

Do you look after someone?

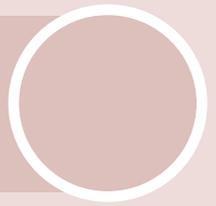
Useful information for people of all ages who care for family, friends or neighbours in Gwynedd



Gwynedd Carers Partnership



Do you look after someone?



Are you a child, young person or adult looking after someone who is ill, elderly and frail or disabled?

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Disclaimer

Whilst every effort has been made to ensure that the contents of this booklet are correct at the time of going to press, Gwynedd Carers Partnership cannot accept any liability for errors, omissions, quality of information or services provided by other organisations; nor can we recommend products or services.



Do you look after someone?

1. Are you a carer?

A carer is someone who looks after a relative or friend who is ill, frail or has a disability, who cannot manage to live at home without your practical or emotional unpaid support. When referring to carers in this booklet, it means unpaid carers of all ages and background, unless specified otherwise.

Whatever your situation, it is not reasonable for anyone to expect you to be a carer without help. This may be practical assistance, e.g. a break, some information, advice on benefits and services to which you may be entitled, etc. or someone to listen when you need to talk.

Finding and accepting help can be difficult and sometimes it is hard to know where to start. This information booklet is designed to help you as a carer. It cannot provide all the answers, however it will signpost you to some of the information, support and help that is available to carers.

This leaflet contains information about many organisations, contact names and addresses and telephone numbers. If any person or agency cannot help you directly, they will do their best to put you in touch with someone who can.

If you have any concerns or support needs – physical or emotional – don't keep them to yourself. Professionals can sometimes make the mistake of assuming you know about things, so please make sure you **ask!**

2. Young carers

Children and young people sometimes become carers too. You may be under 18 yourself and carrying out significant caring and household tasks because you have a parent, brother, sister, other relative or friend who:

- has a physical disability
- has a mental health problem or learning disability
- has a long-term or terminal illness
- has a problem with drug or alcohol use

You have the right to ask for an assessment of your needs as a carer. You can contact the Children's Duty Team to make a self-referral on **01758 704455**. The team will consider your situation and may arrange an assessment of your needs. They will consider whether or not they can provide any help for you in your caring role.

You can also contact Action for Children who run a young carers project in Gwynedd. They can give you advice and provide services on behalf of Gwynedd Council. You can contact them on **01248 364614** or e-mail **gwyneddyoungcarers@actionforchildren.org.uk**.

If you are at school, it is important that the school is aware of your situation. They can support you. You should discuss your situation with someone at the school, such as your register teacher or any other sympathetic member of staff.



Do you look after someone?

3. Support and Advice Available

Carers' assessments

The local authority Social Services Department has a duty, when requested, to provide an assessment of carers' needs with regard to support in their caring role. Carers can include anyone involved in care and support, including family, friends or neighbours. However, due to the Council's eligibility criteria, not all carers are eligible to receive direct service from the Social Services Department or other agencies contracted by the Council to provide services, but there are other sources of support available.

The carer's assessment looks at the needs of carers. Support that may be available includes: a break from caring, access to training, invitations to carers events and signposting to relevant services. You can have an assessment even if the person you care for has not had their own needs assessed.

Think beforehand about what would make life easier, and what plans you would want to put in place in case of an emergency.

To request an assessment contact Gwynedd Social Services Advice and Assessment team on **01286 682888**, or if relating to a mental health issue contact the Community Mental Health team:

Arfon: 01248 363470
Dwyfor / Meirionnydd: 01766 510011

Emergencies

If there is an emergency out of normal office hours you can contact the Out of Hours Team on 01248 353551

If you are finding caring at home increasingly difficult, the person you care for may benefit from extra help in the home or a break. For more information about what care options are available, request an assessment from Gwynedd Social Services on **01286 682888**.

Sources of Information

There are a number of organisations who can provide timely and appropriate information to you, including

- Social Services
- Health Services
- Third Sector Organisations
- Library Services



Do you look after someone?

Social Services

If you have contact with a social worker, remember to ask them about any information that could help you to care. There is also information available on the Social Services website.

Health Services

Your surgery and its staff will be a good source of information. You can ask your GP or one of the nurses. It's possible that useful leaflets and booklets will be available there. There is also an information desk in Ysbyty Gwynedd, and it is worth asking staff in the clinics or on the wards.

Third Sector Organisations

A number of third sector organisations provide relevant information to carers and young carers e.g. Carers Outreach Service and Action for Children. Some organisations help people with specific illnesses and they have specific information which can help carers as well e.g. Stroke Association, Alzheimer's Society, Parkinson's UK and Hafal. More information and contact details can be found in the A-Z Directory.

Library Services

Every library in Gwynedd has a collection of books about caring; some of them are written by carers. There will also be information files available in 2013. There is also free access to computers and the internet – there are many forums online that are specific for carers, which you may find useful.

Support available through Social Services

Home Care (help in the home)

This can include help with personal care tasks like washing or dressing and assist with basic rehabilitation to develop skills and to help people live as independently as possible in the community. Help with some domestic tasks can sometimes be available for the carer.

Respite/Sitting service (short breaks)

Respite offers you a break, with someone else looking after the person you care for. This can either take place in your own home or elsewhere. Respite can be offered through an assessment by social services.

Direct Payments

Direct Payments offer a way in which people can make their own care arrangements. Instead of receiving services from the Council you can choose to receive the money and buy the services elsewhere, giving you and the person you care for more choice and control. Contact the Gwynedd Social Services Advice and Assessment team on **01286 682888** for more information.



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Telecare

The Telecare system uses sensors in the home; use of the equipment can help people to live independently in their own homes. The sensors can send an automatic warning in an emergency to a 24/7 monitoring centre. They then contact the appropriate people and contacts in order to get help. Sensors can detect a number of problems in the house, such as an emergency, floods and fire; can recognise extreme temperature showing that the heating or the oven has been left on; they can detect that the user has wandered from the house or perhaps has fallen. Stand alone equipment is available which sends warnings to a pager to carers in the home rather than the monitoring centre, so Telecare is able to support carers in their homes. For more information, contact the Gwynedd Social Services Advice and Assessment Team on **01286 682888**.



Put simply, Telecare gives peace of mind to carers that help is available if needed, and also allows them to sleep soundly or go to the shops, knowing that they will be contacted if needed.

Residential and Nursing Care

If you are unable to continue caring at home, you may need to consider residential or nursing care. Nursing homes offer a high level of support for people with complex health care needs or challenging behaviour, whereas residential homes offer a lower level of support for people who are more independent. To see if you can get help with fees, the person you care for will need a financial assessment. However if they are able to cover the costs themselves, you can contact a home directly. The Care and Social Services Inspectorate also provides information about care homes, (see A-Z at end of booklet).

Paying for services

If the person you care for is assessed as needing services, depending on his/her finances, he/she may be asked to contribute towards the costs, up to a maximum of £50 a week.

Eligibility Criteria

The Council aims to provide their services to those in the greatest need. To do this they use eligibility criteria where people's needs are assessed as critical, substantial, moderate or low. Currently services are offered to those in the critical or substantial band. Eligibility criteria are not based on income, they are based on a person's need for support.

If you are assessed as not being eligible for health or social care you will be offered advice and information about other support from voluntary and private organisations. Some of these organisations are listed in the A-Z section of this booklet, where it is indicated whether or not you can contact them directly for support.

Do you look after someone?

Support available through the Health Services

Support for you, as a carer, and the person you care for, is available from local health services such as GPs, hospitals and community health.

GP Surgery

Check that your GP knows that you are a carer - noting this on your records will explain why you might need to make an appointment at a particular time or need a home visit for example. You have the right to a home visit if you are not able to get to the surgery.

Arrange a double appointment if you and the person you care for need more time with the GP. It is also a good idea to prepare for the appointment by writing down any questions you have so that you don't forget anything.

Appointments can now be made online using the new internet site My Health Online. The appointment is confirmed online so there is no need to 'phone the surgery at all. Appointments can also be cancelled online. All you need to do to use this service is to register your details at your GP surgery's reception (you will need to provide some proof of identity).

If you are not confident about providing medical care to the person you care for, you can ask your local surgery for extra training.

As a carer you are entitled to an annual 'flu vaccination. This should be offered to you automatically if you have registered as a carer with the surgery.

NHS funded care

If the health care needs of the person you care for cannot be met by social services then they may be entitled to a package of care provided by the NHS. This includes accommodation and nursing support provided at home or in a nursing home. For more information contact your GP/ social worker or, if the person you care for is in hospital, the ward staff. Should this be the case, you are still entitled to a carer's assessment from the social services.

Pharmacists

Most pharmacists offer a number of services to support carers and the person for whom they care. They offer a repeat prescription service whereby the repeat prescription is sent to them by the surgery, meaning that the carer/patient can go straight to the pharmacy to collect the medication when it is ready. (This service needs to be set up initially through the surgery). Some pharmacists may also offer a home delivery service.

All pharmacists offer an annual medication review. They also have the facilities to offer private consultations on medication at any time.



Do you look after someone?

Hospitals and Clinics

Under The Carers Strategies Measure (Wales) 2010, health staff in clinics and hospitals are legally obliged to consult with you as a carer and to offer you support in your caring role (although this might only mean signposting you to organisations who can help).

Should the person you care for be admitted to hospital, you may wish to continue to help with their care or you may prefer to let the ward staff do so, but either way you have the right to be informed about their condition and their treatment.

Prior to the discharge of someone who is need of care, a discharge plan must be in place which includes a care plan for when the patient arrives home. As a carer you should be consulted about this and best practice says that the discharge planning should begin as soon as possible after admission in order to ensure that everything needed is in place before the patient is actually discharged.

The discharge plan can include what happens on the actual day of discharge; any assessment needed; transport home; care package; equipment; adaptations to the home; contact with professional health workers; follow-up appointments at out-patients.

Other support available

Counselling

This is an opportunity to look at your problems with someone trained to help you see things in a different light and find ways to help you cope or make positive changes. You can discuss almost anything, for example; retirement, loneliness, anxiety, stress, feelings of not being able to cope, painful family relationships, grief and thoughts of suicide. Contact your GP or any of the relevant organisations listed in the A-Z at the end of the booklet.

Support Groups

Support groups provide an opportunity to meet other carers, who understand what is involved in caring, share expertise, information, tips and a chance to relax and make friends. It is possible to take the person you care for to some of these groups. See A-Z for details.

Green bottle in the fridge

This is a small plastic container in which one can put a copy of the patient's prescription. There are labels with green crosses on them, one of which should be attached to wherever the 'bottle' has been placed (usually in the 'fridge) and the other by whichever door the emergency services would enter the house. The emergency services are aware of the scheme and, in the event of there being no one else in the house, would find the bottle to accompany the patient to hospital.

Green bottles are obtainable from GP surgeries in Arfon and Dwyfor, branches of Rowlands Pharmacies or Carers Outreach Service (see A-Z)



Do you look after someone?

Talking Labels

A device which is available from branches of Boots. The pharmacist reads the instructions on to a device which slides into the top of the medication box and one can hear them by pressing the button on the device. It lets people with sight impairment know how many tablets are needed and when to take them. It also explains any changes to the usual prescription. It is free.

Advocacy

There are a number of organisations who offer advocacy services which can be of help both to you as a carer and to the person you care for. Social services provide a generic independent advocacy service for all adult service users and carers in Gwynedd, (except for individuals with mental health problems) who have received a social care assessment, regardless of its outcome. Otherwise please see the A-Z for details of third sector organisations who can help.

4. Health & Leisure

Looking after yourself

It isn't always easy to recognise yourself as a carer and for you and others (including the person you care for) to accept that you have needs of your own, e.g. support, help, understanding and a break from your caring role.

If you take care of yourself, you are more likely to stay healthy and able to continue helping the person you are caring for. Carers, who found it difficult at the outset and thought they would never manage, often feel more confident after a few months if they receive adequate support and help.

Maybe other family members, friends or perhaps a neighbour, would be willing to help occasionally so that you can take time off from your caring role.

Look after your own health – try to get a good night's sleep, eat a healthy diet and take some exercise. Accept whatever help is available from family, friends, voluntary and statutory services.

Your doctor is a good starting point for information and support. Tell your GP that you are a carer, as they may not necessarily know this. Talk through any issues you have, especially if you are experiencing stress or anxiety. Your GP will be able to refer you to social care services, counselling and other organisations that may be able to help.

A break from caring

A number of third sector organisations offer social events for carers and young carers in the Gwynedd area, so that you can take a break from caring. See A-Z for contact information.



Do you look after someone?

Cinema Exhibitors Association (CEA card)

For a small yearly fee this card entitles the holder to one free ticket for a person accompanying them to the cinema. The holder of the card will need to submit proof to show that they are in receipt of Disability Living Allowance/Personal Independence Payment or Attendance Allowance, or be a registered blind person. For more information please contact **0845 123 1292**.

National Exercise Referral Scheme

This scheme is for those over 17 years of age, who would benefit from access to a supervised exercise programme to improve health and wellbeing. Benefits can include weight management, reducing blood pressure, reducing stress and anxiety. Speak to your GP/practice nurse about being referred.

Saga Trust Breaks for Carers

This trust awards free holidays for a carer and a friend, including spending money and respite care if needed. The carer must be over 50 years of age, have been caring for over a year and not had a substantial break during that time. Carers can either nominate themselves or be nominated. For more details visit their website www.saga.co.uk/care/carers-trust or telephone **01303 77421**.

Holidays in the Cotswolds and Torbay

Carers Holidays offer holidays in caravans on Hoburne Holiday sites in the Cotswolds and Torbay at a reduced rate for carers. They have fully adapted caravans for people in wheelchairs or with mobility problems. Any carer is welcome to go on holiday there either with the person cared-for and/or with friends/family or by themselves. The facilities on the sites include swimming pools, sauna, café, restaurant and bar with entertainment in the evening. Contact **0117 965 2365** or e-mail info@carersolidays.org.uk or go to www.carersolidays.org.uk

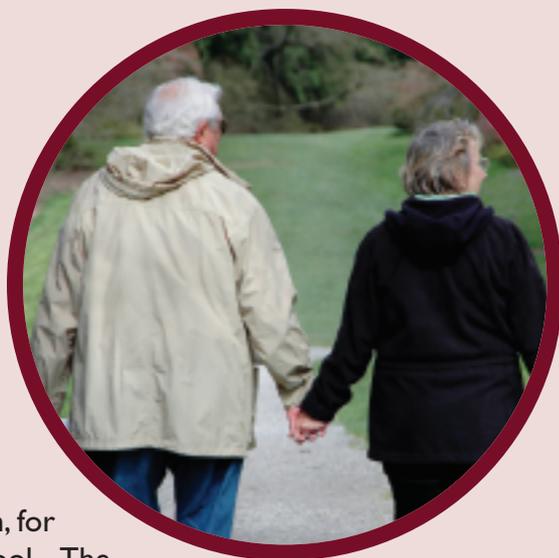
5. Work, training & courses

Working carers

Many carers want to carry on working for financial reasons, as well as to have time off from caring. With extra support from social services, voluntary and statutory organisations and your employer you may find it easier to balance the two. Talk to your employer about flexible working.

Training

As well as carer specific training courses, if you are thinking of returning to work you may wish to top up your skills. You may also wish to undertake courses for leisure. There are many ways to learn, for example distance learning, courses on the Internet or day/night school. The Open University in Wales, for instance, offers flexible part-time distance learning so you can study from home around your caring and other commitments and work towards recognised qualifications. For further information contact the Open University on **029 2047 1170**.



Do you look after someone?

Courses

EPP Cymru offers a course “Looking After Me” (LAM), for carers. It is held in the local community for anyone in a caring role. Courses are 2 ½ hours a week for 6 weeks. Other courses are available to do online, if you are unable to attend personally. See A-Z for contact details.

Returning to work

If you would like to combine your caring role with paid employment, Jobcentre Plus offers a range of training and financial help for you if you want to start or restart work at some point. They have advisers trained to understand carers' needs and they can talk to you about what is available. For more information go to www.gov.uk/moving-from-benefits-to-work/help-for-parents-and-carers or contact your local jobcentre to make an appointment to see an adviser. It won't affect your benefits and there's no obligation to do anything else.

6. Money Matters

You or the person you care for may be entitled to financial help – depending on age, needs and income. You can either contact the statutory organisations directly or seek advice from a voluntary organisation e.g. Age Cymru or the Citizens Advice Bureau.

The Department of Work and Pensions (DWP) have a free phone confidential helpline for disabled people and carers - **0800 88 22 00**. The DWP can do home visits to provide advice, information, complete benefit application forms etc, to customers who are unable to contact them by other means.

You may also be able to get financial support through charities and benevolent organisations, who offer loans and grants to help pay for things other schemes will not fund. A third sector organisation such as Carers Outreach Service may be able to help you with this.

The Welfare Rights department offer a comprehensive service on welfare rights issues for service users and prospective service users of the Social Services department, and also ensure that they claim the due benefits. Contact **01766 771000**.

Benefits for carers:

Carers Allowance – is the main benefit for carers over 16 years, who are on a low income and spend 35 hrs or more a week caring for someone getting certain disability benefits. Contact the Carer's Allowance Unit - **0845 608 4321** - or the Benefits Enquiry Line - **0800 88 22 00**

Benefits for you and the person you care for:

Pension Credit – guarantees a certain level of income for people over pensionable age. Contact the Pension Service – **0800 99 1234**



Do you look after someone?

Winter Fuel Payment – is an annual payment towards winter heating for people over pensionable age. Contact the Winter Fuel Payment Line – **08459 15 15 15**

Income Support – is for people aged between 16 and pensionable age, on a low income, who either don't work or work less than 16 hrs a week. Contact the Jobcentre Plus – **0800 055 6688**

Housing Benefit – helps with paying rent if you are on a low income. Contact the Council – **01286 682689 or 0800 169 9729** (if aged over 60)

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. Contact the Council Tax department – **01286 682689 or 0800 169 9729** (if aged over 60)

Social Fund / Community Care Grant - provides lump sum payments, grants and loans for unexpected expenses for people on a low income. Contact the Jobcentre Plus – **0800 055 6688**

Crisis Loan - if you need to apply for a crisis loan for household items or living expenses, contact Job Centre Plus - **0800 032 7952**

Attendance Allowance – is for people over 65 years needing assistance with personal care because of disability. It is paid at different rates depending on the care required. Contact the Department of Work and Pensions – **0845 712 3456**

The Motability Scheme – this helps lease/buy a car, scooter/power wheelchair for people who get certain disability benefits. For the Car Scheme contact Motability Operations - **01279 635999**

Statutory Sick Pay (SSP) and Employment and Support Allowance – is for people aged between 16 and 65 years who are unable to work because of sickness. Contact the Jobcentre Plus – **0800 055 6688**

Disability Living Allowance (DLA) – is for people under 65 years, including children who are severely disabled and need help with personal care and mobility. Contact the Department of Work and Pensions – **0845 712 3456**

NB The Westminster Government plans to replace DLA with a new Personal Independence Payment (PIP), which will have a new structure and new assessment process. PIP will be introduced in 2013 and 2014.

Personal Independence Payment (PIP) – starting in April 2013, PIP will have completely replaced DLA by the end of 2016. There will be two components to it, like DLA, namely a care component and a mobility component. The care component will have two categories, unlike the three which DLA has.



Do you look after someone?

7. Legal matters

Carers sometimes need to take responsibility for the financial and legal affairs of the person they care for. Planning ahead can save time, effort and money. Things you may need to take care of include:

Bank and building society accounts

Accounts can be changed to joint accounts or you can take out a 'Third Party Mandate'. Contact the relevant bank or building society.

Lasting 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 powers on health matters. For more information, contact the Office of the Public Guardianship – **0300 456 0300**. Local third sector organisations may also be able to help. See A-Z for contact details.

Making a Will

A will is a written record of what happens to a person's property and finances after they die. A person can write their own will; however, if it is not done properly, there can be problems. It is better to contact a solicitor or a will-writer. Contact the Society of Will Writers on **0800 838270** or the Law Society on **020 7242 1222** for further advice or information.

Legal Advice

Free legal advice is available from the Citizens Advice Bureau. They can help locate free or low cost legal information and advice services, put you in contact with a specialist solicitor, help you access legal aid (help towards legal costs), produce information sheets and offer a free independent and confidential telephone helpline. See A-Z for details.

Setting up a trust

If you care for a sick or disabled child, you may want to think about setting up a trust fund, where trustees are responsible for managing the trust and carrying out your wishes. You should contact a solicitor for further advice and information or a member of the Society of Will Writers might also be able to help (see above for contact details).



Do you look after someone?

8. Maintaining and adapting your home

Aids and Adaptations

Using special equipment and/or adapting where you live can make it easier for you to care for someone at home and for them to continue living there. In some circumstances perhaps you will need to consider if your current home is suitable to cope with the needs of the person for whom you are caring?

The aids and equipment that can be provided include easy grip cutlery, walking sticks, commodes, bed raisers, crutches, grab rails, hoists, orthopaedic shoes, chair risers, scooters, walking frames, wheelchairs, and adjustable beds. All these can help with everyday living.

You can get aids and adaptations through:

Social Services

Occupational therapists will be able to advise you on aids and adaptations e.g. grab rails, hoists, chair risers. There is a disability equipment assessment centre in Dolgellau. Please contact **01286 682888** for an assessment.

Health Services

Items are available such as commodes, walking sticks, wheelchairs, adjustable beds etc. However you need to be referred by a GP or nurse to the Community Physiotherapy Department.

Shops - there are a number of mobility shops where aids and equipment for daily living can be purchased. These are listed in the 'phone book, e.g. Byw Bywyd - **01286 830101** or CIL De Gwynedd **01766 514249**

British Red Cross – they loan wheelchairs, backrests, bath seats, bedpans, commodes, walking sticks etc. for a small fee. Contact **01248 364677**

You or the person you care for may be able to get a grant to pay for, or contribute towards, the cost of repairing, improving or adapting your home. Some grants are means tested or have conditions attached, so make sure you understand before agreeing to any work. Some of the housing grants available include:

Disabled Facilities Grants – for disabled people and their carers making homes more suitable to live in. A Disabled Facilities Grant requires an assessment by a qualified occupational therapist. Contact the Gwynedd Social Services Advice and Assessment team on **01286 682888** to be referred to an occupational therapist.

The Home Energy Efficiency Scheme (Nest)

This scheme facilitates the installation of energy efficiency measures such as central heating, boilers or loft insulation. To find out if you are eligible telephone Freephone **0808 808 2244**. Advice is also available on saving energy; money management; making sure you're on the best fuel tariff for you and if you are entitled to any benefits to boost your income.



Do you look after someone?

North Wales Energy Advice Centre - provides an independent service to save you money on your energy bills, including advice on sorting out billing difficulties; finding the cheapest energy suppliers; ways to save energy without changing life style; solving problems with heating and insulation - Freephone line **0800 954 0658**

Care and Repair

Care and Repair offer advice and support to people 60 years and over and to disabled people in Gwynedd to make improvements to their homes. This service is not available for housing association tenants. To find out more contact **01766 510160**

9. Transport

Getting out and about can make a big difference to carers. You can use the mobility component of Disability Living Allowance/Personal Independence Payment towards the Motability scheme.

Private car

Motability

Motability enables disabled people to use their government-funded mobility allowance to obtain a new car, powered wheelchair or scooter. For more details, phone **01279 635999**

The Blue Badge Scheme

This entitles people with severe walking difficulties to benefit from disabled parking. For an application form contact Galw Gwynedd on **01766 771000**, or download a form at **www.gwynedd.gov.uk**. Alternatively you can visit the “One Stop Shop” to pick up an application form.

Siop Gwynedd Pwllheli – Dwyfor Area Office, Ffordd y Cob, Pwllheli

Siop Gwynedd Dolgellau – Meirionnydd Area Office, Cae Penarlâg, Dolgellau

Siop Gwynedd Arfon – Council Offices, Shirehall Street, Caernarfon

Blue Badges are also available online at **www.direct.gov.uk/bluebadge**

Travel to and from hospital

If you or the person you care for are unable to get to a hospital appointment, you can organise transport through the hospital transport service. You must book at least one week before the appointment. To find out if you are eligible, contact **0845 607 6181**.

Community Transport

Barbara Bus Gwynedd – a service solely for wheelchair users who cannot transfer from chair to vehicle. To find out more contact **01766 522756**.



Do you look after someone?

Cymrod - providing transport support for disabled, older and vulnerable people in the Dwyfor area - **01758 614311**

O Ddrws i Ddrws – service for older or disabled people who are unable to reach public transport – **01758 721777**

The Red Cross Transport and Escort Service – available to anyone who finds it difficult to travel. For further information contact **01248 351103**

Public Transport

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 that 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 **0871 200 2233**, or visit **www.traveline-cymru.info**

Free Bus Travel

People over 60 years and disabled people are entitled to free travel on all local bus services in Wales. If the person you care for cannot travel on their own, they can apply for a companion bus pass where a person can travel with them for free. Contact the Council on **01286 682831**

Train Services

Arriva provide most train services in Wales, and they do aim to make their trains accessible to wheelchair users. They have a guide available “Making Rail Accessible – Helping Older & Disabled Passengers”, for a copy phone **0870 9000 722**, or download a copy at **www.arrivatrainswales.co.uk**

For travel enquiries ring **08457 48 49 50 (0845 60 50 600 Text phone)**, for assistance for customers with disabilities ring **0845 300 3005 (0845 60 50 600 Text phone)**

Disabled Persons Railcard

For a yearly fee the railcard allows the cardholder and one adult travelling with them to get 1/3 off most rail fares throughout Great Britain. For more information about the railcard phone **0845 605 0525**.



Do you look after someone?

10. Other useful information

Key to Disabled Public Toilets

The National Key Scheme (NKS) offers disabled people independent access to locked public toilets around the country. There are 9,000 accessible toilets across the UK fitted with the NKS lock.

For a small fee you can obtain one of these “Radar” keys from Gwynedd Council to unlock the door of participating disabled public toilets. To find out how to get one, contact Galw Gwynedd on **01766 771000**.

Home eye/hearing tests

Free NHS eye tests in your home are available to eligible over 60s if unable to visit a high street optician. ‘Phone Home Vision Care on **01745 851159**. The Outside Clinic also offer free eye and hearing tests to those entitled, contact **0800 85 44 77**.

Library Service

If someone is housebound or you are a full time carer, the Library Service can come to your door every four weeks. Contact your local library for further details, or ring **01286 679465** or **01341 422771**, or e-mail llyfrgell@gwynedd.gov.uk

TV Licence – people over 75 qualify for a free licence and people who are either blind or severely sight impaired can obtain a 50% discount on the cost of their TV licence. For more information contact TV Licensing – **0300 790 6135**.

Welsh Water Assist – A reduction in your water bill if you are on certain benefits, or if you have certain medical conditions. Contact **0800 052 0145**.

Emergency/Crisis Contact Numbers

In an emergency ‘phone **999** or **112** (ambulance, police, fire service)

Out of Hours Medical Service is available if you need urgent medical help between 6.30pm – 8.00am on weekdays and all day at weekends and on Public Holidays – **0300 123 5566**

NHS Direct Wales – 24 hour telephone advice and information line **0845 4647**

Out of Hours Social Services provides cover for social work emergencies that occur outside of normal office hours – **01248 353551**



Do you look after someone?

11. Caring to the end

Caring for someone who is terminally ill

Caring for someone who is dying isn't easy. However, providing care can give the opportunity for you to say goodbye in a very special way. It needs to be your choice, so if you think you would find it too hard, talk to your GP, social worker or carers organisation. If any of your care needs are likely to change, request a Unified and/or Carer's Assessment. You may also be entitled to financial help. There is a faster claiming process for people with a life expectancy of less than six months.

When the person you care for dies

It may feel as though there are 101 things to do, but it is important to give yourself time to deal with your emotions, as you'll most probably be in shock even if you were prepared. If you would like to talk about your feelings, contact a carers organisation or Cruse who offer free help to bereaved people - **0844 5617856**

Registering the death

When someone dies at home it is necessary to contact their GP or the GP Out of Hours Service to obtain a Medical Certificate and formal notice. The death must be registered within five days at the Register's Office and they will provide a Certificate of Burial or Cremation for the funeral directors, and a death certificate.

Help with funeral expenses

Funerals can be expensive, so it is important to check the final cost before starting to make arrangements. It is worth checking to see if there is any insurance or savings scheme in place to help towards the costs. The cost of the funeral is taken from the deceased person's estate. Depending on the circumstances help towards the cost of the funeral might be available from the Department of Work and Pensions. If you are unable to get help towards the funeral costs, you could ask the funeral directors whether or not it is possible to pay them by instalments.

Life After Caring - You may find out now that you are no longer a carer, you have more time on your hands. You can join a group, go back to work or undertake training or voluntary work. Whatever you decide, be kind to yourself as you may be feeling very vulnerable after the death of someone close to you. Carers Outreach Service will support carers, who have registered with them, for two years following a death.



Do you look after someone?

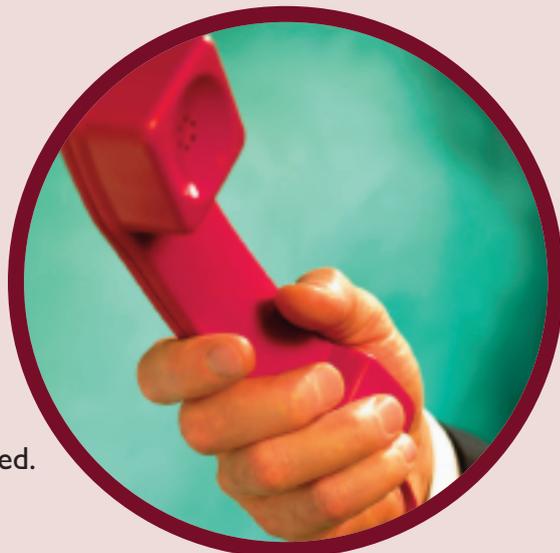
12. Making a complaint

You might sometimes feel that you have to complain about services you have received, or failed to receive, from the statutory sector.

If you are not happy with the service you receive, Gwynedd Social Services has a complaints procedure. You can request a copy from the Customer Care Officer **01286 679549 / 01286 679223**.

If you are not happy with hospital services, clinics or community services like district nursing, you can get in touch with the Complaints Manager at Ysbyty Gwynedd to talk about what happened. You can contact the Complaints Department on **01248 384194**

If you are not happy with something at a GP practice, NHS dentist, pharmacy or optician, or the Out of Hours GP service, you should contact the Complaints Department at Ysbyty Gwynedd on the above number. Also, the Betsi Cadwaladr Community Health Council can support you by providing information and advice on the options available to patients and their carers. Contact them on **01248 679284**.



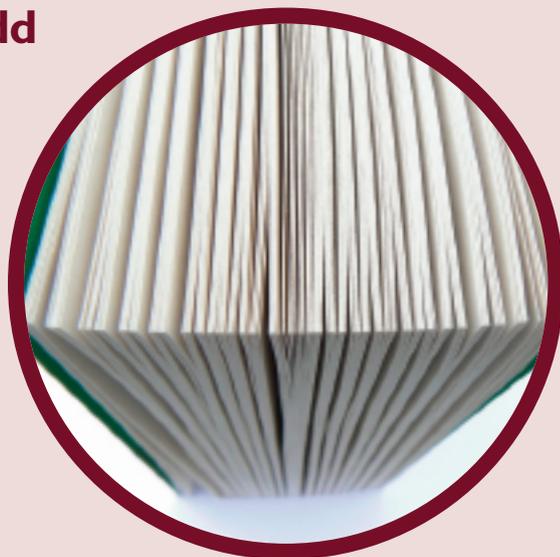
13. A-Z of services for carers in Gwynedd

We have tried to include the information that will be most relevant to the majority of carers. However, this is by no means an exhaustive list. If you are unable to find what you are looking for here, please contact Lester Bath, the Gwynedd Council Adult and Children Carers Support Officer who will be happy to make enquiries on your behalf and signpost you on to the relevant organisation.

Carers Support Officer - Lester Bath

☎ 01286 679742

✉ LesterBath@gwynedd.gov.uk



Do you look after someone?

Guide, in alphabetical order, to finding possible relevant organisations in A-Z (please remember to check the first half of the booklet as well)

Advocacy / Independent advice

Age Cymru Gwynedd a Môn
Avalon Advice
Citizens Advice Bureau (CAB)
Mental Health Advocacy Scheme
North Wales Advice & Advocacy
Shelter Cymru

Alternatives to caring at home

CSSIW
Counsel and Care

Caring for a child with a disability

Carers Outreach Service
Derwen
Down's Syndrome Association
Family Fund
Gwynedd & Anglesey Asperger/Autism Support Group
Gwynedd Children's Referral Team
Jigso
Mencap Cymru
National Deaf Children Society
North Wales Society for the Blind
Contact a Family
RNIB
Scope
Sense
SHINE
SNAP

Caring for someone with dementia/a neurodegenerative disease

Age Cymru Gwynedd a Môn
Alzheimer's Society
Bupa
Carers Outreach Service
Dementia UK
Huntingdon's Disease Association
Motor Neurone Disease Association
Parkinson's UK
Wales Dementia Helpline

Caring for someone who is elderly

Age Cymru Gwynedd a Môn
Carers Outreach Service
Counsel and Care
Independent Age
The Outside Clinic

Caring for someone with a learning disability

Anheddau
Carers Outreach Service
Down's Syndrome Association
Gwynedd & Anglesey Asperger/Autism Support Group
Mencap Cymru
Wales Learning Disability Helpline

Caring for someone with a long term chronic condition

Arthritis Care
British Lung Foundation
Chronic Condition Self Management Course
Diabetes UK Cymru
Epilepsy Action Cymru
Headway Gwynedd
Mid & West Wales ME Group
MS Society
Myasthenia Gravis Association
Stroke Association

Caring for someone with a mental health problem

Beat (Eating disorders)
CAIS
C.A.L.L
Community Mental Health Teams
EDIT (Eating disorders)
Hafal
Mental Health Advocacy Scheme
Unllais

Do you look after someone?

Caring for someone with a physical disability

Carers Outreach Service
CIL De Gwynedd
North Wales Deaf Association
North Wales Society for the Blind
Scope
Sense
SHINE
Caring for someone with a substance misuse problem
Alcohol Concern Cymru
CAIS
Wales Drug and Alcohol Helpline

Caring for yourself!

Carers Outreach Service
Carewell
Job Centre Plus
Looking After Me
The Samaritans

Young carers

Action for Children
Gwynedd Ni
Meic
Tros Gynnal Plant
Young Carers net

Emergencies

Emergency dental treatment
Emergency Out of Hours Team
GP Out of Hours Service
The Samaritans

Finance

Age Cymru Gwynedd a Môn
Avalon Advice
Benefits Enquiry Line
CAB
Carers Outreach Service
Direct Gov
Family Fund
Independent Age
Jobcentre Plus
Macmillan Cancer Support

Nest

Help from statutory sector

Community Health Council
CSSIW
Gov.uk
Gwynedd Children's Referral and Intake Team
Gwynedd Council
Gwynedd Social Services Adult and Assessment Team
Refuse collections

Help from third (voluntary) sector

Age Cymru Gwynedd a Môn
Carers Outreach Service
Carers Wales
Crossroads Care North Wales
Ffrindia'
Gofal
Mantell Gwynedd
The Red Cross
Shelter

Help with day to day living

Age Cymru Gwynedd a Môn
Macmillan Cancer Support
Nest
Outside Clinic
Telecare

Help with housing, adaptations and equipment

Care and Repair
Gwynedd Council
Home Fire Safety Checks
Shelter

Legal matters

Citizens Advice Bureau (CAB)
Shelter Cymru

Leisure

Age Cymru Gwynedd a Môn
Carers Outreach Service
Cinema Pass

Do you look after someone?

Palliative care

Gwynedd Hospice at Home
Macmillan Cancer Support
Marie Curie Cancer Care

Pet animals

Cinnamon Trust

Transport

Barbara Bus
Cymrod
O Ddrws i Ddrws
Motability Scheme

When caring comes to an end

Carers Outreach Service
Carers Wales (Carers UK)
Cruse Bereavement Care

Action for Children

Gwynedd Young Carers Project

Gwynedd Young Carers Project provides a supportive service to children and young people, aged from 5 -18 years, who live in Gwynedd who look after or help look after someone in their family who is unwell or disabled. This includes caring for someone who has mental health problems and/or misuses substances.
Project Taith

A support service for young adult carers and their families; young adult carers are young people aged 16-25 who have caring responsibilities. They may look after someone who is ill or disabled, has a mental health problem or a substance misuse problem.

☎ 01248 364 614 / 01248 353 095

✉ gwyneddyoungcarers@actionforchildren.org.uk

🌐 www.actionforchildren.org.uk

Age Cymru Gwynedd a Môn

Age Cymru is Wales' leading national charity working to improve the lives of all older people. All older people should be able to lead healthy and fulfilled lives, have adequate income, access to high quality services and the opportunity to shape their own future. Provides a public voice for older people and endeavours to raise awareness of the issues of importance to them.

Advocacy

Age Cymru Gwynedd a Môn has launched a new advocacy service to safeguard older people in North Wales by supporting, representing and ensuring their voice is heard.

☎ 01286 677711

✉ info@acgm.co.uk

🌐 www.ageuk.org.uk/cymru/gwyneddamon/

Alcohol Concern Cymru

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

☎ 029 2022 6746

✉ acwales@alcoholconcern.org.uk

🌐 www.alcoholconcern.org.uk/wales

Also offers general sensible drinking tips through the website

🌐 www.drinkwisewales.org.uk

Do you look after someone?

Alzheimer's Society

The North and West Wales area office of the society provides services for people with dementia and those who care for them.

☎ 01248 671125 / 01248 671137

✉ NorthWestWales@alzheimers.org.uk

☎ 0845 300 0336 (Alzheimer Helpline)

🌐 www.alzheimers.org.uk

Anheddau Cyf

Anheddau Cyf is a non-profit making social care provider, supporting adults with support needs to live in the community. Working closely with other agencies and organisations that also seek to improve and develop services that meet the needs and aspirations of individuals. The service that is delivered to each individual is based upon their person centred plan. This ensures that services are flexible and varied according to the needs of each individual.

☎ 01248 675910

✉ post@anheddau.co.uk

🌐 www.anheddau.co.uk

Arthritis Care Wales

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

☎ 02920 444155

✉ wales@arthritiscare.org.uk

Helpline ☎ 0808 800 4050 10am-4pm weekdays

✉ helplines@arthritiscare.org.uk

🌐 www.arthritiscare.org.uk

Avalon Advice CIC

Help with employment problems, housing issues, welfare benefits, consumer rights, debt advice and more.

☎ 01248 361911

✉ advice@avalonadvice.info

🌐 www.avalonadvice.info

Barbara Bus Gwynedd

This is a service solely for wheelchair users who cannot transfer from chair to vehicle. Specially adapted vehicles are based in Aberdyfi, Criccieth and Dolgellau. They may be borrowed for up to a week and driven by family, friends and carers, subject to certain limitations. There are no fixed charges but donations from users are essential to keep the service running.

☎ 01766 522756

🌐 www.barbarabusgwynedd.com

Do you look after someone?

Beat

Beat provides helplines, online support, including a carers' forum, and a network of self-help groups (see EDIT for group in Gwynedd) to help adults and young people beat their eating disorders.

☎ 0845 634 1414 (Helpline)

✉ help@b-eat.co.uk

🌐 www.b-eat.co.uk

☎ 0845 634 7650 (Youthline)

Text 07786 20 18 20

✉ fyp@b-eat.co.uk

☎ 0300 123 3355

✉ info@b-eat.co.uk

Beat Cymru

☎ 01597 823505

North Wales Project Officer

☎ 07854 239655

✉ n.jones@b-eat.co.uk

Benefits Enquiry Line

This free enquiry line gives general advice on benefits for carers and people with disabilities.

☎ 0800 882 200

Blue Badge

The Blue Badge gives accessible (sometimes free) parking for disabled people; this is dependant on them fulfilling certain criteria. A new application for a Blue Badge must be made every 3 years.

☎ 01766 771000

🌐 www.gwynedd.gov.uk

British Lung Foundation

The British Lung Foundation (BLF) is the only UK charity covering all lung diseases. The Breath Easy (BE) groups in Wales are part of the support provided by BLF. Making friends and meeting people is very important - the friendly BE meetings are for patients, friends, family and carers alike.

☎ 01792 455764

☎ 03000 030 555 (Helpline)

✉ wales@blf-uk.org

🌐 www.lunguk.org

Bupa

Bupa have published Caring for someone with dementia, an 80 page guide which includes a wide range of advice on dementia and a directory of useful contacts for further help, support and advice. Copies can be requested on the Bupa website.

🌐 <https://www.bupa.co.uk/individuals/care-homes/request-a-guide>

Do you look after someone?

CAIS

CAIS aims to make positive changes in the lives of people affected by drugs and alcohol across North Wales through a range of services and support, in the belief that people can and do change.

CAIS also offer a Young Person Substance Misuse Service (YPSMS) to young people, typically under 22 years old, who are experiencing problems with substance misuse and who live in Gwynedd or Anglesey.

☎ 084506 12112 (Helpline)
North West Wales Regional Office
☎ 01286 671005
✉ caernarfon@cais.org.uk
🌐 www.cais.co.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
🌐 callhelpline.org.uk

Care and Social Services Inspectorate Wales (CSSIW)

The CSSIW encourages the improvement of social care, early years and social services in Wales. Services are inspected as part of regulation, and findings are published as Inspection Reports. You can search the directory of regulated services to find a service or to view an inspection report to help you choose a service.

☎ 0300 062 5609
✉ CSSIW.North@wales.gsi.gov.uk
🌐 www.csiw.wales.gov.uk

Care and Repair Gwynedd

Advice and support on home adaptations (rails, ramps, stair lifts etc)

☎ 01766 510160
✉ gofalathrwsio@gofalathrwsio.org
🌐 www.careandrepair.org.uk/gwynedd/ or www.gofalathrwsio.org

Carers Outreach Service

This is a local voluntary organisation providing a listening ear, information and support for people who look after relatives, friends or neighbours, including individual support through home visits, planning for the future, social opportunities and support groups, health and well-being sessions and a quarterly newsletter. The organisation can assist carers to access their entitlements and apply to benevolent funds for grants for essential items.

☎ 01248 370797 (Bangor)
✉ help@carersoutreach.org.uk
☎ 01766 772956 (Penrhyndeudraeth)
🌐 www.carersoutreach.co.uk

Do you look after someone?

Carers Wales

Carers Wales is part of Carers UK. They provide information and advice to carers on their rights and help available to them. They also campaign for changes to improve carers' lives.

☎ 02920 811 370

☎ 0808 808 7777 Advice line 10 -2 & 2-4 Wednesdays & Thursdays

🌐 www.carersuk.org/wales

Carewell

Carewell is a partnership between Bupa, Carers UK and MEND. Their aim is to help carers and the people for whom they care, to make positive changes to be happier and healthier. The website offers information, tips and advice from carers and health experts. A free copy of The Carewell Handbook is obtainable through the website or by phoning the freephone number.

☎ 0800 011 4777

🌐 www.carewelluk.org

Chronic Disease Self Management Course (CDSMP)

This course, held locally, is for anyone living with any long term health condition.

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 2½ 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.

☎ 01286 674236

✉ epp@gwyneddhealth.org

🌐 www.eppwales.org

CIL De Gwynedd

The purpose of CIL is to support and meet the needs of disabled adults in Gwynedd so that they can make independent and informed choices about their lives. The aim is to improve the lives of disabled people, reduce dependency and isolation, enable them to live safely and happily, participate in the community, and have access to all necessary information and services. Their main areas of activity are: Training and Education; Service and Information; Facilities, Transport, and Access.

☎ 01766 514 249

✉ chairman@cildegwynedd.co.uk

🌐 www.cildegwynedd.co.uk

Cinnamon Trust

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

☎ 01736 757 900

✉ ctadmin@cinnamon.org.uk

🌐 www.cinnamon.org.uk

Do you look after someone?

Cinema Pass

The Cinema Exhibitor's Card allows free cinema entry to carers accompanying a card holder. The card holder must be in receipt of qualifying disability benefits or be registered blind.

☎ 0845 123 1292

🌐 www.ceacard.co.uk

Citizen's Advice Bureau (CAB)

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

☎ 0845 421 6670

☎ 0845 450 3064 (Local helpline)

☎ 08444 772 020 (National helpline)

✉ admin@cabgwynedd.org.uk

🌐 www.cabgwynedd.org.uk

Community Health Council (CHC)

Independent Advocacy Service for NHS Complaints

If you have a comment or complaint about health services, the Betsi Cadwaladr Community Health Council can support you by providing information and advice on the options available to patients and their carers. The range of help on offer includes doing necessary research, writing letters on your behalf and supporting you at meetings.

☎ 01248 679 284

✉ complaints@bcchc.org.uk

🌐 www.bcchc.org.uk

Community Mental Health Teams

The community mental health teams offer professional help to people with serious mental health problems and their relatives or carers. Various forms of help are offered by team members personally. Examples include - psychological interventions, medication, support workers, day services, residential / nursing care and practical and emotional support. Staff can also access other local mental health services.

Arfon: ☎ 01248 363 470

Dwyfor / Meirionnydd: ☎ 01766 510 011

Contact a Family

Provides advice, information and support to the parents of all disabled children.

☎ 02920 396 624

Free helpline 0808 808 3555

✉ helpline@cafamily.org.uk

🌐 www.cafamily.org.uk

Do you look after someone?

Counsel and Care

This is a national charity working with older people, their families and carers to help them get the best care and support. Advises on a range of community care issues, including finding and paying for care, welfare benefits and hospital discharge. A free booklet entitled 'The Care Home Handbook' is also available.

☎ 020 7241 8522 (to order publications)

☎ 0845 300 7585 (advice line)

✉ advice@counselandcare.org.uk

🌐 www.counselandcare.org.uk

Crossroads Care North Wales

Crossroads Care is a charity registered as a domiciliary care agency for adults and children. Their objective is to give carers of all ages a break by using professional care support workers who are trained to deliver emotional, practical and personal care.

☎ 0845 605 0115

✉ northwales@nwcrossroads.org.uk

🌐 www.carers.org

Cruse Bereavement Care

Provides one to one emotional support, counselling sessions and information

☎ 08445 617 856

✉ helpline@cruse.org.uk

🌐 www.crusebereavementcare.org.uk

Cymrod

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

☎ 01758 614311

Dementia UK

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

☎ 0845 257 9406

✉ direct@dementiauk.org

🌐 www.dementiauk.org

Dementia UK also supports Uniting Carers, a national network of carers, former carers, family and friends of people affected by dementia.

☎ 020 7874 7225

✉ carers@dementiauk.org

Do you look after someone?

Derwen – Integrated Team for Disabled Children

Integrated service for disabled children and young people including clinical psychologists, child development community nurses, social workers and support service.

☎ 01286 674 686 (Arfon)

☎ 01758 701 000 (Dwyfor)

☎ 01341 424 503 (Meirionnydd)

✉ Derwen@gwynedd.gov.uk

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/wales

Down's Syndrome Association

Provides information and support on all aspects of living with Down's Syndrome to all who need it.

Ms Jane McIlveen (North Wales Contact)

☎ 01492 621 066

☎ 07703714740

🌐 www.downs-syndrome.org.uk

Emergency Dental Treatment

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

☎ 0845 46 47

Emergency Out of Hours Team

Emergency Out of Hours Social Services and Homelessness Team for Gwynedd and Ynys Môn.

☎ 01248 353551

EDIT (Eating Disorders in Transition)

A self-help group meets every Wednesday evening from 7 - 9 pm at the Abbey Road Centre, Bangor. No meetings are held throughout August.

For more information contact

☎ 07514400213 – Emma on Mondays 7 -9 pm and Wednesdays 5 – 7 pm

✉ edit.bangor@hotmail.co.uk

🌐 www.b-eat.co.uk/beat-cymru

Do you look after someone?

Epilepsy Action Cymru

Epilepsy Action Cymru provides advice, information and support services for the estimated 32,000 people in Wales who have epilepsy. It also strives to strengthen the voice of people with epilepsy by campaigning to improve epilepsy services and raise awareness about the condition. There are plans to set up a local support group in Porthmadog. It is hoped to launch family support networks in Wales to link families together.

Workshops on epilepsy and memory and epilepsy and depression are also organised. The aim is to enable people to better manage their condition by helping them understand that there are strategies they can use to help them do so.

☎ 01633 253 407

✉ asivapatham@epilepsy.org.uk

🌐 www.epilepsy.org.uk/cymru

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.

☎ 08449 744 099

✉ info@familyfund.org.uk

🌐 www.familyfund.org.uk

Ffrindia'

Ffrindia' is a befriending project for Gwynedd residents aged over 50 who are in need of some company or a confidence boost.

☎ 01286 685 929 Nia Haf (Arfon)

✉ nia@mantellgwynedd.com

☎ 01286 685 928 Dawn Thomas (Dwyfor)

✉ dawn@mantellgwynedd.com

☎ 01341 422 575 Gwenlli Haf (Meirionydd)

✉ gwenlli@mantellgwynedd.com

🌐 www.mantellgwynedd.co

Gofal

The British Red Cross with the help of a team of trained volunteers offers a befriending and enabling service to people over 50 in North Wales.

☎ 01745 828360

✉ GofalNorthWales@redcross.org.uk

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

☎ 0300 123 5566

Do you look after someone?

Gwynedd & Anglesey Asperger/Autism Support Group

This group is run by volunteers who provide support to individuals with Autistic Spectrum Disorders (ASD), their parents and carers by organising meetings, trampolining and swimming sessions, speakers and workshops.

☎ 01248 364 015

✉ almed6@btinternet.com

🌐 www.asperger-autismsupport.org.uk

Gwynedd Council

Monday - Friday

☎ 01766 771 000

🌐 www.gwynedd.gov.uk

Gwynedd Children's Referral and Intake Team

The team is responsible for receiving all referrals for the Children and Families Service.

☎ 01758 704 455

✉ cyfeiriadauplant@gwynedd.gov.uk

🌐 www.gwynedd.gov.uk

Gwynedd Hospice at Home

Offers services for people with life threatening diseases. Provide home nursing, a day hospice (Hafan) and complementary therapy clinics.

☎ 01286 662772

🌐 www.gwyneddhospice.co.uk

Gwynedd Ni

Gwynedd information service for children, young people and their families.

☎ 01286 675570

✉ Gwynedd-Ni@gwynedd.gov.uk

🌐 www.gwynedd-ni.org.uk

Gwynedd Social Services Adult Advice and Assessment Team

Provides services for adults suffering from an illness, a physical disability or learning disability over the age of 18; older persons who are frail or ill; people suffering from memory problems and carers. Can also assist if there are concerns regarding the welfare or safety of an individual.

Monday to Friday 9.00 – 5.00

☎ 01286 682 888

✉ cao@gwynedd.gov.uk

🌐 www.gwynedd.gov.uk

Do you look after someone?

Hafal

Hafal is the principal organisation in Wales working with individuals recovering from severe mental illness, and their families. Hafal delivers a range of services including direct support and advice, support in a crisis, contact with others by phone, advocacy, support in a group setting, introductions for befriending, and employment and training projects. Hafal also gives clients a much-needed voice in the planning of mental health services.

☎ 01766 513 800

✉ gwyneddarosfa@hafal.org

🌐 www.hafal.org

Headway Gwynedd

Headway Gwynedd is a branch of Headway UK, a charity set up to give 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 Caernarfon on the second Saturday of the month and in Barmouth on the fourth Saturday of the month – all welcome.

No meetings are held in August or December.

☎ 01248 360 303 (helpline)

✉ headwaygwynedd@gmail.com

✉ brian.audrey@btinternet.com

🌐 www.headway.org.uk

Home Fire Safety Checks

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

☎ 0800 169 1234

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.

☎ 0845 607 6181

Huntington's Disease Association

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

Regional Care Advisor for North Wales: Alwena Potter

☎ 01492 549 162

✉ alwena.potter@hda.org.uk

☎ 0151 331 5444 (Head office)

🌐 <http://hda.org.uk/>

Do you look after someone?

Independent Age

Provide a national information and advice service for older people, their families and carers, focusing on three vital areas: social care, welfare benefits and befriending services.

☎ 0845 262 1864 (10am – 4pm. Monday to Friday)

🌐 www.independentage.org

Jigso (Barnardo's Cymru) Family Support Service

Jigso is a support service for families with children who may have a disability or additional needs. Jigso provides individual support to mothers, fathers and all significant adults in children's lives. Jigso provides information and signposts families to relevant agencies. As well as providing individual support Jigso runs parents' courses and support groups.

☎ 01766 832 546

✉ cabanbach@barnardos.org.uk

🌐 www.barnardos.org.uk

Jobcentre Plus

If you are caring for someone and want to go back to work or combine paid work with your caring responsibilities, there is help available from your local Jobcentre Plus, including benefits advice and information on how to access respite (replacement) care for the person you look after.

☎ 0845 604 3719

Looking After Me (LAM) course

This course is for adults who care for someone with a long-term health condition or disability. It is about taking time to look after your own health needs. It aims to help you take more control of your situation and make a difference to the quality of your life

The course involves a series of six sessions of 2½ hours, one session a week for six weeks; the course is free of charge.

☎ 01286 674 236

✉ epp@gwyneddhealth.org

🌐 www.eppwales.org

Macmillan Cancer Support

Provides practical, medical and financial support and pushes for better cancer care.

☎ 0808 808 00 00

🌐 www.macmillan.org.uk

Mantell Gwynedd

Mantell Gwynedd is a registered charity and company limited by guarantee that aims to strengthen and promote voluntary and community groups and develop voluntary action in Gwynedd. Holds a list of most voluntary organisations.

☎ 01286 672 626

✉ ymholiadau@mantellgwynedd.com

☎ 01341 422 575

✉ dolgellau@mantellgwynedd.com

🌐 www.mantellgwynedd.com

Do you look after someone?

Marie Curie Cancer Care

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.

☎ 0800 63 44 520

🌐 www.mariecurie.org.uk

The Marie Curie Nursing Service also provides a Palliative Care Rapid Response service, which is also available across certain areas of North Wales between 10pm - 7am to provide urgent care at short notice in a patient's home. This service is accessed by family, patients or carers through the Out of Hours GP service by phoning 0300 123 55 66; you will be triaged by a nurse and then referred to the Marie Curie Rapid Response team.

Meic

National information, advice and support line for children and young people in Wales. (Also offers information and resource service to parents and carers.)

☎ 080880 23456

Text 84001

🌐 www.meiccymru.org

Mencap Cymru

Campaigns and provides services and support for people with learning difficulties and their families. There is a regional adviser in Gwynedd, and services offered include advice and information, home visits, benefits support, free wills and trusts seminars, information about local groups, drop-in surgeries across Gwynedd, and advocacy. Some of their core hours are dedicated to working with young people aged between 14 and 24 who have a learning difficulty.

☎ 07500 046922

✉ jones.shelley@mencap.org.uk
Learning Disability Helpline

☎ 0808 808 1111 10am - 6pm (weekdays), 10am - 4pm (weekends & bank holidays)

✉ helpline@mencap.org.uk

✉ help.wales@mencap.org.uk

🌐 www.mencap.org.uk

Mental Health Advocacy Scheme

A free and independent service that works with adults to ensure that the individual's rights are upheld and their voice is heard.

☎ 01248 353 343 (24 hour answer phone)

🌐 www.advocacyscheme.co.uk

Do you look after someone?

The Mid and West Wales ME Group

Patients and carers support each other through get-togethers, a newsletter, phone and email.

☎ 01970 636 515

✉ tony@midwalesmegroup.org.uk

🌐 www.midwalesmegroup.org.uk

Motability Scheme

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

☎ 0845 456 4566

🌐 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 health & social care professionals.

Regional Care Development Adviser: Kevin Thomas

☎ 0845 3751 824

(Gwynedd & Ynys Môn Branch)

MND Connect (Helpline)

☎ 08457 626 262

🌐 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

☎ 01758 720 708 - Susannah Robinson

☎ 07527887227

✉ srcpl@btconnect.com

National

☎ 0808 800 8000 (MS National Helpline Weekdays 9.00am - 9.00pm)

☎ 02920 786 676

✉ helpline@mssociety.org.uk

🌐 www.mssociety.org.uk/wales

Do you look after someone?

Myasthenia Gravis Association

MGA offers support to myasthenics and their families, increasing public and medical awareness and raising funds for research. Provides a quarterly magazine called MGA News. Booklets and leaflets for the assistance of myasthenics, their families, friends, carers and medical practitioners can be obtained from Head Office.

Contact the regional organiser (see below) for details of the North Wales Branch.

Regional organiser Lancashire & North Wales: Sarah Sanders

☎ 07809 647459

✉ Sarah.sanders@mga-charity.org
National

☎ 01332 290 219

☎ 0800 919 922 (Freephone UK)

🌐 www.mga-charity.org

NHS 24 Hour Helpline

☎ 0845 46 47

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.

☎ 01248 670 139

Helpline 0808 800 8880

✉ jill.bartlett@ndcs.org.uk

🌐 www.ndcs.org.uk

Nest (freephone)

Advice and information for those worried about the cost of heating their home.

☎ 0800 512 012 (from landline)

☎ 0300 456 2655 (from mobile phone)

🌐 www.nestwales.org.uk

North Wales Advice and Advocacy Association (NWAAA)

Provides support advice and advocacy to people facing disadvantage.

☎ 01248 670 852

✉ enquiry@nwaaa.co.uk

🌐 www.nwaaa.co.uk

North Wales Deaf Association (NWDA)

The NWDA supports all deaf, deafened, hard of hearing and deaf-blind people, as well as their family, friends, carers and colleagues. Services include advice and support, equipment demonstrations, assessment and supply, lip reading classes, communications services and a quarterly newsletter.

☎ 01492 563 470 Fax: 01492 593 781

Minicom: 01492 563 475 Sms: 07719 410 355

✉ info@deafassociation.co.uk

🌐 www.deafassociation.co.uk

Do you look after someone?

North Wales Society for the Blind

Services include CD and Braille transcription service, daily living skills and mobility training, benefits advice, grants, Resource Centre and IT training.

☎ 01248 353 604

✉ admin.nwsb@btconnect.com

🌐 www.nwsb.org.uk

O Ddrws i Ddrws

Service for older or disabled people who are unable to reach public transport

☎ 01758 721777

Parkinson's UK Wales

Parkinson's UK Wales offers one-to-one and confidential support to anyone affected by Parkinson's disease including: up to date information on Parkinson's; emotional support for family and carers; information and assistance with benefits and the application process; information about local services, including the Parkinson's specialist nurses; links to other Parkinson's UK services, such as the helpline, website, information resources, & local branches and support groups.

North West Wales Information & Support Worker: Gill Wills

☎ 0844 225 3787

✉ g.wills@parkinsons.org.uk

🌐 www.parkinsons.org.uk

Refuse collections

Gwynedd Council offers an assisted collection service to help people who have difficulty moving their bins.

Application forms are available from Gwynedd Council and you will need your GP to certify that you are eligible for this service. If you are eligible, the bin crews will collect the bin from your garden and return it after emptying.

☎ 01766 771 000

✉ galwgywnedd@gwynedd.gov.uk

🌐 www.gwynedd.gov.uk

RNIB Cymru

RNIB Cymru'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: Jennifer Jones

☎ 07776 284068

✉ Jennifer.jones@rnib.org.uk

Scope

'Scope Response' is a free service that offers information, advice and support to people with cerebral palsy, their families and carers. The Regional Response Worker works locally with people of all ages. The service can include home visits or telephone advice and support to ensure that the disabled person, their family and carers receive access to local services and support to meet their needs.

☎ 0808 800 3333

Do you look after someone?

✉ response@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 services to all deaf-blind people, their families, carers and the professionals who work with them.

📞 0845 127 0066 or 020 7520 0972
Textphone: 0845 127 0066 or 020 7520 0972
Fax: 0845 127 0061
✉ info@sense.org.uk
📞 www.sense.org.uk/

Shelter Cymru

24 hour helpline, housing advice, social services and advocacy work.

📞 0845 075 5005
✉ advicenorth@sheltercymru.org.uk

SHINE Cymru

Supports people with spina bifida and hydrocephalus.

📞 01248 724 944
✉ bryn.roberts@shinecharity.org.uk
📞 www.shinecharity.org.uk
📞 www.facebook.com/shineukcharity

SNAP Cymru

Supports families of children who have additional learning needs.

📞 01248 674 999
📞 0845 120 3730 (Helpline)
✉ helpline@snapcymru.org
📞 www.snapcymru.org

Telecare

Telecare equipment provides an alarm if someone falls or becomes ill and offers peace of mind to the carer, whether it allows them to sleep soundly or go shopping, they are secure in the knowledge that they will be alerted if they are needed.

📞 01286 682 888
✉ cao@gwynedd.gov.uk

The Outside Clinic

Free home eye tests and hearing tests for the over 60s who can no longer visit the high street optician alone.

📞 0800 85 44 77
✉ info@outsideclinic.com
📞 www.outsideclinic.com

Do you look after someone?

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 six 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 364 677

☎ 07899913203

✉ 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.

☎ 08457 90 90 90

☎ Llinell Gymraeg: 0300 123 3011 (7pm-11pm yn unig, 7 diwrnod yr wythnos)

✉ jo@samaritans.org

🌐 www.samaritans.org

The Stroke Association

The Stroke Association helps stroke survivors and their families cope with all aspects of life after stroke. Services in Gwynedd include communication support, identifying strategies and working on personal support plans for people with communication difficulties post stroke and the information, advice and support service, which provides holistic assessment of needs post stroke to identify the level of support required for each individual to adapt with life after stroke. These services can be accessed through referral by the NHS.

☎ 01286 671 145 • ☎ 01766 513 280

✉ llinoswyn.parry@stroke.org.uk

🌐 www.stroke.org.uk

Tros Gynnal Plant (North Wales Children's Rights Service)

Works with children and young people to promote and realise their rights through a range of projects, training and campaigning.

☎ 07956 53184 (Manon Evans) 07931 507720 (Gwion Llwyd)

Freephone: 0800 058 2274.

✉ northwalescrs@trosgynnal.org.uk

Unllais

Unllais provides support to the voluntary sector, service users and carers and organisations working in the field of mental health. The organisation works to develop and facilitate service user and carer involvement in the planning, delivery, monitoring and evaluation of mental health services. The Unllais website contains the latest mental health news, reports, training, and involvement opportunities and has a comprehensive directory of mental health services covering north Wales.

Contact: Service User and Carer Liaison Officer

☎ 01248 353 777

✉ admin@unllais.co.uk • 🌐 www.unllais.co.uk

Do you look after someone?

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 service which may be able to help and can also supply self-help and agency leaflets free of charge. Calls are free and the caller need not give any personal details.

☎ 0808 808 2235

🌐 callhelpline.org.uk/Dementia-Helpline.asp

Wales Drug and Alcohol Helpline

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

☎ 0800 6 33 55 88

Text DAN and question to 81066

🌐 www.dan247.org.uk

Wales Learning Disability Helpline

☎ 0808 8000 300

Welsh Water Assist

Dŵr Cymru operates a scheme called 'Welsh Water Assist' which offers reduced charges for qualifying low income households who have large families and/or a family member with a medical condition that requires the use of a significant amount of extra water and are also on qualifying benefits or tax credits.

People who apply for Welsh Water Assist because someone in the household has a medical condition that requires extra water will also be placed on the Additional Services register and Dŵr Cymru will provide the household with an alternative supply during emergency interruptions.

☎ 0800 052 0145

🌐 www.dwrcymru.com

Young Carers Net

A supportive online community of young carers with discussion boards and chat room. Also offers advice for young carers from qualified youth workers.

🌐 www.youngcarers.net