

FREE

Spring 2023

# Carers Magazine

For unpaid carers in Ceredigion



You are a carer if you look after a friend or family member who cannot manage on their own because they have an illness, poor health, disability, mental health issue or an addiction.

Short  
breaks



Carer card offers - pgs. 3 - 5

Rethinking short breaks - pgs. 7 - 10

Gofalwyr Ceredigion Carers - pgs. 11 - 13

Young carer news - pgs. 25 - 26

and lots more...



Cyngor Sir  
**CEREDIGION**  
County Council

Produced by Ceredigion Carers and Community Support Team

# A message from Sara Humphreys

Carers and Community Support Team Manger



## Welcome to the spring 2023 edition of the Carers Magazine.

Ceredigion County Council and the Welsh Government are committed to ensuring that unpaid carers have opportunities to take breaks from their caring role. The Deputy Minister for Social Services, Julie Morgan MS, describes a short break as:

*'... a service, support or experience, which helps an unpaid carer take time away from their caring responsibilities. It could be a chance to visit the gym, learn a new skill or de-stress by going for a walk or reading a book. A short break could also be a trip away from home with family or friends and could also involve spending time with the person they support and care for.'*

In 2020, in a response to the Covid pandemic, and requests from unpaid carers, we launched the Ceredigion Carer Card for adults and the Young Carer ID Card. In recent months we have been working hard behind the scenes to add benefits and offers to the cards, see pages 3 to 5 find out what is on offer now.

This edition of the Carers Magazine also explores the different opportunities that you can access to support unpaid carers to have a break, from a small walk page 39 or the breaks offered by Carefree on page 10.

Gofalwyr Ceredigion Carers (GCC) are also asking for your input into how we can shape access to breaks in Ceredigion in the future. Tell us what a short break means to you by completing their questionnaire on page 12 or use the link to complete it online: [bit.ly/3ZNcTjN](https://bit.ly/3ZNcTjN).

If you would like to know more about what is going on in your area, please contact your local Community Connector. Page 18 introduces you to who's who in your area.

I hope you find this magazine useful. If you have an idea of what you would like to see in the magazine in the future, let us know, we always want to hear your views on the magazine and what you would like to see in it.

Diolch yn fawr

Sara Humphreys



SAVE THE DATE  
JUNE 5 - JUNE 11

Carers week is a national campaign that happens every year to raise awareness of caring, highlight the challenges carers face and recognise the contribution they make to families and communities.

To celebrate Carers Week, the Carers and Community Support Team are planning some events across the county, including a live music event. See over the page for more details.

We will be announcing more events over the next few weeks, so keep an eye on the council's Facebook page: [@CeredigionCC](https://www.facebook.com/CeredigionCC).

**FREE**

# Carers' night at Consti

Celebrating Carers Week

**WITH**

**The Hornettes!  
Take Two!**

**AN EVENT  
FOR UNPAID  
CARERS  
AND GUESTS**

CONSTITUTION HILL,  
ABERYSTWYTH

**FRIDAY  
9 JUNE 2023  
6PM - 9PM**

**HOP ON THE FUNICULAR RAILWAY FOR AN EVENING OF  
LIVE MUSIC, DANCING AND FOOD!**

**BOOKING IS ESSENTIAL**

**CONTACT THE CEREDIGION CARERS AND COMMUNITY SUPPORT  
TEAM FOR TICKETS:**

**☎ 01545 574200**



**[CONNECTING@CEREDIGION.GOV.UK](mailto:CONNECTING@CEREDIGION.GOV.UK)**



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County Council



Cysylltu Ceredigion  
Gofalwyr a Chymorth Cymunedol  
**Connecting Ceredigion**  
Carers and Community Support





# Ceredigion Carer Card and Young Carer ID cards

Have you applied for your **FREE** carer ID card yet?

If you are an unpaid carer living in Ceredigion or caring for someone who lives in Ceredigion, you can apply for a carer card.

To apply for a card and for more information, visit the website:

Adult carer card: [www.ceredigion.gov.uk/carercard](http://www.ceredigion.gov.uk/carercard)

Young carer card: [www.ceredigion.gov.uk/youngcarercard](http://www.ceredigion.gov.uk/youngcarercard)

If you don't have access to the internet or are having trouble applying online, you can phone Ceredigion County Council on **01545 574200** to ask for help and to apply.



## Carer Card benefits and discounts



### Free training session with Dysgu Bro

Dysgu Bro provide a range of learning opportunities for adults and young people aged 16 and over such as courses to improve IT and digital skills to creatives and lifestyle courses.

The first training session of any Dysgu Bro training course is free of charge for Carer Card cardholders. For more information about training courses, visit [www.dysgubro.org.uk](http://www.dysgubro.org.uk) or phone **01970 633540**.



### Proof of caring role when asking for free flu vaccinations

Carers are eligible for a free flu vaccination. The Carer Card can be used as proof of your caring role in order to claim your free influenza vaccinations. You can ask your GP surgery for your free influenza vaccination or your local pharmacy (not all pharmacies are providing flu vaccinations).

## FREE gym membership

Unpaid carers in Ceredigion get **FREE**, unlimited access to Ceredigion County Council operated leisure facilities.

You will have access to:

- Fitness Suite
- Swimming
- Fitness classes
- Soft Play (Plascrug only)

You must be able to produce your Carer Card, at the leisure centre, to be able to access these benefits.

**Please note:** there are age restrictions that apply to some of the equipment, classes and facilities within the leisure centres, please check with leisure centre staff if you have any questions about this.



CEREDIGION  
ACTIVE

## Free travel

### The Cliff Railway, Aberystwyth

At the northern end of Aberystwyth promenade, Constitution Hill rises dramatically from the sea, providing spectacular and uninterrupted views of the town, Cardigan Bay, and on a clear day 26 mountain peaks spanning much of the length of Wales.

The most relaxing way to enjoy this majestic panorama is to travel by train on the longest funicular electric cliff railway in Britain, which has been transporting visitors to the summit since opening in 1896.

**From 1 April 2023**, you can travel for free on the funicular railway with your Ceredigion Carers Card and Young Carers ID Card.

Find out more, including opening times on the Cliff Railway website:

[www.aberystwythcliff railway.co.uk](http://www.aberystwythcliff railway.co.uk)



Rheilffordd Y Graig Aberystwyth  
Aberystwyth Cliff Railway  
Est: 1896

### 10% off entry price, Cadw

Cadw is the Welsh Government's historic environment service responsible for caring for our historic places that inspire current and future generations. We have some of the best castles in the world in Wales and some of the most beautiful ones too. We have abbeys, churches and chapels and some of the most atmospheric ancient monuments that visitors have been seeking out for thousands of years.

We have monuments that remind us of Wales's proud heritage as one of the first industrial nations in the world and sites that tell the stories of the medieval Welsh princes.

**From 1 April 2023**, get 10% off entry to some of the best visitor attractions in Wales with your Ceredigion Carers Card and Young Carers ID Card.

Read more about Cadw here: [cadw.gov.wales](http://cadw.gov.wales)



St Davids Bishop's Palace © Crown copyright (2023) Cymru Wales

### FREE entry, Llanerchaeron (normally £9 for adults and £4.50 for children)

Discover the elegant, Georgian villa at Llanerchaeron, complete with a walled garden, farmyard lake and wild parkland. Originally designed by the famous architect John Nash in the 1790s, the house has remained largely unaltered for over 200 years.

- Explore the servant's courtyard.
- Enjoy peaceful walks around the redbrick walled garden, ornamental lake and wild parkland.
- Meet the animals in the traditional farmyard, including Welsh cobs, Welsh pigs, poultry and geese.

You must be able to show your Ceredigion Carers Card or Young Carers ID Card, to get FREE entry into Llanerchaeron.

Find out more about Llanerchaeron, including opening times at: [bit.ly/3yA6XI0](https://bit.ly/3yA6XI0)



Ymddiriedolaeth  
Genedlaethol  
National Trust

# Make life easier in three simple steps with AskSARA

**AskSARA** is an online self-help guide that gives expert advice and information on products and equipment for older and disabled people.

Visit our website and ...

- 1 Choose from the topic list
- 2 Answer the questions
- 3 Receive a personal report with information, advice, links and potential solutions



<https://wwcp.livingmadeeasy.org.uk>

Developed and managed by an established UK Charity, Disabled Living Foundation **AskSARA** is now available across the Hywel Dda West Wales region in Ceredigion, Carmarthenshire and Pembrokeshire.

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*Please note that AskSARA is not a substitute for an assessment by your local council, GP or NHS occupational therapists. For a full independent assessment of your needs, contact your council. Any concerns or questions about symptoms and/or health in general, contact your GP or Community Pharmacist.*

*Before using an application, please read the terms and conditions of use. The application end-user licence agreement will be between the user and the supplier of the application. Please read the associated privacy agreement before sharing any information.*

# Short breaks for carers

Everyone deserves a break from time to time. We all know that a break can be good for our health and wellbeing. However, for some unpaid carers this is easier said than done. It can be really challenging to get a bit of time to yourself or to have an enjoyable break with or without the person or persons you care for.

## Did you know that you are legally entitled to have a break?

In 2021, the Welsh Government published the [Strategy for unpaid carers](#), the third priority of the strategy 'supporting life alongside caring' states that:



'All unpaid carers **must** have the opportunity to take breaks from their caring role to enable them to maintain their own health and well-being and have a life alongside caring.'

## What is being done to make it easier for carers to have a short break?

The Welsh Government recognise the importance of regular and appropriate breaks. They commissioned Carers Trust Wales to do some research into short breaks for unpaid carers. In 2021 they published their findings in a report '[What a difference a Break Makes: A Vision for the Future of Short Breaks for Unpaid Carers in Wales](#)'.

This report, which was completed with the help of unpaid carers explains the barriers that stop carers being able to get a break and describes the type of breaks carers want.

The recommendations in the report are helping to shape how the Welsh Government have decided to fund breaks for carers now and in the future.





## Short Breaks Scheme

In April 2022, Julie Morgan MS, Deputy Minister for Social Services announced that the Welsh Government are investing £9m, in a short break scheme, over the next 3 years which will increase opportunities for unpaid carers to take a break from their caring role.

The Short Breaks Scheme aims to:

- Increase the availability and accessibility of short breaks
- Provide personalised, flexible and responsive break options
- Prioritise and target short breaks to those who need it most

The outcomes expected are:

- Carers and those they care for will have improved wellbeing
- Carers will be more resilient and able to sustain the caring relationship
- Regional Partnership Boards and the Third Sector will have increased capacity to deliver preventative, responsive breaks to carers

## What is a short break?

When we think of a break, most of us will think about a holiday or a weekend away. A break, to many, is getting away from your home, your work or your everyday life to have a rest or to experience something new.

However, for unpaid carers, it is not always easy to have a break in a traditional way.

The Welsh Government says that a 'short break' is:



'Any break, which strengthens and/or sustains informal caring relationships and enhances the wellbeing of carers and the people the support. This may be achieved through a **service, an activity or an item.**'

In other words, a short break can take many forms, such as:

- having time to pursue a hobby or interest
- spending time with friends and family members
- training or learning new skills
- joining a social group, either locally or online
- going for a walk
- listening to music
- peace to read the daily newspaper
- time to drink a whole mug of tea before it goes cold!

A break will mean something different to each of us, this list could go on and on!

## A checklist for breaks:

- ✓ find a break that suits you
- ✓ choose a break that you can benefit from
- ✓ make it work for the person or persons you are caring for and any other family members affected by the caring situation

# How can I access a short break?

You may be able to arrange a break yourself through family and friends who are happy to help. However, if this is not possible and you are finding it difficult to get a break there are people and services who can support you.



## Ceredigion carers card and young carer ID card

Apply for a FREE carer card to access all council run leisure centre facilities, including gym membership, swimming and all council run classes and activities. See page 3 for more information about how to apply and new benefits to having the card.



The Carers and Community Support Team are working with local businesses and other organisations to find new benefits and discounts that having a carer card will give you.

If you have any ideas or suggestions of what you would like to see the card used for, or if you are able to offer a service that can be added to our list of benefits, we would like to hear from you.

Please contact us at [connecting@ceredigion.gov.uk](mailto:connecting@ceredigion.gov.uk) or **01545 574200**

## respitivity



The term 'respitivity' is sometimes used to describe a new way of looking at how short breaks for unpaid carers are provided.

Unlike more traditional models of providing a break, a respitivity model aims to connect carers to organisations within hospitality, leisure and tourism. Organisations within these sectors can sometimes offer flexible short breaks. For example, during off peak times or seasons, carers and the people they support can access the services they offer at quieter times and sometimes at a reduced rate.

## Carers needs assessment

The purpose of a carers needs assessment is to find out what your needs as a carer are. This can include the need to take a break. If you are finding it difficult to get a break, a carers needs assessment can help you get support to access a break.

The assessments are carried out by Social Services, who will ask you 'what matters to you?' If you can explain what type of break you need, it will help you to get a better outcome from the assessment.

*(Read more about how to ask for a carers needs assessment and how to prepare for one on page 29.)*

Call Social Services, Porth Gofal, on **01545 574000** to arrange a carers needs assessment.

## Gofalwyr Ceredigion Carers (GCC)

GCC are Ceredigion's outreach support service for unpaid carers of all ages. They can:

- help you work out the type of break that you need
- research sources of funding with you, which can include breaks
- provide temporary or short-term replacement care

**Look out for** – GCC's short breaks fund opening later this year, more news to follow.



Contact GCC for more information:

 **03330 143 377**

 [ceredigion@credu.cymru](mailto:ceredigion@credu.cymru)

 [gofalwyrceredigioncarers.cymru](http://gofalwyrceredigioncarers.cymru)

## Carefree Breaks

Carefree is a charity organisation that provides free hotel breaks for unpaid carers.

Hotels donate 1-2 nights, and sometimes a free breakfast, for a carer and a companion (adult or child). Carefree then advertise the offer on their website. The only costs the carer is responsible for are for travel and a £25 administration fee that is used to help keep the charity running.

To be qualify for a free break you must be:

- Aged 18 or over
- Full-time unpaid carer (30+ hours per week)
- Able to arrange interim care (the cared for person cannot go with you)
- Able to pay for extras (admin fee, transport, food, travel insurance etc.)

Carefree breaks are designed to give you some time away from your caring responsibilities. You are welcome to take someone else with you but not the person that you care for. If you want to travel alone, that's fine too.

You will have to register with Carefree to be able view the available breaks and to make a booking, which you can do yourself on their website. You can also contact GCC, who can make the referral on your behalf.

Once you are registered with Carefree you will have access to view hundreds of hotels across the UK.

A carer supported by Tracey Patrick at GCC recently took advantage of a Carefree break, she said:

*I met up with one of my daughters as we had not seen each other since lockdown. we stayed at the Ashford Hotel and spa as she lives in Folkestone. It was so wonderful to meet up and use the hotel facilities a real treat and great memories for us both to treasure. Thank you for your support and kindness to all that made it possible. xx*

# Carefree

To register for a break and for more information visit  
[carefreespace.org/take-a-break](http://carefreespace.org/take-a-break)

Or contact GCC to support you on 03330 143 377



# SUPPORTING CARERS IN CEREDIGION

Looking after a relative or a friend who has an illness or disability can be rewarding but it can also be extremely tough. If you look after someone, you can access a range of support provided by Gofalwyr Ceredigion Carers (GCC).

This includes:

- Providing information, advice and emotional support.
- Group activities including training and social opportunities.
- Help to access support to have a break from caring, including respite.

Call us on **03330 143 377** for more information.



[ceredigion@credu.cymru](mailto:ceredigion@credu.cymru)



[gofalwyrceredigioncarers.cymru](http://gofalwyrceredigioncarers.cymru)

## SUPPORT GROUPS AND DROP IN SESSIONS

**Carers Cafe** - Come for information and support. Chat with other carers and our friendly outreach team. Come on your own or with the person you care for. Stay for a cuppa or for the whole session!

### CARERS CAFE DROP-IN, CANOLFAN DYFRYN, ABERPORTH

1st Wednesday of every month, 1:30pm - 3:30pm

### CARERS CAFE DROP-IN, RAY CEREDIGION, ABERAERON

2nd Wednesday of every month, 12pm - 2:30pm

### CARERS CAFE DROP-IN, PLAS ANTARON, ABERYSTWYTH

4th Thursday of every month, 2pm - 3:30pm



### SINGING FOR FUN

In collaboration with HAHAV, Gofalwyr Ceredigion Carers host a fun and friendly singing group for carers.

Every other Friday, 11am – 12.30am at Plas Antaron, Aberystwyth in collaboration with HAHAV.

Contact Iona **07833 647234** or [ionasawtell@yahoo.co.uk](mailto:ionasawtell@yahoo.co.uk)

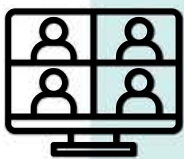


### CARERS PEER SUPPORT

Zoom - Informal online chat and peer support for carers

1st and 3rd Thursday of the Month, 2pm – 3pm.

Contact [sue.lee@credu.cymru](mailto:sue.lee@credu.cymru) for more information.



### GRŴP CYMRAEG

Zoom – Welsh language peer support group. Informal online chat and peer support for carers.

1st Monday of the month, 2pm - 3pm.

Contact [sue.lee@credu.cymru](mailto:sue.lee@credu.cymru) for more information



### PDA PARENTS GET TOGETHER

For parents and carers of children and young people with a demand avoidant profile of autism.

3rd Friday of the Month, 12.30pm – 2pm at Plas Antaron, Aberystwyth.

Contact [mandy@credu.cymru](mailto:mandy@credu.cymru) for more information

# SHORT BREAKS – WHAT WOULD WORK FOR YOU?



We are planning ahead for the coming months and would love to hear from you to find out what kind of activities or events would help you have a break and recharge your batteries.

To get involved please complete this questionnaire by April 31st online or return to **FREEPOST CREDU**. There's no need for a stamp!

We would like to invite you to spend a few minutes before filling it out to think about your needs, dreams and how we could try and support you. This is about you, yes you. It might feel difficult to put yourself first in your thoughts to begin with but please give it a go, make a cuppa and see how you get on thinking and daydreaming about activities that will support and recharge you, unwind and relax you, activities that will give you respite. What have you always wanted to try and have a go at?

## 1. What area do you live in?

- North Ceredigion
- Mid Ceredigion
- South Ceredigion

## 2. What days and times are you available?

	morning	afternoon	evening
Monday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thursday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Saturday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunday	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## 3. When would you prefer activities to take place?

- school term time
- school holidays
- weekends
- weekdays
- I don't mind

## 4. How would you like the activity to support you?

- physically
- creatively
- mentally
- connecting with others
- connecting with nature
- relaxation
- coping strategies

## 5. What type of activities would you like to try?

### Physical

- paddle boarding
- walking
- yoga paddle boarding
- yoga
- pilates
- kayaking
- rock climbing (indoors)
- gym session as a small group
- cold water swimming/dipping
- roller skating



## 5. What type of activities would you like to try?

### Creative

- |   |   |
|---|---|
| <input type="checkbox"/> pottery          | <input type="checkbox"/> sewing workshop  |
| <input type="checkbox"/> basket weaving   | <input type="checkbox"/> singing workshop |
| <input type="checkbox"/> cooking workshop | <input type="checkbox"/> book/film club   |
| <input type="checkbox"/> screen printing  | <input type="checkbox"/> arts and craft   |
| <input type="checkbox"/> woodland craft   |   |

### Mental wellbeing/relaxation

- mindfulness
- relaxation techniques
- yoga/breath work
- carers chat group

### Connecting with nature

- gardening group
- woodland walking group/bushcraft
- bird therapy

### Coping strategies

- resilience course
- self-advocacy

### Connecting with others

- chat group

## 6. Would you prefer a taster sessions for a variety of activities or do you have a few activities that you know will definitely meet your needs?

- short taster sessions
- longer lasting sessions over a period of weeks or months

## 7. Are there any other activities you have in mind?

We might not be able to fund or organise everything you want but we may be able to point you in the right direction.

Tear out this page of the magazine, put it in an envelope addressed to **FREEPOST CREDU** and then pop it in the post, there is no need to add a stamp.

Thank you for taking part in our questionnaire.

*The GCC Team*



Keep an eye on our Facebook page and our website for news about future activities and events. You can also find out about what we have planned through future editions of the Carers Magazine and by joining the Carers Information Service (see page 32).





# Have your say Ceredigion

**Ceredigion County Council welcomes everyone to have the opportunity to get involved and shape the future of Ceredigion.**

Have Your Say Ceredigion will help you to find and take part in engagement and consultation exercises that interest you.

You can share your ideas and influence decisions that matter in your area. You can also follow engagement and consultation exercises as they develop and see how your views make a difference.

Visit [haveyoursay.ceredigion.gov.uk](https://haveyoursay.ceredigion.gov.uk) to register and get involved.



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**CEREDIGION**  
County Council



**TV LICENSING**

**SCAM  
ALERT**



Like other large organisations, TV Licensing is currently a big target for scammers. While many scam emails include features which make them look authentic, there are often tell-tale signs you should look out for which give a scammer away. Below are the main things to look out for:

- 1 Check the sender**  
Genuine TV Licensing emails are sent from [donotreply@tvlicensing.co.uk](mailto:donotreply@tvlicensing.co.uk) or [donotreply@spp.tvlicensing.co.uk](mailto:donotreply@spp.tvlicensing.co.uk).
- 2 Partial postcode**  
If you have provided TV Licensing with your postcode details, their emails will include part of your postcode and/or the name on the licence.
- 3 Look for your name**  
If you've given TV Licensing your name, they'll always address you using your last name and title. Scammers won't normally have that information about you. So, watch out for emails that only address you as "Dear client" or "Dear customer" – or just use your email address (or part of it).
- 4 Check the spelling and grammar**  
Look out for things like hyphens and full stops in odd places. Be suspicious too if there are mistakes in the email with capital letters or other grammatical errors, like missing full stops – this could be a scam.
- 5 Check the links**  
Be wary of emails promising money/refunds. For example, phrases such as, "click below to access your refund", followed by a request to provide your credit card or bank details (TV Licensing would never process a refund in this way). Always check links in an email before clicking or tapping them.

Worried you have already entered your personal details on a suspicious site? You should:

- report it to Action Fraud or call them on **0300 123 2040**
- talk to your bank immediately if this included your card or bank account details.

For more information about TV Licensing scams, visit: [bit.ly/TVLscams](https://bit.ly/TVLscams)

For general TV Licensing support such as updating your details, buying or renewing a licence, visit: [tvlicensing.co.uk](https://tvlicensing.co.uk)

Our Napier Street office may be closed but we are still open.



And there are lots of ways to get in touch.



Our AdviceLine is open every Monday, Wednesday & Thursday, 10 am - 1pm. Phone **01239 621974 / 01970 612817**



You can **text or WhatsApp 0778 236 1974** (please note we can't take calls on this number) or email **[ask@cabceredigion.org](mailto:ask@cabceredigion.org)**



If you're on facebook, you can **message us from our facebook page** – simply search for **@cabceredigion**



We can also provide **face-to-face appointments at community venues** around the county.



Our post is being redirected so you can still **send (but not hand deliver) post** to Ceredigion Citizens Advice, Napier Street, Cardigan SA43 1ED



Use this **QR code to get straight to our website** and other sources of advice or go to **[www.cabceredigion.org](http://www.cabceredigion.org)**





# Take a look at Ceredigion County Council's new Direct Payment website

If you or someone you care for gets help from social services, you can apply for direct payments. These let you choose and buy the services you need yourself, instead of getting them from your council.

## The website explains:

- ✔ What Direct payments are
- ✔ What Personal Assistants (PAs) are
- ✔ How you can employ PAs



## You will also find:

- ✔ Current PA vacancies and online training
- ✔ Regular news and updates
- ✔ Useful contacts and links



[ceredigion.gov.uk/resident/social-care-wellbeing/direct-payments/](https://ceredigion.gov.uk/resident/social-care-wellbeing/direct-payments/)

SCAN ME



# Community Connector news

Throughout the winter, Ceredigion's team of Community Connectors have been busy working with CAVO and community groups across the county to set up Warm Welcome Spaces.

Warm Welcome Spaces are safe warm places are free and welcoming to all ages, some of them also provide hot drinks, snacks and activities.

Lots of people across the UK have been affected by the rise in energy costs, with some unable to afford to keep their house warm. To help with this, the Welsh Government made some funding available for community groups to open their doors and support people during the winter months.

Cafes, churches, community centres, village halls, libraries and book shops across the county have opened their doors and welcomed people of all ages.

The Warm Welcome Spaces have also provided a social meeting place for people to come together, and friendships have been made. Some of the warm spaces have been well attended and they have been able to secure more funding that will allow them to keep going past the cold winter months.

**Borth Community Café, which is open every Friday from 9am to 3:30pm**, is one of the warm spaces that will keep going. Community Connector for North Ceredigion, Sarah Kendall, said, *"The Warm Welcome Spaces bring communities together, it's wonderful to see people coming together and all the volunteers working to support their community."*

To find out which Warm Welcome Spaces are continuing to stay open visit:  
[bit.ly/warmspace](http://bit.ly/warmspace)



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County Council



There were

# 42

## Warm Welcome Spaces across Ceredigion

## What we did...

The Community Connectors handed out:

# 150

radiators  
reflectors



# 300

draught  
excluders



# 60

energy  
saving  
lightbulbs




# 50

blankets



If you would like to talk to your local Community Connector to find out how they can support you, or someone you know, please call

 01545 574200

or email

 [connecting@ceredigion.gov.uk](mailto:connecting@ceredigion.gov.uk)

# What's happening in my area?

Community Connectors spend their time building local connections, supporting the communities that they work in and working with people to develop a range of networks, groups, activities and events.

All the Community Connectors run regular drop-in sessions, which are open to everyone, no appointment needed. Why not drop in on your local Connector to find out what is happening near you?



## Sam Henly - Aberystwyth

Drop in on Sam in the Community Room at **Tesco, Aberystwyth, every 2nd Friday of the month, from 1pm to 3pm**

**Aberystwyth library**, last Friday of the month 11am-1pm

## Sarah Kendall - North Ceredigion (Borth)

Jointly with Sam, every 1st Thursday of the month **St Pauls Church Aberystwyth** 11am - 1.30pm

Sarah will also be announcing more dates in Borth.



## Enfys James - Aberaeron

Meet with Enfys at New Quay library on the first Thursday of every month between 3:30pm and 5:30pm.

You can also drop in on Enfys at Aberaeron library from 2:30pm to 4:30pm on the third Thursday of every month.

## Sian Salcombe - Lampeter and Llandysul

Drop in on Sian at the **Lampeter library**, on the **third Thursday of every month**. She will be there from **2pm to 4pm**.

Sian will also be at the **Llandysul library** on the **third Thursday every month**, from **10am to 12pm**.



## Diane Williams - Tregaron

Diane will be announcing drop in dates in the Tregaron area very soon.

## Carys Owens - Cardigan

Visit Carys on the **last Tuesday of every month**, at the **library in Cardigan**, from **10am to 12pm**.



More dates and times to be announced soon, keep up to date with what's happening on the council's Facebook page: [@CeredigionCC](https://www.facebook.com/CeredigionCC)



## Do you worry about your energy bills?

Welsh Government's Warm Homes Nest scheme is working to make Welsh homes warmer and more energy efficient places to live.

The Nest scheme looks to support people in Wales living on a lower income who receive a means tested benefit or live with a respiratory, circulatory or mental health condition.

Nest offers a range of free, impartial advice and, if you are eligible, a package of free home energy efficiency improvements such as a new boiler, central heating, insulation, or solar panels. This can lower your energy bills and benefit your health and wellbeing.

**Freephone: 0808 808 2244**

**Visit: [nest.gov.wales](https://nest.gov.wales)**


## Energy discounts and other grants

There are a few national and Ceredigion based schemes that you may be able to access to help bring down the cost of your energy bills and improve your home's energy efficiency.

These schemes are:


### ECO4 Flexible Eligibility Funding


ECO4 was launched in 2022 and will run until March 2026. The main objective of ECO4 is to reduce fuel poverty by improving the least energy efficient housing stock occupied by low income, vulnerable and fuel poor households, helping to meet the Government's fuel poverty and net carbon zero commitments. You will find the application details for ECO4 funding on the council's website:

 [bit.ly/3Jl7FjN](https://bit.ly/3Jl7FjN)

### Warm Homes Ceredigion – Energy


Efficiency and Income Maximisation Advice  
Experienced benefits and energy advisers from Citizens Advice will give one-to-one support to householders and help to access funding or income maximisation alongside practical help with energy use and achieving a warmer home. For more information, contact Citizens Advice Ceredigion:

 **01239 621974**


 [ask@cabceredigion.org](mailto:ask@cabceredigion.org)

### Cozy Ceredigion (Warm Homes Fund First Time Central Heating Systems)

The scheme is designed to help residents without central heating systems, to provide affordable warmth in energy inefficient homes, and to reduce household's fuel bills.

 [bit.ly/3lhQgEU](https://bit.ly/3lhQgEU)

You can find more information about these schemes and the eligibility requirements on the council's website.

 [bit.ly/3LmoX76](https://bit.ly/3LmoX76)

Or you can contact the council's **Housing Service** on **01545 572105** and through their online contact form: [bit.ly/3mPTYGj](https://bit.ly/3mPTYGj)


There are also a number of government discount schemes and grants available to help people with their bills that you may qualify for. You can find a list of these schemes here:

 [bit.ly/3yFNPPJ](https://bit.ly/3yFNPPJ)

# Energy efficiency




For impartial and independent advice to help you reduce your energy bills, make your home warmer, plan home improvements and make your home greener you can visit the **UK Government Improve Energy Efficiency webpage**.

 [www.gov.uk/improve-energy-efficiency](http://www.gov.uk/improve-energy-efficiency)

To get help using the online service call **0800 444 202**




**Energy Saving Trust** is an independent organisation working to address the climate emergency. For information on how to make your home more energy efficient and reduce your carbon emissions please visit the Energy Saving Trust webpage.

 [energysavingtrust.org.uk](http://energysavingtrust.org.uk)



**Warm Wales** are a Community Interest Company that can offer energy advice and help you apply for grants. Please visit the Warm Wales website for further information.


 [warmwales.org.uk](http://warmwales.org.uk)

## Priority services register

The Priority Services Register is a free support service that Energy Suppliers and network operators offer to help people in vulnerable situations. Each keeps their own register.

To sign up for the Priority Services Register you will need to contact your utility suppliers directly. Their contact details can be found either on their websites or on the bills that you are sent.

Further information on the Priority Services Register and the support that you may be able to receive can found on **Ofgem's webpage**.

 [bit.ly/PSROfgem](http://bit.ly/PSROfgem)





# Bangor University – studying the benefits of a day support service (TRIO)

Research Lead – Dr Gill Toms



Unpaid family carers play a vital role in supporting people with complex care and support needs. Family carers have said that short breaks are a key priority. Short breaks can help family carers have a life alongside caring. The Coronavirus pandemic has highlighted how important short breaks are in supporting wellbeing both for carers and the people they care for.

This [Health Care Research Wales funded project](#) (reference; SGC-19-1608) explored a day support service (called TRIO) for family carers and people living with dementia. We wanted to find out what added value was created by this service.

First, we interviewed people to find out how the service created good outcomes for people living with dementia, family carers and the TRIO carers who provided the short breaks. We also looked in published papers and reports to see what previous studies had identified.

## Two headlines were:

1. It was important that the TRIO carers and people living with dementia were 'matched'. This meant they liked similar things. This helped them build a good relationship. TRIO is based on the [Shared Lives](#) model of support and 'matching' is a key part of this model.
2. A three-way caring relationship was created. This involved the family carer, the person living with dementia and the TRIO carer.



All individuals invested in this relationship and people thought this relationship led to good outcomes. This is interesting as often short break research has focused on two-way relationships.

Next, we asked people to fill in questionnaires so we could quantify the outcomes that people experienced in TRIO. We then applied a financial value to these outcomes using a method called Social Return on Investment. We found that TRIO generated more value than it cost to provide the service. This suggests that day support services like TRIO can be good value for money. Most value was created for people living with dementia. These individuals felt more confident and made new friendships/relationships.

This was a small study, and we need to do more and larger projects to be confident about how much social value is created by day support and other community-based short break services.

For more information about Dr Toms and Bangor University's research visit:

 [www.bangor.ac.uk/medical-health-sciences](http://www.bangor.ac.uk/medical-health-sciences)



# Clinical research study - Dementia

Swansea University Medical School is looking for research volunteers.

A new research study is evaluating the levels of a stomach hormone called ghrelin in people with dementia.

Qualified participants will receive all study related care at no cost and may be compensated for travel.



## You may qualify if you:

- ✓ Are male or female age 60 years or older
- ✓ Are generally healthy OR
- ✓ Are diagnosed with Alzheimer's disease, Parkinson's disease, or Lewy Body Dementia
- ✓ You are willing to answer questionnaires and donate a small amount of blood

**Please telephone:** 01792 530819

**Or email:** [clinical.research@wales.nhs.uk](mailto:clinical.research@wales.nhs.uk) / [kathie.wareham@wales.nhs.uk](mailto:kathie.wareham@wales.nhs.uk)

*Circulating ghrelin as a biomarker for dementias (IRAS 288862, version 1.0, 08/12/2022;REC 21/WA/0049)*

**Jointly helps those who share unpaid care keep track of appointments and medications, organise caring tasks and plan for emergencies.**

Download at [jointlyapp.com](https://jointlyapp.com)

GET IT ON Google Play Available on the App Store

# Books Beyond Words

People who don't like to read or can't read, are often good at reading pictures.

To help overcome communication problems around difficult and important subjects, the charity, **Books Beyond Words** produces picture books for adults and children with learning disabilities.

Without using any words, the picture books explore feelings and relationships as well as giving information. Through pictures, the books aim to empower people with learning disabilities and help to overcome barriers to getting the right health care and support.

There are over 60 books to choose from, covering:


- everyday opportunities and experiences
- things that are about to happen, like going to hospital or appearing in court
- life decisions, like having a relationship or agreeing to an operation.
- things that have already happened, like abuse or losing someone you love.

You can find all the books on the Beyond Words website. Some books and resources are available to look at for free, however you do have to pay for others which are available to buy as a hardcopy or as an eBook.

Free books include:

- [Having a flu jab](#)
- [Beating the virus \(Coronavirus\)](#)
- [When the war came - Ukraine](#)

The website also provides free guides and supporting information for carers that tell you how you can use the books.

 [booksbeyondwords.co.uk](http://booksbeyondwords.co.uk)





# Emotional Support Animal Registry

Pets are important to many of us. They can have a positive impact on our mental health provide companionship, bring us comfort, reduce anxiety and add structure to our day.

Emotional support animals are pets that are needed to support a person's mental health treatment or for their hidden disability by a licensed medical professional, such as a doctor (GP).

All domesticated animals of any age may qualify as Emotional Support Animal (ESA). They do not need any specific training like a service or assistance animal because their very presence can ease the symptoms associated with an emotional or psychological disability.



At a recent Ceredigion event for unpaid carers, a carer advised that she was being rehoused by the local authority and she wanted to tell other carers that it can be difficult to find a new home if you have pets. The carer explained that she has a hidden disability and can't live without her dog. So, to enable her to keep him and for the local authority to recognise him as her support dog, she registered him with the Emotional Support Animal Registry.

He now has his own ESA registration card which will help her to be rehoused with him.



The ESA registration card is also accepted by some universities and can also be used on some airlines (check individual airline rules).

Although ESA pets are not currently given the same legal status as assistance dogs, some businesses and spaces do recognise registration.

To find out more about the Emotional Support Animal Registry and to register your pet visit the ESA website: [www.esaorguk.com](http://www.esaorguk.com)

**Please note:** There is a fee for registering your pet as an ESA hidden disability assistance animal and you will have to provide a letter from a medical professional which states the animal is required for your mental health.

## The Cinnamon Trust

The Cinnamon Trust are the only specialist national charity which supports older and terminally ill people in caring for their pets.

Through a team of over 18000 volunteers across the country, they can help:

- walk dogs for housebound owners
- foster pets for short term periods while owners are in hospital or care
- find long term homes for pets whose owners have died or are no longer able to care for them

For more information on the support offered or to volunteer for the Cinnamon Trust:



☎ 01736 757900

🌐 [cinnamon.org.uk](http://cinnamon.org.uk)

# SUPPORT FOR YOUNG CARERS



## Ceredigion Young Carers Service

Do you help to look after someone with a disability or someone who is unwell? Many children and young people do. We think you are amazing.

Sometimes young people under 16 are called young carers and under 25 are called young adult carers.

Looking after someone can help you develop a range of skills in caring, being organised, having empathy, handling difficulties. It can also feel great to help someone else. We know it can also be challenging to support someone while you are juggling so many changes in your life such as school / uni / work / friends / a social life, and just how important it is to have someone that you can reach out to, to talk to.

You can:

- Chat to our outreach worker about what is happening for you and any support you might need.
- Take part in trips and events
- Join a young carer group or activities near you.
- Get support to work out how to go to university / get work when you look after someone.
- Get support to work with your school to overcome challenges with juggling caring and learning.

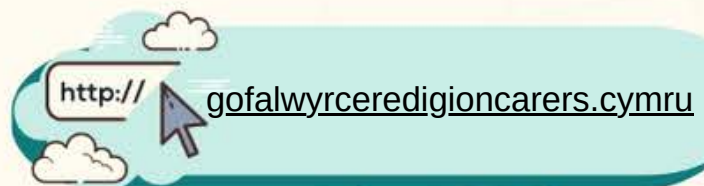
We also organise support groups and activities and can connect you with other young carers who are in similar situations.

Gofalwyr Ceredigion Carers is here for you and will work with you to provide you with exactly the support that you need and want.

**Getting support is easy, just call or email and someone will be in touch.**

☎ 03330 14 33 77

✉ [ceredigion@credu.cymru](mailto:ceredigion@credu.cymru)



SCAN  
ME

## Young Carer ID Card

Young carers aged 18 and under can apply for a Young Carer ID Card by completing the online application at

[www.ceredigion.gov.uk/youngcarercard](http://www.ceredigion.gov.uk/youngcarercard).

You will need to upload a photo of yourself to be used on the card, personalise your card by choosing your card design and get a trusted referrer to sign your application.

Find out about the benefits and discounts you can get with your Young Carer ID Card on page 3 of this magazine.

## Young carers get soaked at pantomime!

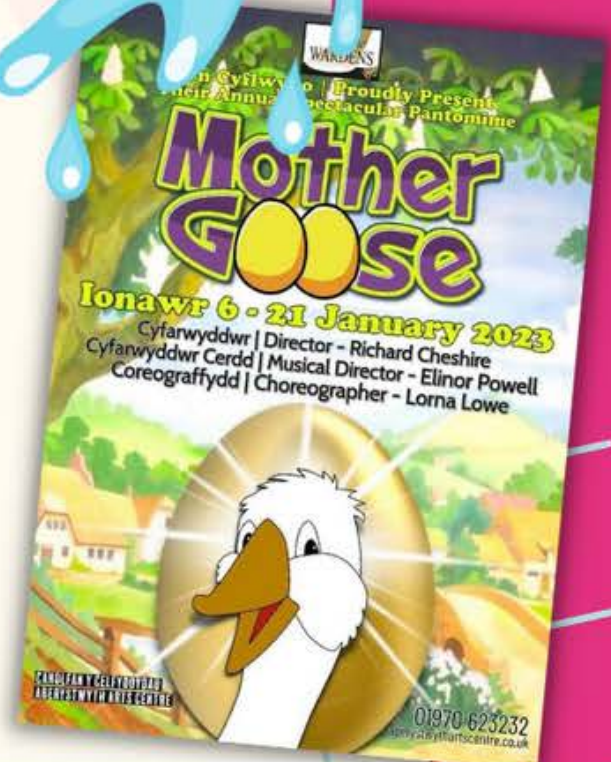
At the end of January, Gofalwyr Ceredigion Carers (GCC) invited young carers from all over Ceredigion to see Mother Goose at Aberystwyth Arts Centre.

The show was enjoyed by young carers of all ages, alongside a full-capacity crowd at Theatr Y Werin. The hilarious performance was full of festive fun, complete with catchy songs, slapstick comedy and the lots of booing and hissing!!

At one point the cast, equipped with water guns, ran from the stage, up the steps and right through the seats soaking the audience. It was the perfect opportunity for the young carers to let loose and enjoy, which they did. Their cheers were the loudest of all!!

The trip was organised by Jamie, GCC's Young Carer and Family Outreach Worker. In the last 12 months Jamie has organised lots of fun trips and activities for young carers, including laser tag and paddleboarding.

Ceredigion's young carer service is always planning new activities and they welcome all young carers to join them. all young. If you, or a young carer you know, are interested in joining the next group outing please get in touch with Jamie to find out more (*details below*).



Meet Jamie...



Hi, I'm Jamie, I'm a Young Carer and Family Outreach Worker for Gofalwyr Ceredigion Carers. I am a qualified youth and community worker with around 20 years' experience working in Ceredigion, Wales, the UK and internationally.

As part of my job, I get to know young carers, young adult carers and their families. This allows me to support in the way that suits the carer and family best. I run regular groups in locations around Ceredigion where families and young carers are able to meet, as well as regular trips. We have been to Laser Station, and also paddleboarding, among other trips. I also visit local schools and visit carers to give support on a one-to-one basis.

The best thing about my job is seeing people meet up, getting to know one another, sharing stories and having fun.

Outside of work I like to spend time with my family, which includes 3 teenagers. I also like to cook, travel, do outdoor activities and visit historical places.

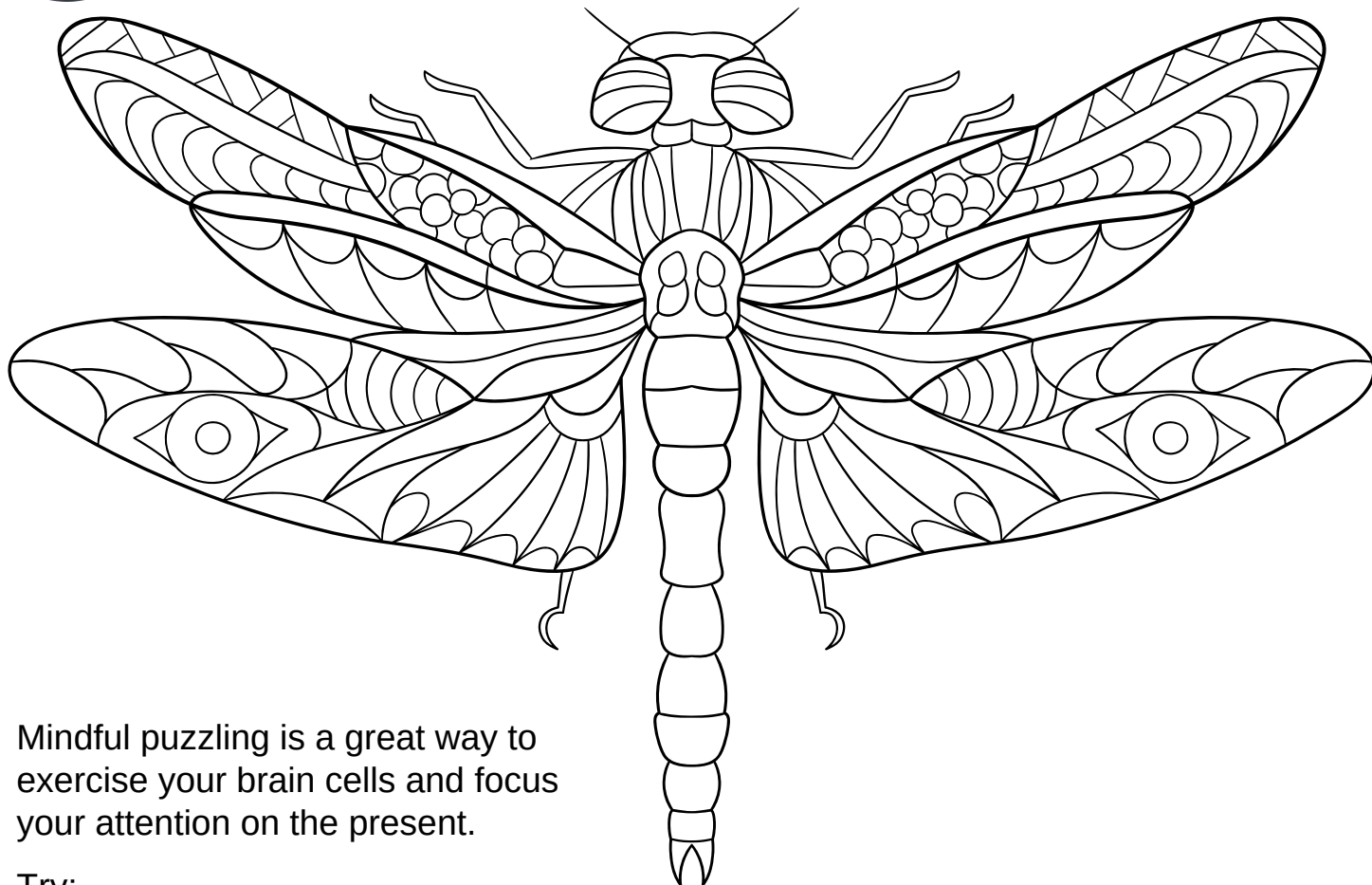
If you are a young Carer or have a young Carer in your family please get in touch with me via email [jamie@credu.cymru](mailto:jamie@credu.cymru) or by text / WhatsApp / phone on: 07498 965274

# A break on a page!



Take a short break, try some mindful colouring...

Mindful colouring means that you should focus on how you choose and apply colour in a design to bring your awareness to the present moment. It is a bit like meditation, you can let go of thoughts about the past or what you are going to do in the future, it allows you to live in the moment.



Mindful puzzling is a great way to exercise your brain cells and focus your attention on the present.

Try:

- jigsaw puzzles
- word puzzles
- sudoku
- online puzzles
- puzzle books
- puzzle apps

## Quick wordsearch

All of the words are associated with taking a break!

- |               |               |
|---------------|---------------|
| • coffee      | • rest        |
| • exercise    | • short break |
| • hobby       | • sleep       |
| • holiday     | • tea break   |
| • lunch       | • vacation    |
| • mindfulness | • walk        |
| • respite     | • yoga        |





**TIR COED**

[www.tircoed.org.uk](http://www.tircoed.org.uk)



# SUSTAINABLE HORTICULTURE FOR BEGINNERS

**Tyllwyd, Llanfarian**

**Thursdays 27th April - 28th September**

**10am - 4pm**

A practical, outdoor course for people who want to start growing fruit and veg, help look after a community garden, and create spaces for nature. You will learn how to plan a garden, sow, grow and harvest a range of crops.

No experience required



For more information contact:

**[ceredigion@tircoed.org.uk](mailto:ceredigion@tircoed.org.uk) / 07476 949982**

# Preparing for a carer's needs assessment

A **carer's needs assessment** helps you to think about your caring role, how it affects your life and what support you may need.

Carers of any age are entitled to an assessment regardless of:

- the type or the amount of care they provide
- how much money they have
- the level of support they need
- or whether they live with the cared for person or not


You are entitled to a carer's needs assessment in your own right, even if the person you care for has not had an assessment of their own or they have been told that they are not eligible for support.

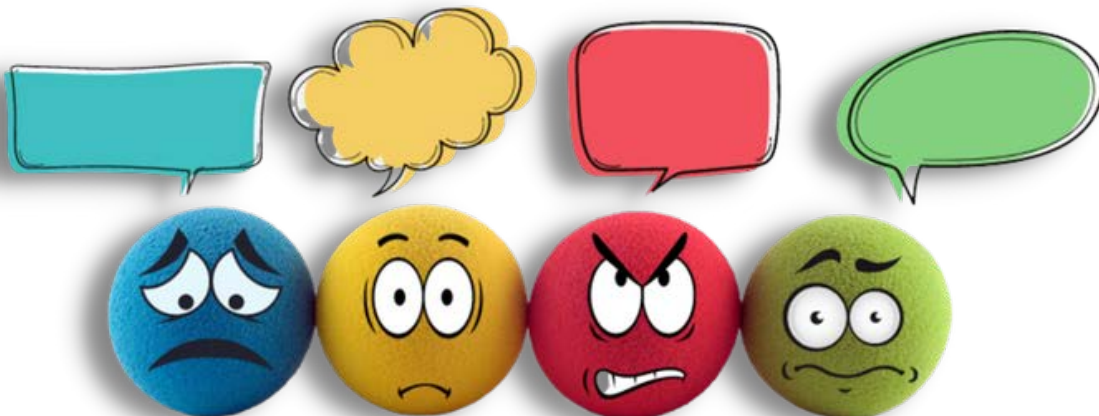
The purpose of a carer's needs assessment is for Ceredigion County Council to find out what your needs as a carer are in case there are services or support that you can access locally to support your wellbeing while you carry out your caring role.

Your assessment may be carried out over the telephone or, when circumstances allow, it can be carried out in your home.

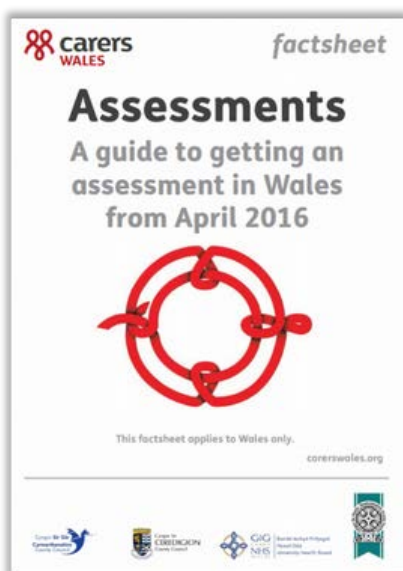
You can request **carer's needs assessment** by contacting **Porth Gofal**:

 **01545 574000**

 [contactsocsservs@ceredigion.gov.uk](mailto:contactsocsservs@ceredigion.gov.uk)



*'We understand that sometimes it can be difficult for certain issues to be discussed. If you feel that there are issues which need to be discussed away from the person you care for, your assessment can be arranged to take place in private, at a mutually convenient time and location.'*



The **assessment guide book** explains more about the aims and what happens during a carer's needs assessment.

You can request a copy of the of the book by contacting Social Services **Porth Gofal**:

 **01545 574000**

 [contactsocsservs@ceredigion.gov.uk](mailto:contactsocsservs@ceredigion.gov.uk)

You can also view and download a copy online.

 [bit.ly/3ojhY0E](https://bit.ly/3ojhY0E)

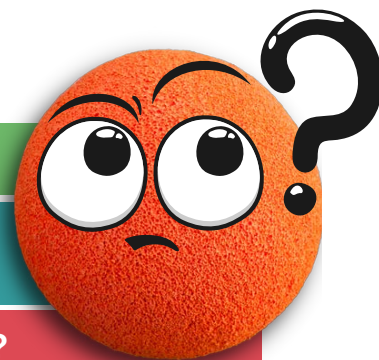
## To get the most out of your carer's needs assessment, it is best to prepare for it.

A carer's needs assessment is not a judgement about how well you look after the person you are caring for; it's about you.

During the assessment, you will be asked to describe the kind of help you provide. You may find it helps to **keep a diary** for a week or two before your assessment. You can include things like how much time you spend with the person you care for, the things you do for them and how long they take you.

### Some other things to think about are:

- If you are able, or willing to continue to care?
- If you need help to carry on working or to get into work, education or leisure opportunities?
- What kind of support you need to care or carry on caring?
- What kind of support you need to care or carry on caring?
- How you would like things to be different in the future?



The assessment also gives you a chance to talk about how caring for someone affects your life outside of your caring role and how you can be supported to do the things that are important to you.

Along with keeping a diary, you may find it useful to think about the different **challenges** you face because of your caring role. Try using the boxes below and on the next page to make some notes and bring them with you when you are having your assessment.

**You can find a more detailed list of questions to help you prepare for your carer's needs assessment in the assessment guide book.**

### Challenges I have with:

other caring responsibilities, in addition to the person I care for (such as a parent or a child)

shopping, cooking and preparing food



## Challenges I have with:

**keeping my house clean and other housework**

**travelling and getting out of the house (such as using public transport)**

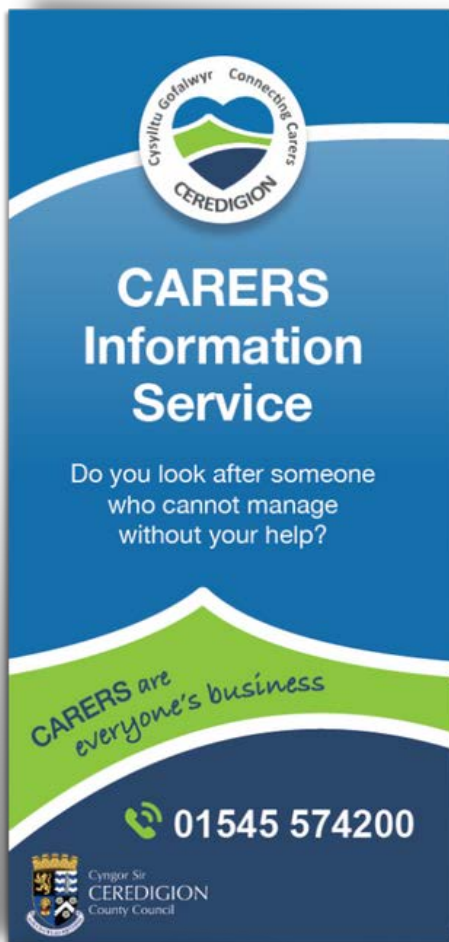
**working and learning**

**doing activities (such as going to the gym or exercising)**

**having time to myself or spending time with my friends and family**







# Carers Information Service

Join the Carers Information Service to receive:

- Regular Carers Information Service magazines (by email or by post)
- Useful information about services, support, the law, etc
- Information about the Carers Forum which meets regularly to share support, information and friendship
- Information about local events for carers
- Information about relevant training courses
- Notification about consultations taking place on local and national issues

If you are new to caring or perhaps have not seen this magazine before, you can register with the Carers Information Service to receive the above benefits. The Carers Information Service is **FREE** to join.

If you would like to join the Carers Information Service to receive the benefits listed, please contact us by phone, email or post.

You can also visit the website to download a registration form:

## Carers and Community Support Team

Ceredigion County Council

Canolfan Rheidol

Rhodfa Padarn

Llanbadarn Fawr

Aberystwyth, SY23 3UE

☎ 01545 574200

✉ [connecting@ceredigion.gov.uk](mailto:connecting@ceredigion.gov.uk)

🌐 [www.ceredigion.gov.uk/carers](http://www.ceredigion.gov.uk/carers)



# Understanding ADHD

With Tracey Bowyer from the ADHD Foundation

Online sessions for parents and carers:



**10, 17 and 24 May**

**7pm to 8pm, followed by Q&A**

Session 1 - Characteristics and presentation of ADHD

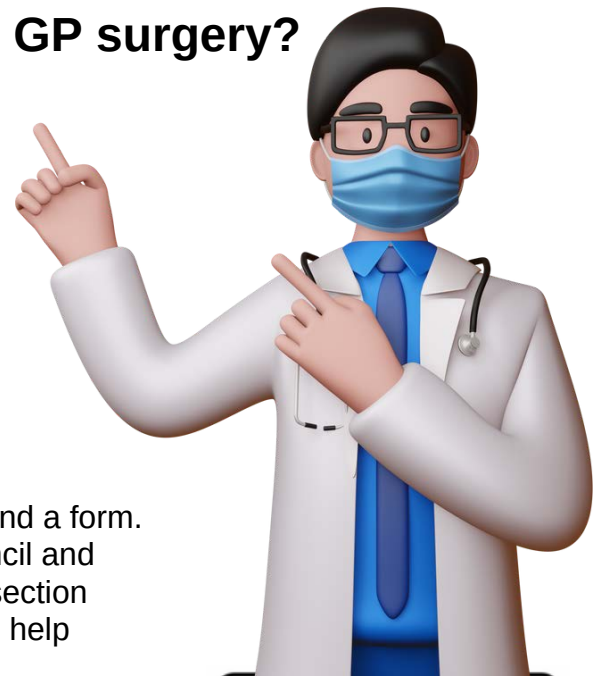
Session 2 - Sleep and wellbeing

Session 3 - Stress response and self-regulation

For more information or to book please email [mandy@credu.cymru](mailto:mandy@credu.cymru) or call / text **07976 906975**



# Have you registered as a carer at your GP surgery?



## Why should I?

Registering as a carer will help your care team to understand your caring responsibilities, signpost you for help and support, offer a free flu jab, and much more.

The Investors in Carers scheme works with GP surgeries and other settings to help more carers see themselves as carers and be able to find out about the information and support available from a wide range of organisations in Ceredigion.



Ask your GP Surgery for further information and a form. Forms can also be found on the County Council and Health Board websites. The form also has a section that you can complete for a referral for further help and support.

Perhaps you know of a relative, friend or neighbour in this sort of situation, you might be able to help them by passing on this information.

## Ceredigion's Community Carer Officers

**Do you need some support while the person you care for is in hospital?  
Is the person you care for about to be discharged from hospital?**



It can be very stressful being the carer of someone who has been admitted to hospital. It can become even more stressful when they are ready to come home.

To help during this time, Community Carers Officers, Beth Davies and Liz Gunning are there to support you and to help ensure a smooth discharge process.

They can:

- provide information and one to one support for carers
- support carer involvement in the discharge planning process
- train staff at the hospital, helping them to understand the issues facing carers



**Liz and Beth**

Beth and Liz hold regular information drop-in sessions at the Bronglais Hospital canteen. Why not drop in for a chat and to ask about anything to do with a hospital stay or hospital discharge?

**You will find them in the Bronglais canteen on the 1st Monday of every month, between 2pm and 4pm.**

If you have a family member currently in hospital and you need support with that person's discharge or transfer of care please get in touch with the Carers Discharge Support Service by calling **03330 143377** or emailing [beth@credu.cymru](mailto:beth@credu.cymru) or [liz@credu.cymru](mailto:liz@credu.cymru)



# Free NHS support for carers to quit smoking

Did you know that you can get 12 weeks free Nicotine Replacement Treatment (NRT) and telephone support to help with quitting smoking?

- As a carer looking after your own health and **wellbeing** is important and becoming smoke-free can give you the extra energy you need.
- It will also leave you with **extra money** in your pocket to enjoy some of the things in life that really matter to you.
- **No need to travel** to appointments and flexible times for phone calls to fit in with your caring responsibilities.
- You will get a call to arrange your first telephone appointment with your advisor to discuss options for **NRT products or medication**, plus advice to help with any cravings during your quit.
- There will also be **ongoing telephone support** from a trained advisor to help you to stay focussed on your goal and to talk through any challenges along the way.

Research shows that you are 3 times more likely to quit smoking with a combination of NRT products and personal support in place.

Why not give it a try phone us today on: **0300 303 9652**



**Side by Side** is a safe and welcoming online community for people to talk about their mental health and connect with others who understand what they're going through.

The platform offers people the opportunity to learn from other's experiences and become inspired to take positive steps on their mental health journey.

The Side by Side online platform is open 24/7 and available to all, ages 18+.

To register, please follow the link to the Side by Side website: [sidebyside.mind.org.uk](https://sidebyside.mind.org.uk)

To find out more information, visit our website: [mindaberystwyth.org/side-by-side-online/](https://mindaberystwyth.org/side-by-side-online/)

**PLEASE NOTE:** Side by Side is not a crisis service and cannot provide 1:1 support. If your life is at risk always call 999 or attend A&E.



## NHS 111 Wales



### Need mental health and wellbeing support?

#### CALL 111, OPTION 2

- For mental Health advice or concerns, for you or a loved one, call 111 option 2 between 9am and 11:30pm, 7 days a week and speak to our dedicated team.
- For people of all ages across Carmarthenshire, Ceredigion and Pembrokeshire.
- In life threatening situations, always call 999 or attend A&E.



NEW

Resilience and wellbeing:

# a self help course for unpaid carers

Available  
in English  
and Welsh



**It's easy to forget to look after your own wellbeing when you are looking after a family member or friend, who needs your support.**

**This new online course reminds unpaid carers that **you are important too.****



During the course you will also learn about ways you can:

- lower your stress levels
- balance your wellbeing
- build emotional resilience

**The course is completely free, you can do it in your own time and at your own pace.**

**[www.ceredigion.gov.uk/carercourse](http://www.ceredigion.gov.uk/carercourse)**



SCAN ME



Cyngor Sir  
**CEREDIGION**  
County Council



**Cysylltu Ceredigion**  
Gofalwyr a Chymorth Cymunedol  
**Connecting Ceredigion**  
Carers and Community Support



Partneriaeth Gofal Gorllewin Cymru  
West Wales Care Partnership  
Cyflawni Newid Gyda'n Gilydd  
Delivering Change Together

# Directory of carer's leaflets

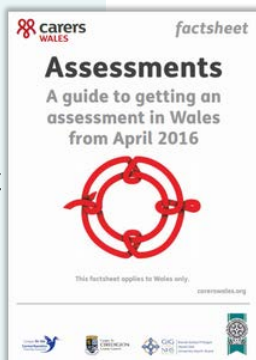
available from Ceredigion County Council

All of the booklets listed here are available in paper format or can be viewed and downloaded online. If you would like a paper copy sent to your home address, please call **01545 574200** or email your request to [connecting@ceredigion.gov.uk](mailto:connecting@ceredigion.gov.uk)

## Assessments – a guide to getting an assessment


This booklet explains the aims of a carer's needs assessment and what happens during a carer's needs assessment.

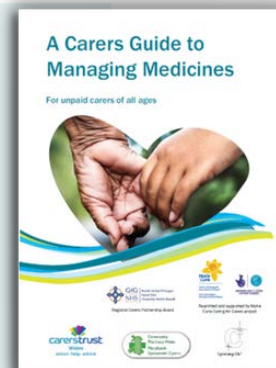
 [bit.ly/3ojhY0E](https://bit.ly/3ojhY0E)



## A Carers Guide to Managing Medicines

The booklet is for carers who regularly handle and give medication to the person they care for. It has lots of advice about how and when to give medication safely.


 [bit.ly/3l9HgOQ](https://bit.ly/3l9HgOQ)



## Being Heard: a self-advocacy guide for carers

Carers Wales' guide provides advice to help you communicate your needs with professionals, know your rights and look after your wellbeing.


Find online versions on the Carers Wales website:

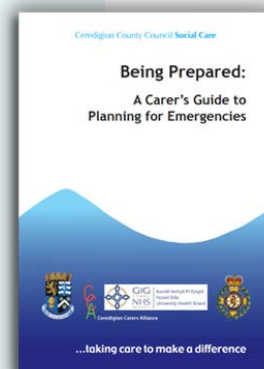
 [bit.ly/2XMpRmW](https://bit.ly/2XMpRmW)



## Being prepared - A carer's guide to planning for emergencies


This booklet is full of advice and helps you to think about the safety measures you can take if something happened to you in the future. It also includes an application to join the FREE Ceredigion Carers Emergency card scheme.

 [bit.ly/3GsLEli](https://bit.ly/3GsLEli)



## Coming out of hospital


This booklet explains how to plan for coming out of hospital so you can make sure your views and feelings are listened to and there is support in place.

 [bit.ly/315Dm2T](https://bit.ly/315Dm2T)



## Life after caring

The 'Life after caring' book has information and practical advice about managing when your caring role comes to an end or changes.

 [bit.ly/3p2cc4W](https://bit.ly/3p2cc4W)



## Say 'I'm Fine'... and Mean It!

The 'Say 'I'm Fine'... and Mean It!' booklet aims to help support carers' mental health and emotional wellbeing.


 [bit.ly/Sayimfine](https://bit.ly/Sayimfine)




# Useful contacts



The **Citizens Advice Bureau** provides FREE impartial and confidential advice on debt, benefit, employment, consumer, housing, relationship and many other issues.


 **01239 621974**

 [ask@cabceredigion.org](mailto:ask@cabceredigion.org)

 [www.cabceredigion.org](http://www.cabceredigion.org)



**Age Cymru Dyfed** provides services and support for anyone aged 50+, their families and carers living in Ceredigion.

 **0333 344 7874**

 [reception@agecymrudyfed.org.uk](mailto:reception@agecymrudyfed.org.uk)


 [www.ageuk.org.uk/cymru/dyfed](http://www.ageuk.org.uk/cymru/dyfed)




**Older Persons Service (50+)**  
Supporting you to live independently in your own home.

If you need support to live well and independently as you get older, our free advice and support service can help you:

- by carrying out a full benefit check and support you to apply for any entitled benefits
- to access home adaptations, care and other services
- to stay safe and healthy
- to feel part of your community
- to deal with any other housing-related issue

 **07971 954375 or 0800 052 2526**

 [older.persons@castellventures.wales](mailto:older.persons@castellventures.wales)

 [www.castellventures.wales](http://www.castellventures.wales)

## How can R.A.B.I help you?

Every day, the Royal Agricultural Benevolent Institution (R.A.B.I) is helping farming people in your area. We give out close to £2m per year in grants and support around 2,000 families across Wales and England. We pride ourselves on building personal relationships and tailor our support to suit your needs.

RABI have recently launched a new online wellbeing support and counselling service that's tailored specifically for the farming community. If you need support during these uncertain times, please don't hesitate to call our helpline.

 **0808 281 9490**


 [info@rabi.org.uk](mailto:info@rabi.org.uk)

 [www.rabi.org.uk](http://www.rabi.org.uk)



**The Margaret and Alick Potter Charitable Trust.** Grants to help people living with dementia in Ceredigion.

To discuss applying for a grant contact the Secretary:

 **07794 674339**

 [secretary@pottertrust.org](mailto:secretary@pottertrust.org)



**THE MARGARET & ALICK POTTER CHARITABLE TRUST**


Charity No 1088821 Number 1088821

Ceredigion Social Services


**Porth Gofal** offers quick and easy access to advice and information about the Department's services and the range of other resources available both locally and nationally.



Cyngor Sir  
**CEREDIGION**  
County Council

 **01545 574000**

 [contactsocsservs@ceredigion.gov.uk](mailto:contactsocsservs@ceredigion.gov.uk)

 [www.ceredigion.gov.uk](http://www.ceredigion.gov.uk)

## Benefits enquiries

To claim Benefits - ON LINE or:	0800 055 6688	Tax Credits	0345 300 3900
Primary Benefits & Signing Off	0800 169 0310	Child Benefit	0300 200 3100
Universal Credit Service Centre	0800 328 5644	Pension Service	0800 731 0469
Social Fund	0800 169 0140	Healthy Start	0345 607 6823
Maternity Allowance	0800 055 6688	National Insurance Enquiries	0300 200 3500
Bereavement Service Helpline	0800 731 0469	Post Office Card Helpline	0345 722 3344
<b>Carers Allowance</b>	<b>0800 731 0297</b>	Council Tax / Housing Benefit	01970 633 253
Disability Living Allowance	0800 121 4600	PIP - New Claims	0800 917 2222
Attendance Allowance	0800 731 0122	PIP - General Enquiries	0800 121 4433
Report benefit fraud	0800 854 440		



### British Red Cross CWTCH Service

Provides personal care and practical and emotional support for individuals to enable them to return to their own home setting following a stay in hospital/avoid hospital admission.

01239 631010

[ceredigioncwtchservice@redcross.org.uk](mailto:ceredigioncwtchservice@redcross.org.uk)

**Cymru Versus Arthritis** provides support and Services for people across Wales, providing people, friends, families and professionals with support, understanding, information and expertise, so that they can cope with the condition and get the most out of their life.



0800 756 3970

[walessupport@versusarthritis.org](mailto:walessupport@versusarthritis.org)

[versusarthritis.org](http://versusarthritis.org)

## BYW ADREF

We offer help and support with:

- Household chores
- Assistance with laundry
- Ironing
- Shopping
- Someone to chat to



All for **£16.50** per hour.

- We offer a free benefit check
- Staff are DBS (Police) checked
- Staff are insured to work in your home

A friendly face, a service tailored to your individual needs and peace of mind.

01239 615556

[bywadref@agecymrudyfed.org.uk](mailto:bywadref@agecymrudyfed.org.uk)

[bit.ly/bywadrefe](http://bit.ly/bywadrefe)

## West Wales Domestic Abuse Service

### Community support

Offering confidential specialist domestic abuse support to women and men of all ages in Ceredigion.

### Safe accommodation

Refuge and accessible housing for women and children.

### Child and young people's support

One to one support held in school or our offices.

### 24/7 Helpline and advice

01970 625585 or 01239 615385

[info@westwalesdas.org.uk](mailto:info@westwalesdas.org.uk)

[www.westwalesdas.org.uk](http://www.westwalesdas.org.uk)



# MONTHLY WALK FROM CLETWR

## WEDNESDAYS

### 2pm - 3pm

- Accessible walks will be on the flat and start at Cletwr
- Suitable for prams, wheelchairs and those with walking sticks
- Supervised by volunteers
- Well behaved dogs welcome
- Just turn up

 [westwaleswalkingforwellbeing.org.uk/walking](http://westwaleswalkingforwellbeing.org.uk/walking)

April  
19th

May  
17th

June  
14th

July  
12th



**Cerdded er Budd Lles Gorllewin Cymru**  
**West Wales Walking for Wellbeing**



The Carers Magazine was brought to you by:

Susan Kidd: Co-ordinator

The Carers and Community Support Team: Editorial support

The Carers Information Service Magazine is also available online:

[www.ceredigion.gov.uk/carersinformation](http://www.ceredigion.gov.uk/carersinformation)

The summer issue will be out in August 2023.

We reserve the right to edit articles received. The information in this magazine is intended as guidance and opinions expressed may not be those of Ceredigion County Council or Hywel Dda University Health Board. Neither are any articles nor products given as recommendations on behalf of Ceredigion County Council, they are reported for the reader to consider and form a personal opinion. All sources/references are credited wherever they have been provided/made available. Thanks are further expressed to sources of information, which by being passed on through this magazine are beneficial to carers in Ceredigion.



Cyngor Sir  
**CEREDIGION**  
County Council



**GIG**  
**CYMRU**  
**NHS**  
**WALES**

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board