

# Carers Magazine

For unpaid carers in Ceredigion



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

## CEREDIGION CARER CARD

Offers and discounts pages 3 & 4



A carer's guide to direct payments - pgs. 9 - 11  
Community Connectors - pgs 13 - 14  
Help with childcare costs - pgs. 23  
Gofalwyr Ceredigion Carers- pgs. 31 - 32  
and lots more...



# A message from Sara Humphreys

Carers and Community Support Team Manger



**Welcome to the summer 2023 edition of the Carers Magazine.** This issue is packed with information that we hope you will find useful either now or in the future on your journey as an unpaid carer.

On page 9 of this magazine, there is a comprehensive guide to direct payments which we hope answers your questions about what they are and how they work.

Carers with a Carer Card have been enjoying the free leisure facilities operated by Ceredigion County Council. Pages 3 and 4 have details of how to apply for a free Carer Card and what offers and discounts are linked to them.

Page 21 has details of an excellent work going on in the Aeron Valley with carers and people with dementia. If you know something that is happening in your area that you would like to share, or you want help to set up something in your community for carers, please let us know. We would be happy to share your story in the magazine and/or work with you to achieve your aims.

It was lovely to see so many of you at the Carers Week event this June, and some of you have also taken the opportunity to come to the drop in events across the county to have your say. Below are more dates we have arranged; further dates will be released shortly.

For up-to-date information see our Facebook page [f cysylltuceredigionconnecting](https://www.facebook.com/cysylltuceredigionconnecting)

Thank you for all the valuable work you do, and we are here to support you in any way we can

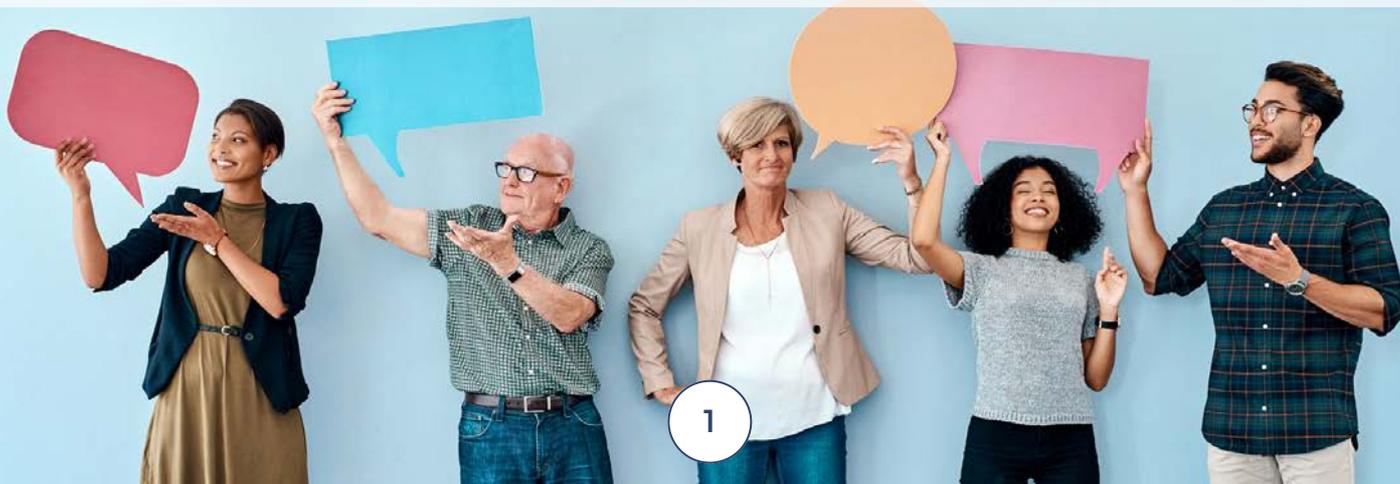
Diolch yn fawr

*Sara Humphreys*

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

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

<b>03 October</b>	<b>2pm - 4pm</b>	<b>Porth Hotel, Llandysul, SA44 4QS</b>
<b>12 December</b>	<b>1.30pm - 3.30pm</b>	<b>Ceredigion County Council, Canolfan Rheidol, Aberystwyth, SY23 3UE</b>
<b>06 February</b>	<b>2.30pm - 4.30pm</b>	<b>Caffi Emlyn, Tanygroes, SA43 2JE</b>
<b>07 March</b>	<b>1.30pm - 3.30pm</b>	<b>Caffi Cletwr, Tre'r-ddol, SY20 8PN</b>



# Carers Week 2023 – ‘Carers Night at Consti’

Carers Week is a national campaign that happens yearly to raise awareness of caring, highlight the challenges unpaid carers face and recognise the contribution they make to families and communities. This year, Carers Week took place between the 5 and 11 June.

Ceredigion County Council’s Carers and Community Support Team organised a special live music event for unpaid carers on Friday, 9 June, at Constitution Hill in Aberystwyth to give them an opportunity to enjoy themselves and to have fun.

Over 70 carers and their chosen guests were transported to the venue via the funicular railway. They were greeted with a sparkling glass of non-alcoholic fizz and treated to a fantastic buffet freshly prepared by Y Consti restaurant.

To kick off the evening’s entertainment, a group of local carers, who sing together for fun, invited everyone to join them in singing a selection of songs from around the world. The Hornettes: Take Two band then took to the stage and entertained the crowd with a medley of music spanning the 1960s to the 1980s.

Susan Kidd, Ceredigion Carers Development Officer said: “A fun time really was had by all. Several carers said that it was so nice to feel appreciated and that it was lovely to have a carefree evening. One carer was heard exclaiming, ‘my feet hurt!’ from so much dancing. We hope that everyone returned home at the end of the evening feeling like they had a great night out and that they had a break from their caring role.”

Greg Jones, Ceredigion County Council’s Corporate Lead Officer for Porth Cymorth Cynnar said: “It was an honour to be invited to Carers Night at Consti, in what was my first week in my new role. You could see the pleasure that the evening brought to so many and why events like this are so important to our unpaid carers, providing a break from their caring role and to those that they care for. It was also lovely to see the carers singing group starting off the entertainment for the evening. Sara and the team did an excellent job in putting together such a wonderful event, and I look forward to attending many more in the future.”



To make sure you don't miss out on future activities and events for unpaid carers, join the Carers Information Service for FREE.

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

☎ 01545 574200

If you are an unpaid carer who enjoys singing and you would like to find how to join the carers singing group, who meet fortnightly in Aberystwyth, contact Iona Sawtell:

✉ [ionasawtell@yahoo.co.uk](mailto:ionasawtell@yahoo.co.uk)





# Ceredigion Carer Card and Young Carer ID Card

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

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

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

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

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

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



## Offers and discounts

All offers correct at time of printing (July 2023)

### Eco Hub Aber - Half price services

**For your wellbeing**, try out one of our hybrid e-bikes, a perfect way to enjoy the outdoors, with an extra pedal boost for the hills. Do a short ride locally or longer on the nature abundant national cycle route Ystywth Trail.

**Treat yourself** to a natural, friendly, professional workspace with a sea view. Book one desk or the whole space for meetings and get togethers. Town centre location with fast Wi-Fi.

If you choose to become a member this includes 2 free half days with e-bikes and 2 free half days hot desking.



**To book**, complete the "contact us" form on-line from QR code or e-mail [ecohubaber@gmail.com](mailto:ecohubaber@gmail.com), subject line "Connecting Carers"



**Eco Hub Aber** is a local social enterprise based at The Arcade, 5 Bath St, Aberystwyth, Ceredigion SY23 2DN, we are a place for ideas, motivation and support for local eco-actions. "An action today keeps climate change at bay."



## 10% off entry price, Cadw



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



## Free travel The Cliff Railway, Aberystwyth

Holders of the Ceredigion Carers Card and Young Carers ID Card can travel for free on the funicular railway.

Find out more, including opening times on the Cliff Railway website: [www.aberystwythcliff railway.co.uk](http://www.aberystwythcliff railway.co.uk)



Ymddiriedolaeth  
Genedlaethol  
National Trust



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

Free entry to Llanerchaeron is available by presenting the Ceredigion Carers Card or Young Carers ID Card.

Find out more about Llanerchaeron, including opening times at: [bit.ly/3yA6Xi0](http://bit.ly/3yA6Xi0)



## FREE gym membership

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

**Please note** that certain age restrictions may apply to specific equipment, classes, and facilities, so it's advisable to consult the leisure centre staff for further details.



## Free training session with Dysgu Bro

Dysgu Bro provide a range of learning opportunities for adults and young people aged 16 and over. The first training session of any Dysgu Bro training course is free of charge for Carer Card cardholders. For more information about training courses, visit [www.dysgubro.org.uk](http://www.dysgubro.org.uk) or phone **01970 633540**.



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd  
Hywel Dda  
Health Board



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

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

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

NEW

Resilience and wellbeing:

# a self help course for unpaid carers

Available  
in English  
and Welsh



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

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



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

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

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

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



SCAN ME



Cyngor Sir  
**CEREDIGION**  
County Council



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



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

## Feeling stressed? – Why not try yoga?

Yoga is like a magical stressbuster. When you do yoga, you take deep breaths, move your body gently, and focus on the present moment. All of these things work together to make you feel relaxed and calm. It's like flipping a switch in your body that turns off stress and turns on tranquillity.

Yoga affects the inside of your body to make you feel better. It helps to calm your nervous system, allowing your stress hormones to go down, and the happy chemicals in your brain go up. And when you do those stretching moves, you're releasing tension and saying goodbye to those tight spots where stress likes to hang out, like your neck and shoulders.

The best part is that yoga creates a peaceful, zen-like state. It's like a mini vacation for your mind and body. You get to let go of all your worries and just be in the moment. It's a chance to recharge, let the stress melt away, and feel refreshed and ready to take on the world again!

### WIN A YOGA MAT

To help get you started on your yoga journey, we have 10 yoga mats to give away.

To be in with a chance of winning your own yoga mat, all you have to do is **tell us the name of this yoga position.**



Is it?

- A. Downward facing dog
- B. Downward facing cat
- C. Downward facing hamster

You can submit your answer using our online form:

 [bit.ly/44AnwbZ](https://bit.ly/44AnwbZ)

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

 01545 54200

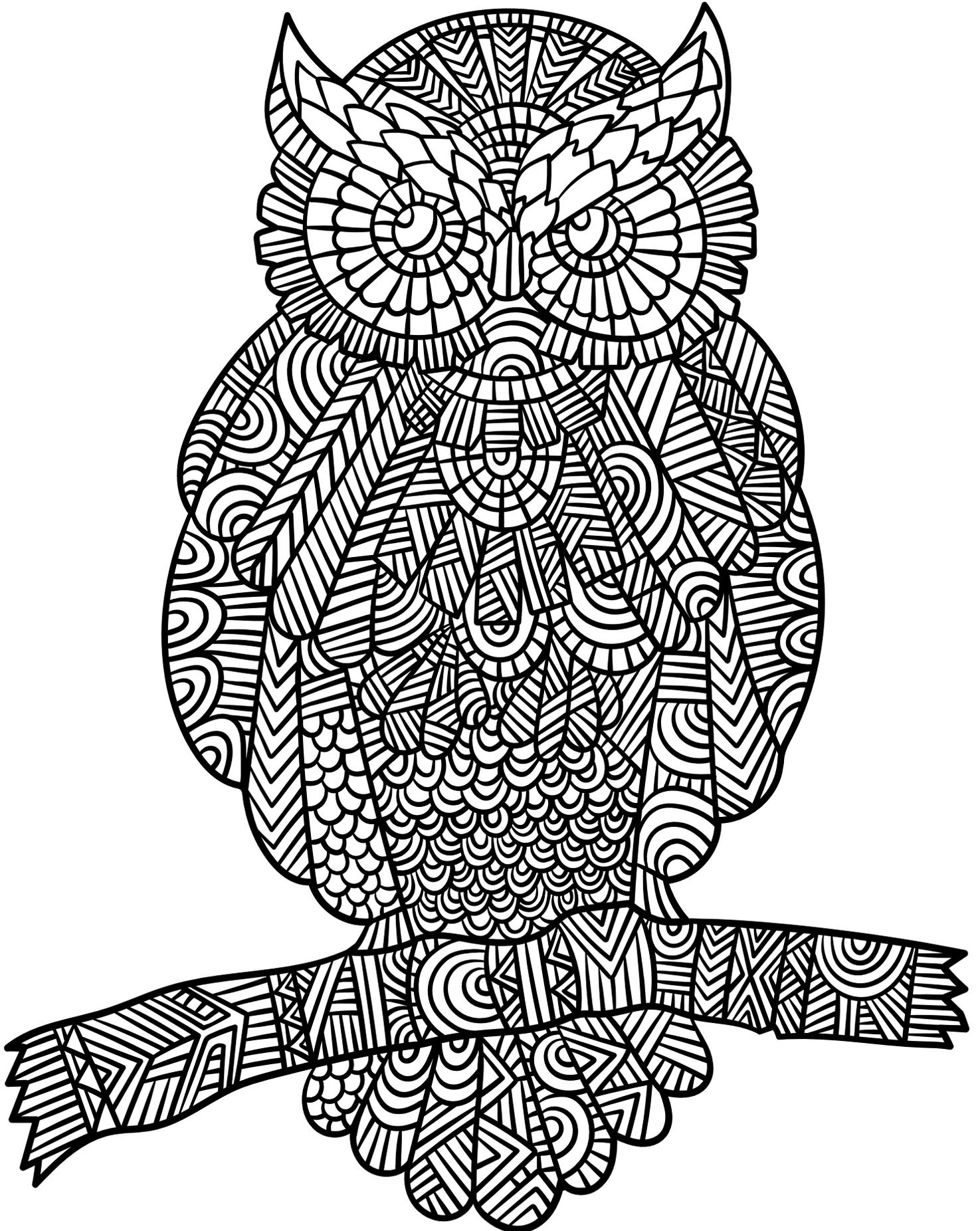
#### Terms and conditions:

- **The competition will close at 11pm on 31 August 2023.**
- 10 correct answers will be chosen at random and the mats will be sent to the winning entrant's home address.
- Please note that there is only one entry per person.



## A break on a page!

Mindful colouring supports relaxation and can reduce stress. Colouring intricate designs offers a peaceful escape from everyday worries, allowing you to unwind and find balance in the present experience.



# Nest

## About Nest

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

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

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

## Working in partnership

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

## Advice for all

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

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

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

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



# 0808 808 2244

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

And there are lots of ways to get in touch.

**Ceredigion**

cyngor ar  
bopeth

citizens  
advice



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



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



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



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

# A carer's guide to direct payments

Direct payments can be a helpful resource for people who need extra support at home or in the community. However, many people are unsure about how direct payments can be used or how carers can use them for their support needs.

To help explain what direct payments are, and how they could work for you, we have tried to answer the most common questions the council gets asked.

## What are direct payments?

### The Welsh Government says:

"Direct payments are a way that local authorities can help to - meet individual's eligible need for care and support, or an unpaid carer's need for support. They are a way for people to arrange their own care and support.

Direct payments are not a form of income but are paid specifically to buy services or equipment. This means they do not affect benefit entitlement or income tax.

Direct payments are intended to improve choice, control and independence for people. Individuals can work with the local authority to decide how their care and support needs will be met using direct payments. The individual or unpaid carer can decide who provides that support and control how, where and when it is delivered."

(Taken from the Welsh Government's – 'Charter for unpaid carers')

## Who can get direct payments?

Direct payments are for almost anyone who has been assessed as eligible to receive community care services, this includes:

- Carers aged 16 or over, who need support
- People with parental responsibility for a disabled child
- Adults of any age with an eligible care and support need

This means that both people who have care and support needs **and** unpaid carers may be eligible to receive direct payments.

To be eligible for direct payments, you need to be assessed. This means that the council's Social Care Team will have to carry out an assessment of needs.

Unpaid carers must have a **Carers Needs Assessment** to establish eligibility. You can find out more about Carers Needs Assessments and how to prepare for one on page 37.

## What can you use direct payments for?

Direct payments can be used for different types of support that meet your needs. Here is a list of things you can use direct payments for:

- Support with daily life and activities
- Support to get out and about (including access to social activities that promote health and well-being)
- Support with personal care
- Support that helps achieve personal goals
- Equipment that supports independence

## What does this mean for carers?

Direct payments for carers are usually used to support activities that allow the carer to look after their own well-being. Payments can be used in different ways, such as to pay for a one-off item or service or for a regular activity.

The great thing is that this payment doesn't count as income, so it won't affect any other benefits you might be receiving.

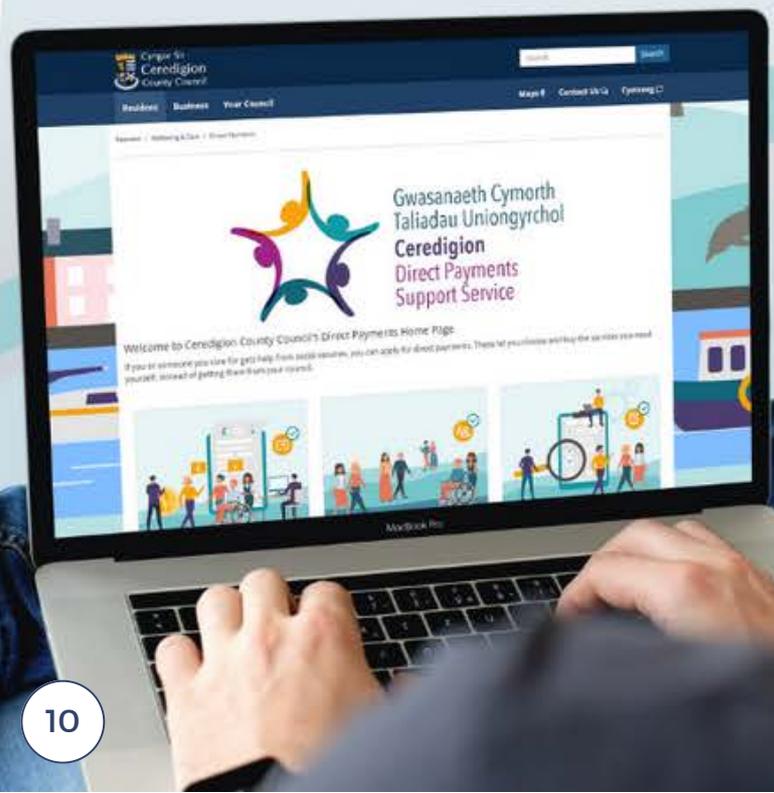
## What does this mean for the person receiving care?

Direct payments for the person who is being looked after are usually ongoing payments. These payments are designed to help the person hire a care worker or a personal assistant to assist them with their day-to-day needs.

They can also be used for respite care, which means taking a break from the usual caregiving routine. Instead of the council directly providing these services, direct payments give the person more control and flexibility in choosing their own carer or assistant.

They can also use direct payments to employ a member of their own family or a friend, as long as they meet the standards set by the local authority.

If the person receiving care is unable to manage direct payments on their own, a carer or an agreed person can do this on their behalf.



## How much money do you get?

The amount of money that you will get will depend on how much and what type of support you need. Your Care and Support Plan will state how much you will be paid and what the payments should be used for.

## Can I get help to manage direct payments?

Once you are assessed and found eligible for direct payments, you will be given help to fill in all of the paperwork.

The Direct Payments Support Service can provide you with information and support. This includes practical help with recruiting and employing staff, paying wages and helping with tax and National Insurance payments.

You can also get help from family and friends to manage your direct payments.

If you choose to employ a personal assistant, the Care Council for Wales has developed an online toolkit which provides guidance, practice examples and practical tools. This will enable you to support your personal assistant to gain the skills they need to be confident and competent in their roles. You can access the toolkit by visiting: [Individual employers \(skillsforcare.org.uk\)](https://www.skillsforcare.org.uk).

## How do I know if direct payments are right for me?

Direct payments are not for everyone. It is up to you if you want to use them or not.

It is also okay if you would like to try using direct payments and then change your mind later. If this is the case, you can tell the council to stop your direct payments and ask them to sort out services instead.

## How can I apply?

If you are currently in the process of having your needs assessed by Social Care ask the assessor about Direct Payments. Otherwise, you will need to contact Porth Gofal to ask for a Carers Needs Assessment or an assessment of needs.

☎ **01545 574000**

✉ **contact-socservs@ceredigion.gov.uk**

We hope that this information helps to answer some of the questions that you, or the person you care for, might have about direct payments. If you would like to find out more you can find lots of information on the council's new direct payment website:

🌐 **bit.ly/43qA11T**

If you have any questions or need support about existing direct payments you can contact the Direct Payments Support Team

☎ **01545 572289**

✉ **tu\_dp@cerdigion.gov.uk**

**SCAN  
ME!**



Gwasanaeth Cymorth  
Taliadau Uniongyrchol  
**Ceredigion**  
Direct Payments  
Support Service



Registered Charity No. : 1111040

## ADVICE · HELP · SUPPORT

### FREE, IMPARTIAL AND CONFIDENTIAL ADVICE

With 40 years of experience, Advice Mid Wales is here to give you a helping hand with the problems and complexities of everyday life. Our team of trained advisers can help you with a wide range of issues, including:

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

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



## Advice Mid Wales

The Care Centre  
Forge Road  
Machynlleth  
Powys  
SY20 8EQ

01654 700192

[enquiries@advicemidwales.org](mailto:enquiries@advicemidwales.org)

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

### Opening Hours\*

Monday: 10:30am – 2:30pm

Tuesday: By Appointment

Wednesday: 10:30am - 2:30pm

Thursday: Closed

Friday: 10:30am – 2:30pm

\*If you are unable to come and see us at these times, get in touch and we will try our best to arrange an appointment that works for you.



# Community Connector news

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

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

## Dementia support at your local library

We've placed dementia-friendly boxes at all the libraries in Ceredigion. You will find lots of helpful tools and comforting items for people living with dementia and their carers. These samples can make daily tasks more manageable and provide a cost-effective way to see how useful they are before you decide to spend any money.



Some of the items available are:

- Big button phone with picture dial buttons
- Wake up light alarm clock
- Projector light
- Fidget blanket
- Large piece jigsaws
- Water painting kit
- Jumbo clock

Each box also contains a description of the features of each item and what they can be used for. Ask at your local library for more information on the 'Dementia box'.



## Community Connector Drop-in with Enfys James

Meet with Enfys at **New Quay library** on the **1st Thursday of every month** between **3:30pm and 5:30pm**.

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

## Community Connector Drop-in with Carys Owens

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

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

Cardigan

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

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

### Community Connector Drop-in with Sam Henly

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

### Community Connector Drop-in with Sarah Kendall

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

*\*Starting 14 September*

### Tre'r Ddol

### Community Connector Drop-in with Diane Williams

Meet Diane at the Tregaron Show on Monday, 28 August.

Borth

Aberystwyth

Llanon

Tregaron

Aberaeron

New Quay

Lampeter

Llandysul

### Community Connector Drop-in with Sian Salcombe

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

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

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

01545 574200

or email

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

# The devices in our homes are getting smarter all the time.



## How smart are you about keeping yours protected?

From your connected security system to your children's smart toys, follow our simple, practical advice to ensure that everything's connected safely.

[www.getsafeonline.org/smartdevices](http://www.getsafeonline.org/smartdevices)

#SmartDevices @getsafeonline

  @getsafeonline



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

OFFICIAL PARTNERS



# Top tips for your smart devices



- Consider that buying well-known, reputable brands means that more care has probably been taken in securing the products – for your and your family's security.



- For smart devices for which you need to log in to connect, replace factory-set passwords with secure ones you create yourself. This is because default administrator passwords may be common to every device shipped, and potentially insecure. If in doubt, check manufacturers' instructions on how to change passwords.



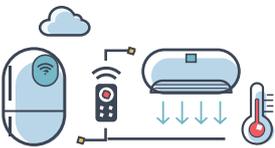
- Don't use the same password for more than one connected device, nor share passwords with those you already use for other online accounts.



- Make sure your Wi-Fi network is secure. Read our advice page on Wireless Networks & Hotspots at [www.getsafeonline.org](http://www.getsafeonline.org)



- Make sure that all your computers and mobile devices are protected with updated internet security software / app, and that access to these devices is safeguarded with a PIN or passcode.



- Check the apps associated with your connected devices and install updates as soon as prompted. Also, regularly check manufacturers' websites for updates, as they can be slow to push these out via the app.



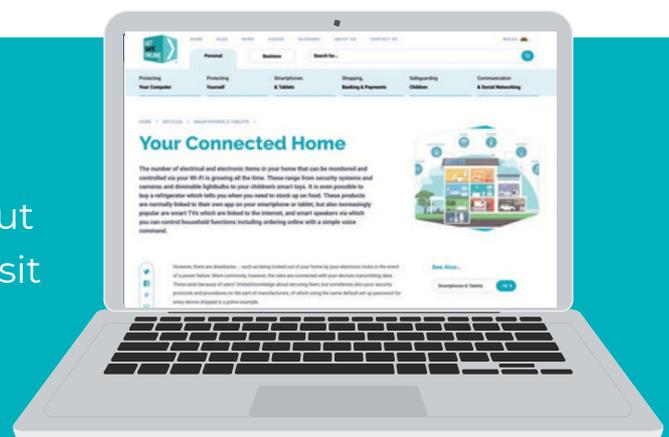
- Limit the amount of information you provide when setting up an app to what is absolutely necessary.



- Be aware that devices like voice assistants, smart speakers and cameras are always active and potentially recording unless you switch off or disable them.

## Get the full story

For everything you need to know about securing your smart devices, please visit [www.getsafeonline.org](http://www.getsafeonline.org) and search Your Connected Home



# Feeling Excluded?

**Have you been unable to do something that matters to you because you don't use the internet?**



**For example:**

**Booking GP appointments  
Health consultations / services  
Finding information & advice  
Payments / finances  
Making your voice heard**

**If so, we want to hear from you.**

**Please get in touch to share your experiences, and help us ensure older people's voices are heard**

**Call now:**

# 03442 640 670



**Comisiynydd Pobl Hŷn Cymru  
Older People's Commissioner for Wales**

# THE MARGARET & ALICK POTTER CHARITABLE TRUST



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

The Trust recently gave a grant to Martin, a local artist, who has been diagnosed with dementia. The grant pays for weekly sessions when he is supported one-to-one by a visual arts education professional, enabling him to keep making the art that gives him so much pleasure. Knowing that he is happily occupied also relieves the anxiety of his family and carers.

**We asked Martin's carer to describe how painting helps to support his wellbeing:**

"Everyone has a chance of developing dementia, and most will think it is something that happens to older people, perhaps our grandparents.

When it affects a younger person, it is especially heart-breaking for those who love and care for them.

Martin is a 62-year-old man. He is a quiet, sweet and always smiling person and also very sadly an innocent victim of this cruel disease.

Martin's memory is slowly slipping away and he is losing some of his communication skills. However, Martin has found a new language, (painting) a way of expressing his feelings, it even helps jog memories from his past. His eyes light up while he creates unique special work. Painting really is positive activity for Martin."

Martin's paintings have been exhibited around the county, most recently he exhibited his work at the Moody Cow in Llwynceilyn.

**If you would like more information about the grants offered by The Margaret and Alick Potter Trust and to find out how to apply, contact the Secretary:**

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

☎ 07794 674339



*Some of Martin's paintings*





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

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

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

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

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



## Don't miss out.



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



# GARDENING GROUP

## PENPARCAU COMMUNITY HUB

Every Friday

10am - 5pm

Come and join us to develop our community garden and learn how to grow your own food

For more information contact:

[volunteering@tircoed.org.uk](mailto:volunteering@tircoed.org.uk)

07376 299354

# CWTCH CYMRU

Supporting YOU to live well with arthritis.



### Penrhiwllan Support Group

4 Weekly - next meeting is Friday 25 August

1:30pm – 3:30pm  
Kitchen area  
Penrhiwllan Hall,  
SA44 5NN

This group is for people with any arthritic related musculoskeletal conditions including Fibromyalgia, Lupus, Gout and more.

Please do come along for a chat to meet other people who understand what it means to have Arthritis.

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

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

0800 756 3970

@CymruVArthritis

@Cymru Versus Arthritis





## Embracing joyful transformations: the benefits of personalised playlists of music and accessible dance for carers in the Aeron Valley

**In the beautiful Aeron Valley of Ceredigion, something amazing is happening! Alexander Holloway, a member of the Aeron Valley Wellbeing Hub, is doing something really special to help carers and people with dementia. He's using personalised music playlists and fun dance sessions to bring joy and happiness to the community.**

Alexander's journey started when he and his family moved to Ceredigion in 2021. They wanted to be closer to nature and find a friendly community. Alexander has a background in Psychosocial Sciences and loves learning about how people behave. He was also a fantastic primary school teacher for nine years. When he saw that people needed more uplifting activities after the pandemic, he decided to become a dance teacher, life coach, and children's yoga teacher. He wanted to make sure that everyone, no matter their age, could have access to fun and healthy well-being sessions.

That's why Alexander helped create the Aeron Valley Wellbeing Hub. It's a special place where people can go to improve their well-being and get the support they need. Alexander wanted to make sure that the community had access to services that can help them feel better, even when the regular health services are busy.

To become an expert in personalised music and dance sessions, Alexander trained with Playlist For Life and the Dance Your Ability Therapeutic Movement Foundation. He combines the power of music, movement, and everyone's unique dance moves to create a space where all participants can experience healing motion and collective joy.

Playlist For Life helps create special music playlists that bring back happy memories. They believe that music from when you were between 10 and 30 years old can make you feel really good. Alexander uses these personalised playlists to help people with dementia to rediscover their identity, ignite sparks of recognition, and to have a sense of belonging.

Research has shown that personalised playlists can do amazing things. They can bring back forgotten memories and make people feel happier. Plus, they can help carers connect better with their loved ones who have dementia.

The benefits of music are made even better when Alexander combines it with seated dance. He leads groups through gentle motions, making expressive gestures, and following the lovely rhythm of the music. Seated dance is like a special language that talks directly to your soul. With the help of kind and understanding experts, carers and their loved ones can discover a world where they feel free to be themselves. They make a safe and welcoming place where everyone can feel good, find happiness inside, and feel the amazing joy that dance brings.



Residents enjoy music and dance with Alexander.

Alexander has already done lots of dance sessions with different groups, like young adults with disabilities, the Women's Institute, and nursing homes. Everyone loved it and said they felt better afterward.



Staff enjoying a dancing session with Alexander.

Earlier this year, Alexander gave a talk and presentation about the benefits of music and movement to a group of people living with dementia and their carers. As a result of the interest that was shown, a Playlist For Life Help Point has been set up locally with the hope to set up a network of help points throughout the region. Alexander now leads regular support sessions at the Noddfa Hafal charity in Aberaeron. Additionally, he continues to run Dance Your Ability sessions at local halls.

Thanks to funding from CAVO, the Aeron Valley Wellbeing Hub has devices like MP3 players, headphones, and audio splitters that people can borrow. Alexander can show you how to use these devices and make your own special playlists at home, subject to availability.

To learn more about creating personalised playlists of music, joining a seated dance class, establishing a help point or getting involved with the Aeron Valley Wellbeing Hub, please join the Aeron Valley Wellbeing Hub Facebook group at:

 **Aeron Valley Wellbeing Hub**

For direct contact with Alexander,

 [\*\*aeronvalleywellbeing@gmail.com\*\*](mailto:aeronvalleywellbeing@gmail.com)

*All photographs have been provided by Alexander Holloway for our use.*

## TOP TIP

**Alexander says, 'find your memory bump'.**

We make more memories between the ages of 10 and 30. If you would like to make your own playlist or for someone else, look for music from this time to get the best results.



There's always lots of laughter at Alexander's music and dance sessions..

**The Aeron Valley Wellbeing Hub offers a range of wellbeing activities for people of all ages.**

Don't forget to sign up to receive the Aeron Valley Wellbeing Hub newsletter and the wellbeing provider directory, delivered directly to your inbox at:

 [\*\*subscribepage.io/avwh\*\*](https://subscribepage.io/avwh)

### Future developments

In collaboration with Joel Parker Henderson, a software developer and technology consultant, Alexander is working on a support feature into the new app, [Bold Contacts](#). This feature aims to make digital online playlists of music more accessible for carers and people living with dementia.



## Help paying for your childcare costs

The Government can help with **Childcare costs for parents - whether you have toddlers or teens, you could get support.**

Go to **Childcare Choices website** for more information on what you may be eligible for e.g. **Tax-Free Childcare** or **Universal Credit for Childcare**. This support can be used with registered Childminders, Day Nurseries, Cylch Meithrin, Playgroups, After School and Holiday Clubs.

If you have school children – you may also wish to check if you are eligible for some help by following this link:

 [bit.ly/3NITc81](https://bit.ly/3NITc81)

There are eight education subsidies and schemes that you could qualify for.

See what support is available to help with the cost of living on the UK Help for Households website:

 [helpforhouseholds.campaign.gov.uk](https://helpforhouseholds.campaign.gov.uk)

## Childcare and additional needs

If your child has additional needs, or you believe your child requires additional support, ask your childcare provider about **Cynllun Cyfeirio** and **YMUNO** schemes.

### Cynllun Cyfeirio

The **Cynllun Cyfeirio** referral programme supports children aged 2 - 4 with a disability and/or additional needs. It supports them to take part in educational play and learning opportunities during term time in a pre-school registered settings.

Referrals are made by professionals, parents or staff of pre-school settings to a multi-agency Panel for approval.

The scheme is funded by Welsh Government Children and Communities Grant and Ceredigion County Council funds and is managed by Mudiad Meithrin.

### YMUNO

The **YMUNO** Scheme aims to support children aged 3-14 with additional needs (up to 18 if disabled) who need additional support to attend registered childcare settings, including out of school clubs, holiday play schemes and open access play provision, to provide inclusive play and childcare opportunities in line with the Equality Act 2010.

The scheme is funded by Ceredigion County Council and managed by DASH Ceredigion. Parents can ask for details at their local after school or holiday club or open access play session.

Please visit the DASH Ceredigion website for full details:

 [dashceredigion.org.uk](https://dashceredigion.org.uk)

# Chat and Connect

**A safe and informal place for parents and carers to meet and chat with other parents and carers who support a child with additional needs.**

- See and chat about resources and services available
- An opportunity to see some of the resources suitable to support children with additional needs and pick up information leaflets

**All welcome - please get in touch if you have any questions**



Tea, coffee and biscuits free of charge

Supported by Credu - Gofalwyr Ceredigion Carers and Children's Disability Health Team

Organised by - Parent / Carers & Childrens' Disability Health Team (CDHT)

Email: [ceredigionCDHT.HDD@wales.nhs.uk](mailto:ceredigionCDHT.HDD@wales.nhs.uk)

## Term time groups

### Aberystwyth

Every Monday

9:30am - 11:00am

Penparcau Community Forum,  
Penparcau, Aberystwyth,  
Ceredigion, SY23 1RU

Parking available opposite

### Cardigan

Every Friday

10:00am - 11:30am

Menter Aberteifi

The Guildhall,

Cardigan, SA43 1JL



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

## Archie Boy: by author and parent carer, Olivia Richards



Olivia Richards

You may have already heard about Autism Aber, which we have featured before in the Carers Magazine. It's an online Facebook group organised and run by Olivia Richards.

When Olivia and her husband Chris received a diagnosis for their son, Archie, back in 2012 they wanted to reach out and communicate with other parents of autistic children. The group has since become very successful over the years, allowing Olivia to use her knowledge when teaching herself, and helping others. It now boasts an online Instagram group, [autism.aberystwyth](https://www.instagram.com/autism.aberystwyth) and Olivia is preparing to publish her first book, Archie boy, with publishers L&R Price Publications.

### When speaking to Olivia regarding her book, this is what she had to say.

"Archie boy' really is a tale of our family life, starting back when Chris and I met in Penglais Comprehensive school in the early 90's, up until Archie began at Canolfan y Mor, in Aberaeron school. I had to really dig-deep and let my guard down, it was a fantastic experience and one that I'm thrilled to share with the help of my publishers.

Archie Boy tells of my own fertility struggle, miscarriage, mental health, Archie's premature birth and discovering both of his diagnoses, Autism and ADHD. I'm hoping by reading it everyone can relate to a part of it, which mirrors their own lives. We've all had those moments where we look up, roll our eyes and think- this can only happen to me. Well, this book speaks that in volumes!"

Archie Boy (Current title) is due for release early next year, however in the meantime Olivia is starting her next book and continues to educate in the Autism field.



## Who can get Access to Work – Eligibility

To be eligible for Access to Work a customer must:

- Have a disability or health condition as defined under the Equality Act, which is affecting their ability to do paid work, either employed or self-employed.
- 16 years or over, there is no upper age limit.
- Live & work in Great Britain.
- Be in paid work already or have a confirmed start date or interview date.
- Not be in receipt of Incapacity Benefit, Employment and Support Allowance or Severe Disablement Allowance. (You may get help if working under certain Permitted Work rules.)



## What type of help is provided by Access to Work?

Access to Work can support customers in several ways. For example, it can provide a grant towards:

- **Special aids and equipment.** Types of support include Communications Technology
- **Support worker.** Types of support including job coaches and support for people accessing the workplace.
- **Travel to work grants,** which are available to meet the additional costs both in and to work for people unable to use public transport.
- **Communication support at interview grants,** which are available to enable someone with hearing loss to overcome the difficulties they face during the interview process when applying for a job.
- **Mental health support service,** which can be used confidentially and is available to individuals who are in work and finding it difficult due to their condition to remain in the workplace.
- We also support people who are undertaking supported internships, work trials, self-sourced work experience, and apprenticeships.

## The Cost

The amount of help the customer receives from Access to Work varies depending on whether they have been employed for more than 6 weeks when they make an application, what support they need and whether they are self-employed.

## How to Apply

The application process is simple, search "[GOV.UK - Access to Work application](#)" online or telephone: **0800 121 7479**

Textphone: **0800 121 7579**

Relay UK (if you cannot hear or speak on the phone): **18001** then **0800 121 7479**

**If you need support to make an application, contact your local Jobcentre.**

 **0800 169 0190**

## The therapeutic value of work



Living with bipolar disorder can be a challenge, but Terry Davies' journey demonstrates the life-changing impact of employment. Terry works for West Wales Action for Mental Health and has very kindly shared his struggle to maintain employment with a diagnosed mental illness. Terry also describes how he has been supported and benefitted from the Access to Work programme.



Terry Davies

In August 1987, after spending thirteen weeks in the hospital, I was diagnosed with manic depression, which is now called bipolar disorder. The consultant explained the diagnosis by drawing a squiggly line and warning me that my moods would be like a roller coaster for the rest of my life, emphasizing the importance of taking medication continuously. After my discharge, a doctor told me that due to my disability I didn't need to worry about ever working again and suggested I claim Severe Disability Allowance. At this point, I had already dropped out of university due to an episode of illness, and I felt hopeless about my future.

However, I chose not to listen the doctors' advice and decided to find employment when I felt slightly better. I applied for a part-time care assistant position through the Job Centre and ended up working in an elderly care home. Eventually, I returned to university full-time. Reflecting on my life, it has been far from straightforward. Paid employment has played a crucial role in my journey, despite the challenges posed by my fluctuating health and mood swings associated with bipolar disorder. It was difficult to find meaningful work, and my disability sometimes made it impossible to work effectively.

Being married with young children, I felt the pressure to secure decent employment, which proved easier said than done. Even when I

found employment, the contracts were often time-limited. The long gaps in my employment history were hard to explain to employers.

I was always up front about my diagnosis, but some employers were not very understanding about the challenges I faced. One employer gave me several verbal and written warnings as I struggled to achieve the standards expected of me. A fast-paced and intense environment could be challenging, especially considering the medication I was taking, which affected my thinking and concentration.

Eventually, I resigned from this position and registered as self-employed, working as a trainer and lecturer for organizations such as the Mental Health Foundation, West Wales Action for Mental Health, and the Adult Education Department of Swansea University. Although self-employment had its difficulties, I pursued work wherever opportunities arose.

Prior to this, I had transitioned from sickness benefits to working part-time as an Expert Patient Programme Coordinator in the NHS. This role involved planning and delivering self-management training courses for individuals with various long-term health conditions. It taught me the importance of actively managing my condition by recognising triggers, early warning signs, and maintaining a healthy lifestyle. This knowledge was revolutionary, as I had never been informed about managing bipolar disorder before.

Throughout the years, I have persistently pursued employment, recognising that work plays a crucial role in maintaining my well-being. Work provides purpose, structure, and routine, which are vital for someone like me whose moods fluctuate significantly. Moreover, it fosters connections with others, combating the loneliness and isolation that can be detrimental. I firmly believe in the power of human connections and how paid employment can lift individuals out of poverty, a precarious situation faced by many with long-term health conditions and disabilities.

I strongly advocate for providing support to individuals facing heavy diagnoses and ensuring that they have opportunities to participate fully in the workforce. Personally, I have benefited greatly from the Access to Work support system, which has helped me organise my work, establish a routine, and pace myself. Having someone to discuss work-related matters with has been invaluable. I firmly believe that everyone, including those with fluctuating health, can contribute to society and should not be written off. It is essential for politicians and policy makers to provide more assistance to enable individuals like me not only to re-enter employment but also to sustain it.

Terry Davies

**You can find information about how to apply for Access to Work support on page 25 & 26.**

**Turn to page 34 to find out more about the NHS' Expert Patient Programme (EPP) that helped Terry to understand the importance of self-management.**



## Mental health support:



**West Wales Action for Mental Health** is a mental health development organisation who provide a range of services to carers, individuals and voluntary groups who have used or are using mental health services and are living in Ceredigion, Carmarthenshire and Pembrokeshire.

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



**C.A.L.L.**

Mental Health Helpline for Wales Community Advice and Listening Line offering a confidential listening and support service

 **0800 132 737** or text **help** to **81066**

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

**SAMARITANS**

Telephone for free from any phone on **116 123**, 24/7.

**NHS 111 Wales**



**Need mental health and wellbeing support?**

**CALL 111, OPTION 2**

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

# Are you unemployed?

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



## Support we offer:

### 1:1 mentoring

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

### Training

Offer qualifications or work relevant certification to support into employment.

### Upskilling

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

### In work support

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

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

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





# JOBS GROWTH WALES + Engagement Advancement (Level 1 qualification)



If you're aged between 16-19 we can support you into employment or progress onto further learning and increase your confidence and motivation through improving your skills and gaining valuable work experience!

- ✓ £60 per week attendance allowance
- ✓ £3.90 meal allowance per day
- ✓ Support costs for travel

- Work trials and work placements
- Community projects and volunteering
- Employer visits
- Guest speakers
- Trips and experiences
- Wellbeing focused activities

To enroll onto this course you will either need a referral from Careers Wales or you can self refer.

[info@hctceredigion.org.uk](mailto:info@hctceredigion.org.uk) | 01970 633040



## Get in touch

0300 777 2256

ask@cyflecymru.com

www.adferiad.org/cyflecymru

### What is Cyfle Cymru?

Cyfle Cymru is a service which helps people with substance misuse issues and/or mental health conditions into work, education or training.

### How can we help?

Cyfle Cymru provides the support you need to find the right job, training opportunity or qualifications.

- 🔑 **one-to-one guidance from a peer mentor** who can draw on their own experience of substance misuse, recovery and/or mental health conditions.
- 🔑 **specialist employment support** including training courses, volunteering opportunities and help and advice on how to search and apply for jobs.

### Who is eligible?

We can support you towards and into work if:

- 🔑 you are aged 16 to 24 and not in employment, education or training.
- 🔑 you are aged 25 or over and long-term unemployed or economically inactive.



# SUPPORTING CARERS IN CEREDIGION

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

This includes:

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

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



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



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

## SUPPORT GROUPS AND DROP IN SESSIONS

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



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

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

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

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

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

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

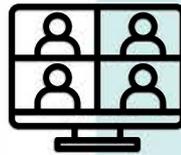


### SINGING FOR FUN

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

Every other Friday, 11am – 12.30am  
at Plas Antaron, Aberystwyth

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

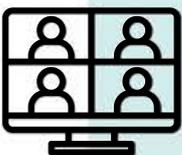


### CARERS PEER SUPPORT

Zoom - Informal online chat and peer support for carers

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

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



### GRŴP CYMRAEG

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

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

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



### PDA PARENTS GET TOGETHER

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

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

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

# SUPPORT FOR YOUNG CARERS



## Ceredigion Young Carers Service

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

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

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

You can:

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

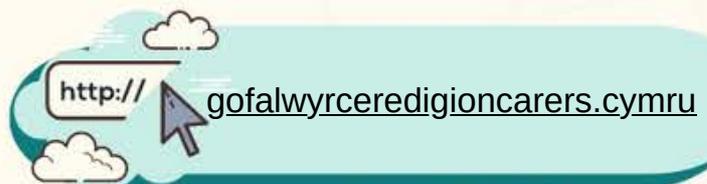
We also organise support groups and activities and can connect you with other young carers who are in similar situations.

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

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

☎ 03330 14 33 77

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



SCAN ME

## Young Carer ID Card

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

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

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

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

## Carers Wales – Me Time sessions

Every month, Carers Wales runs a series of online activities designed to support the wellbeing of unpaid carers. Activities range from practical advice on carers' rights and caring, to emotional and physical wellbeing sessions like mindfulness and dance, to creative opportunities like crafting and cooking.

There are different sessions each week and they are all **FREE**.



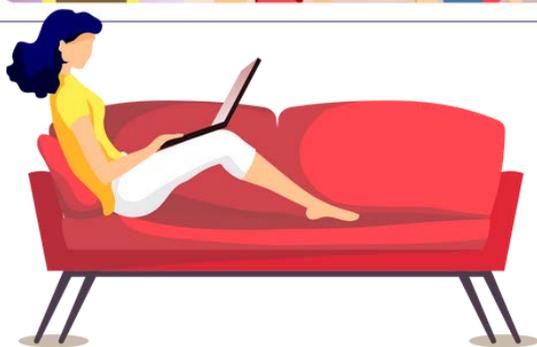
Here are some examples of what's on in August and September:

- ▶ 15 August – **Summer general knowledge quiz**
- ▶ 29 August – **Gardening without a garden**
- ▶ 7 September – **Craft macrame feathers**
- ▶ 12 September – **Mindfulness session**

You can find the full calendar of events and how to sign up for each activity on the Carers Wales website:



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



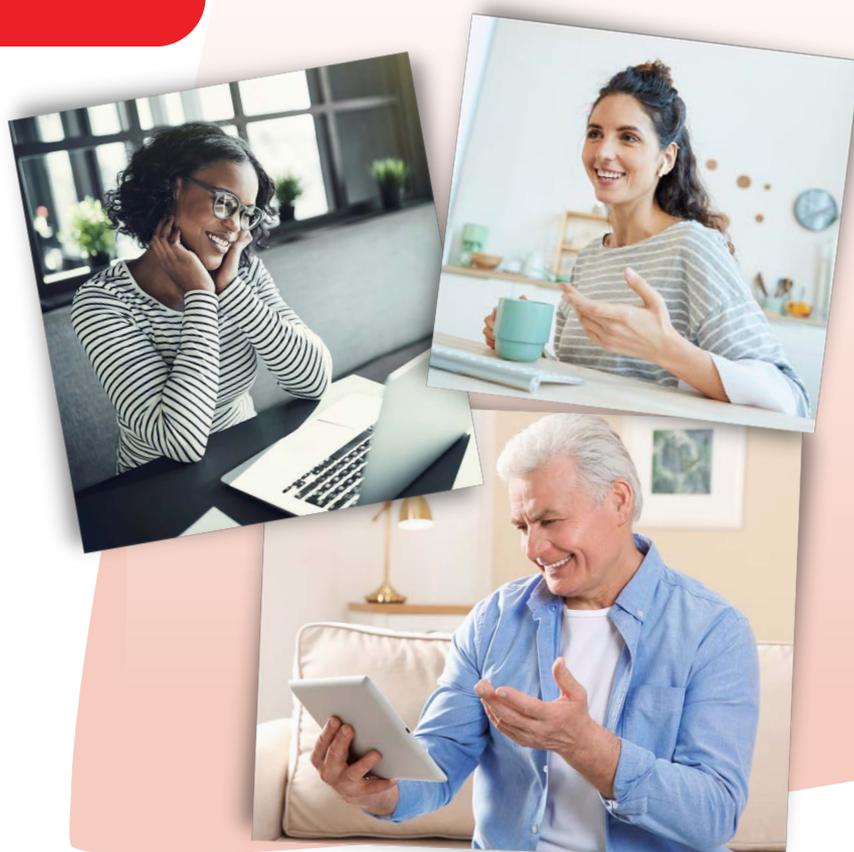
## Care for a Cuppa

Carers Wales weekly **Care for a Cuppa** open sessions are available to all unpaid carers. Join in and chat to other carers, find out about other organisations through invited speakers and connect with other carers who know how they feel.

Bring a cuppa and come and meet other carers for a chat.

To book onto the sessions visit:

 [bit.ly/3rz4913](https://bit.ly/3rz4913)



# Hywel Dda Be Well Service



## 'Introduction to looking after me - I2LAM'

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

### Programme includes:

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

**"I think the course was very good and the guided relaxation exercise at the end will be very beneficial! The presenters were very professional and well prepared!"**

**- a carer who attended**



### Do you want to...

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



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

### Programmes include:

Chronic Disease Self-Management Programme

Diabetes Self-Management Programme

X-PERT Diabetes Programme

STANCE - Diabetic Foot Care

Living with COPD

Pain Management Programme

Long COVID

Healthy Ageing

Living with Lymphoedema

Healthy Bladder and Bowel

Foodwise for Life -  
Weight Management Programme

Cancer: Thriving and Surviving



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

 **0300 303 8322 (option 5)**

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

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



# LLAIS - your voice in health and social care

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

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

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

## We Want to Hear From You

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

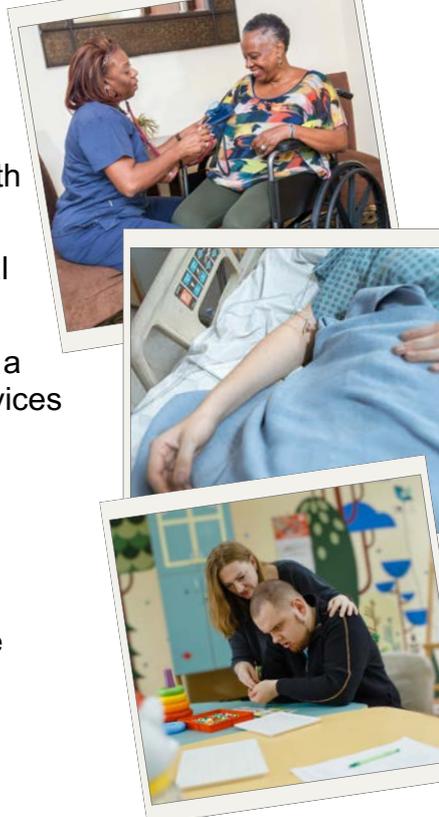
For more information contact us on:

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

☎ 01646 697 610

f [www.facebook.com/llaiswales](https://www.facebook.com/llaiswales)

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



## Ceredigion's Community Carer Officers

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



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

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

They can:

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



Liz and Beth

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

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

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



Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

# Make life easier in three simple steps with AskSARA

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

Visit our website and ...

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



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

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

SCAN ME



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

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

# Carer's needs assessment

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

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

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

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

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

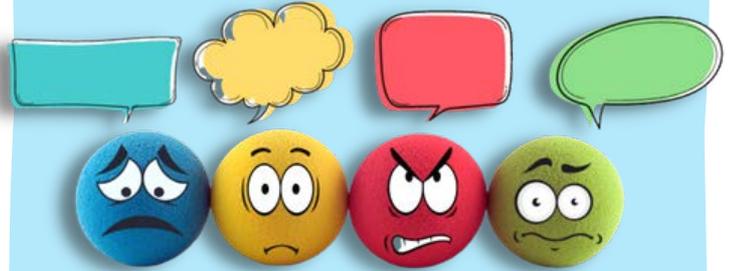
Your assessment may be carried out over the telephone or, when circumstances allow, it can be carried out in your home.

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

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

☎ 01545 574000

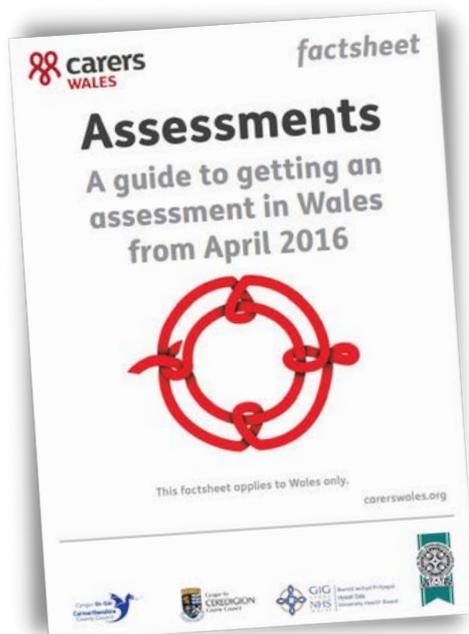
*'We understand that sometimes it can be difficult for certain issues to be discussed. If you feel that there are issues which need to be discussed away from the person you care for, your assessment can be arranged to take place in private, at a mutually convenient time and location.'*



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

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

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



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

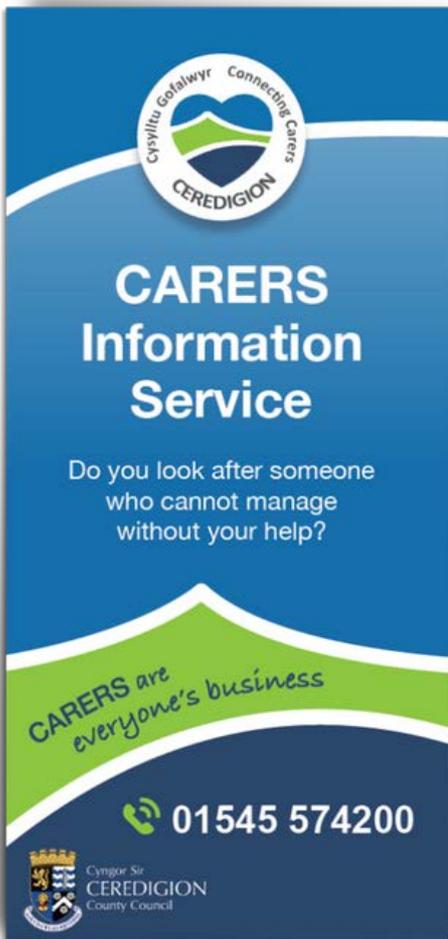
You can request a copy of the of the book by contacting Social Services **Porth Gofal**:

☎ 01545 574000

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

You can also view and download a copy online.

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



# Carers Information Service

Join the Carers Information Service to receive:

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

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

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

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

## Carers and Community Support Team

Ceredigion County Council  
 Canolfan Rheidol  
 Rhodfa Padarn  
 Llanbadarn Fawr  
 Aberystwyth, SY23 3UE

☎ 01545 574200

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

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



## New Facebook page

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

Get involved...

- Events
- Training
- Activities
- Groups
- Surveys

 [@cysylltuceredigionconnecting](https://www.facebook.com/cysylltuceredigionconnecting)

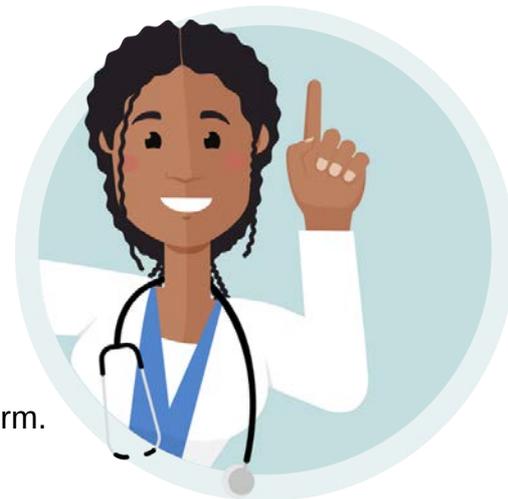


# Have you registered as a carer at your GP surgery?

## Why should I?

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

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



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

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



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

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

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

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

### Who is eligible for a free vaccination?

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

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

### Why do Carers have the flu vaccination?

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



# Directory of carer's leaflets

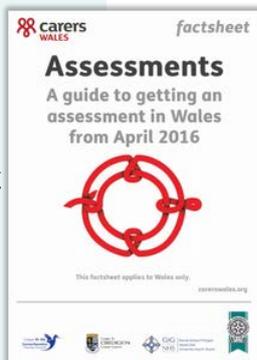
available from Ceredigion County Council

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

## Assessments – a guide to getting an assessment

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

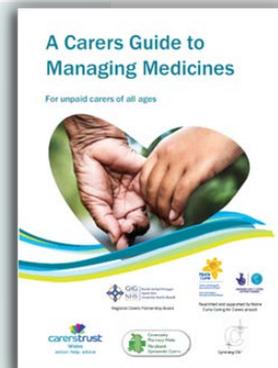
 [bit.ly/3ojhY0E](https://bit.ly/3ojhY0E)



## A Carers Guide to Managing Medicines

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

 [bit.ly/3I9HgOQ](https://bit.ly/3I9HgOQ)



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

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

Find online versions on the Carers Wales website:

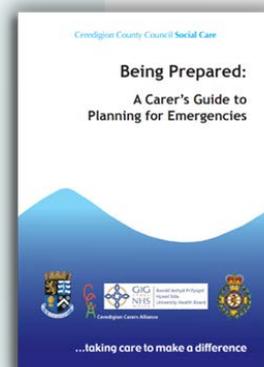
 [bit.ly/3Q8I2vS](https://bit.ly/3Q8I2vS)



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

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

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



## Coming out of hospital

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

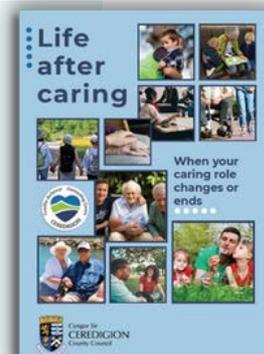
 [bit.ly/315Dm2T](https://bit.ly/315Dm2T)



## Life after caring

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

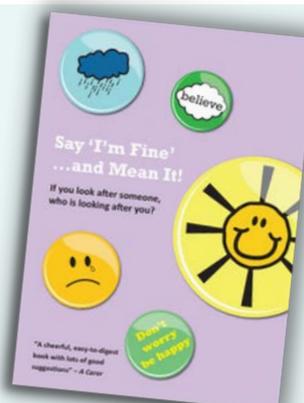
 [bit.ly/3p2cc4W](https://bit.ly/3p2cc4W)



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

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

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



# Useful contacts



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



 **01239 621974**

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

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

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



 **0333 344 7874**

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

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

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

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

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

 **07971 954375 or 0800 052 2526**

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

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

## How can RABI help you?

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

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

 **0800 188 4444**

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

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



**LGBT+ Cymru Helpline**  
0800 917 9996

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

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



Cyngor Sir  
**CEREDIGION**  
County Council

 **01545 574000**

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

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

## Benefits enquiries

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



### British Red Cross CWTCH Service

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

**01239 631010**

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

### BYW ADREF

We offer help and support with:

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



All for **£18.50** per hour.

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

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

**01239 615556**

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

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

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



**0800 756 3970**

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

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

## West Wales Domestic Abuse Service

### Community support

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

### Safe accommodation

Refuge and accessible housing for women and children.

### Child and young people's support

One to one support held in school or our offices.

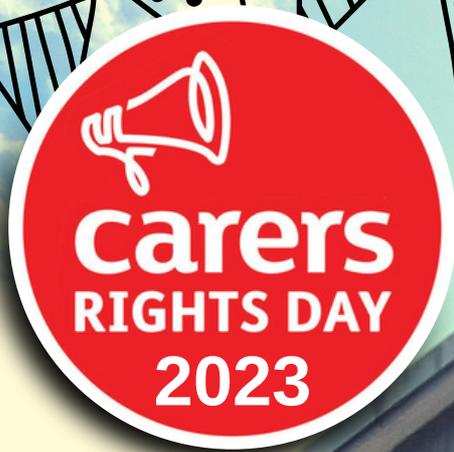
### 24/7 Helpline and advice

**01970 625585 or 01239 615385**

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

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





Theatr Felinfach

## SAVE THE DATE

This year's Carers Rights Day event will be held at Theatr Felinfach on Tuesday 21 November.

More information to follow soon...

Keep an eye on our Facebook page.

 [@cysylltuceredigionconnecting](https://www.facebook.com/cysylltuceredigionconnecting)

The Carers Magazine was brought to you by:

Susan Kidd: Co-ordinator

The Carers and Community Support Team: Editorial support

The Carers Information Service Magazine is also available online:

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

The winter issue will be out in December 2023.

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



Cyngor Sir  
**CEREDIGION**  
County Council



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

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board