

# 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.



## CARERS RIGHTS



Cyngor Sir  
**CEREDIGION**  
County Council

Self advocacy for carers - pgs. 5 - 6  
Gofalwyr Ceredigion Carers - pgs. 16 - 17  
Young carer's rights - pg. 27  
Hywel Dda Be Well Service - pg. 31  
and lots more...

# A message from the Carers and Community Support Team



Welcome to the winter edition of Ceredigion's magazine for unpaid carers, which has a focus on carers rights: your rights now and your rights in the future. As we write this issue of the magazine, we are busy preparing for a large event to celebrate national Carers Rights Day.

Carers Rights Day takes place every year to help carers know their rights, to help carers find out how to get the help and support they are entitled to and to raise awareness of carers' needs.

We are looking forward to bringing a range of organisations together at one event to deliver a series of TED style talks, activities, information stands and more. It is being held at **Theatr Felin Fach**, on **21 November**, from **10am to 3pm**. We very much hope to see as many of you as possible throughout the day.

We understand that it may not be possible for you to come to Felin Fach and because we don't want you to miss out, we have included articles and the contact details of all the organisations who will be joining us at the Carers Rights Day event, in this magazine.

We have also included lots of extra information around the topics we know matter to you:

- Money and benefits
- Health and wellbeing
- Life outside your caring role

We hope you find the magazine interesting and informative, and as always if there is a topic you would like us to include in the future, please contact us with your ideas.

We hope to see you soon.

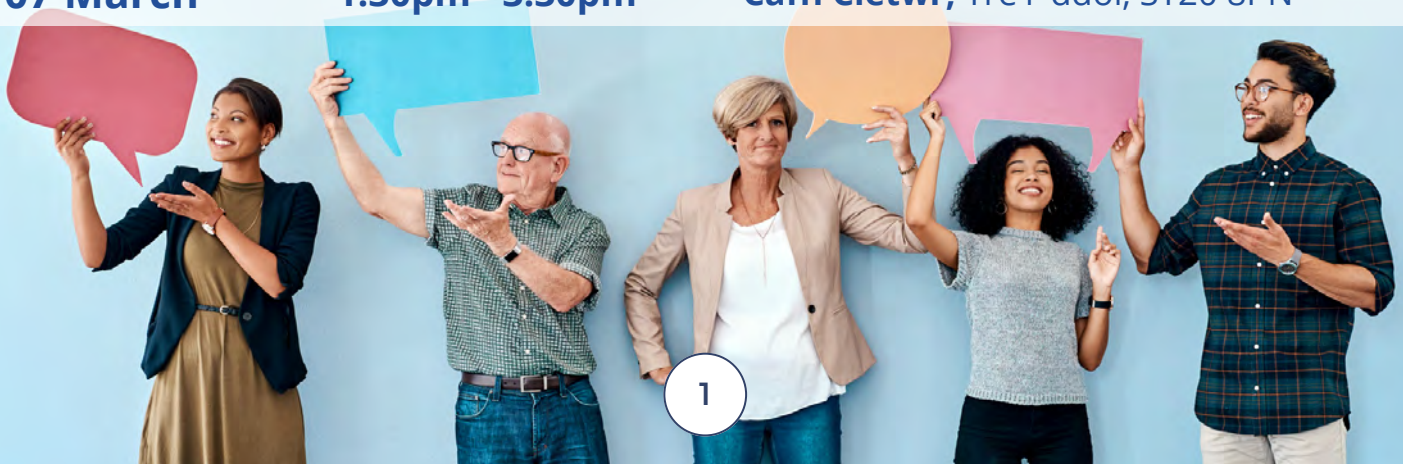
*Carers and Community Support Team*



## Unpaid carers in Ceredigion: *Have your say!*

Join the Carers and Community Support Team at a series of events being held across the county. Come and enjoy a relaxing cuppa and chat with other carers and have your say on the issues that are affecting unpaid carers in Ceredigion.

<b>12 December</b>	<b>1.30pm - 3.30pm</b>	<b>Ceredigion County Council</b> , Canolfan Rheidol, Aberystwyth, SY23 3UE
<b>06 February</b>	<b>2.30pm - 4.30pm</b>	<b>Caffi Emlyn</b> , Tanygroes, SA43 2JE
<b>07 March</b>	<b>1.30pm - 3.30pm</b>	<b>Caffi Cletwr</b> , Tre'r-ddol, SY20 8PN



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


# CEREDIGION CARER CARD AND YOUNG CARER ID CARD




## 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.

## Golf discount

NEW

### Borth & Ynyslas Golf Club

are pleased to offer unpaid carers an opportunity to play golf on their course at a rate of **£25 per person**.

Tee times may be booked through the Pro Shop in person or by telephoning **01970 871557**.

Please remember to bring your Carer Card with you. You must be able to present your card to access this offer.



Clwb Golff  
Borth & Ynyslas  
Golf Club

## Half price services

### Eco Hub Aber

Hybrid e-bike hire and office space with a sea view! To book, complete the "contact us" form on-line from QR code or e-mail [ecohubaber@gmail.com](mailto:ecohubaber@gmail.com), subject line "Connecting Carers"



## Proof of caring role

Carers are eligible for a free flu vaccination. You can ask your GP surgery for your free influenza vaccination or your local pharmacy (not all pharmacies are providing flu vaccinations).



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

# OFFERS AND DISCOUNTS

All offers correct at time of printing (November 2023)

## FREE gym membership

Unpaid carers in Ceredigion can enjoy free and unlimited access to leisure facilities operated by Ceredigion County Council. Carers need to present their Carer Card at the leisure centre to access these benefits.

**Please note** that certain age restrictions may apply.



## FREE travel

**The Cliff Railway, Aberystwyth**  
Holders of the Ceredigion Carers Card and Young Carers ID Card can travel for free on the funicular railway. Find out more, including opening times on the Cliff Railway website:

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



## 10% off entry

### Cadw

Holders of the Ceredigion Carers Card and Young Carers ID Card get a 10% discount on entry to selected visitor attractions in Wales. For more information about Cadw, visit [cadw.gov.wales](http://cadw.gov.wales).



Llywodraeth Cymru  
Welsh Government

## FREE entry

### Llanerchaeron

Free entry to Llanerchaeron is available by presenting the Ceredigion Carers Card or Young Carers ID Card. Find out more about Llanerchaeron, including opening times at : [bit.ly/3yA6Xi0](http://bit.ly/3yA6Xi0)



Ymddiriedolaeth  
Genedlaethol  
National Trust

## FREE training

**Dysgu Bro** provide a range of learning opportunities for adults and young people aged 16 and over. 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.



Dysgu  
Bro  
CEREDIGION  
Community  
Learning

Full terms and conditions of all carer card offers can be found on the council's website: [www.ceredigion.gov.uk/carercard](http://www.ceredigion.gov.uk/carercard)



# Self Advocacy for carers

Or in other words...

## How to speak up and stand up for yourself and your needs!

Caring for a friend or family member can be one of the most rewarding experiences, but it's also one of the most challenging. Whether you're looking after an ageing partner or parent, a child with additional needs, or someone with a medical condition, being a carer is a demanding role. Practising self-advocacy is great way you can make this journey a little easier.

What's self-advocacy, you ask? It's a simple yet powerful concept: it means standing up for yourself and the person you're caring for. It's about making sure you get the support, information, and resources you need to be the best carer you can be. In plain English, it's all about taking care of you as you care for someone else.

We've broken it down into 10 easy to follow steps:

**1 Know what you need \***  
Start by recognising your own needs and concerns. Are you feeling overwhelmed, confused, or tired? Do you need more information about the condition or situation you're dealing with? Write down what's on your mind.

**2 Get informed:**  
Learning about the condition or situation you're dealing with is a great way to feel more confident. The more you know, the better you can help. You can talk to doctors, nurses, or do some research online.

**4 Ask questions:**  
Don't be afraid to ask questions. It's perfectly fine to seek more information. Ask your doctors or support groups for help. The more you know, the better decisions you can make.

**5 Set boundaries:**  
Remember, you're a human being with limits. Don't overdo it. Create boundaries so you have time for yourself and to rest. Caring can be tough, so you need to stay healthy and happy too.

**6 Ask for Help:**  
You're not alone on this journey. Reach out to friends, family, or support services when you need help. They are there to support you, so don't hesitate to ask for assistance.

**3 Speak up clearly:**  
When you have something to say, say it clearly and politely. Explain your needs and concerns to healthcare professionals, family members, or anyone involved in providing care. Being polite and straightforward can help you get your point across.

Understanding and identifying your own needs can help to get a better outcome from a carers needs assessment. Turn to page 35 to find out more about carers assessments and how to ask for one.

## 7 Advocate for the person you're caring for:

If you feel that the person you're caring for isn't getting the care they need, be their champion. Talk to healthcare providers, social workers, or authorities to make sure they are protected and well cared for.

## 8 Keep records:

Keep track of important information like medical records, appointments, and any communication related to the care of your loved one. It can be a lifesaver when advocating for their needs.



## 9 Join support groups:

Being part of a carers support group can be a game-changer. You'll meet others who are going through similar experiences. Sharing stories and advice can provide comfort and make you a stronger advocate.

## 10 Be persistent:

Advocacy can sometimes take time and persistence. Don't give up. Keep following up on requests and keep pushing until you see the results you want.

In a nutshell, self-advocacy is about making sure you have the support and resources you need to provide the best care possible. It's an active way of caregiving that leads to better outcomes for you and the person or people you care for. **Remember, you're doing a remarkable job, and taking care of yourself is a crucial part of that journey.**

If you would like to find out more about self-advocacy, you can download a copy of the Carers Wales Being Heard Self-Advocacy Guide for Carer on their website:



[bit.ly/3S3alaS](https://bit.ly/3S3alaS)

Or, if you would like to receive a paper copy of the guide, which includes lots of useful information about your rights and how to effectively communicate with health and social care professionals, get in touch with the Carers and Community Support Team:

 01545 574200

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





## Carers in employment - what are your rights?

Unpaid carers have certain rights when it comes to their employment. These rights come from:

1. **The Social Services & Well-Being (Wales) Act:** Government rules in Wales support you.
2. **The Equality Act:** This law prevents discrimination against carers due to their caregiving role.
3. **Employment Law:** General work laws also give you some rights.
4. **Your Job Contract:** Your contract may add more rights beyond the law.

Understanding these rights can empower you to confidently seek support from both the government and your employer. Your rights are key to accessing the help you need.

### Your statutory rights

As an unpaid carer, you have several key statutory rights:

1. **Right to Emergency Leave:** You can take time off for emergencies involving a dependent, like a family member. Your employer may pay you for this time, but it's their choice.
2. **Right to Unpaid Parental Leave:** If you've been with your employer for a year and have a child under 18, you're entitled to 18 weeks of leave per child, up to their 18th birthday. Typically, parental leave is limited to four weeks per child per year, unless your employer agrees differently.
3. **The Right to Request Flexible Working:** After 26 weeks with the same employer, you can ask for flexible working arrangements, like adjusting your hours or working from home. Your employer should seriously consider these requests.
4. **Right of Protection from Discrimination:** The Equality Act 2010 protects you from unfair treatment due to caring responsibilities. This includes not getting a job or promotion due to your caring role.

### Contractual Rights

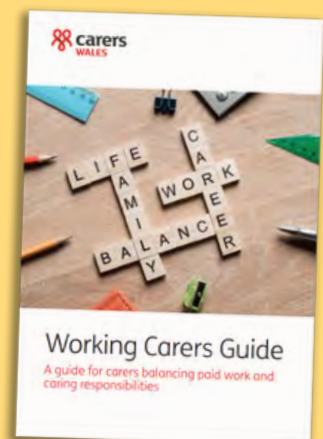
Your workplace may offer extra rights and benefits through your employment contract. These can include carers' policies, carer passports, paid carers leave, carers networks, employee assistance programs, and counselling and wellbeing support. Check with your HR department, manager, or your organisation's policies to find out what's available.

**Please note:** the specifics of these rights may vary based on your individual situation and job. Seeking advice from legal experts or government resources can provide a clearer understanding of your rights.



### Carer's Leave Act

Starting in April 2024, the Carer's Leave Act will grant unpaid working carers the right to take up to five days of unpaid leave. Specifics about how these rights will be put into practice will be clarified later this year and early next year.



Contact the Carers and Community Support Team for a copy of Carers Wales 'Working Carers Guide':  
**01545 574200** or  
[connecting@ceredigion.gov.uk](mailto:connecting@ceredigion.gov.uk)



# CHECK IF YOU CAN CLAIM CARER'S CREDIT TO SAFEGUARD YOUR PENSION

Carer's Credit may be worth applying for if you're unable to claim Carer's Allowance. It means you can take on caring responsibilities without your State Pension being affected.

## What is Carer's Credit?

Carer's Credit can help ensure that you do not lose out on how much State Pension you can receive if you are caring for someone but not paying National Insurance contributions through paid work or other means. Some carers opt to apply for this if they are unable to claim the paid benefit, Carer's Allowance. Rather than receiving a payment, with Carer's Credit you receive a National Insurance contribution credit to help protect your record.

## I already receive Carer's Allowance – should I apply for this too?

If you are already receiving Carer's Allowance, Child Benefit (for a child under 12) or certain credits, your National Insurance record will already be protected with credits that are automatically added, so there is no need to also apply for Carer's Credit.

## Am I eligible?

If you look after someone for at least 20 hours per week, you may be entitled to claim Carer's Credit if the person you care for receives one of the following\*:

- the middle or the higher rate of the care component of Disability Living Allowance (DLA)
- the daily living component of Personal Independence Payment (PIP) (at either rate)
- Attendance Allowance (at either rate) or Constant Attendance Allowance
- Armed Forces Independence Payment (AFIP).

\*There are some exceptions. For more details, see Carers UK online factsheet: [Carer's Allowance 2023-24 \(carersuk.org\)](https://www.carersuk.org)

If the person you're caring for doesn't get one of these benefits, you may still be able to get Carer's Credit. When you apply, fill in the Care Certificate part of the application form and ask a health or social care professional to sign it.

Carer's Credit can also help with breaks in your caring role. You can claim Carer's Credit for any week within 12 weeks before the date you become entitled to Carer's Allowance or following the week you stop being entitled to Carer's Allowance. This is without meeting the 20 hour condition. This means you could have a break in caring for up to 12 weeks without losing your National Insurance contribution credit.

## How do I apply?

Download a claim form from GOV.UK:



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

or call the Carer's Allowance Unit on **0800 731 0297** (textphone: 0800 731 0317) to ask for a 'Carer's Credit' claim form to be posted to you.



# Independent Advocacy:

*supporting you to be informed, heard and involved*

**Are you aged 50+, or a carer of an older person, living in the community and have issues or concerns that you're finding it difficult to resolve?**

## Do you need help to:

- Ensure people listen to your views, wishes and feelings so you lead the decision making?
- Get the right support you need when you need it?
- Be supported to say what matters to you and why?
- Understand information about services or your rights?
- Understand your options and choices?

## HOPE has trained independent Volunteer Advocates who will be:

- Someone there for you and only you
- Someone to listen to you and support you so you can make your own decisions
- Someone to help you access and understand information and make informed choices
- Someone to represent you if you need them to
- Someone to help you be heard

If you think that HOPE can support you, please e-mail [advocacy@agecymru.org.uk](mailto:advocacy@agecymru.org.uk)

## Follow us on:

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

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

Age Cymru, Ground Floor, Mariners House, Trident Court, East Moors Road, Cardiff, CF24 5TD  
Tel: 029 2043 1555 E-mail: [enquiries@agecymru.org.uk](mailto:enquiries@agecymru.org.uk) [www.agecymru.org.uk](http://www.agecymru.org.uk)

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## There are lots of ways to contact us



Our Advice Line 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**



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

Ceredigion

cyngor ar bopeth

citizens advice



## Drop-in Advice

November 2023 - March 2024  
(except bank holiday weeks)

- **Monday 10am - 3pm** **Emmaus Church, 78 Bridge St, LAMPETER SA48 7AB**
- **Tuesday 10am - 3pm** **Methodist Centre, Queen's Rd, ABERYSTWYTH SY23 2NN**
- **Wednesday 10am - 3pm** **Kinora, St Marys Old School Hall, CARDIGAN SA43 1DW**



## Our Families Project

Helping Ceredigion families to tackle cost-of-living and other problems before they become a crisis.

### Our Families Project Advisers offer:

- **talks, information and advice sessions** for community and family groups, schools and social services, health providers and other local organisations;
- **one-to-one advice** for local families on how to manage cost-of-living pressures and other problems, with guidance and referrals for those facing relationship breakdown and/or court proceedings.

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

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





## MID AND WEST WALES ADVOCACY SERVICE

### Do You...

- Want someone who will listen to you and your point of view?
- Want to know your rights?
- Need help speaking out and getting your voice heard?

### What do we do? Well, we can...

- Inform you of your rights
- Help you sort things out with workers/carers
- Give you support and help you to speak up at meetings

### Are You...

- 0 - 25 and looked after (in care) by Social Services?
- A care leaver?
- On the Child Protection Register?
- A child in need of care and support?

- Help you make a complaint
- Help you speak out, with others, about what's good or what needs to be changed for children and young people in care

## This service is independent and confidential

### Contact

Tel: 01982 552450 • Freephone: 0800 085 8471 • [midandwestwales@tgpcymru.org.uk](mailto:midandwestwales@tgpcymru.org.uk)  
Antur Gwy, Park Road, Builth Wells, Powys, LD2 3BA

Tel: 01545 571865 • Freephone: 0808 1682599 • [midandwestwales@tgpcymru.org.uk](mailto:midandwestwales@tgpcymru.org.uk)  
Min-Y-Mor Bungalow, Wellington Gardens, Aberaeron, Ceredigion, SA46 0BQ

On request this information will be available in different languages and formats.  
Please contact [communications@tgpcymru.org.uk](mailto:communications@tgpcymru.org.uk).  
TGP Cymru is the working name of Tros Gynnal Plant, Registered Charity No. 1099878. Registered as a company limited by guarantee No. 04422485 (England and Wales). Registered Office: 12 North Road, Cardiff, CF10 3DY.





**advice** Mid Wales  
Canulbarth  
Cymru

www.advicemidwales.org.uk

01654 700 192

## ADVICE · HELP · SUPPORT

We offer drop-in & pre booked appointments at our Advice Centre in Machynlleth. We are authorised and regulated by The Financial Conducts Authority and our specialist debt advisors are members of the Institute of Money Advisors®

## Advice Mid Wales

FREE, IMPARTIAL AND CONFIDENTIAL ADVICE. With 40 years of experience, Advice Mid Wales is here to give you a helping hand with the problems and complexities of everyday life.

Our team of trained advisers can help you with a wide range of issues, including:

- Debt & Money Problems
- Welfare Benefits
- Pensions
- Housing
- Employment
- Consumer Issues

 **01654 700192**

 enquiries@advicemidwales.org

 www.advicemidwales.org.uk

## Money Helper



Contact MoneyHelper for advice on:

- Benefits
- Family and care
- Money troubles
- Savings
- Everyday money
- Homes
- Pensions and retirement
- Work

**MoneyHelper** is a free, bilingual, telephone and online service that can help to make it quicker and easier to find advice on money and pensions.

It brings together the support and services of three government-backed financial guidance providers: the Money Advice Service, the Pensions Advisory Service and Pension Wise.


Trained staff provide impartial advice that can help you to work out what's right for you and if they do not know the answer, they will point you in the right direction of someone who does.

If you have any questions, you can get in touch online:

 **www.moneyhelper.org.uk**

For Pensions advice, Freephone:  
**0800 011 3797**

For Money advice, Freephone:  
**0800 138 7777**

 WhatsApp, add **+44 77 0134 2744** to your WhatsApp and send us a message.

# Struggling with money?

Find out what you're  
entitled to.



Find benefits, grants and financial support online.



## Benefits Calculator

Use the benefits calculator to check what benefits, tax credits and other state support you are entitled to.

**Turn2us online tools** are independent of government agencies including the Department of Work and Pensions. Your information will remain confidential.

[turn2us.org.uk/benefitscalculator](https://turn2us.org.uk/benefitscalculator)



## Grants Search

Use our Grants Search to check if you are eligible for a cash grant. Charitable grants do not have to be aid back.

[turn2us.org.uk/grantsearch](https://turn2us.org.uk/grantsearch)



## Information and Support

Go online to find what other financial support is available.

[turn2us.org.uk](https://turn2us.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 be found on [Ofgem's webpage](#).



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



## Nest

### About Nest

The Welsh Government Warm Homes Nest scheme provides funding for energy efficiency improvements to low-income households and those living in deprived communities across Wales.

It supports the Welsh Government's commitments to reduce climate change, help eradicate fuel poverty and boost economic development and regeneration in Wales

The scheme considers a whole house approach to home energy efficiency improvements. This helps to tackle harder to treat homes where the impact of fuel poverty tends to be most severe.

### Working in partnership

To make sure we reach the most vulnerable households, Nest work in partnership with local authorities, health boards, charities and community organisations across Wales, just like Ceredigion Council Carers and Community Support Team.

### Advice for all

If you're worried about your energy bills, call one of Nest's friendly advisors. They can offer free and impartial advice on Saving energy and water, money management, making sure you're on the best energy and water tariff and whether you are entitled to any benefits to boost your income.

The team is available on freephone **0808 808 2244**

or you can fill in a call back request form at [bit.ly/44cROBI](https://bit.ly/44cROBI)

(lines are open 9am – 6pm Monday – Friday).



# 0808 808 2244



# CARERS CAFE

Drop in session for unpaid carers  
and the people they support



Gofalwyr  
Ceredigion  
Carers

Pop in  
when it  
suits you

Contact:

SUE



07896 416640

TRACEY



07976 553974

 **CANOLFAN DYFFRYN, ABERPORTH**

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

 **RAY CEREDIGION, ABERAERON**

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

 **PLAS ANTARON, ABERYSTWYTH**

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

An opportunity to meet other carers and  
have a chat over a cuppa.

## SINGING FOR FUN

EVERY SECOND FRIDAY, 11AM - 12:30PM

- November 10 and 24
- December 8 (break for Christmas)
- January (TBC)

If you look after a friend or family member with a long-term illness or disability **Gofalwyr Ceredigion Carers** are offering free fortnightly **Singing for Fun** sessions for carers.

Join us at **Plas Antaron, SY23 1SF**, or you can also join on zoom.

You do not need to have any previous singing experience or be able to read music, just a desire to join in and connect.

Iona Sawtell, a member of the Natural Voice Network is leading the sessions. We will learn a wide variety of songs from around the world, in the original languages in a fun and relaxed atmosphere.

Contact Iona [ionasawtell@yahoo.co.uk](mailto:ionasawtell@yahoo.co.uk), or just turn up!

“Singing is brilliant as it focuses you and you can forget your other worries. It enlivens you so much.... lungs, brain, heart and everything that can get very bogged down in your life as a carer.”

*Jill, participant and full-time unpaid carer*



# SUPPORTING CARERS IN CEREDIGION

Gofalwyr  
Ceredigion  
Carers

Do you look after someone with a health condition and/or disability?

Then you matter too!

Credu – **Gofalwyr Ceredigion Carers** supports people who look after someone, often called young and adult carers, in different ways, including:

- Listen to enable you to work through challenges and find ways forward that work for you.
- Practical information (e.g., services for the person you look after, respite and financial benefits)
- Emotional support and counselling
- Young and adult carers groups (online and offline)

**Funds are available to support with finding ways to balance life and caring as well as small grants to support with food / heating / connections etc.** If you feel you could benefit from this support, just get in touch and you will get a warm welcome.

☎ 03330 14 33 77

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

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



# CAKE AND CLONG

A relaxed social group for people with dementia and their loved ones

## When?

Third Monday of every month  
2pm – 4pm

## Where?

Communal lounge  
Llys Pedr Sheltered Housing  
Lampeter  
SA48 7DD

## Activities

- Memory games
- Guest speakers
- Reminiscence
- Singing and more

If you do not have a diagnosis but are concerned about your memory, please join us for a chat.

## Questions?

Phone Kim Parry - 07810 505117



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board



**Alzheimer's  
Society**

## Dementia support line

**0333 150 3456**

If you need dementia support, we're here for you. Get personalised information, support and advice.

## We are here to help

Our dementia advisers will listen and give you support and advice, and connect you to the help that you need.

Phone support is available seven days a week.

## Support line opening hours:

- Monday to Wednesday: 9am – 8pm
- Thursday and Friday: 9am – 5pm
- Saturday and Sunday: 10am – 4pm

\*Calls charged at standard local rate

\*\*All calls with the Dementia Support Line are recorded for training and quality purposes.

## Borth Community Hub Creative Dementia Support Group



### 'Art with a Cuppa'

**Mondays: 10 am - 12 noon  
at Borth Community Hub**

Clarach Road, Borth,  
SY24 5LW.

**All materials  
provided free**

**To book a place or to find  
out more:**

**Contact Martine:**

 **07726 420129**

 **[martine@borthcommunityhub.co.uk](mailto:martine@borthcommunityhub.co.uk)**



 **CRONFA  
GYMUNEDOL  
COMMUNITY  
FUND**



# Forget Me Knot Club

Tabernacle Street, Aberaeron, SA46 0BN

The RAY **Forget-me-Knot Club** is a support group for people with dementia and their carers.

The group meets **every Friday** from **10.30am to 12.30pm**, with an option to stay on for a takeaway lunch which we enjoy together.

We meet at RAY Ceredigion in Aberaeron where we have access to three comfortable rooms and a kitchen. Cake and refreshments are provided and there is always an optional weekly activity such as a craft workshop, singalong, or games.

We have an amazing group of volunteers who provide friendship, encouragement, and reassurance to all our dementia friends. This frees up some time for the carers to chat amongst themselves, exchange information, offload or just enjoy the friendship and support of others experiencing similar daily challenges.

Those with dementia also form new friendships and they can have the opportunity to interact socially with others. It's so easy for those affected by dementia to become isolated at home.



Club members try out glass painting



A friendly game of dominoes

Date	Activity
<b>1 December</b>	Refreshments, chat and games. Visit from Tracey (Gofalwyr Ceredigion Carers)
<b>8 December</b>	Craft workshop with Kaz
<b>15 December</b>	Christmas lunch (Venue and date TBC)
<b>22 December</b>	Christmas party

## Call for volunteers to help with new project

In addition to the Friday morning sessions, RAY Ceredigion is setting up a pilot project to support those caring for someone with dementia. We are currently looking for volunteers that can spare a couple of hours a week to visit the home of someone with dementia and their carer. The carer will be always on hand but will be able to have a rest, enjoy some time to themselves, make undisturbed phone calls etc. The volunteer will spend the two hours with the person with dementia, chatting, doing a jigsaw, making a cup of tea etc.

Support, training and reimbursement of travel costs will be provided.

To find out more and for details of future activities, contact Group Coordinator **Jenny Higgins**:

**01545 570686**

[rayforgetmeknot@rayceredigion.org.uk](mailto:rayforgetmeknot@rayceredigion.org.uk)

## Do you have a spare 2 hours a week?

RAY Ceredigion is looking for reliable volunteers to give up 2 hours a week to visit someone with dementia and their carer.





# Are you over State Pension age, or know someone who is?

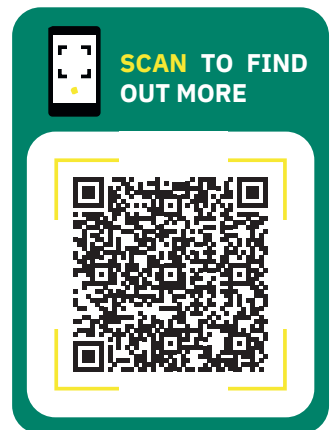
**Pension Credit** tops up pension income and can help with day to day living costs.

If you are over State Pension Age, you may be eligible to claim **Pension Credit**, even if you own your home or have savings. People who claim **Pension Credit** may also be able to get:

- additional Cost of Living Payments
- help with heating costs
- help with rent and Council Tax
- a free TV licence for those aged 75 or over
- help with the cost of NHS services, such as NHS dental treatment, glasses and transport costs for hospital appointments

You could be eligible for **Pension Credit** if your weekly income is below £201.05 or, if you have a partner who lives with you, £306.85. Qualifying income level may be higher in some circumstances.

## Don't miss out.



Check your eligibility at [gov.uk/pension-credit](https://gov.uk/pension-credit) or by calling **0800 99 1234**

## Older People's Commissioner for Wales calls on older people to share their experiences of GP services in Wales

Building on her work earlier in the year to learn more about the impact of NHS pressures on people's access to health services in general, the Older People's Commissioner for Wales is inviting older people throughout Wales to share their recent experiences of GP services by completing a short questionnaire.

The questions cover a range of areas, such as making appointments, understanding your needs and treating you respectfully, and the support provided by surgeries. The questionnaire also covers things like the availability of services such as translation, and access to surgeries via public transport.

The experiences shared will form the basis of a report due to be published in January by the Commissioner, which will highlight particular difficulties relating to GP services affecting older people and set out where action is needed to tackle the issues and barriers identified.

As well as working with public and third sector organisations to distribute the questionnaire widely throughout Wales, the Commissioner is also using upcoming engagement sessions to hear directly from older people about GP services.



Alongside this, the Commissioner is developing a helpful information guide for older people and their families about the rights we all have when accessing GP services, which will be shaped by the information and experiences shared by older people.

You can complete the questionnaire online here:



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

You can also receive paper copies of the survey by calling the Commissioner on **03442 640 670** or by emailing [ask@olderpeople.wales](mailto:ask@olderpeople.wales).

## Easy Guide to Lasting Power of Attorney



Receive your copy of the guide by visiting the **Commissioner's website**, emailing **[ask@olderpeople.wales](mailto:ask@olderpeople.wales)** or by ringing **03442 640 670**



Comisiynydd Pobl Hŷn Cymru  
Older People's Commissioner for Wales

# INTERNATIONAL DAY OF OLDER PERSONS



Alun Williams

Every year, people from across the world come together to mark International Day of Older Persons to raise awareness of opportunities and challenges faced by ageing populations, and to mobilise the wider community to address difficulties faced by older people.

To celebrate this year, the Carers and Community Support Team and the Ceredigion Actif Team put on a large event at Lampeter's newly refurbished Wellbeing Centre. There were over 40 organisations in attendance, with information stands and activities held throughout the day.

**County Councillor and Older People's Champion, Alun Williams,** delivered a rousing speech about what an Age Friendly Ceredigion means and how the council has been gathering feedback from residents to help plan for the future of a county that has an increasingly ageing population.

## Here is an excerpt of Alun's speech:

Ceredigion has a higher proportion of older people than average across Wales. 26% of our population are over 65.

By 2040 the figure for Ceredigion is projected to be 33% - so that will then be one in three of the population.

That could present a challenge, because all societies need a balanced population of young and old in order to function well.

But it also means that, according to Age Cymru, "It's never been more important to reposition older people as important players within our society. We need to celebrate ageing as a positive transition while keeping our older citizens involved in civic and community life."

We mustn't let people use the usual stereotypes about older people because there are of course big differences between the different generations.

Modern 80-year-olds were teenagers at start of the 60s, the decade that's regarded as the start of the modern era.

They were very different from the previous generation of young people and now they're very different from the previous generation of older people.

We're finding that this generation are living longer, and in general more healthily, and



now want to remain in their own homes and live as independently as possible for as long as possible.

So, it's important that governments, councils and organisations now tailor their services and their plans to fit that aspiration.

This includes everything from the services that we provide, to the design of our houses, our streets and our transport systems.



## What is an Age Friendly Community?

According to the World Health Organisation, an Age-Friendly Community is a place that's welcoming and supportive for people of all ages, with a special focus on older people. These communities make sure that everything, from pavements to services, is easy for everyone to use. They encourage older adults to stay active, socialise, and get around town with ease. In short, Age-Friendly Communities aim to help older people enjoy a good quality of life and stay connected to their communities by making everything more accessible and convenient.

It's really interesting to see the research that shows why people in certain parts of the world tend to live longer and more healthily - countries like Japan, Sardinia and the Greek Islands. That research shows the importance of staying physically active, being socially engaged and eating healthily. And of course, there's no better place to do all of those things than Ceredigion!


Now the World Health Organisation have a campaign to create what are called 'Age-Friendly Communities'. It's been taken up by the Welsh Government and now increasingly by local councils. And Ceredigion is one of those.

As part of that, work began in September 2022 engaging with older people across the county to find out their views and aspirations. Our team went to events, and even stood outside supermarkets, asking older people three questions:

- What's good about being in Ceredigion?
- What's not so good?
- What could be done to improve things?

We are using the answers we received to put together the first draft of our plan for an 'Age Friendly Ceredigion'.

If you would like to get involved and provide feedback on how you feel about ageing in Ceredigion, you can contact Ageing Well Development Officer, Paul Lewis:

 **01545 574200**

 **connecting@ceredigion.gov.uk**

## Be heard

Why not take part in the council's engagements and consultations. We want to hear what you think and about what matters to you. Having a voice on the issues and projects in Ceredigion is the best way for the council to effect meaningful change and secure the future of an Age Friendly Ceredigion.

You will find a list of all open consultations on the council's website:



[www.ceredigion.gov.uk/your-council/consultations](http://www.ceredigion.gov.uk/your-council/consultations)



# Community Connector news

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?

If you are feeling lonely, finding it difficult to live independently, or feeling socially excluded, the Community Connectors are here to help you.

The service is FREE and there are Community Connectors covering the whole of the county.

## Community Connectors can help with:



Blue badge applications



Connecting you with service providers



Putting you in touch with local groups

And more...

## Who can the Community Connectors support?

The service is for anyone living in Ceredigion, regardless of income or personal circumstances.



## Community Connector Drop-in with Enfys James

Meet with Enfys at **New Quay library** on the **1st 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.

## Community Connector Drop-in with Carys Owens

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

You will also find Carys at **Maes Mwldan in Cardigan**, on the **third Friday** of every month from **10am** to **3pm**.

Cardigan

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



\*All information is correct at time of printing and is subject to change without notice.



We regularly update our Facebook page to let you know where you can find us  
[cysylltuceredigionconnecting](https://www.facebook.com/cysylltuceredigionconnecting)

### **Community Connector Drop-in with Sam Henly**

Drop in on Sam at **Aberystwyth library**, on the last Friday of the month, 11am to 1pm.

### **Community Connector Drop-in with Sarah Kendall**

Meet Sarah and Sam on the **1st Thursday of every month** at **St Pauls Church, Aberystwyth** from 11am to 1.30pm.

### **Tre'r Ddol**

### **Community Connector Drop-in with Diane Williams**

Meet Diane at **Tregaron's Memorial Hall** on **5 December** from 1:30pm to 3:30pm

Borth

Aberystwyth

Llanon

Tregaron

Aberaeron

New Quay

Lampeter

Llandysul

### **Community Connector Drop-in with Sian Salcombe**

Drop in on Sian at the **Lampeter library**, on the **3rd Thursday of every month**. She will be there from 2pm to 4pm.


**Lampeter Wellbeing Centre**, fortnightly on a **Friday**, starting 8th August 10am to 1pm.

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

01545 574200

or email

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



# Young carers:

# your rights explained

As a young carer, it's vital to know your rights and where to find support. This article provides a straightforward guide to help you understand what you're entitled to as a young carer.

## Your rights

The law in Wales ensures that young carers have certain rights:

### Needs assessment

You can ask for a carer's needs assessment. This helps to figure out what support you need, taking into account your school, health, wellbeing, and other responsibilities.

### Help with school

The government in Wales is committed to supporting young carers with their education. You have the right to get help and adjustments at school to manage your caring duties.

### Emotional and social support

You can access emotional support, counselling, and support groups. These services are there to help you cope with the challenges of caring.

### Information and advice

You have the right to get information and advice about your rights and the support available to you.

### Time for yourself

Respite care gives you a break from caring. It's essential for your wellbeing, and you have the right to access it.

## How to use your rights

Knowing your rights is one thing, but you also need to know how to use them:



### Ask for an assessment

To start, request a carer's needs assessment from Ceredigion County Council. This assessment identifies what kind of help you need.



### Speak Up

Don't be afraid to tell your teachers, doctors, or social workers about your needs. They are there to help, but they may not always know what you're going through.



### Reach out to support services

Connect with local organisations specialising in young carer support. They can offer guidance, counselling, and access to vital resources. **Gofalwyr Ceredigion Carers** run the young carer support service in Ceredigion, find out how to get in touch with them on the opposite page.

As a young carer in Wales, you have rights and a support system available to you. By understanding your rights and reaching out for help when needed, you can better manage your responsibilities and enjoy the opportunities available to you. Remember, your community is here to support you as you navigate the challenges of being a young carer. Your future is bright, and you're not alone on this journey.



Save the date

**YOUNG CARERS  
ACTION DAY**

**15 March 2024**

## 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.**


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 school / uni / work / friends / a social life, and just how important it is to have someone that you can reach out to.


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

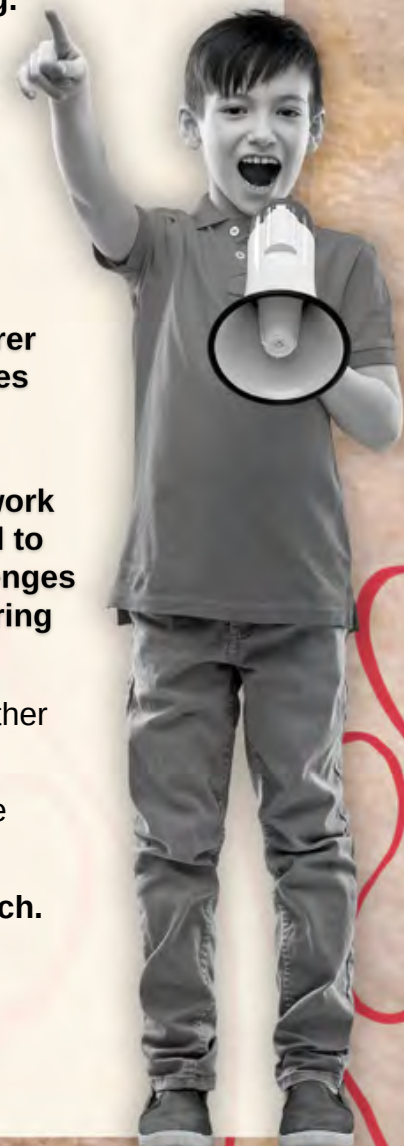
**Getting support is easy, just call or email and someone will be in touch.**

 03330 14 33 77

 ceredigion@credu.cymru



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



# Are you unemployed?

Support is available for all people aged over 16 years old and living in Wales who are not in education, employment, or training



## Support we offer:

### 1:1 mentoring

includes creating an employability pathway, creating CVs, application support, interview support and more.

### Training

Offer qualifications or work relevant certification to support into employment.

### Upskilling

Support to develop skills, values, behaviours and knowledge moving you closer to employment.

### In work support

Support with work experience, volunteering opportunities, work trials and in work support.

**Remember, there are people out there who can help you.**

For more information on available support, please contact [TCC-EST@ceredigion.gov.uk](mailto:TCC-EST@ceredigion.gov.uk)



# MENTAL HEALTH SUPPORT

24/7



## Mental Health in Agriculture: The DPJ Foundation

The DPJ Foundation was set up in Pembrokeshire in July 2016 following the death by suicide of Daniel Picton-Jones. Emma, Daniel's widow, sought to fill the gap in support that existed for those with poor mental health in rural communities and for those caring for them. Over the past seven years the charity has grown to cover the whole of Wales, providing bespoke counselling services to those in agriculture under the banner of "Share the Load", and mental health awareness training sessions to individuals and organisations working in this sector. Alongside this, we have developed Bereavement and Grief Awareness training along with resources for those who are bereaved in farming.

Poor mental health is a growing problem across the UK; it is estimated that one in four people will be affected by a mental health issue every year. Agriculture is far from immune. In 2018 there were 83 people in agriculture and associated industries who died by suicide: that is more than 1 farmer a week. This is a statistic that we at the DPJ Foundation are working hard to change.

One of our core missions at the DPJ Foundation is to get people in agriculture talking about mental health. We deliver talks and mental health awareness training to people within the industry and the wider rural community. Our mental health awareness training introduces the concept of looking after your own mental health and wellbeing and how to spot the signs that someone else may be suffering from poor mental health and how to help.

We also cover suicide prevention and help our trainees to have conversations to "sound out suicide" if they have concerns. Our bereavement training seeks to help people support others who have been bereaved as well as understanding more about grief.

Alongside providing this training, we also offer our Share the Load helpline. Share the Load is a 24/7 confidential call and text line that is staffed by Samaritans-trained volunteers who understand the agricultural community and the challenges that farmers face. The service is completely confidential and can provide the first step to feeling better. We also provide access to fully-funded professional counsellors who can meet with the farmer at their farm or another convenient location within a week of their call, if that is what the caller wants.

We know that caring for someone can be mentally challenging and we have provided our Share the Load service to many people who are supporting others.

Alongside our Share the Load volunteers, the DPJ Foundation has a team of Regional Champions spread across Wales. These volunteers regularly attend meetings and events to raise awareness of mental health, to talk about the work of the DPJ Foundation and to ensure people know how to get in touch with Share the Load if they need support.

To find out more please visit our website:

 [www.thedpjfoundation.co.uk](http://www.thedpjfoundation.co.uk)



**CONFIDENTIAL SUPPORT LINE:**  
**0800 587 4262**  
OR TEXT:  
**07860 048799**

[THEDPJFOUNDATION.CO.UK](http://THEDPJFOUNDATION.CO.UK)



**#SHARETHELOAD**

# Hywel Dda Be Well Service



As a carer, you probably hear this a lot, *'you need to look after yourself'*.

The Be Well service supports people to have the confidence, information and skills needed to help you manage and maintain active and fulfilling lives.

Through our **FREE** Self-Management courses, we cover topics such as:

- Fatigue, stress and emotional problems such as low mood, anger, fear and frustration
- Developing and maintaining your own Self-Management care plan.
- Problem solving and decision making techniques

## We also look at:

- Relaxation
- Physical Activity
- Difficult Emotions
- Healthy Eating and lots more

Our service is proud to work closely with our dedicated volunteers. One of which gave a testimonial about their experience as a carer of almost 20 years, and how the **'Introduction to Looking After Me'** (ItoLAM) program helped them realise the importance of looking after themselves, their own rights and feeling accepted and no longer alone in their situation.

'Back in 2004 my son had a tragic road traffic accident which left him with a severe brain injury. I gave up work to become his full-time carer following his 4 month coma. It was tough, he had to re-learn all the basic skills much like a newborn baby, from feeding himself, toileting, washing to walking and talking. It was a long road, I became very tired and after an employed carer broke our trust, it was difficult to let anyone in. I was doing it all. The caring, transport to rehabilitation to attending and fighting his court case as the accident was not his fault.

I muddled through to around 2015 where my health was deteriorating and I was diagnosed with COPD, the GP suggested I attend the COPD course with the Be Well service. It was great, and from there I attended the 'Introduction to Looking After Me' carer's course. It was such an eye opener, I met others who had some similar experiences. It was so nice to swap notes and offload. I felt so accepted and learned about trusting again, relaxation, knowing my own rights and what benefits I may be entitled to.

Now I'm an accredited volunteer tutor delivering most the courses the Be Well Service offer. I love helping others and being able to help create a support network for them. I share my story and experiences in the hope it will help others. I'm also still caring for my son, alongside a brilliant, employed carer we now have, as well caring for my granddaughter who lives with autism, my daughter and elderly parents. Being part of the Be Well Team helps me through.'

- Dedicated Volunteer

# Introduction to looking after me - I2LAM



Learn how making some small changes can make a difference in your life and caring role

## Programme includes:

- Making difficult decisions
- Managing down days
- Positive thinking
- Healthy eating
- and much more...



**“I think the course was very good and the guided relaxation exercise at the end will be very beneficial! The presenters were very professional and well prepared!”**  
- a carer who attended

## Do you want to...

- Find out more about your health condition?
- Gain skills and confidence with managing your health?
- Reduce the risks of serious health complications?



**We offer a range of Health and Wellbeing Programmes for anyone over the age of 18 that has a chronic condition, or cares for someone that does.**



## Programmes include:

Chronic Disease Self-Management Programme

Diabetes Self-Management Programme

X-PERT Diabetes Programme

STANCE - Diabetic Foot Care

Living with COPD

Pain Management Programme

Long COVID

Healthy Ageing

Living with Lymphoedema

Healthy Bladder and Bowel

Foodwise for Life - Weight Management Programme

Cancer: Thriving and Surviving

**For more information and/or to reserve your space, please contact:**

 0300 303 8322 (option 5)

 [epp.hdd@wales.nhs.uk](mailto:epp.hdd@wales.nhs.uk)

 **Bydd Iach - Hywel Dda - Be Well**



## Do you have a friend or family member in or leaving hospital?

We are here for you.



**Meet Beth and Liz**

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, each of the Hywel Dda University Health Board hospitals have a dedicated Carer Officer to support you and help ensure a smooth discharge process.

### The Carers Officers aim to:

- Make sure new or existing carers are identified as early as possible in a hospital stay and have information about support available to them.
- Make sure the carer / carers perspective is included in discussions about discharge or transfer of care.
- Provide a link between carers and staff to facilitate good communication of relevant information.
- Listen to carers and help them think about and prepare for a hospital discharge.
- Provide information and / or a referral to the Outreach Support Team if ongoing support is needed.

Get in touch if you think we can help.

Liz - 07498 965279 - [liz@credu.cymru](mailto:liz@credu.cymru)

Beth - 07984 464977 - [beth@credu.cymru](mailto:beth@credu.cymru)



## 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)



The British Red Cross can also loan mobility aids and other aids and equipment that will make life easier e.g. wheelchair, commode, bath seat, back rest. The local contact telephone number is:

☎ 01239 615686

Further information and a booking service is available on the Red Cross website:

🌐 [redcross.org.uk/get-help/hire-a-wheelchair](http://redcross.org.uk/get-help/hire-a-wheelchair)

### 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)



## West Wales Care and Repair

West Wales Care and Repair provides a home safety service for older people living in Ceredigion and Pembrokeshire.

If you or someone you care for is struggling at home with things like getting up and down the stairs, using your bathroom or getting in and out of your home we may be able to help.

We receive funding from Welsh Government to provide a FREE, home visiting service by our dedicated caseworkers. They will advise what help we can offer and arrange for work to be done in your home as well as providing a range of advice and support on home safety.

 01437 76677

 [gofalathrwsio@wwcr.co.uk](mailto:gofalathrwsio@wwcr.co.uk)

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



  
West Wales Care & Repair  
Gofal a Thrwsio Gorllewin Cymru

## LLAIS - your voice in health and social care

Llais represents the voices and opinions of the people of Wales about health and social care services.

We are here to understand your views and experiences of health and social care and make sure they are used by decision makers to shape services.

Being across both health and social care means we will be able to build up a whole picture of what is working and what isn't. So your views will help services become seamless as well as better.

### We Want to Hear From You

- Share your story, tell us your experiences good or bad.
- If you need to raise a concern about NHS or Social Care service, you can talk to us. Our trained dedicated complaints advocacy staff, provide free, independent, and confidential support.
- Volunteer with us. Volunteers are a vital and growing part of our service. We are recruiting in every area of Wales.

For more information contact us on:

 [westwalesenquiries@llaiscymru.org](mailto:westwalesenquiries@llaiscymru.org)

 01646 697 610

 [www.facebook.com/llaiswales](http://www.facebook.com/llaiswales)

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



**LLAIS**   
Eich llais chi mewn iechyd a gofal | Your voice in health and social care



# Take a look at Ceredigion County Council's 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



# 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.

SCAN ME



*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.*

# 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
- 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**:

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

☎ **01545 574000**

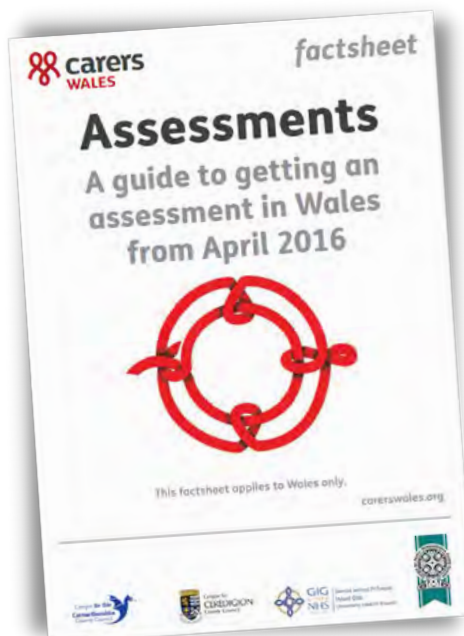
*'We understand that sometimes it can be difficult for certain issues to be discussed. If you feel that there are issues which need to be discussed away from the person you care for, your assessment can be arranged to take place in private, at a mutually convenient time and location.'*



**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.



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)



# 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)



## Facebook

You can keep up to date with all the latest news and events for unpaid carers in Ceredigion, and more, on our Facebook page:

Get involved...

- Events
- Training
- Activities
- Groups
- Surveys



@cysylltuceredigionconnecting



# 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.



## Don't forget to ask for your FREE flu vaccination this year

**Every autumn, hundreds of unpaid carers like you receive a free NHS influenza vaccination from their doctor or pharmacist.**

Flu can be very serious, and this winter we expect to see both flu and Covid-19 circulating. Having a flu vaccine each year is one of the best ways to protect against flu.

Like Covid-19, flu is a highly infectious disease that we can all spread without knowing it. The disease can attack anyone, but some of the most vulnerable members of our community are at the greatest risk. New born babies, pregnant women, people receiving cancer treatment, and people with certain long-term health conditions, for example, may experience life-threatening complications if they catch the flu. This is why the flu vaccination is so important to our community.

### Who is eligible for a free vaccination?

If you are the Carer of a person whose health or welfare may be at risk if you fall ill, you can receive a FREE flu vaccination from your doctor or pharmacist.

- You **do not** have to be living with, or be related to, the person being cared for.
- You **do not** have to be in receipt of Carers Allowance to receive the vaccination.
- You **do not** have to provide proof of your status.

### Why do Carers have the flu vaccination?

- **To protect the person they care for:** If a carer gets the flu they could pass the virus on to the person they care for.
- **To protect themselves:** If a carer becomes ill with flu and is too unwell to care, there may be no-one else who can step in to help.


# Directory of carer's leaflets

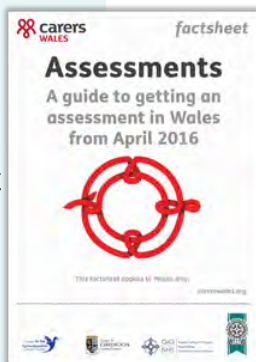
available from Ceredigion County Council

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.

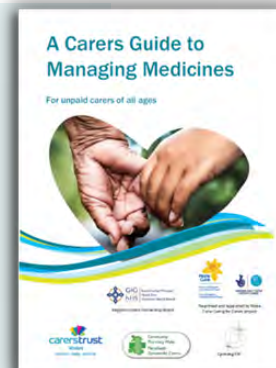
 [bit.ly/3ojhY0E](https://bit.ly/3ojhY0E)



## 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/3Q8l2vS](https://bit.ly/3Q8l2vS)



## 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.

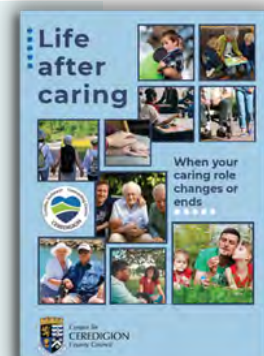
 [bit.ly/315Dm2T](https://bit.ly/315Dm2T)



## 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)



## 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.



**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)



**LGBT+ Cymru Helpline**  
0800 917 9996


We offer general information, advice, and confidential support on various LGBT+ matters for individuals, families, and friends. Our qualified staff and trained volunteers are here to assist. You can reach out to us regardless of your sexual orientation or gender identity. Whether you have questions about a child, parent, sibling, friend, partner, or spouse, we're here to listen and help.




**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)


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		

### THE MARGARET & ALICK POTTER CHARITABLE TRUST

Charity No 1088821 Number 1088821

**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



## BYW ADREF

We offer help and support with:

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



All for **£18.50** 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

🌐 bit.ly/bywadrefe

**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.

**CYMRU  
VERSUS  
ARTHRITIS**

☎ 0800 756 3970

✉ walessupport@versusarthritis.org

🌐 versusarthritis.org

## 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

🌐 www.westwalesdas.org.uk



**CONCERNED ABOUT YOUR  
MEMORY? COME ALONG  
FOR A CHAT.**



**4TH WEDNESDAY OF EVERY MONTH  
FROM JANUARY 2024**

# MEMORY CAFE

**10AM - 12PM**

**TYSUL CHURCH HALL, CHURCH STREET,  
LLANDYSUL**

Parking available, disabled access and  
disabled toilet.



Cyngor Sir  
**CEREDIGION**  
County Council



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

## What is the Memory Café?

A relaxed space for people with memory problems or dementia and their carers and for people who have previously been caring for a loved one with dementia.

- Activities
- Memory games
- Guest speakers
- Reminiscence
- Singing
- Chat & company
- Coffee, tea, cake & biscuits

If you do not have a diagnosis but are concerned about your memory, please join us for a chat.

**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 spring issue will be out in March 2024.**

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