
**Thursday 9.15am – 2pm**  
St Maries, Widnes

**£10 charge for repeat appointments**

**\*Saturday appointments are for young carers and working carers only**

To book a therapy or podiatry appointment please contact either of our offices during our opening hours. Therapy appointments available include: Massages, facial, pedicures, manicures, waxing, tinting etc. Your first appointment will be free and for any following appointments with our beauty therapist there will be a small charge. Please request a current price list from our offices. For podiatry again your first appointment will be free and any following appointments will be £10 each.

## 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.*

## Halton Carers' Centre Coffee & Support Groups

We have lots of great coffee groups coming up over the next few months, if you want to know about any of our groups please give us a call at either of our offices! All our groups are free to attend and refreshments are provided. Research has proven carer peer support groups can really help as others can understand what you are going through and that you are not alone in your caring role.



**Mental Health Carers Group Widnes:** 6pm - 8pm, The Wooden Hut, Upper Mersey Road, Westbank, Future dates: 11/09/2019, 09/10/2019 & 13/11/2019.

**Mental Health Carers Group Runcorn:** 1pm – 3pm Church Hill Hall, Cooper Street, Runcorn. Future dates: 25/09/19, 30/10/19 & 27/11/19.

There is also a great closed FB group to run alongside this group, if you are looking after someone with MH please add the group Halton Mental Health Carers Group.

**Runcorn Carers Coffee Group:** 12pm – 2pm Meet in Churchill Hall, Cooper Street, Runcorn. Future dates: 17/10/19 & 27/11/19.

**Widnes Carers Coffee Group:** 10am – 12pm Meet in Trinity Church, Peelhouse Lane, Widnes. Future dates: 16/10/19 & 20/11/19.

For our two above carers coffee groups we have speakers attending. For the Sept meeting we have speakers from Cheshire Fire & Safety, October speakers will be CCG Urgent Care, November speakers to be confirmed.

**ADHD Parent Carers Group:** 12pm – 2pm Churchill Hall, Cooper Street, Runcorn. Future Dates: 24/09/19, 29/10/19 & 26/11/19.

**Dementia Carers Group:** 6.30pm – 8pm Brunswick House, Water Street, Runcorn. Every other Monday, please contact us for future dates.



If you are on FB please like our 'Halton Carers Centre' page and search for our closed groups were you can find out regular updates on the centre and our activities. Our closed groups are Halton Carers (adults) and Halton Carers Centre Young Carers. There are a few questions you will need to answer before we accept you into the group but this is to ensure it is only our carers who have access.

# Halton Carers' Centre Trips September - December 2019



We will now be hosting a bowling morning in Widnes Superbowl for our carers on the 2nd Wed of each month at 10.30am! If you are over 50 it is £5.99 for 2 games with a bacon butty & a cuppa. If you are under 50 it is £6.00 for 2 games but no food.

If you want to take part in our bowling mornings you will need to meet at Widnes Superbowl at 10.15am on the following dates - 13th Oct & 11th Dec.

We will also be doing a monthly carers cash bingo afternoon, only over 18's can play! The bingo will take place in Churchill Hall, Runcorn at 1pm on the following dates 7th Oct, 4th Nov & 2nd Dec.



**BBC Media City - Fri 18th Oct**  
£12 per person. Transport included  
20 places available

**Beauty and The Beast on Ice**  
**Blackpool - Sun 8th Dec**  
**(Afternoon Show)**  
£10 per person. Transport included  
49 places available

**Chester Zoo Lanterns**  
**Thurs 12th Dec**  
£10 per person. Transport included  
49 places available

**Young Carers go FREE on all our Trips!**  
If a child attending with us is a Young Carer registered with ourselves please let us know when putting your name on the 'interested list'

## FUNDRAISER

A big thank you to Jonathan Pollet who has kindly chosen ourselves as his chosen charity for a sponsored skydive in the Spring of 2020! Jonathan will be jumping from an incredible 11,000 ft! If you wish to sponsor Jonathan you can do so by calling into the centre or securely online via

[www.giveasyoulive.com/fundraising/jonos-skydive-for-halton-carers?](http://www.giveasyoulive.com/fundraising/jonos-skydive-for-halton-carers?)

Are you up for a jump? We are looking for more people who wish to complete a parachute jump to help raise funds for the Carers Centre.

All we ask is that each person raises a minimum of £450 which would cover the cost for the jump and donation to the centre. Each person would need to make their own way to the jump centre in Lancaster but we would pay mileage at 0.45 per mile. If interested please contact [lisa.horrocks@haltoncarers.co.uk](mailto:lisa.horrocks@haltoncarers.co.uk)

# Halton Young Carers take to the air

Halton Carers Centre Young Carers were given a fantastic opportunity through the Rotary E-Club of Aviation recently to visit Liverpool Airport and have a flight with pilot Tony Erskine. This is the fourth year we have worked with Tony and his wife Ann to be given this opportunity for a group of young carers. In order to identify 6 young carers to attend we ran a competition for young carers to write about what a young carers means to them. We had lots of entries which made picking the overall winner incredibly hard, our winner was a 12 year old from Widnes who helps care for his mum.

The airport event took place on May 11th and our 6 young carers were able to see all aspects of how an airport runs, from watching the planes land, visiting the hangars to a visit to air traffic control tower! Finally our young carers were up in the air having a birds eye view of Liverpool!

## *The Winning Poem*

*We are young carers  
part of an elite group,  
part of a special task force,  
the unseen troops.*

*The camouflage we wear,  
truly is the best.  
We walk through the streets,  
yet look just like the rest.*

*We work round the clock,  
to help the ones we love,  
and we will never stop,  
until the work is done.*

*Our mission is a tough one,  
often misunderstood,  
not able to do the kinds of things,  
a child of our age should.*





# Halton Young Carers



Over the summer holidays we've had a variety of activities and trips arranged for our Young Carers. The level of engagement and involvement from our Young Carers has been excellent! We really appreciate everyone for attending so far and hope you had as much fun as we did! We look forward to seeing you at future events, trips and activities.

Our Holiday clubs were at the Mencap where our young carers engaged in some Art activities designing their own Super heroes! As well as some speed stacking and Archery provided by the Halton Sport Development team. It was a great opportunity for them to be creative have a bit of fun & engage with other Young Carers & meet friends.

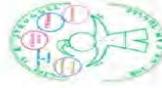
At the beginning of August the young carers hit some strikes at Widnes Super-Bowl, and were really on target in the afternoon at Laser quest. A week later a group of us attended Planet Ice, and although slippery on their feet at first they ended up standing tall and having a really cool time. Our next trip was Manley Mere we explored the adventure trail, down the slides, across the dirty waters and flew down many zip wires, the morning activities canoeing on the lake and a dip at the end of the jetty. Norton Priory Museum was next, where our carers recreated 12th Century Medieval Floor tiles from the historic site, toured the museum, and did some amazing artwork with painted leaves picked from the surrounding woodland. At the end of the month was the trip to Wonky Garden, where we explored the colourful garden, got our fingers green, enjoyed a picnic and hopefully inspired some future Alan Titchmarsh. At The Catalyst museum, the young carers equipped their lab coats tried their hand at making medicines! Then we went to the Observatory to get a grand view of our surroundings.

We've had some really positive feedback from the parents about our activities and trips, and every bit of information we receive can be used to help us improve in the future. We encourage all the Young Carers registered with us to get in touch in the future, and get your names down for our trips and activities as places do go fast. You're all welcome to come so don't be worried get in touch with the young carer team at the centre and stay tuned on our Facebook, Twitter and Instagram pages for more updates.



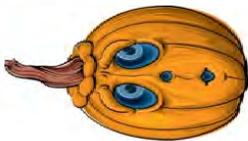


# Halton Young Carers



## YOUNG CARERS ACTIVITIES

Trip name	Venue	Date	Time	Age
RTIME	Halton Carers Centre	12/09/2019	5pm – 7pm	11+
RTIME	Halton Carers Centre	26/09/2019	5pm – 7pm	11+
RTIME	Halton Carers Centre	10/10/2019	5pm – 7pm	11+
RTIME	Halton Carers Centre	24/10/2019	5pm – 7pm	11+
Witchcraft and Wizardry Fun	Norton Priory Museum and Gardens	30/10/2019	10am – 2pm	5 – 10yrs
The Crocky Horror Show	The Crocky Trial	31/10/2019	5pm – 9pm	11+
RTIME	Halton Carers Centre	07/11/2019	5pm- 7pm	11+
RTIME	Halton Carers Centre	21/11/2019	5pm – 7pm	11+
RTIME	Halton Carers Centre	05/12/2019	5pm – 7pm	11+
Christmas Party	Mencap Building	17/12/2019		5 - 10
RTIME Christmas Party	Halton Carers Centre	19/12/2019	5pm – 7pm	11+



**FOR MORE INFORMATION OR TO BOOK A PLACE PLEASE CONTACT THE OFFICE ON 01928 580182**



[halton\\_young\\_carers](https://www.instagram.com/halton_young_carers)



[HaltonCarersCentre](https://www.facebook.com/HaltonCarersCentre)



[HaltonCarers](https://twitter.com/HaltonCarers)

# HAVE YOUR SAY!

Please let us know what you think about our newsletter.  
Do you have any suggestions for articles? Would you like to have a go at writing an article yourself?

Contact the Carers' Centre on **01928 580 182**

If you wish to look at our website remember the details are: **[www.haltoncarers.co.uk](http://www.haltoncarers.co.uk)**



## PLEASE KEEP US INFORMED HELP US TO KEEP YOUR INFORMATION UPDATED

### Anything we should know?

If your details have changed since you registered with us, such as you have become ill, you start to care for more than one person, the health of the person you care for changes or you are a young carer who has changed school please let us know. It's also important that we have your correct e mail address, especially if this is the way you would prefer us to contact you. We deal with many personalised break funding applications via e mail and send our newsletters out this way in order to keep costs low.

If any of your details have changed, particularly your name, address or telephone number. Please return this slip to:

**Freepost RRZU-YZEE-CCTR, Halton Carers' Centre, 62 Church Street, Runcorn, WA7 1LD.**  
You can also ring **01928 580 182** to change your details, or email [help@haltoncarers.co.uk](mailto:help@haltoncarers.co.uk)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Please tick if you want your details removed from our database



## Compliments & Complaints



Although Halton Carers' Centre aims to provide the highest standard of service 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 manager Carl Harris HCC Manager e mail [carl.harris@haltoncarers.co.uk](mailto:carl.harris@haltoncarers.co.uk) or tel 01928 580182 or Chair of the Trustee Board, Mike Shepherd at Halton Carers' Centre. You can also complain to Halton Borough Council should your complaint not be handled satisfactorily.

