

Looking after someone?

Information about help and support for unpaid carers in Gwynedd



2023

Adults, Health and Wellbeing Department

gwynedd.llyw.cymru

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Introduction

Are you looking after somebody? A close member of the family perhaps, or a friend, who is ill, vulnerable or disabled? Someone who could not live at home without your practical or emotional help? This booklet is for unpaid carers of all ages in Gwynedd, and is aimed at signposting them to where they can turn for help.

It is often difficult to know where to begin looking for help, let alone finding it. We hope that this booklet will help put you on the right track, by directing you to the information, support and help that is available for unpaid carers.

This booklet includes information about all kinds of different organisations, along with contact names and addresses and telephone numbers. Should the relevant organisation be unable to provide you with direct support, they can put you in touch with someone who can help.

We have sought to include all sorts of information that could be relevant for most carers. We cannot however claim that our list is exhaustive. If you cannot find what you are looking for, please contact the Information and Engagement Officer (Unpaid carers), Cyngor Gwynedd, who will be happy to make enquiries on your behalf and direct you to the relevant organisation.

Information and Engagement Officer (Unpaid carers - Lester Bath

 01286 679742

 Gofalwyr@gwynedd.llyw.cymru

How to use this booklet

Full details about the services and support available can be found in the A-Z of services from page 7. The information there is set out in alphabetical order under headings that either thematic descriptions (eg benefits or public transport) or names of the organizations that offer the support.

If you already know what you require, you can look directly for it in the A-Z of services. However, as the names of many of these organizations may be unfamiliar to most people, you might benefit from looking through this thematic index as a first step.

To make it easier to look for what you need, all the various kind of support services have been classified under different themes in the index. Under each thematic heading there is a list of organizations or a more detailed description of the support that is available. For further information, you can simply look under that title in the A-Z of services that begins on page 7.

Disclaimer: Whilst every effort has been made to ensure that the contents of this booklet are correct, Cyngor Gwynedd cannot accept any liability for errors, omissions, quality of information or services provided by other organisations

Advocacy / Independent Advice

Age Cymru Gwynedd a Môn
Citizens Advice (CAB)
HOPE

North Wales Advice and Advocacy
Association (NWAAA)
Shelter Cymru

Alternatives to caring at home

Age Cymru Advice

CIW

Caring for a child with a disability

Carers Outreach Service
Contact Cymru
Derwen
Down's Syndrome Association
Family Fund
Family Information Service - Hwb
Teuluoedd Gwynedd
Gwynedd Children's Referral Team
Gwynedd Families First Scheme

Integrated Autism Service
Mencap Cymru
National Deaf Children's Society
North Wales Society for the Blind
RNIB
Sense
SHINE
SNAP Cymru
Same but Different (Rare diseases)

Caring for someone with dementia/neurodegenerative disease

Age Cymru Gwynedd a Môn
Alzheimer's Society - Dementia Connect
Carers Outreach Service
Carers Trust North Wales
Dementia Actif Gwynedd

Dementia UK
Huntingdon's Disease Association
Motor Neurone Disease Association
Parkinson's UK
tide

Caring for someone who is elderly

Community Resources Team
Age Cymru Gwynedd a Môn
Carers Outreach Service

Carers Trust North Wales
The Outside Clinic

Caring for someone with a learning disability

Carers Outreach Service
Down's Syndrome Association
Integrated Autism Service
Learning Disability Team

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Mencap Cymru
Scope
Wales Learning Disability Helpline

Caring for someone with a long-term chronic condition

ARMA

Asthma + Lung UK

British Liver Trust

Diabetes UK Cymru

Epilepsy Action Cymru

Epilepsy Wales

EPP Cymru Health and Wellbeing Courses

Headway Gwynedd

MS Society

Myaware (Myasthenia Gravis)

Stroke Association

Welsh Association of ME & CFS

Support (WAMES)

Caring for someone with a mental health problem

Adferiad

Beat (Eating Disorders)

C.A.L.L.

Caniad

Carers Outreach Service

Community Mental Health Teams

Caring for someone with a physical disability

Community Resources Team

Carers Outreach Service

Deafblind Cymru

Key to Disabled Public Toilets

North Wales Society for the Blind

Scope

Sense

SHINE

The FDF Centre for Independent Living

The Macular Society

Caring for someone with a substance misuse problem

Adferiad

Alcohol Change

Caniad

Wales Drug & Alcohol Helpline (DAN 24/7)

Caring for yourself

Carers Outreach Service

Carers Wales

EPP Health and Wellbeing Courses

Job Centre Plus

The Samaritans

Emergencies

Emergency Dental Treatment
Emergency Out of Hours Team
(Social Services)

GP Out of Hours Service
The Samaritans

Finance

Age Cymru Gwynedd a Môn
Benefits
Citizens Advice
Carers Outreach Service
Direct Payments
GOV.UK

Jobcentre Plus
Lasting Power of Attorney
Macmillan Cancer Support
Parkinson's UK
The Guy Howland Jackson Memorial
Trust (North Merionnydd)

Help from the statutory sector

Children's Referral and Intake Team
CIW
Community Resources Teams
Cyngor Gwynedd

GOV.UK
Llais North Wales
NHS 24 hour helpline
Refuse collections

Help from the third (voluntary) sector

Adferiad
Age Cymru Gwynedd a Môn
Carers Outreach Service
Carers Trust North Wales

Carers Wales
Mantell Gwynedd
The Red Cross
Shelter Cymru

Help with day to day living

Age Cymru Gwynedd a Môn
Gwynedd Community Hubs
Macmillan Cancer Support
Nest
Outside Clinic

SP Energy Works
Telecare
The FDF Centre for Independent Living
Welsh Water

Help with housing, adaptations & equipment

Home Fire Safety Checks
Joint Stores
Cyngor Gwynedd
Care and Repair

Shelter
Telecare
The Guy Howland Jackson Memorial
Trust (North Meirionnydd)

Legal matters

Age Cymru Gwynedd a Môn
Citizens Advice (CAB)

Shelter Cymru (Housing)
Lasting Power of Attorney

Leisure

Age Cymru Gwynedd a Môn
Carers Outreach Service
Cinema Card
Future Learn
Key to Disabled Public Toilets

Libraries
Noddfa
Open Learn
Revitalise
The Open University

Palliative care / Life-threatening illness

St David's Hospice
Macmillan Cancer Support

Marie Curie
Tenovus

Pet animals

Cinnamon Trust

Transport

Barbara Bus
Blue Badge
Cymrod
Getting out and About

Hospital Transport
Motability Scheme
O Ddrws i Ddrws
Public Transport

When caring comes to an end

Caffis Colled
Carers Outreach Service

Carers Wales (Carers UK)
Gofal mewn Galar Cruse

Young carers

Action for Children
Family Information Service
Meic

Sibs
TGP Cymru

A - Z of services

Details, in alphabetical order, of the support available

Action for Children - Gwynedd Young Carers Project

Gwynedd Young Carers Project provides a supportive service to children and young people, aged from 8-18 years, who live in Gwynedd, who look after or help to look after someone in their family who is unwell, disabled or living with mental health issues. They provide 1 to 1 support and group activities and also work with schools.

01248 364614

gwyneddyoungcarers@actionforchildren.org.uk

www.actionforchildren.org.uk

Facebook – Gofalwyr Ifanc Gwynedd & Mon Young Carers

Adferiad

Adferiad Recovery respond to the needs of people facing a range of co-occurring health conditions and complex social circumstances. Their comprehensive and coordinated therapeutic model employs the best practice from mental health, substance misuse, criminal justice and related services. Adferiad's combined team works holistically to address the needs of each client, creating the best conditions for effective treatment for co-occurring conditions and dual diagnostics

01792 816600 info@adferiad.org

Their services include:

Porthmadog Resource Centre – Recovery focused training and activities. Also, general support including information, advice, group work, a voice in planning services. People can refer themselves or be referred by a friend, relative, GP, social worker, CPN etc.

07970 436129 Annabel.standen@adferiad.org

Cyfle Cymru – an out of work mentoring service which supports people in recovery of substance misuse and/or mental health issues who would like to make positive changes in their lives. Their peer mentors draw on their personal experiences to support people to move forward into training, education, volunteering and employment.

0300 777 2256 ask@cyflecymru.com
www.adferiad.org.uk

Age Cymru

Age Cymru has useful information if carers and/or those for whom they care, and a bilingual helpline. They have free booklets on all sorts of issues, including health issues; financial and legal matters; how to find a good care home, how to finance the care, and how to support someone to move in. The booklets are available on their website or copies can be obtained by phoning them.

0300 303 44 98 • advice@agecymru.org.uk
www.agecymru.org.uk/advice

Age Cymru Gwynedd a Môn

Age Cymru Gwynedd a Môn provides services for people aged 50+ in Gwynedd and Anglesey. Since 2017 the charity has been based at Y Cartref, Bontnewydd, on the outskirts of Caernarfon. They offer a variety of support services in Welsh and English, with the aim being the erosion of loneliness, and to increase people's emotional, physical and general wellbeing. An Advice and Information service is provided which includes how individuals can claim benefits. They also offer a range of opportunities to socialise through a variety of activities, lunch clubs, meals on wheels and community cafes. Moreover, the charity provides preventative care from qualified community care workers, including the provision of a respite service which is beneficial for unpaid carers.

01286 677711 • info@acgm.co.uk
www.ageuk.org.uk/cymru/gwyneddamon/

Alcohol Change

Working to ensure that people understand more about alcohol and what is sensible drinking. Provides information on a range of subjects relating to alcohol, and information about local alcohol services.

029 2022 6746 • contact@alcoholchange.org.uk

Alzheimer's Society - Dementia Connect

The Alzheimer's Society provides a service for people who live with dementia, and those who care for them, as well as professionals in the health and social care sectors and the third sector and the independent sector.

0300 222 1122 (helpline) • www.alzheimers.org.uk

Dementia Connect supports people who have had a diagnosis of dementia, their family/carers, and people without a diagnosis of dementia but, for example, worry about their memory and would like support for the next step. It also supports those who have a diagnosis of Mild Cognitive Impairment or are in the process of being assessed by the GP and/or the local memory clinic. The support available includes helping people to understand more about their symptoms, looking at coping strategies with carers, making contacts with other support services, and preparing for the future.

0333 150 3456 • 0300 094 7400 (llynell Gymraeg)
dementia.connect@alzheimers.org.uk

ARMA (Arthritis and Musculoskeletal Alliance)

NW ARMA is the local contact in North Wales for ARMA. They work to be a voice for people with arthritis and musculoskeletal conditions, including raising awareness of the need for quality services. They provide a forum for service users and providers to share information and ideas, and they monitor the provision of local services.

0203 856 1978 • nwarma@hotmail.com
<https://arma.uk.net> <https://bcuhb.nhs.wales/health-advice/health-in-the-community/arma/>

Asthma + Lung UK

Asthma + Lung UK is the only UK charity covering all lung diseases. They offer a variety of online sessions, including support groups. They also offer online events and support to parents and carers of children with asthma.

0300 222 5800 (helpline) • helpline@asthmaandlung.org.uk
info@asthmaandlung.org.uk • www.asthmaandlung.org.uk/wales

Assistive Technology Service (Telecare)

Telecare equipment offers care and peace of mind to frail residents in the form of digital appliances in the home. The equipment includes alarm buttons or sensor appliances which can help you to call for help if needed. The equipment will allow the service user to be independent, as well as supporting the carer by alerting them if an emergency arises.

01286 679059 • eiddo@gwynedd.llyw.cymru
www.gwynedd.llyw.cymru/en/Residents/Health-and-social-care/Adults-and-older-people/Telecare.aspx

Barbara Bus Gwynedd

A vehicle hire service for wheelchair users who cannot transfer from a chair to a normal vehicle. The vehicles have been specially adapted and are based in Criccieth (Pentrefelin), Bangor (Treborth) and Malltraeth (Ynys Môn)). They can be loaned for up to a week and family, friends and carers can drive them, on specific terms. No set fee is charged, but donations from users are essential to keep the service going.

07484 223696 • www.barbarabusgwynedd.com

Beat

Beat is a champion, guide and friend to anyone affected by an eating disorder. As the UK's eating disorder charity, Beat often serves as a first port of call, supporting both sufferers of eating disorders and their friends and families through their helplines and online support groups.

0808 801 0433 (helpline) • <mailto:help@beateatingdisorders.org.uk>

Waleshelp@beateatingdisorders.org.uk

0300 123 3355 • www.beateatingdisorders.org.uk

Benefits for you and for the person for whom you care

Carer's Allowance - this is the main benefit for carers who are over 16 years old, who are unwaged or on low income and who spend 35 hours or more per week looking after somebody who receives a specific disability benefit. Carer's Allowance is not a means tested benefit and is not available for people who receive state pension.

Please contact the Carer's Allowance Unit - **0800 731 0297**

Pension Credit - guarantees a certain level of income for people aged 66 and over.

Contact the Pensions Service - **0800 99 1234**

Winter Fuel Payment - is an annual payment towards winter heating for people over 66 years of age. Contact the Winter Fuel Payment Line - **0800 731 0160**

Universal Credit - is for people aged between 16 and 66 years old who are on a low income, who don't work or work less than 16 hours a week. Contact the Universal Credit Helpline - **0800 328 5644**- or apply online www.gov.uk/universal-credit/how-to-claim

Housing Benefit - helps with paying rent if you are on a low income. Contact the Council -**01286 682689**

Benefits (continued)

Council Tax Discounts and Rebates - reductions and refunds are available if you live on your own, are on a low income, or if you look after someone with a learning disability / mental illness. Other carers may also be eligible for a discount but there are certain criteria; for more information contact the Council Tax Department or the Information and Engagement Officer (Unpaid carers) - contact details at the front of this booklet.

It's possible to claim for the bill to be reduced by one valuation band, e.g. a property valued in Band C to be billed in Band B, if the property has been adapted internally for someone who is substantially and permanently disabled e.g. an extra bathroom; the adaptation must be essential or of major importance for the disabled person's wellbeing. Contact the Council Tax Department - **01286 682700**

Budgeting Loan - it is no longer possible to have a crisis loan, but if you need to apply for a loan for household items or living expenses, contact JobCentre Plus - **0800 169 0140**

Attendance Allowance - is for people over 66 years needing assistance with personal care because of a long-term health condition or disability. It is paid at different rates depending on the nature of the condition. Attendance Allowance is not means tested. Contact the Department of Work and Pensions – **0800 731 0122**

Disabled Living Allowance (DLA) - new claims only for children who are severely disabled and need help with personal care and mobility. Contact the Department of Work and Pensions - **0800 121 4600**

Employment and Support Allowance (ESA) – is for people aged between 16 and 66 years who are unable to work because of a disability or a health condition. (ESA). Apply online www.gov.uk/employment-support-allowance/how-to-claim or 'phone – **0800 328 5644**

Personal Independence Payment (PIP) - there are two parts to the payment, namely the daily living part and the mobility part. The two parts include two rates. Contact the DWP - PIP Claims - **0800 917 2222** - Enquiries - **0800 121 4433**

NB A number of organisations in this booklet can help you find out which benefits you should be claiming.

Bereavement Cafés (Caffis Colled)

Safe spaces for people to come together for a chat, cuppa, share experiences, encouragement, strength and understanding following bereavement.

Nefyn - meets every other Tuesday morning. Contact: Hywel Parry-Smith. **07866 441611** • hywelps@hotmail.com

Bethesda – meets 1-3 first Monday of the month. Contact: Revd Sara Roberts. **07967 652981** • sararoberts@churcheinwales.org.uk

Blue Badge

The Blue Badge gives accessible (sometimes free) parking for disabled people; this is dependent on them fulfilling certain criteria. A new application for a Blue Badge must be made every three years. The form is available online, but you can get help filling it in at any Siop Gwynedd or Gwynedd Community Hub.

01766 771000 • www.gwynedd.llyw.cymru

British Liver Trust

The British Liver Trust provides campaigns to raise awareness and prevention of liver disease as well improved care and support. Support groups in Wales are friendly and informal and open to anyone aged 18+ affected by liver disease, including carers and families.

01425 481320 (general enquiries) • 0800 652 7330 (nurse-led helpline)
wales@britishlivertrust.org.uk • www.britishlivertrust.org.uk

C.A.L.L. (Mental Health Helpline)

C.A.L.L. (Community and Advice Listening Line) offers emotional support and information/literature on mental health and related matters. Anyone concerned about their own mental health or that of a relative or friend can access the service. C.A.L.L. helpline offers a confidential listening and support service.

0800 132 737 • Text 'help' to 81066
www.callhelpline.org.uk

Caniad

Caniad provides a voice for people with an experience of using mental health and/or substance misuse services. As part of their service, they hold monthly meetings for service users and carers on the second Wednesday of the month in Penrhyn House, Bangor, between 1pm and 3pm.

Mental health and substance misuse co-ordinator– Alice Williams

07970 436209 • Alice.williams@caniad.org.uk

0800 085 3382 • caniad@caniad.org.uk

Care Inspectorate Wales (CIW)

CIW is responsible for the regulation and inspection of institutions that provide social care, early years and social services in Wales. If you are looking for suitable provision, you can view inspection reports on their website.

0300 7900 126 • ciw@wales.gov

<https://careinspectorate.wales/>

Care and Repair (under the management of Canllaw)

Care and Repair offer advice and support to people who are 60 years of age and older and disabled people in Gwynedd to make improvements to their houses. They can offer advice, information, and practical help. To find out more, contact them on:

01286 889360 • gofalathrwsio@gofalathrwsio.org

<https://careandrepair.org.uk/agencies/gofal-a-thrwsio-gwynedd-a-mon/>

Carers Outreach Service

Carers Outreach Service is a local charity which provides information and support to unpaid carers aged 18+. Services include emotional support, information and signposting and social opportunities for people who look after relatives, friends or neighbours. The organisation can help unpaid carers to access benefits and entitlements and can assist carers to apply to benevolent funds for grants for essential items. They also have a wellbeing fund to enable unpaid carers to have all sorts of short breaks and leisure activities.

01248 370797 • help@carersoutreach.org.uk

www.carersoutreach.org.uk

Carers Trust North Wales

Carers Trust North Wales is a registered charity which offers home care services to adults and children. The aim is to provide respite to carers of all ages through using professional care workers who have been trained to provide emotional, practical, and personal care. They also offer wellbeing information and support, and a dementia service.

01492 542212 • northwales@ctnw.org.uk
www.nwcrossroads.org.uk

Carers Wales

Carers Wales is part of Carers UK. They provide information and advice to carers on their rights and help available to them on a UK, national and local level. Carers Wales also supports employers to provide more support for carers in the workforce, offers free training to carers to empower them to speak for themselves and other carers and campaign for lasting changes to improve carers' lives. They also provide online support sessions that run each and every week.

02920 811 370
0808 808 7777 Help line 9- 6 Monday to Friday
www.carerswales.org/

Cinnamon Trust

Help to look after pets when elderly and terminally ill people are unable to look after them. Local volunteers are used when possible.

01736 757900 • www.cinnamon.org.uk

Cinema Card

The CEA Card allows free cinema entry to carers accompanying a card holder. To qualify for the card, the person must be in receipt of certain benefits or be registered blind.

01244 526016 • info@cea.co.uk
www.ceacard.co.uk

Citizens Advice (CAB)

The Citizens Advice service helps people resolve their legal, money and other problems by providing free information and advice.

0808 27 87 922 (Gwynedd) • 0800 702 2020 (national helpline)

admin@cabgwynedd.wales • www.cabgwynedd.wales

Community Mental Health Teams

The community mental health teams offer professional help to people with serious mental health problems and their relatives or carers. Examples include psychological interventions, medication, support workers, day services, residential/nursing care and practical and emotional support. You can only access this service through a referral by your G.P.

North Gwynedd: 01248 363470 • South Gwynedd: 03000 852407

Community Resources Teams

The five Community Resource Teams offer services for adults who need care, support, or advice on living independently whether this is because of illness, a physical disability, memory problems, or concern over an individual's safety. It is possible to contact them to have a conversation and discussion about your situation, and to get information, advice, and assistance from our friendly teams.

Adults who care for someone have the right to ask for an assessment of their needs from this team, and a member of the team will discuss your unique situation with you. You can contact the local team which works in your area from Monday to Friday 9am – 5pm.

Llyn area 01758 704099 • OedolionLlyn@gwynedd.llyw.cymru

Caernarfon area 01286 679099

OedolionCaernarfon@gwynedd.llyw.cymru

Bangor area 01248 363240

OedolionBangor@gwynedd.llyw.cymru

Eifionydd-North Meirionnydd area 01766 510333

OedolionEifionydd/GogMeirionnydd@gwynedd.llyw.cymru

South Meirionnydd area (01341 424499

OedolionDeMeirionnydd@gwynedd.llyw.cymru

www.gwynedd.llyw.cymru

Please see the map for the above teams in the middle of this booklet.

Contact Cymru

Provides advice, information and support to the parents of all disabled children. Free workshops and events – e-bulletin available by signing up on the following link:

<https://action.contact.org.uk/page/126072/subscribe/1>

cymru@contact.org.uk

02920 396624/07904 672614 (Kate Wyke, Wales Manager)

0808 808 3555 (helpline) • helpline@contact.org.uk www.contact.org.uk

Cruse Bereavement Care

Provides one to one emotional support, counselling sessions and information.

01492 536577 • NorthWalesArea@cruse.org.uk

0808 808 1677 (national helpline) • helpline@cruse.org.uk

www.cruse.org.

Cymrod

Provides transport support for disabled, older and vulnerable people in the Dwyfor area.

01758 614311

Cymru versus Arthritis

Provides information, support and empowerment training for people with arthritis, through publications, information points and self-management courses; it also campaigns for improved services. They have branches throughout Wales that provide social support.

0800 756 3970 • cymru@versusarthritis.org

0800 5200 520 (helpline 9-6) • helpline@versusarthritis.org

www.versusarthritis.org/in-your-area/wales/

Cyngor Gwynedd

See Refuse Collections, Gwynedd Community Resources Teams, Gwynedd Children's Referral and Intake Team, Community Mental Health Team, Learning Disability Team, Out and About, Out of Hours Team.

For general enquires, contact Galw Gwynedd:

01766 771000

www.gwynedd.llyw.cymru

Deafblind Cymru

Deafblind Cymru is part of the UK charity, Deafblind, which supports people with sight and hearing loss. In Wales, they offer a helpline; wellbeing and emotional support; befriending (telephone, text, email); technology support; holidays; and the Open Hand magazine.

**0800 132 320 • Text 07903 572885 • info@deafblind.org.uk
www.deafblind.org.uk**

Dementia Actif Gwynedd

Dementia Actif Gwynedd offers community activities for people who live with dementia, their family, their friends, and their carers, throughout Gwynedd. The classes provide an opportunity for people to be active, have fun and be part of a supportive community group. Other aspects of the Dementia Actif Gwynedd programme include a Gwynedd Boccia League, Sporting Memories Clubs, dementia carers support meetings, Keep Fit Online sessions, activities with care homes, and raising awareness about dementia through information sessions. There is a strong social and support element to the programme so to find out more why not go to the website, or contact Emma Quaeck by emailing or phoning

**07766 988095 • emmajanequaeck@gwynedd.llyw.cymru
www.dementiaactifgwynedd.cymru/en/**

Dementia UK - Admiral Nursing

This is a national charity, committed to improving quality of life for all people affected by dementia. Admiral Nursing DIRECT is a national telephone helpline, provided by experienced Admiral Nurses and supported by the charity Dementia UK. It offers practical advice and emotional support to people affected by dementia.

**020 8036 5400 • info@dementiauk.org
0800 888 6678 (helpline) • helpline@dementia.uk.org
www.dementiauk.org**

The Admiral Nursing service is available in Gwynedd. Contact Jo Cairns, Admiral Nurse
01766 800900 • jo.cairns@meddygcare.co.uk

Derwen - Integrated Team for Disabled Children

Integrated service, for children and young people, who live with a disability or significantly delayed development who have additional needs. The service includes help from clinical psychologists, child development community nurses, social workers and support service.

03000 840967 (Arfon)

01766 771000 (Dwyfor)

01341 424503 (Meirionnydd)

Derwen@gwynedd.llyw.cymru

Diabetes UK Cymru

Working to raise awareness, improve care and provide help, support and information for people with diabetes and their families across Wales.

029 2066 8276 • wales@diabetes.org.uk

www.diabetes.org.uk/in_your_area/wales

Direct Payments

Direct Payments offer a way in which people can make their own arrangements to get help to live independently at home. Instead of receiving services from the Council, you can choose to receive money and buy the services elsewhere, giving you and the person you care for more choice and control. Please note that any support is based on being eligible to receive support through the Council's statutory services (social care). It's possible to combine direct payments with more traditional ways of receiving home care. For more information, talk to your social services team.

Down's Syndrome Association

The Down's Syndrome Association (DSA) is the only charity in the UK dealing with all aspects of Down's Syndrome. Its aim is to help people who have Down's Syndrome live full and rewarding lives.

0333 1212 300 (helpline) • info@downs-syndrome.org.uk

www.downs-syndrome.org.uk

Emergency Dental Treatment

All appointments must be made through 111 NHS Wales. There are some clinics where no appointment is required. Contact the number below to find out details of clinics in your area.

111

Emergency Out of Hours Team

Emergency Out of Hours Social Services and Homelessness Team for Gwynedd and Anglesey. You can 'phone this number if an emergency arises outside of normal working hours.

01248 353551

Epilepsy Wales

Epilepsy Wales exists to improve the lives of people in Wales affected by epilepsy. They assist people with epilepsy, their families and their carers by providing support, advice and information.

01978 312325 • 0800 228 9016

info@epilepsy.wales • www.epilepsy.wales

Epilepsy Action Cymru

Epilepsy Action Cymru provides advice, information, and support services for people in Wales who have epilepsy. They have set up a local support group in Caernarfon and have launched support networks to link families together and for anyone who lives with epilepsy in Wales.

The Cwnsela service is available for anyone over 18, or families and carers who look after a child with epilepsy. There is a lot of information available on their website.

07739 093211 • jpaterson@epilepsy.org.uk

National

**07767 242658 • asivapatham@epilepsy.org.uk
www.epilepsy.org.uk/involved/branches/cymru**

EPP Cymru Health and Wellbeing Courses

Caring for Me & You (C4M&U) – this course held online is a free course to help people who care for someone to maintain and improve their quality of life through self-management. The course involves a short connection week and then six weekly sessions, each lasting 2 1/2 hours (including breaks). The course covers topics such as staying healthy, getting help, challenging behaviours, improving fatigue and relaxation.

Chronic Disease Self-Management Course (CDSMP) – this course, held locally, is for anyone living with any long-term health condition and for carers. It aims to help participants manage symptoms, deal with stress and anxiety, relax, eat healthily and exercise. The course involves a series of six sessions of 2 1/2 hours, one session a week for six weeks; the course is free of charge. Both people with chronic conditions and carers can also access the course online.

03000 852280 • eppcymru@wales.nhs.uk

<https://bcuhb.nhs.wales/health-advice/health-and-wellbeing-courses/>

Family Fund

The Family Fund is an independent grant-giving organisation helping low-income families caring for a severely disabled child. Families of children under the age of 17 who meet the criteria can apply for grants once a year. Also, Your Opportunity supports young adults with a disability of serious illness, aged 18-24, who live at home, with the offer of grants for digital equipment, activities, transport etc.

01904 550055 • info@familyfund.org.uk

www.familyfund.org.uk

Family Information Service

The Family Information Service (FIS) offers specialist information free of charge to the residents of Gwynedd and professionals. FIS will provide guidance on childcare, support services, young people and family issues. They keep up to date information on their social media sites, so why not follow them!

01248 352436 • 07976 623816

GGTGwyneddFIS@gwynedd.llyw.cymru

www.gwynedd.llyw.cymru/HwbTeuluoedd

Facebook – Gwasanaeth Gwybodaeth i Deuluoedd Gwynedd Family Information

Instagram - [ggtgwyneddfis](https://www.instagram.com/ggtgwyneddfis) Twitter - [@GGTGwyneddFIS](https://twitter.com/GGTGwyneddFIS)

Getting Out and About

This page on the Cyngor Gwynedd website gives information on the many travel options that are available if you have problems getting around.

www.gwynedd.llyw.cymru/en/Residents/Health-and-social-care/Adults/Help-to-live-independently/Getting-out-and-about.aspx

Future Learn

Future Learn is a website that offers online courses from a number of universities worldwide. They have over 700 courses on a number on a wide range of subjects, and some of them are free (type 'free courses' in the Search).

www.futurelearn.com

GOV UK

The official UK government website for citizens covers a wide range of topics including carers' issues and information about money, tax and benefits.

www.gov.uk

GP Out of Hours Service

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Gwynedd Children's Referral and Intake Team

The team is responsible for receiving all referrals for the Children and Families Service and for assessing whether they need a care and support plan. It includes children who need to be safeguarded, families who need support, children with disabilities and information, advice and assistance for families to enable them to have early help within their communities.

01758 704455 • cyfeiriadauplant@gwynedd.llyw.cymru

www.gwynedd.llyw.cymru

Gwynedd Families First Scheme

Gwynedd's Families First Scheme provides early help to families when problems start to appear and the family is keen to receive help to solve these problems. If a family has several issues they need help with, it's possible to receive support from a Team Around the Family Co-ordinator to bring the family and services together. The co-ordinator will help the family to form a "family plan" to help them move forward as well as refer them to other services that may be able to support. If the family doesn't need a co-ordinator, they may be able to access some of the services that Gwynedd Families First funds – help with issues such as understanding and responding to the behaviour of children and young people; basic support with practical issues such as housing, money and the cost of living crisis; help to improve family relationships through mediation or a family group conference; emotional help through counselling sessions or support to understand loss and grief; support for young people at risk of offending; support to promote language development and the development of young children; access to help from Derwen's Families First Team with sleep, behaviour and meeting other parents.

01758 704455/ 01286 676128

teuluoeddyngyntaf@gwynedd.llyw.cymru

www.gwynedd.llyw.cymru/HwbTeuluoedd

Gwynedd Community Hubs

The community hubs provide a variety of local community services and help people to have easier access to help and information. Each hub is different, so contact your local hub for more information.

Caernarfon Hub, Porthi Dre, Tŷ Seiont, St Helen's Road, Caernarfon

Contact: Anne Evans

01286 532222 / 07772 589787 • Desk.porthidre@outlook.com
anneevans52.ae@gmail.com

Bala Catchment Area Hub, Canolfan Henblas, 22-24 High Street, Bala

Contact: Sioned Haf Evans

01678 521796 • canolfanhenblas@gmail.com

Bro Lleu / Nantlle Catchment Area Hub, Yr Orsaf, Storfa Muriau, Heol y Dŵr, Penygroes
Enw cyswllt: Greta Jâms /Llio Wyn

07529 224989 • post@yrorsaf.cymru

Barmouth Catchment Area Hub, South Gwynedd Food Bank, King Edward Street, Barmouth

Contact: Dave Hooper

07973 914599 • info@southgwynedd.foodbank.org.uk

Bro Ffestiniog Catchment Area Hub, Y Dref Werdd, 5 High Street, Blaenau Ffestiniog

Contact: Gwydion ap Wynn

07435 290553 (Rhian/Marged) • gwydion@drefwerdd.cymru

Gwynedd Community Hubs (continued)

Botwnnog Catchment Area Hub, Canolfan Fenter Congl Meinciau. Botwnnog
Contact: Carys Evans

01758 770000 • post@conglmeinciau.org.uk

Llanaelhaearn Catchment Area Hub, Canolfan Antur Aelhaearn, Llanaelhaearn
Contacts: Lynda Cox, Llyr ap Rhisiart and Michelle Durrant

Lynda.cox@anaelhaearn.com • moelfrefawr@gmail.com (Llyr)

Michelle.Durrant@wales.nhs.uk

Pwllheli Hub, Canolfan Felin Fach, Penlon Street, Pwllheli

Contacts: Sami and Meinir

01758 701611 • info@canolfanfelinfach.com

Dyffryn Ogwen Catchment Area Hub, Hwb Ogwen, 27 High Street, Bethesda

Contact: Marie Hodson / Ianto Shea

07862 694163 • hwb@ogwen.org

Maesgeirchen Hub, Maes Ni, Swyddfa Mentra, Llys Dylan, Maesgeirchen

Contacts: Peter Whitby / Doreen Hardwick

07827 338893 / 07990 584050 • peter.maesni@gmail.com

doreen.maesni@gmail.com

Headway Gwynedd

Headway Gwynedd is a branch of Headway UK, which gives help and support to people affected by brain injury and their carers and families. There are many possible causes of brain injury, e.g. a fall, a road accident, tumour, stroke, brain haemorrhage, and carbon monoxide poisoning.

Monthly support meetings are held in Bangor on the second Saturday of the month and in Llwyngwrl on the fourth Saturday of the month - all welcome.

07717 733967 • gwynedd@headway.org.uk

Facebook – Headway Gwynedd

0808 800 2244 (helpline) • helpline@headway.org.uk

www.headway.org.uk

Home Fire Safety Checks

The Fire Service will visit you at home with advice on how to make your home safe and, where appropriate, will fit a free smoke alarm. Contact them to arrange a visit.

01745 535259

www.northwalesfire.gov.wales/keeping-you-safe/at-home/?lang=en-gb

HOPE (Helping others to participate and engage)

Age Cymru's HOPE project provides independent advocacy support to local older people (50+) and carers so they can help shape the key decisions affecting their own lives and thereby avoid getting into a crisis situation. The project helps people who may need information and support with issues such as housing, accessing services, dealing with loneliness and isolation or getting financial and other entitlements they need. HOPE will also help older people to engage with professionals, take part in community activities, understand their rights as an older person, access information to make informed choices and have their voices heard.

07943 186749 • Karen.phelps@agecymru.org.uk

www.ageuk.org.uk/cymru/our-work/advocacy/hope---helping-others-participate-and-engage/

Hospital Transport

Patient transport services are available for people who have a health condition or disability that prevents them from using public transport. A relative or carer may be able to accompany people who need care throughout the journey or have communication difficulties.

0300 123 2303

Huntingdon's Disease Association

The Huntingdon's Disease Association is a UK registered charity which supports people affected by Huntingdon's disease (HD). They also provide information and advice to families, friends, and healthcare professionals who support families affected by Huntingdon's disease.

Specialist HD Advisor North Wales: Delia Roberts

01248 661231 • delia.roberts@hda.org.uk

0151 331 5444 (Head office)

<http://hda.org.uk>

Hynt

Hynt is a national access scheme that works with theatres and arts centres in Wales to make sure there is a consistent offer available for visitors with an impairment or specific access requirement, and their carers. If the person for whom you care needs support or assistance to attend a performance at a theatre or arts centre, then they may be eligible to join Hynt. The card is available for free, but the card holder must be in receipt of certain benefits or care packages. Information, and application form, is available on their website.

Application forms can also be obtained from participating venues, including Galeri, Neuadd Dwyfor, Pontio, Ucheldre Centre, Venue Cymru, Theatr Colwyn and Clwyd Theatr Cymru.

01244 526001 • info@hynt.co.uk
www.hynt.co.uk/en

Integrated Autism Service

The North Wales Integrated Autism Service provide support in partnership with a wide range of organisations in the community. They offer support to parents and carers of autistic individuals, including www.AutismWales.org resources; post diagnostic information and support and signposting advice, support to understand and develop the autistic person's coping strategies, organising and life skills; links to training opportunities and support groups; support and advice in relation to distressing behaviours.

01352 702090 • NA.IAS@flintshire.gov.uk
www.AutismWales.org

Joint Stores

If a piece of equipment (e.g. hoist) breaks/isn't working, contact the Joint Stores who will then arrange with the relevant company to come out to fix it – normally on the same day.

03000 852878 Monday to Friday 8.30-4.30pm
01978 758111 outside of hours number
bcu.communityequipmentservice@wales.nhs.uk

Jobcentre Plus

If you are caring for someone, it's possible to earn up to a certain amount without it affecting your benefits. So if you want to go back to work or combine paid work with your caring responsibilities, there is help available from your local Jobcentre Plus, including discussing your options and information as to where the jobs are advertised. They also offer benefits advice

0800 012 1888

Key to Disabled Public Toilets

The National Key Scheme (NKS) offers disabled people independent access to locked public toilets around the country. There are 10,000 accessible toilets across the UK fitted with the NKS lock.

For a small fee, you can obtain one of these 'Radar' keys from Cyngor Gwynedd to unlock the doors of participating public toilets. To find out how to get one, contact Galw Gwynedd on **01766 771000** - they are available from any Siop Gwynedd.

Learning Disability Team

The Learning Disability team supports adults with a learning disability and their families. The best way to contact the team is by email, but it's possible to 'phone them to have a chat with the duty officer.

Arfon Team

01286 682761 • TimanabledddysguArfon@gwynedd.llyw.cymru

South Gwynedd Team

01341 424424 • TimanabledddysguDeGwynedd@gwynedd.llyw.cymru

Libraries

If you are unable to visit your library because of lack of transport, or caring responsibilities, for example, the Library Service can bring books and audio books to your door for free, as and when requested. If you would like the regular CLUDO service monthly, this can also be arranged. The library has a variety of books for unpaid carers, some of them written by unpaid carers, which might be useful for you.

Contact your local library for further details, or ring **01286 679465** or **01341 422771**, or e-mail llyfrgell@gwynedd.llyw.cymru or you can make an application online www.gwynedd.llyw.cymru/en/Residents/Libraries-and-archives/Libraries-and-archives.aspx

Llais North Wales

Llais North Wales is here to make sure that those who make decisions use your opinion and experience to plan and provide better health and social care services in your local area. Their Advocacy Service helps people who want to raise concerns about care or treatment. If you have a comment or complaint about the health services, Llais North Wales can support you by providing information and advice on the options that are available to patients and their carers.

**01248 679284 • northwalesenquiries@llaiscymru.org
www.llaiscymru.org**

Macmillan Cancer Support

Provides practical and financial support, and pushes for better cancer care. The Macmillan Information and Support Centre in the Ysbyty Gwynedd reception area provides information 24/7 and support 9.00-16.00 if a member of staff is available. Please 'phone beforehand before making a journey especially.

01248 384902 • BCU.MacmillanCentreWest@wales.nhs.uk

National

0800 808 0000 • www.macmillan.org.uk

Mantell Gwynedd

Mantell Gwynedd is an umbrella organisation for third sector organisations and community groups in Gwynedd. You can get information about local organisations, community groups, support groups and training opportunities through them. They ensure a strong independent voice for third sector organisations and facilitate a number of networks and are a point of contact between third and statutory organisations. An important part of Mantell's work is to support, advise and promote volunteers and volunteering through the Gwynedd Volunteering Centre. The Social Prescribing – Community Link Officer – Arfon, who supports individuals to gain access to services and local opportunities, is positioned here. The Compassionate Cymru Co-ordinator is looking at the provision of end-of-life care and bereavement support within Gwynedd, Conwy and Anglesey. Mantell also provides the Social Return on Investment (SROI) service, as well administering grants for the sector.

01286 672626 • ymholiadau@mantellgwynedd.com

01341 422575 • dolgellau@mantellgwynedd.com

www.mantellgwynedd.com

Marie Curie

The Marie Curie Nursing Service is available across North Wales, caring for people who have palliative care needs or are terminally ill with cancer or other illnesses. The Marie Curie nurses provide care at home overnight from 10pm to 7am. Occasionally they can provide care during the day. Nursing care is given to the patient as well as practical and emotional advice and support for the patient and their family. This service is free to patients, their families and carers. Referral for this service is via the district nurse, GP or other health worker.

The Marie Curie Service also provides a helpline for those who are ill, their families, friends and carers.

0800 090 2309 • www.mariecurie.org.uk

Meic

National information, advice and support line for children and young people up to 25 years of age in Wales. Anything can be discussed, and calls are free.

0808 802 3456 • Text 84001

www.meiccymru.org

Mencap Cymru

Mencap Cymru is a voice for learning disability in Wales. Everything they do is about making sure people with a learning disability are valued equally, listened to and included.

0808 8000 300 9am-5pm (Monday to Friday)

information.wales@mencap.org.uk • helpline.wales@mencap.org.uk

www.mencap.org.uk/wales il

Motability Scheme

The Motability Scheme enables disabled people to exchange the Higher Rate Mobility Component of their Personal Independence Payment/Disability Living Allowance or their War Pensioners' Mobility Supplement to obtain a new car, powered wheelchair or scooter.

01279 635999 • www.motability.co.uk

Motor Neurone Disease Association

The Motor Neurone Disease Association offers a range of services to support people living with MND and their carers, and to health and social care professionals.

North West Wales Group – Contact: Jo Cunnah

01604 800628 • jo.cunnah@mndassociation.org

www.mndnorthwestwales.org/index.html

<http://www.mndnorthwestwales.org/index.html>

0808 802 6262 • mndconnect@mndassociation.org

www.mndassociation.org

Multiple Sclerosis Society

Offers those affected by MS the services of a dedicated support team, grant funding for essential equipment and services, a full range of information literature, a carers' support network, and information events.

Gwynedd and Môn Branch

Contact Brian Watson (see below)

Brian Watson, Community Development Officer (Wales)

020 8438 0731 • 07809 199804

mscymru@mssociety.org.uk

<https://www.mssociety.org.uk/care-and-support/local-support/wales-virtual-services-and-support>

0808 800 8000 (MS national helpline weekdays 9.00am–7.00pm) .

helpline@mssociety.org.uk

www.mssociety.org.uk/contact-us/cymru

Myaware (formerly Myathenas Gravis Association)

The association offers support to myasthenics and their families, works to increase public and medical awareness, and raises funds for research. Facilitates get-togethers and on-line support, provides a quarterly magazine, welfare and benefits advice and a counselling service for members. Membership is free. Booklets and leaflets for those living with and affected by myasthenia, and medical practitioners, can be obtained from Head Office.

01332 949161 • support@myaware.org

01332 290219 • info@myaware.org

www.myaware.org

Nest

Welsh Government's Warm Homes Nest scheme looks to support households in Wales living on a lower income who receive a means tested benefit or live with a respiratory, circulatory or mental health condition. The Nest scheme offers a range of free, impartial advice and, if eligible, a package of free home energy improvements, such as a new boiler, central heating or insulation. This can lower energy bills and benefit health and wellbeing.

**0808 808 2244 • <https://nest.gov.wales>
Facebook: Nest Wales • Twitter: @NestWales**

NHS 11 Wales 24 Hour Helpline

NHS 111 Wales offers guidance and care for medical problems that are not life-threatening. You can also 'phone this line out of normal GP hours if it is an urgent matter that will not wait until the next working day. There is a specific option (option 2) available to discuss urgent mental health help.

The service is available 24 hours a day, 7 days a week.

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National Deaf Children's Society (NDCS)

The National Deaf Children's Society (NDCS) is the leading charity dedicated to creating a world without barriers for deaf children and young people. The society offers family support work to families with a child with any hearing loss.

**0808 800 8880 • ndcs@ndcs.org.uk
www.ndcs.org.uk/about-us/where-we-work/wales**

Noddfa

Noddfa in Penmaenmawr, Conwy, welcomes carers and offers a chance to relax and enjoy the beauty of the sea and the hills. It's possible to go there when there will be other carers there or at other times. Noddfa will make every effort to provide accommodation on the dates and times that suit the carer. The cost for carers is £60 a day (2023) for accommodation and full board.

**01492 623473 • noddfapen@aol.com
www.noddfa.org**

North Wales Advice and Advocacy Association (NWAAA)

Provides support, advice and advocacy to people facing disadvantage, including carers.

01248 670852 • enquiry@nwaaa.co.uk
www.nwaaa.wales/gwynedd-project/

North Wales Society for the Blind

The North Wales Society of the Blind provides practical and emotional support to sight impaired and severely sight impaired people throughout North Wales. Services include: resource centre; help and support; rehabilitation services; children's services; assistive technology; clubs and groups; training and talks; grants; audio books.

01248 353604 • admin@nwsb.org.uk
www.nwsb.org.uk

O Ddrws i Ddrws

A transport service for disabled and elderly people in the Llŷn peninsula who are unable to reach public transport. Transport can be arranged for any purpose or any reason.

01758 721777 • oddrwsiddrws@yahoo.co.uk
www.facebook.com/oddrwsiddrws

OpenLearn

OpenLearn is the Open University's website that offers free courses. They are based on material from the Open University's modules.

www.open.edu/openlearn/free-courses

Parkinson's UK

Parkinson's UK offers one-to-one and confidential support to anyone affected by Parkinson's disease.

North West Wales Information and Support Worker: Catrin Shorney-Jones

0344 225 3787 • adviser1.wales@parkinsons.org.uk
www.parkinsons.org.uk

Power of Attorney

This is a legal procedure which enables a person to give someone else responsibility to make decisions about financial matters. Since October 2007, under the Mental Capacity Act, Lasting Power of Attorney also gives decision making power on health matters. For more information, contact the Office of the Public Guardianship.

0300 456 0300 • customerservices@publicguardian.gov.uk

Public Transport

Traveline Cymru

Traveline Cymru provide a public transport information service; their purpose is to offer a 'one stop shop' for travel information in Wales, to include bus, coach, rail and ferry. They can assist you with planning your journey, by providing you with timetables etc. They can also provide contact details of bus and rail companies so you can contact them directly for further information e.g. whether or not the buses on a particular route have wheelchair friendly access. For further information, contact them on **0800 464 0000**, or visit www.traveline.cymru/accessible-travel/

Free Bus Travel

People over 60 years of age and people with a disability can travel for free on all local bus services in Wales. Make an online application: <https://portal.tfw.wales/en/card-applications/60-and-over/details> or go to your local library. Paper forms are available from Cyngor Gwynedd or by contacting Transport for Wales travelcards@trw.wales or **0300 303 4240**. If the person you care for cannot travel on their own, they can apply for a companion bus pass which enables the carer to travel with them for free. Contact Cyngor Gwynedd - **01766 771000**

Train Services

Transport for Wales provide most train services in Wales. They aim to make their trains accessible to wheelchair users, and offer assistance online to help people who need extra help when travelling. You can arrange help in advance through their website: <https://tfw.wales/info-for/passengers/accessible-travel/booking-assistance> Or you can 'phone **03330 050501** Next Generation Text **08001 03330 050501**

This is the number for **National Rail: 08000 0223720** Text **0345 6050 600**

Disabled Persons Railcard

For a yearly fee, the railcard allows the cardholder and one adult travelling with them get 1/3 off most rail fares throughout Great Britain. For more information about the railcard, contact **0345 605 0525** or www.disabledpersons-railcard.co.uk

Refuse Collections

Cyngor Gwynedd offers an assisted collection service to help people who have difficulty moving their bins. Application forms are available from Cyngor Gwynedd, and you will need your GP to verify that you are eligible. If you are eligible, the bin crews will collect the bin from your garden, or back door, and return it after emptying.

01766 771000 • galwgywnedd@gwynedd.llyw.cymru
www.gwynedd.llyw.cymru

Revitalise

Revitalise is a charity which provides short breaks and holidays to people with a disability or another condition such as a neuro-degenerative illness and their carers. They have volunteers who are happy to provide alternative care on the site which means an opportunity for the carer to have a break. They have two accessible centres in Chigwell and Southport.

0303 303 0145 • www.revitalise.org.uk

RNIB

RNIB's family support service is available to families with a child who is blind or partially sighted, including those with multiple disabilities. The service is based on individual needs and incorporates the whole family e.g. grandparents, siblings etc. Children and Families Support Worker: Jen Collins

cypf@rnib.org.uk
<https://www.rnib.org.uk/nations/walescymru/children-and-families-wales>
0303 123 9999 (llynell gymorth) • www.rnib.org.uk

Same but Different

Support anyone with a rare disease and/or their family. Their RAREhub services include specialised support, online support groups, events, and resources for families and professionals.

01352 757007 • enquiries@samebutdifferentcic.org.uk
www.samebutdifferentcic.org.uk

Scope

Scope provides free impartial and independent advice and support on issues which are important to disabled people and their families, online and over the phone.

0808 800 3333 (helpline 9am - 6pm Monday to Friday. 10am-6pm Saturday and Sunday, and most bank holidays)

helpline@scope.org.uk • www.scope.org.uk

Sense

Sense is a national charity that supports and campaigns for children and adults who are deaf-blind. Provides tailored support, advice and information as well as specialist information to all deaf-blind people, their families, carers and the professionals who work with them.

0300 330 9280

info@sense.org.uk • www.sense.org.uk

Shelter Cymru

Helpline Monday - Friday 9.30am - 4.00pm, for housing advice.

Shelter Cymru Gwynedd offers a service to help with any debt problems, email

osianl@sheltercymru.org.uk

08000 495 495 • www.sheltercymru.org.uk/cy/

SHINE

Supports people with spina bifida and hydrocephalus.

01733 555988 • firstcontact@shinecharity.org.uk

www.shinecharity.org.uk/wales-region/wales-region

Sibs

Sibs is a national charity which supports brothers and sisters of children with disabilities. They have groups online for children (Young Sibbs) and also groups for adults. They also offer information and advice.

01535 645453 • info@sibs.org.uk

www.sibs.org.uk

SNAP Cymru

Supports families of children who have additional learning needs.

02920 348990 • 0801 801 0608 (helpline)

enquiries@snapcymru.org • www.snapcymru.org

SP Energy Networks

Offers a Priority Service Register to anyone over 60, or who has additional needs; text PSR to 61999 or fill in the form online:

www.spenergynetworks.co.uk/pages/priority_services_register.aspx

They also offer additional support services in partnership with other organisations, including support for unpaid carers, help and support with benefits, help keeping the home warm, and help for people living with dementia. More information is available on the website or by phoning the telephone number below:

0330 1010 167

www.spenergynetworks.co.uk/pages/additional_support.aspx

St David's Hospice

Providing specialist end of life care to adult patients and their families across the counties of Conwy, Gwynedd and Anglesey. Their Day Care Unit provides patient care, bereavement and counselling services, whilst their Inpatient Unit offers symptom control, respite and end of life care.

The Hospice also have a support group for carers to gain support from professionals and a chance to meet other carers and are also to be given information and skills to care for the loved one at home.

In Gwynedd, they have the Hafan Menai Therapy Centre on the Ysbyty Gwynedd site, and a palliative care team who work from Caernarfon.

01248 354300 (Hafan Menai) • 03000 851667 (Palliative Care Team)

01492 879058 (Llandudno Hospice) • 03000 843555 (Holyhead Hospice)

enquiries@stdavidshospice.org.uk

www.stdavidshospice.org.uk

Stroke Association

This association helps stroke survivors, and their families cope with all aspects of life after stroke. The information, advice and support service provides a holistic assessment of needs post stroke to identify the level of support required for each individual. These services can be accessed through referral by the NHS. The Stroke Association also has groups and projects running in Gwynedd to help stroke survivors regain confidence and independence post stroke.

01286 671145 • 07776 507718 • delyth.owen@stroke.org.uk • www.stroke.org.uk

Tenovus

Tenovus Cancer Care provide a wide range of services such as mobile treatment units, counselling, financial support, or community choirs. They support everyone affected by cancer – patients but also their families, friends, carers and anyone around them who may need support.

In Gwynedd, they have a SingWithUs choir in Bangor. There is no need to be able to sing or read music, just a need to be willing to give it a go. They meet every Thursday, 7-8pm in Penrhyn Hall for an hour of fun and singing.

07973 429098 • alys.bailey-wood@tenovuscancercare.org.uk

<https://www.tenovuscancercare.org.uk/support-and-information/get-support>

TGP Cymru

Works with children and young people to promote and realise their rights through a range of projects, training and campaigning, including an advocacy service in North Wales.

01268 238007 • northwalesadvocacy@tgpcymru.org.uk

www.tgpcymru.org.uk

The FDF Centre for Independent Living

The FDF Centre for Independent Living supports disabled people to live independently. They can help them to make decisions to live full lives and be a natural part of their local community. They will provide free, confidential, friendly advice and information; telephone befriending; advocacy; support completing benefit applications and appeals; full benefit checks, PIP, UC, ESA, housing, blue badges. All of this is for disabled people and/or their carers.

07592 452162

**admin@thefdf.org.uk • advice@thefdf.org.uk
befriender@thefdf.org.uk • www.thefdf.org.uk**

The Guy Howland Jackson Memorial Trust

Grants and assistance from The Guy Howland Jackson Memorial Trust are available to residents of Gellilydan, Trawsfynydd, Bronaber, Maentwrog, Llan Ffestiniog, Talsarnau and Llandecwyn. Local individuals and/or groups can be supported with grants towards issues that improve quality of life, such as assistance equipment not readily available on the NHS, heating grants, respite care, holding social events etc. A maximum of £100 can be given in any 12 month period. For more information, contact Angela Swann, the Secretary.

01766 770686 • angelaswann@hotmail.com

The Macular Society

The Macular Society supports people with macular conditions, and their family and friends. All their services are free. They have a mixture of support groups, meeting face to face and/or via telephone groups. Their specialist, confidential, Advice and Information service provides information, guidance, and advice to anyone affected by central vision loss.

Information on their website includes useful, practical advice for people supporting someone with macular disease.

Regional Manager North Wales: Marian Williams

07495 054053 • marian.williams@macularsociety.org

0300 3030 111 (Advice and Information Service) Monday to Friday 9am -5pm

help@macularsociety.org

www.macularsociety.org/about/organisation/regions/wales/

The Open University

The Open University has The Carers Scholarships Fund which offers free entry for unpaid carers to the Open University's courses. Information is available on their website.

<https://www.open.ac.uk/courses/fees-and-funding/carers-scholarship-fund>

For information and advice, contact the Open University:

www.open.ac.uk/contact

The Outside Clinic

Free home eye tests and hearing tests for the over 60s who cannot visit the high street optician alone. It is possible to make appointments online

0808 239 3960 • info@outsideclinic.com

www.outsideclinic.co.uk

The Red Cross

The Red Cross provides short-term care in your home following an admission to hospital. The service offered is available for up to three weeks. The trained volunteers complement the help which social and community health workers may provide and are able to assist you to regain your independence through a service tailored to your specific needs.

They are also able to supply equipment such as wheelchairs on short term loan.

01248 364677 • 07899 913203

hwilliams@redcross.org.uk • www.redcross.org.uk

The Samaritans

Samaritans provides confidential non-judgemental emotional support, 24 hours a day, for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

116 123 • 0808 164 0123 Welsh language line (Every day 7pm – 11pm)
jo@samaritans.org • www.samaritans.org/wales/samaritans-cymru/

tide

tide ‘together in caring everyday’ is a UK charity with a network of carers and former carers of people living with dementia. They connect, enable and mobilise current and former carers of people living with dementia to use their experience to influence change for a better future.

0151 237 2669 • carers@tide.uk.net • www.tide.uk.net

Wales Dementia Helpline

The helpline offers emotional support to anyone of any age, who is caring for someone with dementia, as well as other family members or friends. The service will also help and support those who have been diagnosed with dementia.

They have a comprehensive database of services which may be able to help and can also supply self-help leaflets free of charge, Calls are free, and there is no need to give any personal details.

0808 808 2235

Text Help and your question to 81066

<https://velindre.nhs.wales/files/all-wales-dementia-helpline/>

Wales Drug and Alcohol Helpline (DAN24/7)

A free and bilingual telephone drugs helpline providing a single point of contact for anyone in Wales wanting free information or help relating to drugs or alcohol. The helpline will assist individuals, their families and carers to access appropriate local and regional services.

0808 808 2234

Text DAN and any question to 81066

www.dan247.org.uk

Wales Disability Learning Helpline

The helpline is operated by the charity Mencap Cymru, and is available for individual with a learning disability, their families, carers or friends. It offers advice on rights, information and support.

0808 8000 300 • helpline.wales@mencap.org

Welsh Association of ME and CFS Support (WAMES)

The Welsh Association of ME and CFS Support (WAMES) works in Wales to improve the lives of people with ME, CFS and PVFS, their families and carers. Their services include supporting young people with ME, providing information in Welsh and English for people with ME and their families, and supporting local groups.

029 2051 5061 (helpline)

helpline@wames.org.uk

www.wames.org.uk/cms-english/carers

Welsh Water

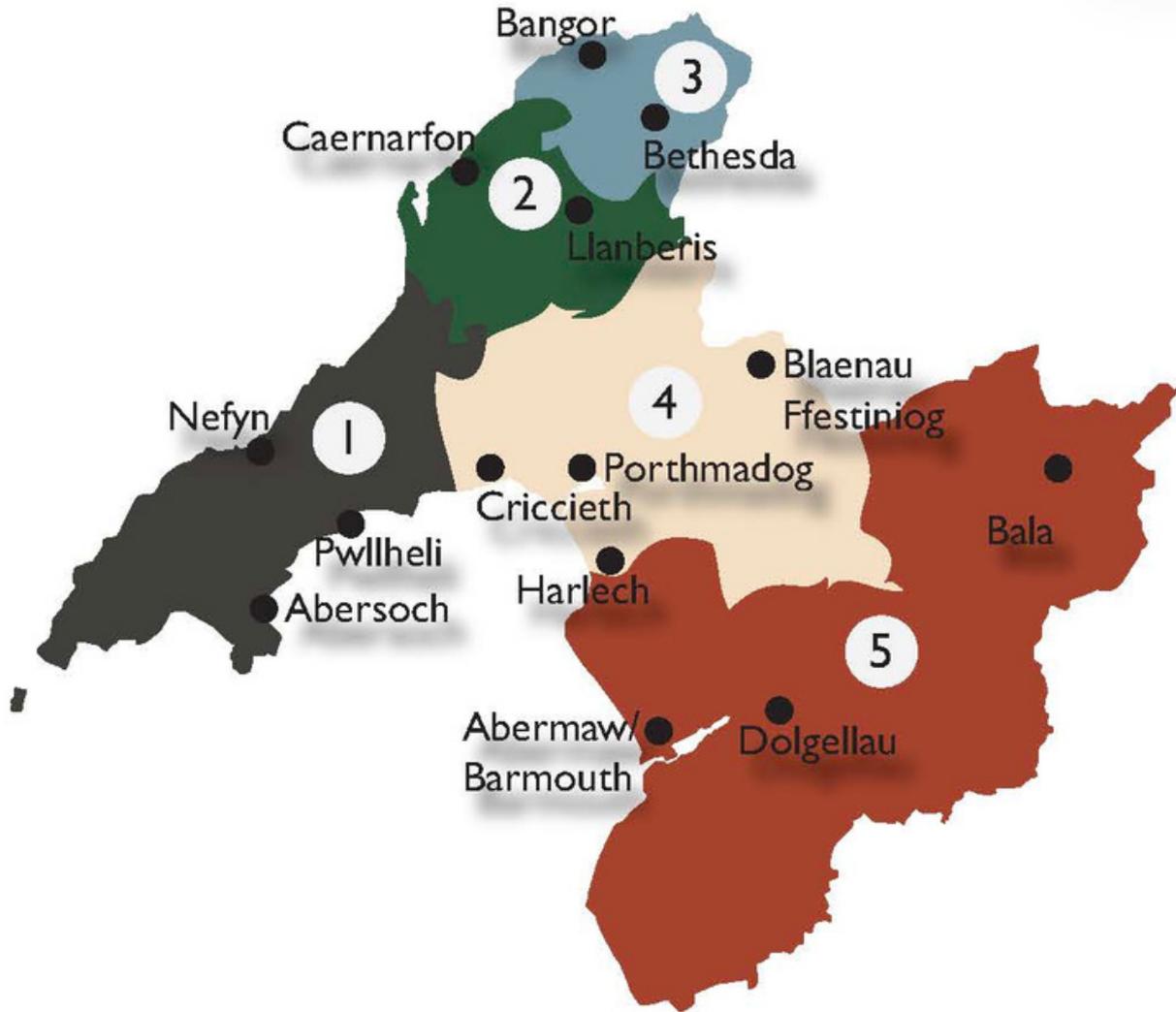
Welsh Water operates a scheme called 'Help U', which offers reduced charges for qualifying households who are on a low income/have large families and/or a family member with a medical condition that requires a significant amount of extra water, and are also on qualifying benefits or tax credits www.dwrcymru.com/en/support-with-bills/helpu-tariff

People who apply for Welsh Water Priority Services, because someone in the household has a medical condition that requires extra water, will also be placed on the Additional Services register and Welsh Water will provide the household with an alternative supply during emergency interruptions www.dwrcymru.com/en/help-advice/priority-services

0800 052 0145

www.dwrcymru.com

Contact Details for Adult Care Services



1 Llyn - 01758 704099
OedolionLlyn@gwynedd.llyw.cymru

2 Caernarfon - 01286 679099
OedolionCaernarfon@gwynedd.llyw.cymru

3 Bangor - 01248 363240
OedolionBangor@gwynedd.llyw.cymru

4 Eifionydd - North Meirionnydd -
01766 510300
OedolionEifionydd/GogMeirionnydd
@wynedd.llyw.cymru

5 South Meirionnydd - 01341 424499
OedolionDeMeirionnydd
@wynedd.llyw.cymru