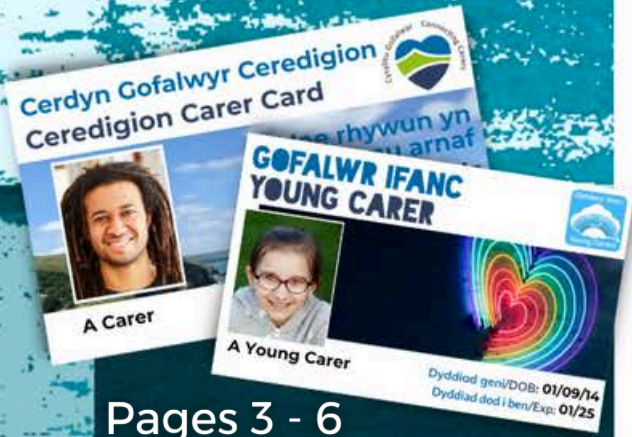


# Carers Magazine

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.



Pages 3 - 6

# WINTER WELLBEING



Carer breaks - special offers - pgs. 7 and 30  
 Money saving - pgs. 9 - 15  
 Gofalwyr Ceredigion Carers - pg. 23  
 Support for young carers - pg. 25 - 27  
 and lots more...



Cyngor Sir  
**CEREDIGION**  
 County Council

# A message from the Carers and Community Support Team

Welcome to the winter edition of the Carers Magazine, Ceredigion's only magazine for unpaid carers. This issue focuses on results of the "State of Caring in Wales 2024" report, which outlines the everyday challenges faced by carers.

The report shows that rising living costs are making it difficult for carers to afford basics like food and heating. Over a third of carers have had to cut back spending, with some even skipping meals. Financial pressures have also had an effect on mental health and left many carers with feelings of anxiety and isolation.

Carer's Allowance doesn't cover basic needs, and strict rules can make it difficult for carers to earn more or get additional support. This means that many carers have had to reduce the hours they work or leave their jobs, adding to their financial struggles.

Inside this magazine you'll find lots of practical advice and resources. We've included tips to help with financial and emotional pressures, along with information on accessing support and improving your mental health.

We hope you find this issue helpful and that it provides some useful information to get you through the season.

Best wishes

*Carers and Community Support Team*



Visit the Carers Wales website to read the full State of Caring Wales report:

[bit.ly/4eGwY1M](https://bit.ly/4eGwY1M)


## 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 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.

 Online form: [www.bit.ly/CISCere](https://www.bit.ly/CISCere)

 01545 574200

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

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



# Manual Handling for Unpaid Carers

Advice and support

**Penmorfa Centre for Independent Living**

**Aberaeron**

**SA46 0PA**



**2025 dates**

**15 January**

**19 February**

**19 March**

- **Need help moving your cared-for or loved one safely?**
- **Worried about injury risks?**

## **Join us for expert guidance!**

Visit the Penmorfa Centre for Independent Living to get hints and tips from Ceredigion County Council's Manual Handling Trainers.

## **Meet Carer Officer Liz!**

Liz will be there to discuss your caring role, especially around hospital discharges. She can also connect you with other helpful services.

## **Explore resources and equipment!**

Check out the care equipment, mobility aids, and tech solutions at Penmorfa.

**To book a time slot and for more information, contact Liz at:**

☎ 07498 965279

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



Cyngor Sir  
**CEREDIGION**  
County Council



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

**Gofalwyr**  
**Ceredigion Carers**


# Ceredigion Carer Card

Unlock exclusive benefits with your FREE carer card


If you are an unpaid carer living 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 :

**Adult Carer Card:**

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

**Young Carer ID Card:**

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



## Young carers DESIGN YOUR OWN CARD



**Important note:** To use any of the advertised offers, you must show your Ceredigion Carer Card or Young Carer ID Card when requested.

# New offers



## Llandysul Paddlers

Llandysul Paddlers are offering 50% discount for the open lake sessions for Adult and Young Carer Card holders.

The lake session is a chance to try kayaks, stand up paddle boards and inflatable rafts. All equipment is provided including wetsuits, buoyancy aids and helmets.

Children under six must have an adult with them on the water.

See the Llandysul Paddlers website for more details: [www.llandysul-paddlers.org.uk](http://www.llandysul-paddlers.org.uk)

### To book a session:

☎ 01559 363209

✉ [Lpbookings@aol.com](mailto:Lpbookings@aol.com)

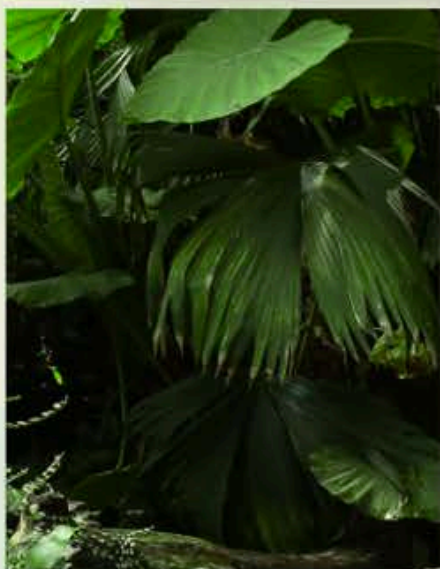
50%  
off

## Home Cafe, Pier Street, Aberystwyth

Home Café is an award winning, friendly, and welcoming café on Pier Street in Aberystwyth. We serve homemade hot and cold food including deserts, alongside a wide range of drinks. Please present your Ceredigion Carer Card to receive **10% off food**.



10%  
off food



## Magic of Life Butterfly House, Aberystwyth

We are pleased to offer **concessionary rates** for adult and young carer card holders.

The Magic of Life Butterfly House is an indoor tropical house in the heart of the Rheidol Valley. Walk into a world of free-flying tropical butterflies with the largest and most colourful butterflies in the rainforests. We also have giant insects, fish and corals on display too. We are a registered biodiversity charity run by biologists. We are wheelchair friendly, and dogs are welcome!

🌐 [magicoflife.org](http://magicoflife.org)

Concessionary  
rates

# Benefits and discounts


All offers correct at time of printing (December 2024)

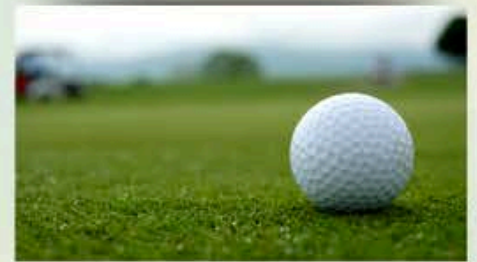


## Aberystwyth Arts Centre

### Offers:

- **Café:** Enjoy 10% off drinks and food at the Arts Centre Café. Simply present your Ceredigion Carer Card at the Box Office to receive a discount card for the café.
- **Box Office Concession:** Receive special concessionary rates on tickets for theatre, dance, film screenings, and more. Rates vary by event; check with the Box Office for details.

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



## Borth and Ynyslas Golf Club

**Offer:** Play golf for £30 per person.

**Booking:** Reserve tee times through the Pro Shop in person or by calling 01970 871557.



## Theatr Felin Fach

**Offer:** 10% off the full ticket price with card

**Note:** Check Theatr Felin Fach's website to view their programme of events and plan your visit:


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



## Cardigan Island Coastal Farm Park

**Offer:** Concessionary admission fee.

**Note:** Carers' admission price is the same as disabled adults and children.

 [cardiganisland.com](http://cardiganisland.com)



## Free flu vaccinations

### Proof of Caring Role

#### How to claim:

- GP Surgery: Request your free flu shot from your GP.
- Local Pharmacy: Verify availability with your local pharmacy.



## Free gym membership

**Offer:** Free, unlimited access to Ceredigion Council's leisure centre facilities and community swimming pools (Aberaeron and Llandysul)

**Note:** Please be aware that some age restrictions may apply when using some equipment, leisure centre staff will be able to advise.


**Important note:** To use any of the advertised offers, you must show your Ceredigion Carer Card or Young Carer ID Card when requested.



### Llanerchaeron

**Offer:** Free entry with card

**Note:** For opening times, visit the National Trust website:


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



### Cadw

**Offer:** 10% off entry to some of Wales's best visitor attractions.

**Note:** For more information, visit the Cadw website:


 [cadw.gov.wales](http://cadw.gov.wales)



### The Cliff Railway, Aberystwyth

**Offer:** Travel for free on the funicular railway

**Note:** Opening time on the website:

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



### Dysgu Bro

**Offer:** First session of any weekly Dysgu Bro training course is free for Carer Card holders.

**Notes:** Available to people aged 16 and over. For more information, visit [dysgubro.org.uk](http://dysgubro.org.uk) or call 01970 633540.



### Denmark Farm Conservation Centre

**Offer:** 10% off the full ticket price for selected one-day workshops.

**Note:** See [denmarkfarm.org.uk](http://denmarkfarm.org.uk) for further details or contact them directly on 01570 493358, during office hours.



### Eco Hub Aber

**Offer:** Half price services, including bike hire, hot desk space and Eco Hub Aber membership.

**Booking:** Complete the "contact us" form on our website [ecohubaber.com](http://ecohubaber.com), or email: [ecohubaber@gmail.com](mailto:ecohubaber@gmail.com) with the subject line "Connecting Carers"

### The Silver Mountain Experience

**Offer:** Concessionary rates on full ticket prices.

**Booking:** When booking online, select the senior/student ticket option to apply the discount. Visit [silvermountainexperience.co.uk](http://silvermountainexperience.co.uk) for more details and terms and conditions.



# Take a break – read an e-book!

Reading is a great way to unwind. Whether you enjoy a good novel, learning something new, or catching up on your favourite articles, reading allows your mind to escape, relax, and recharge. With an e-Reader, it's even easier, you can carry a whole library with you anywhere you go!

E-Readers like Kindle and Kobo make it easy to take a break wherever you are. Functions like adjustable brightness and text sizes and audiobook options, make reading easy for everyone.



**Carer  
Break  
OFFER**

We are really excited to be able to offer a small number of Kindle tablets and Kobo e-Readers, to unpaid carers in Ceredigion. It's the perfect chance to experience all the benefits of reading with one of these amazing e-Readers.

Due to the limited number of e-Readers we have, we are asking carers to apply by calling the Carers and Community Support Team. **The devices will be given out on a first come, first served basis**, so don't miss out!

We've partnered with Ceredigion libraries, who are ready to help you get started with your new e-Reader or tablet. The friendly library staff can support you with:

- Joining the library
- Accessing thousands of free e-books and audiobooks
- Accessing free newspapers and magazines

You don't need a Wi-Fi connection at home to use these devices. Simply visit your local library to download everything you need, and then enjoy reading from the comfort of your home.

**To apply for an e-Reader or Kindle Fire tablet, contact the Carers and Community Support Team:**

☎ 01545 574200

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



**This offer is  
open to carers  
of all ages.**





# Llyfrgell Ceredigion Library

Ceredigion libraries offer more than just books. They are social hubs where you can access lots of information and resources for free.

## What do we have to offer?



### 6 Branches

- Aberystwyth
- Aberaeron
- New Quay
- Cardigan
- Llandysul
- Lampeter



### 2 Mobile Libraries



Free access to 1000s of e-resources, all ready to download:



pressreader™

- e-books
- e-audio books
- magazines
- newspapers

# 250,000 Books



Computer, printer and scanning access at all branches.

## How to join the library?



**Visit your local branch - staff are ready to help.**

(bring some ID with you, anything with your name and address on)



**Go to the website and join online:**

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

(click on Ceredigion Library)

For more information please visit your local Library or contact us



01970 633717



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

# Advicelink Cymru: 'Claim what's yours' helpline

From time to time, we all need some help and support. The rising cost of living means that many of us need that help now. The Welsh Government and Citizens Advice are doing what they can to help people access benefits and financial support, putting more money back into people's pockets.

If you are not sure about the support available to you, Advicelink Cymru can help you find out and claim what you're entitled to.

## Advicelink Cymru can help you to:

- Apply for benefits like Carer's Allowance, Personal Independence Payment and Pension Credit.
- Access Welsh Government support for living costs.
- Get help with debt and money issues.

**0808 250 5700**

**Mon - Fri  
9am to 5pm**

## How to get in touch

- Call **0808 250 5700** (free)  
Monday to Friday, 9am – 5pm.

## What to expect when you call

- A trained advisor will talk to you about your situation and find out what support is available.
- The advisor will support you throughout the claim process and help you to fill in any claim forms.
- The advisor can also let you know what evidence you will need to support your claim.



Llywodraeth Cymru  
Welsh Government

# Ceredigion Citizens Advice



## Weekly drop in advice sessions:

### Lampeter

Every Monday  
10am - 3pm

Emmaus Church, Bridge  
Street, SA48 7AB

### Aberystwyth

Every Wednesday  
10am - 3pm

St Paul's Methodist Centre,  
Bath Street, SY23 2NN

### Cardigan

Every Wednesday  
10am - 3pm

St Mary's Old School Hall,  
SA43 1DW

## Other ways to contact us:



**01239 621974**

Open Monday, Tuesday and  
Thursday from 10am to 1pm.



**Text / WhatsApp service**

**07971 802060\***



**ask@cabceredigion.org**



**WhatsApp**

\*Please note that we can't  
take calls on this number.

# Council Tax Discount for Carers: How to check if you can pay less

If you are an unpaid carer, you may be able to get a discount on your Council Tax - up to 50%, depending on who else lives with you.

To qualify for this discount, you must meet all these conditions:

- You care for someone for at least 35 hours a week.
- You live in the same home as the person you care for.
- You are not the spouse, partner, or parent (if caring for a child under 18) of the person you care for.
- The person you care for must be getting **one** of these benefits:

- Middle or higher rate of the care part of Disability Living Allowance
- Any rate of the daily living part of Personal Independence Payment
- Any rate of Attendance Allowance
- Armed Forces Independence Payment
- Highest rate of Constant Attendance Allowance

You don't need to claim Carer's Allowance, and your income or savings won't affect your ability to get the discount.

Even if there are more than one carer in the household, you can still get up to a 50% discount if you meet all the conditions.



 **01970 633253**

**If you've moved  
to provide care**



If you've left your home to provide live-in care due to old age, illness, disability, alcohol or drug dependence, or mental health issues, you may not have to pay Council Tax on your old home.



Check if you are eligible for a Council Tax reduction using one of the government's recommended online calculators:

- [benefits-calculator.turn2us.org.uk](https://benefits-calculator.turn2us.org.uk)
- [betteroffcalculator.co.uk](https://betteroffcalculator.co.uk)
- [entitledto.co.uk](https://entitledto.co.uk)

Or contact the council's Council Tax Department:

 **01970 633253**

 [www.ceredigion.gov.uk/resident/council-tax](https://www.ceredigion.gov.uk/resident/council-tax)



# Carers Allowance 2025

## Weekly rate of Carers Allowance

The weekly rate of Carers Allowance will rise from £81.90 to £83.29 per week, from April 2025.

## Carers Allowance earnings limit

From April 2025, people who receive Carers Allowance will be able to earn up to £196 per week before their payments stop. This is an increase from the current limit of £151 per week. In the future, this earnings limit will go up in line with increases in the living wage.

## Independent review of Carers Allowance overpayments

The government will look into how Carers Allowance overpayments happened and what changes can be made to reduce the chances of them happening again. They will also review the earnings limit to see what more can be done to help unpaid carers find and keep jobs.



## Money Midlife MOT – Plan for the future

MoneyHelper's **Money Midlife MOT** is an online tool that helps you check your finances and plan for the future. A personalised report will tell you what to prioritise and give you tips on how to improve your financial wellbeing from midlife through to retirement.

You can use this tool to:

- **identify actions to improve your finances**, according to your priorities
- **help you plan for the future** and make sure you stay on track to achieve your goals

This tool works best for people:


- **between the ages of 45 and 65**
- **living and planning to retire in the UK**

You will be asked a series of questions about your finances.

You will not need any documents or extra information to use the tool. It takes about 5 minutes to complete.

The information you provide will be kept anonymous, but you can download your results.

**Money**  
 **Helper**

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

FREE WATER

EFFICIENCY

HOME VISITS

With a free home visit from our water saving experts, we can fit free water saving devices and share top tips to help you save water, energy and money on your bills.



Scan me to book an appointment!  
or email us at  
[waterefficiencyaudit@dwrcymru.com](mailto:waterefficiencyaudit@dwrcymru.com)  
0800 052 0130  
[dwrcymru.com/cartref](http://dwrcymru.com/cartref)



## Is it difficult to pay your energy bills? Are you warm enough at home?

### FREE SUPPORT INCLUDING

- £ Fuel debt support
- ☁️ Carbon monoxide advice
- 📞 Advice on Priority Service Register
- 💡 Energy efficiency and bill advice
- 🔌 Liaising with your supplier

If you are feeling overwhelmed by home energy and need someone on your side, email us to arrange a confidential appointment.

 [communityadvice@severnwyve.org.uk](mailto:communityadvice@severnwyve.org.uk)

or call Severn Wye's advice team to arrange a visit

 **0800 170 1600**

 [severnwyve.org.uk/communityadvice](http://severnwyve.org.uk/communityadvice)









WARM WALES  
CYMRU GYNNES

# WARM WALES

WALES' OLDEST CIC WORKING TO **TACKLE FUEL POVERTY** BY OFFERING FREE ADVICE AND SUPPORT TO ENSURE PEOPLE ACROSS WALES TO HAVE WARM AND SAFE HOMES.

## AREAS WE CAN OFFER **SUPPORT**

-  **Energy Advice, Support, Education & Affordable Warmth:** help and advice to empower householders to understand energy bills and maintain a warm and safe home
-  **Money Maximisation:** support and signposting for benefit checks and council tax reduction applications.
-  **Home Safety Measures:** carbon monoxide awareness, smoke alarms, Slips, trips and falls.
-  **Health & Personal Wellbeing:** improving mental & physical wellbeing, and reducing isolation through Social Prescribing.
-  **Basic Needs:** depending on where you live, we may be able to help you access emergency support in the form of emergency top-up vouchers for pre-payment meter and food packs.

### Scan Me!



### CONTACT US:

If you, or someone you know, is finding it hard to heat their home, please get in touch



**01352 711751**



**Nwreferrals@warmwales.org.uk**




Or fill out our online referral form via our website.

# Loan Fee Fraud

The cost-of-living crisis has made 2024 challenging for many. This leaves consumers susceptible to scams such as loan fee fraud, where they are asked to pay an upfront fee but then never receive payment.

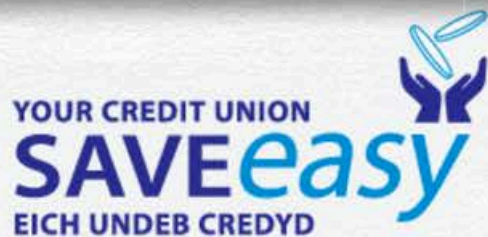
Now, it's even more important to take a moment to pause if you are looking for a loan.

Pause and do the **3-step check** before you make any decision and avoid the scammers.

-  **Cold called?**
-  **Asked to pay an upfront fee?**
-  **Pressured to pay quickly or unusually?**

Tick any of these? **STOP**

Protect yourself from loan fee fraud.



# Local Support

Mali, Barclays Local Specialist based in Cardigan and surrounding areas, is working within the community of Ceredigion to offer educational sessions for charities, organisations, and businesses on a range



of topics such as managing your money, fraud and scams, digital skills and skills to help people enter the world of employment. If you are interested in this offering, contact her at: [Mali.Mathias@barclays.com](mailto:Mali.Mathias@barclays.com).

If you need a loan or are looking for ways to save money, consider using a Credit Union. Credit Unions are safe, not for profit financial providers.

**SaveEasy is the Credit Union for West Wales.**

# Family loan of up to £500 from your local credit union.

Agree to pay your loan and save directly from a benefit or wage and we may be able to offer you a **Family Loan!**

Call or pop-in for more information:

**Cardigan**  
36 Pendre  
Cardigan  
SA43 1JS

Visit us at our pop-up branches!

For more information, contact:

 01239 611880

 [info@saveeasycreditunion.co.uk](mailto:info@saveeasycreditunion.co.uk)

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

**Lampeter**  
Creuddyn Business Centre  
Pontfaen Road  
Lampeter, SA48 7BN  
Thursdays 1pm - 3pm  
Tel: 01239 611880

**Llandysul**  
Capel Seion  
Llandysul, SA44 4BY  
Thursday  
11am - 12pm  
Tel: 01239 611880



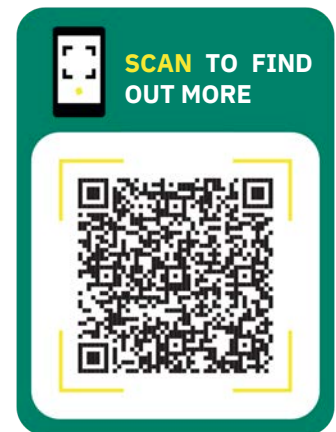
# Are you over State Pension age, or know someone who is?

**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:

- 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 £218.15 or, if you have a partner who lives with you, £332.95. 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**





## Qualia Law CIC – Providing FREE impartial advice

**Qualia Law CIC is a nonprofit social enterprise that offers expert legal advice and financial safeguarding services from specialist solicitors to protect vulnerable individuals.**

**Qualia Law CIC provides Court of Protection Deputy services for individuals who are unable to manage their own affairs or lack the necessary support to safeguard their property or finances. Clients include those affected by conditions such as dementia, brain injuries, mental health issues, and others who lack capacity or are unable to manage their financial matters independently.**

The responsibility of managing the financial affairs of individuals who lack capacity can often fall on carers, which can be both stressful and time-consuming. As a Community Interest Company (CIC), Qualia Law primarily receives referrals from Local Authorities, but also provides advice and guidance directly to carers, and accepts referrals from families and carers.

At Qualia Law, every Deputyship or Attorneyship is managed by an experienced and specialist Solicitor. However, unlike a traditional law firm, Qualia Law's objective is not to generate profit, but to act solely in the best interest of our clients.

Qualia Law are committed to providing pro bono representation for clients who are unable to afford legal services, ensuring that financial and legal support is available to all. Qualia Law was the winner of Social Enterprise Start Up of the year and was also a finalist as the "Best Deputyship Firm" at the UK-wide probate awards.

The Social Services and Well-being (Wales) Act sets out a number of obligations regarding the services Local Authorities are required to provide and source. Specifically, section 16 places an obligation on Local Authorities to use non-profit companies and social enterprises where possible. As the only non-profit provider of Solicitor-led Court of Protection Deputyship in Wales, Qualia Law CIC is in a unique position to work with Local Authorities both to aid in compliance with its obligations and also to safeguard vulnerable individuals within its region.

### **For more information, contact:**

☎ 0333 305 3057

✉ [info@qualia-law.org](mailto:info@qualia-law.org)

🌐 [www.qualia-law.org](http://www.qualia-law.org)



**QUALIA LAW**  
COMMUNITY INTEREST COMPANY

# Armed Forces Covenant

## What is the Armed Forces Covenant?

The Armed Forces Covenant is a promise to make sure that people in the military, veterans, and their families are treated fairly. It recognises the sacrifices they make and ensures they get the respect they deserve in everyday life.




## There are two main ideas behind the Covenant:

- **Fair treatment:** Those in the Armed Forces, both current and past, along with their families, shouldn't face any disadvantage when using public services like healthcare or education.
- **Extra support:** Special help should be given to those who have been injured or lost loved ones due to their service.

Public bodies, like Ceredigion County Council, NHS bodies and schools, are required by law to keep these principles in mind when providing services.

For more information, news and useful Armed Forces support, visit the council's website:

 [bit.ly/41a4ll1](https://bit.ly/41a4ll1)

Or contact Hayley Edwards, your local Armed Forces Covenant Liaison Officer:


 [HREdwards@carmarthenshire.gov.uk](mailto:HREdwards@carmarthenshire.gov.uk)

## Get the support you need, whenever you need it

If you're a veteran or a family member, Veterans' Gateway is here to help you find the support you need. Whether it's:

- Housing
- Health care
- Money problems
- Jobs
- Mental health support

The service is available 24/7, by phone or text. It helps make life easier by helping you find the right help quickly without having to search on your own.

 0808 802 1212

Text: 81212



# Headway Ceredigion

Headway Ceredigion provides advice, support and friendship for anyone with an acquired brain injury from stroke, accident or illness.

## Regular coffee and chat drop-ins:

- First Monday of every month
- 1:30pm – 3:30 pm
- Tesco Community Room, Park Avenue, Aberystwyth

Free refreshments and parking, with a programme of speakers.

## Regular activities:

- Join our Boccia and board games afternoons at St Paul's Methodist Centre, Queens Road, Aberystwyth. Every Friday with free refreshments.
- Free or subsidised social lunches and outings.

Carers and family members are welcome.

## Check Facebook, phone or email for more information:

☎ 01974 821301

✉ dolaubach@gmail.com

Facebook: Headway Ceredigion



the brain injury association



# MENTAL HEALTH SUPPORT 24/7



## The DPJ Foundation

The **DPJ Foundation** is a charity supporting those in the agricultural sector with poor mental health by providing support, spreading awareness and training those in farming to be aware of poor mental health and its impact within our communities.

If you'd like help with any mental health issues for yourself or someone else, or would like more information about our '**Share The Load**' counselling service or about our training days please get in touch. Share the Load to talk to someone 0800 587 4262 or text 07860 048799.



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

THEDPJFOUNDATION.CO.UK



#SHARETHELOAD



C.A.L.L.


# Mental Health Helpline for Wales


## 0800 132 737

The C.A.L.L. Helpline is here to support you if:

- You need someone to listen to an issue affecting you, your loved one, or someone you care for.
- You're seeking general advice or information on mental health, drugs and alcohol, dementia, suicide, or neurodiversity.
- You want information about local or national services in Wales, such as mental health teams or autism services.
- You need self-help or service information booklets sent to you by post.
- You care for someone who may be neurodivergent (diagnosed or undiagnosed) and need support.

To speak to a trained Helpline Operator, call **0800 132737**. They are ready to listen and guide you.

 [call@helpline.wales](mailto:call@helpline.wales)

 **TXT** 'help' to 81066

**24/7, 356 Days a year**



## Dementia Support Line

### 0333 150 3456



If you are affected by dementia, worried about a diagnosis or a carer, trained staff are ready to give you the support you need.

#### Opening hours:

Monday to Wednesday: 9am – 8pm

Thursday and Friday: 9am – 5pm

Saturday and Sunday: 10am – 4pm

#### Welsh language line: 03300 947 400

Monday to Friday: 9:15am - 4pm

#### Text Relay

Call: **18001 0300 222 1122**

We also offer a text-to-speech and speech-to-text service.

If you have a textphone or an adapted computer, you can use Text Relay to call our English-speaking support line.



For languages other than English and Welsh, we can arrange a language translation service. Call us on 0333 150 3456 and say the English word for the language you would like to use. We will then arrange for an interpreter to call back.

# Wales Bereavement Information and Support Service (BISS)




 **0800 090 2309**

The Support Line is open 8am-6pm Monday to Friday and 10am-4pm on Saturday. This service is available for adults aged 18 or above.

Call the Marie Curie Support Line for practical or clinical information and emotional support if you're living with or caring for someone who has a terminal illness, or have experienced a bereavement, whatever your situation.

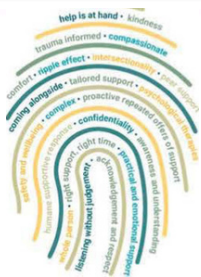
**You can also book a call online at a time that suits you:**

 [bit.ly/3Zi4BIW](https://bit.ly/3Zi4BIW)



NALS CYMRU

## NATIONAL ADVISORY AND LIAISON SERVICE



Ariennir gan  
Lywodraeth Cymru  
Funded by  
Welsh Government

## SUPPORTING ANYONE IN WALES AFFECTED BY SUICIDE

- ✓ Immediate support
- ✓ Dedicated Support Worker
- ✓ Access to free counselling/trauma support
- ✓ Face to face, phone or online support
- ✓ Support with inquests
- ✓ Practical support such as finance and housing

FREE support for as long as is needed



Contact us



**08000 487742**



**www.NALS.Cymru**

# Community Connector message board:

Feeling lonely and isolated can harm your health and wellbeing. Scientists report that it is as bad as smoking 15 cigarettes a day. It can even reduce your lifespan.

Ceredigion's Community Connectors support you to overcome loneliness by connecting you with social groups or activities you might enjoy.

The Community Connectors cover the whole county. They can talk to you over the phone or meet with you in person. Together, you can talk about how they can support you or the person you care for.

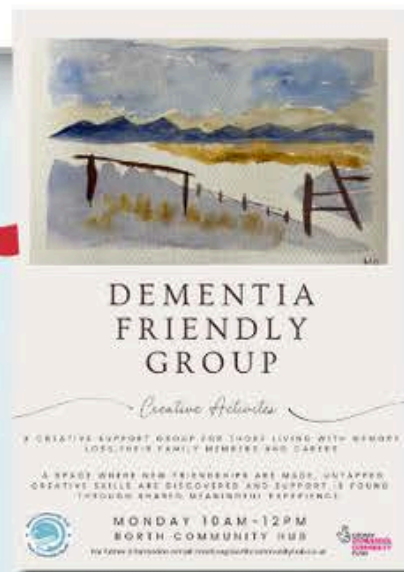
Here are some examples of the activities you could get involved with today...

## Borth

### Dementia Friendly Group

Monday, 10am - 12pm  
Borth Community Hub

A creative support group for those living with memory loss, their family members and carers.



## Aberystwyth

### St Paul's Methodist Church

**Tuesday Friendship Group,**  
First and third Tuesday of the month, 2:30 - 3:30pm

**Friday Art Group**  
First Friday of the month, 2 - 4pm

**Friday Boards Game Group**  
Every Friday night, 7 - 9pm



## Penrhyncoch

### Coffee Morning

Fortnightly on a Tuesday,  
10am-12pm  
St John's Church

**January dates:** 7th and 21st





## Llandysul, Neuadd Tysul Hall

### Living Well in Llandysul

First Thursday of the month, 11am-1pm  
Free help, free advice and free support

**From February onwards**

### Free activity sessions for 75+

First Thursday of the month, 2pm - 4pm  
Register in advance at:  
0800 716 543

## Woody's Lodge

### Drop-In Centres

Woody's Lodge, run drop-in sessions around the county. You can pop in and have a chat with the team, as well as have the chance to socialise with other veterans and Emergency Services leavers.

Whether you're just looking for a biscuit, a brew and a chat or you need some advice or support with form filling for benefits, pensions and NHS referrals, the friendly team are here to help.

#### Lampeter

Drop in: 10am - 1pm  
First Tuesday of the month  
Lampeter, Lampeter University Café,  
College Street, SA48 7ED.

#### Cardigan Llandysul Penlan Farm

Drop in: 10 - 11.30am  
Every Thursday  
Penrhiwpa, Llandysul, SA44 5QH

#### Ceredigion Aberystwyth Penparcau Hub

Drop in: 10am - 12pm  
First Saturday of the month  
Aberystwyth, SY23 1RU

For more information contact Woody's Lodge Penlan Farm  
☎ **01559 361328**, Mon - Thu 10am - 3pm  
✉ [support@woodyslodge.org](mailto:support@woodyslodge.org)



## New Quay, Village Hall

### Tuesday Lunch Club

First Tuesday of the month,  
12:30pm  
£8 Charge  
Pre booking is essential, call  
Sharon on 07949 426609

### Friendship Group

Every Thursday  
12 - 2pm  
£3 contribution  
Crafts, games,  
chat, tea, coffee  
and cake.



**Please note**, you don't have to contact a Community Connector to attend any of these groups or activities.

If you or someone you care for wants to learn more about groups and activities in your area, contact your local Community Connector.

☎ **01545 574200**

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

Follow the Community Connectors on Facebook to find out when and where their regular drop-in meetings are:

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



# SUPPORTING CARERS IN CEREDIGION




Do you look after someone with a health condition and/or disability?  
Then you matter too!


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

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



If you feel you could benefit from this support, just get in touch and you will get a warm welcome.

 **03330 14 33 77**

 **ceredigion@credu.cymru**

 **gofalwyrceredigioncarers.cymru**


## CARERS CAFE


Drop in sessions for unpaid carers and the people they support

Contact us at  
03330 143 377  
for more info.


Pop in  
when it  
suits you



 **MAES MWLDAN, CARDIGAN**  
3rd Monday of every month, 1:30 - 3pm

 **CANOLFAN DYFRYN, ABERPORTH**  
1st Wednesday of every month, 1:30 - 3:30pm

 **MUSTARD SEED CAFE, LAMPETER**  
1st Thursday of every month, 2 - 3:30pm

 **PLAS ANTARON, ABERYSTWYTH**  
4th Thursday of every month, 2 - 3:30pm

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





# PARENT CARERS SUPPORT GROUP DROP-IN SESSIONS



**First Tuesday of every month**

**10:00-12:00**

**Borth Community Hub, SY24 5LW**

- A group led by you, for you and those you support.
- An opportunity for you to drop in for a chat and a cup of tea.
- Craft and sensory play for children who attend with parents and carers.



**A Warm Welcome for All.**

**Drop in or contact:** [rachel1@borthcommunityhub.co.uk](mailto:rachel1@borthcommunityhub.co.uk) or 07483 356503



A partnership between  
**Borth Community Hub & CREDU**



## Chat and Connect

A friendly place for parents and carers to meet, chat and support one another.

**Join us to:**

- Talk about resources and services for children with disabilities and additional needs.
- Explore helpful resources and pick up information leaflets.



**If you have any questions, please contact us:** [ceredigionCDHT.HDD@wales.nhs.uk](mailto:ceredigionCDHT.HDD@wales.nhs.uk)

*Everyone is welcome!*

**Term time only**

### Aberystwyth

- **When:** Every Monday, 9:30am - 11am
- **Where:** Penparcau Community Forum, Penparcau, Aberystwyth, Ceredigion, SY23 1RU
- Parking available across the street

### Cardigan

- **When:** Every Friday, 10am - 11:30am
- **Where:** Menter Aberteifi, The Guildhall, Cardigan, SA43 1JL



Bwrdd Iechyd Prifysgol Hywel Dda  
University Health Board



# SUPPORT FOR YOUNGER CARERS

Gofalwyr  
Ceredigion  
Carers

## Ceredigion Young Carer Service

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

When you help take care of someone, you learn so many skills like how to be kind and understand others, how to organise things, and how to handle tough situations. It feels good to be there for someone else, but we also know it can be hard sometimes, especially when you're trying to balance school, friends, and all the fun stuff you want to do.

SCAN ME



- **Talk to our Outreach Worker about what's going on with you and what kind of help you might need.**
- **Come along to fun trips and events.**
- **Find ways to make school and caring for someone work better together.**
- **Join a young carer group or activities near you.**
- **Get help with figuring out how to go to college or find a job while caring for someone.**



☎ 03330 14 33 77

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

## Websites and helplines to support your wellbeing

### MEIC

Meic is a helpline for children and young people in Wales up to age 25. Whether you need info about local events or help with a tough situation, Meic is here to listen without judging. They'll give you advice, info, and support to help you make a change.

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

☎ 080 880 23456



### Papyrus

A charity focused on preventing youth suicide. Their free helpline, **HOPELINE247**, is open 24/7 for young people or anyone worried about them. Trained advisers offer confidential support by call, text, or email to help keep them safe.

🌐 [www.papyrus-uk.org](http://www.papyrus-uk.org)

HOPELINE 247

☎ 0800 068 4141  88547

✉ [pat@papyrus-org.uk](mailto:pat@papyrus-org.uk)





## Caring at Christmas

Christmas is usually about family, friends, and having fun. But if you have extra responsibilities, it can be harder to enjoy yourself. Trying to handle everything, plus your usual day-to-day stuff, can feel like too much sometimes.

It's normal to feel worried, sad, lonely, or even angry when things get tough. You're not alone, and it's okay to not feel great, especially during this time of year. What matters is knowing where to get help if you're feeling this way.

### Here are a few tips to try this year:



#### Take breaks

Caring for others can take over your life, and it's easy to forget about your own needs. Make time each day to do something just for you - it can make a big difference.



#### Connect with others

Don't shut yourself off. Chat with friends, join a group, or connect with other young carers. Sharing your worries can help lighten the load.



#### Get moving

Getting some exercise can really help lift your spirits and boost your energy. Even a short walk can help clear your mind and reduce stress.



#### Create new traditions

You don't have to celebrate the same way as everyone else. Try finding special things to do with your family that feel meaningful and fun for you. These can become your own unique traditions.



#### Be kind to yourself

It's totally normal to feel a mix of emotions. Remember, nobody's perfect. You're doing your best, and that's more than enough.



If you'd like a copy of this booklet, please call **01545 574200**



Turn the page to try the Christmas challenge!



# YOUNG CARER CHRISTMAS CHALLENGE

Join in with our Young Carer Christmas challenge

How many can you complete before January 1st?

Each challenge is worth 1 point. See if you can get 10 or more!

Find a quiet place for "me time"

Watch your favourite film

Go outside for a 10 minute walk

Give someone you love a big hug

Try some new foods

Dance to your favourite song

Take a relaxing shower or bath

Do something nice for yourself

Read your favourite book

Play your favourite game

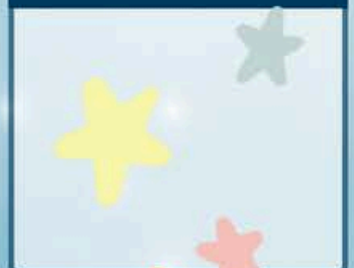


Name one person you'd like to spend more time with

One thing you can do to make this Christmas the best ever?

Write 3 things that make you excited for next year

Points scored:



**Come and join our fun and inclusive multi-skills sessions!**

An hour of fun for children and young people aged 4 to 17!

Wednesdays  
5-6pm

Lampeter Wellbeing Centre  
Peterwell Terrace, SA48 7BX

☎ (01570) 422552

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

**Are you aged 16-21?  
You can save approx 30%  
on bus travel in Wales\***

Apply for your pass:  
[gov.wales/mytravelpass](http://gov.wales/mytravelpass)  
0300 200 22 33

@mytravelpass

\*Excluding Megabus and National Express

# Smart technology for carers

Technology is everywhere, and when used properly, it can improve your quality of life and make caring for others easier. You might have heard the term "care technology." This simply refers to any digital or smart device that helps you stay independent while managing and monitoring your own health or the health of someone you care for.

Smart home devices let you control appliances remotely through your smartphone, tablet, or home hub connected to the internet. More unpaid carers are turning to these devices to make caring less stressful, give themselves peace of mind, and even take short breaks, all while ensuring the people they care for are safe and well.

There are many different smart devices available, so it's important to choose the ones that fit your specific needs and the needs of the person you're caring for.



## Here are some common smart home devices:



### Remote monitoring:

Smart cameras and Ring doorbells enable carers to keep an eye on the home environment from afar, allowing for quick responses to any issues.



### Smart appliances:

Robotic vacuums, smart refrigerators, and programmable coffee makers can take care of household chores, giving carers more time to do other things.



### Home security:

Smart security systems and locks provide peace of mind, allowing carers to feel secure while focusing on caregiving tasks or taking breaks.



### Emergency alerts:

Some devices can detect falls or emergencies and automatically alert carers or emergency services, ensuring help when needed. Read more about this on the next page 'Ceredigion's Telecare Service'.



### Smart lighting:

Automatic lighting systems can be set to turn on or off at certain times, ensuring safety and comfort during the night, especially for those who move around the house independently.



### Health monitoring:

Devices like smart watches and health trackers monitor vital signs and alert carers to any changes, helping them manage health conditions more effectively.



### Automated reminders:

Smart speakers and apps can provide reminders for medication schedules, appointments, and daily tasks, so nothing gets forgotten.

### Voice-activated assistance:

Voice assistants (like Alexa or Google Assistant) can help with hands-free tasks such as setting timers, playing music, or even making calls.

## If you're interested in using a smart home device, why not start with a Ring Doorbell?

A Ring Doorbell is a device that combines a doorbell with a high-definition camera and two-way audio. It allows you to see and talk to visitors at your door through a smartphone app, even when you are not home.


Installing a Ring Doorbell at home can offer several benefits for unpaid carers and support opportunities to take a short break:

- ✔ **Communication:** With two-way audio features, you can talk to visitors without having to go to the door. This can be helpful for deliveries or coordinating with healthcare professionals.
- ✔ **Peace of mind:** Being able to easily check who is at the door can reduce anxiety, allowing you to focus on your caring tasks.
- ✔ **Alerts and notifications:** You can receive real-time alerts when someone comes to the door, helping you stay aware of who is visiting.
- ✔ **Support for independence:** For those you care for, a Ring Doorbell can help them feel more secure in their own home, knowing that their carer can monitor who is coming and going.

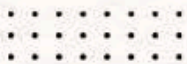
**Carer  
Break  
OFFER**



If you would like to find out more about how a Ring Doorbell can support you in your caring role, the Carers and Community Support Team are offering a limited number of **FREE Ring Doorbells to unpaid carers living in Ceredigion**. For more information on how to apply, please call The Carers and Community Support Team:

 01545 574200

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





For more information and ideas about smart technology and devices for your home, take a look at Carers Wales website:

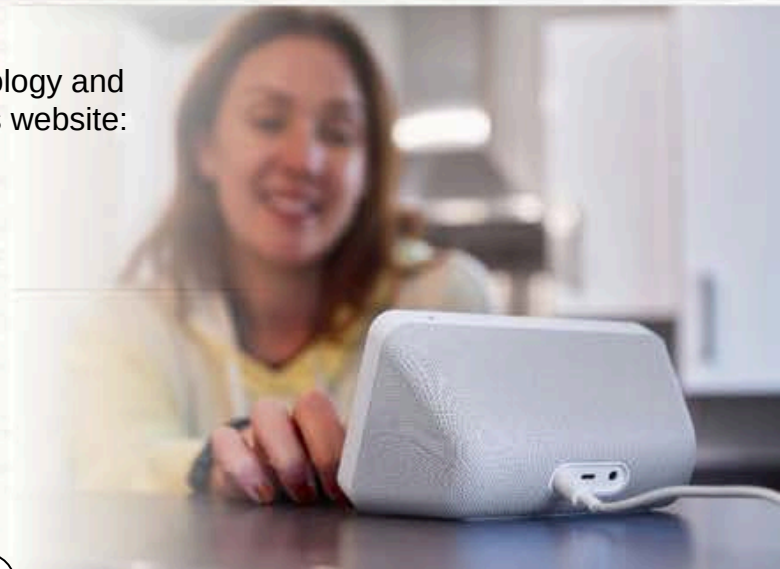


 [bit.ly/498dZfz](https://bit.ly/498dZfz)

Or if you would like to speak to someone about different types of care technology, contact the council's Telecare team:

 01545 570881

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



# Ceredigion's Telecare Service

Ceredigion's new Telecare Service is here to support people to live independently and safely in their own homes, providing reassurance and peace of mind.



## What is Telecare?

Telecare is a 24/7 monitoring service that allows you to access help, whenever you need it, all year round. By simply pressing a button or through automatic sensors, assistance can be called for day or night.

Devices such as fall detectors, smoke alarms and bed or door sensors can send alerts to family members or emergency services if something is wrong. There is also a range of digital aids like medication dispensers that can be tailored to individual needs.

Telecare assistance can also include contacting a family member, a carer or the emergency services.

## How to get Telecare in Ceredigion?

You can contact the Telecare team via [telecare@ceredigion.gov.uk](mailto:telecare@ceredigion.gov.uk) or **01545 570 881** for more information and advice regarding Telecare solutions for you or the person you care for.

You can also be referred from your GP, or other Health and social care provider to our service.



## Can I try before I buy?

We showcase examples of our Telecare at the Penmorfa Centre for Independent Living in Aberaeron, open daily 10:30 – 3:30 with a Telecare specialist available every Tuesday.

We will guide you through the process, help assess your needs and install the right equipment. Once set up, a 24/7 monitoring service will be in place to respond to any alerts.

## What does it cost?

The cost of Telecare depends on the level of support you need.

### Basic Telecare Package: £3.90 per week

This includes a Lifeline unit, a neck or wrist pendant, 24/7 monitoring, an annual system check, and the option to add an extra pendant if needed. There's no fixed contract or equipment fees, but there is a one-time installation fee of £47.50.

### Assistive Technology Package: £7.20 per week

This includes everything in the basic package, plus additional sensors and touch button devices to help you stay safe at home. There is also a one-time installation charge of £47.50.

Our new Telecare service ensures that carers and their families can feel more in control, knowing help is always on hand when it's needed.





GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

# Download safe health apps

**Our health and care apps library contains reliable, tried and tested health apps to choose from.**

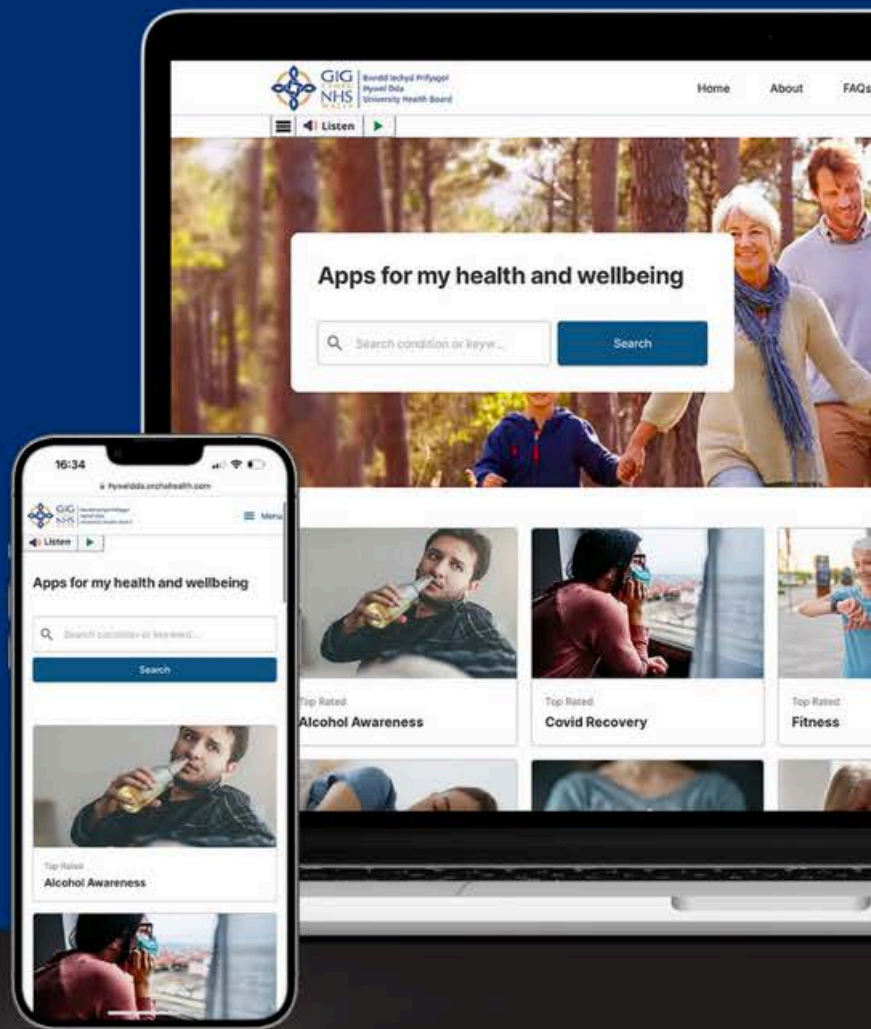
Discover apps to improve your health: •

Making healthy food choices

- Exercising and keeping fit
- Looking after your mind
- Sleeping well
- Giving up smoking
- Losing weight
- And more

All the apps in our app library are reviewed by experts for clinical safety and data security.

Scan me



Scan the QR code or visit:  
**HywelDda.OrchaHealth.com**



Service provided by ORCHA, The Organisation for the Review of Care and Health Apps

# Penmorfa Centre for Independent Living

Helping you to live independently in Ceredigion

The Centre, promoting independence and community support, is set to transform the way individuals find solutions and access information to help themselves.

**OPEN**  
Monday to Friday  
10:30 - 3:30

Located on the ground floor of the County Council's offices at Penmorfa, Aberaeron, SA46 0PA

The Centre is divided into several areas:

- AskSARA dedicated room
- Telecare and smart devices
- Carers and cared-for support
- Care and mobility equipment
- Visual impairment support
- Housing adaptations
- Fire Safety awareness
- Direct Payment guidance



For more information contact the Clic Contact Centre on:

☎ 01545 570 881

✉ clic@ceredigion.gov.uk

## Make life easier in three simple steps with AskSARA...

- 1 Choose a topic
- 2 Answer some questions
- 3 Get advice

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

SCAN ME



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



  
Partneriaeth Gofal Gorllewin Cymru  
West Wales Care Partnership

# Direct Payments website

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

## The website explains:

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


## You will also find:

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

## 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.

## Porth Gofal:

 01545 574000



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




# Catalysts for Care

**Looking for help? Need a carer?** The Catalysts for Care project in Ceredigion offers an online directory of over 30 small carer businesses in the county.

You can easily make enquiries through an online button and every carer on the directory has a DBS, is insured and self employed.

Funded by the UK Shared Prosperity Fund, this project helps people start their own care or support business. It aims to provide more local, personalised care options for people to choose from.

If you are a carer and are interested in setting up your own business, project co-ordinator Sue Lewis offers free advice and support to get you started.

 07442 681883

 [sue.lewis@planed.org.uk](mailto:sue.lewis@planed.org.uk)





**Catalysts for Care**

MICRO ENTERPRISES WEST WALES



**View the Catalysts for Care online directory at:**

 [bit.ly/3VhD0OL](https://bit.ly/3VhD0OL) 

## Catalysts for Care update

The Catalysts for Care project is growing quickly. In the past year, the project has helped more than 130 small care providers in the Hywel Dda health authority area, delivering over 2,600 hours of care each week to nearly 750 people. In Ceredigion, after just six months, over 70 people have received more than 270 hours of care each week. The project is doing well, and there are plans to continue growing in 2025.

# Did you know you can register as an unpaid carer at your GP Surgery?



Registering as an unpaid carer could help your health care team to:

- Understand your caring responsibilities.
- Signpost you to information, help and support, either now or in the future.
- Share information about the person you care for (with appropriate written consent).
- Provide more flexible appointments that reflect your caring role.
- Offer you an annual flu jab (free).
- Refer you to other services or organisations that might be able to help you.

Investors in Carers work with GP surgeries and other settings to help raise awareness of the vital contribution unpaid carers make to our communities. Helping to increase identification, so unpaid carers can get information and support earlier in their carer journey.

Ask your GP Surgery for further information and a registration form.



Perhaps you also know of a relative, friend or neighbour who is helping to look after someone who could not manage without their help. You might be able to help them by passing on this information.

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

*We are here for you*



**Beth a Liz**

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

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

### The Carer Officers aim to:

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

**Get in touch if you think we can help.**

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

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

# Preparing for your Carer's Needs Assessment

Caring for someone is a big responsibility, and it's important to have the right support. If you're an unpaid carer, knowing what a Carer's Needs Assessment is and when to request one can really help.



## What is a Carer's Needs Assessment?

A Carer's Needs Assessment is a way for your local council to understand your needs as an unpaid carer. It's an opportunity for you to talk about how your caring role affects your life and what support you might need to continue providing care. The assessment is about you and your wellbeing, not just the person you care for.

During the assessment, a social worker or another professional will talk to you about:

- **Yourself:** What's important to you and how caring impacts your life.
- **Your caring role:** Information about the person you care for and the tasks you do each day or week to care for someone.
- **Your wellbeing:** What you do, and what you would like to be doing, outside of your caring role.
- **Planning for the future:** What support could help you now and in case of emergencies.



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 and your wellbeing.

## Who can have a Carer's Needs Assessment?

Unpaid carers of any age can have an assessment, regardless of:

- The type or amount of care they provide.
- How much money they have
- The level of support they need.
- Whether they live with the person they care for or not

## When should I have an assessment?

All unpaid carers can ask for a Carer's Needs Assessment whenever they want. However, you should think about asking for one if:



### You feel overwhelmed:

If the demands of caring are affecting your health or wellbeing.



### You need more support:

Whether it's practical help, financial assistance, or emotional support.



### You're balancing multiple responsibilities:

If you're juggling work, family, and caring duties, and it's becoming too much.



### Your situation changes:

If there's a change in your circumstances or the needs of the person you care for, such as a new diagnosis or hospital discharge.



### You want to plan for the future:

If you're considering long-term care options or want to explore how you can sustain your caring role.



## How do I ask for an assessment?

If you would like to have an assessment, contact Porth Gofal, Ceredigion County Council's Social Services Department. You can do this online or by phone.

### Porth Gofal

☎ 01545 574000

📧 [www.bit.ly/Carerenquiry](http://www.bit.ly/Carerenquiry)

## Getting ready for your assessment

Getting ready for your assessment can help you get the support you need.

During the assessment, you'll be asked to explain the kind of help you give. It might be helpful to keep a diary for a week or two before the assessment. In the diary, you can note how much time you spend with the person you care for, what tasks you do for them, and how long these tasks take.

### Here are some more things to think about:

- Are you able, or willing to continue to care?
- Do you need help to continue working or to get into work, education or leisure opportunities?
- What kind of support do you need to care or continue caring?
- Which parts of caring do you find difficult or stressful?
- How would you like things to be different in the future?

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

## What happens after the assessment?

After the assessment, the council will use the information you have given them to decide if you are eligible to receive services. This might include:



**Practical help:** Equipment or adaptations to make caring easier.



**Emotional support:** Access to counselling or support groups.



**Respite care:** Opportunities for you to take a break.



**Financial assistance:** Information about benefits or grants you might be entitled to.

You should be informed of the outcome of your Carer's Needs Assessment and given a copy of the assessment for your own records.

If you have had an assessment in the past and your circumstances have changed, you are entitled to ask for another one.

## Can anyone help me?

If you need support to ask for an assessment or during the assessment, you can get help.



### Gofalwyr Ceredigion Carers

Gofalwyr Ceredigion Carers can guide you through the process. Contact them for more information and other types of support:

☎ 03330 14 33 77

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

**You can ask a friend, family member or advocate to be with you during your assessment.**

To get more information about your rights and other support that is available for unpaid carers in Ceredigion, join the Carers Information Service:

☎ 01545 574200

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

📧 [www.bit.ly/CISCERE](http://www.bit.ly/CISCERE)




# 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**

## 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.

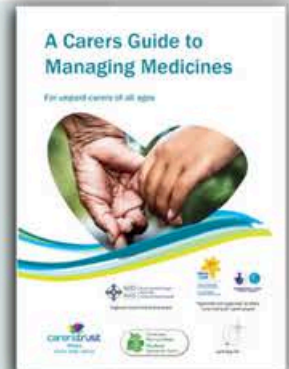
 [bit.ly/3ojhY0E](https://bit.ly/3ojhY0E)



## 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)

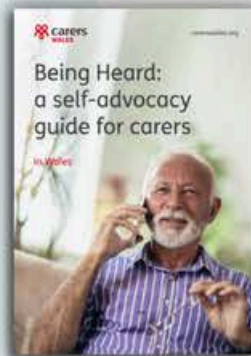


## Being Heard: a self-advocacy guide for carers

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:

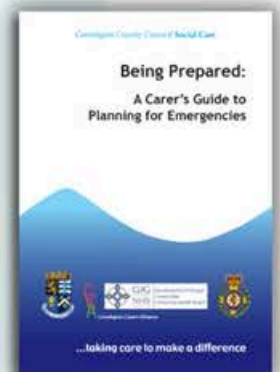
 [bit.ly/3Q8I2vS](https://bit.ly/3Q8I2vS)



## 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)



## Working Carers Guide


A guide for carers balancing paid work and caring responsibilities

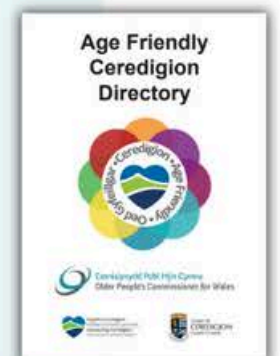
 [bit.ly/3I2tgcU](https://bit.ly/3I2tgcU)



## Age Friendly Directory

This booklet provides a directory of useful services and general information for Ceredigion residents.


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




# Useful contacts



The **Citizens Advice Bureau** provides FREE impartial and confidential advice on debt, benefits, employment, consumer affairs, housing, relationships 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)

## 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.




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.

 01545 574000

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



## Benefits enquiries

To claim Benefits	0800 055 6688	ACAS	0300 123 1100
Primary Benefits & Signing Off	0800 169 0310	(Pay and work rights helpline and complaints)	
Universal Credit Service Centre	0800 328 5644	Tax Credits	0345 300 3900
Budgeting Loans	0800 169 0104	Child Benefit	0300 200 3100
Debt Management	0800 916 0647	Pension Service	0800 731 0469
Discretionary Assistance Fund (Cheap rate for mobile phones)	0800 859 5924 0300 101 5000	Healthy Start	0345 607 6823
Maternity Allowance	0800 055 6688	National Insurance Enquiries	0300 200 3500
Bereavement Service Helpline	0800 151 2012	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	NHS Health Costs (HC1)	0345 603 1108
Attendance Allowance	0800 731 0122	Wales	
Report benefit fraud	0800 854 440	PIP - New Claims	0800 917 2222
		PIP - General Enquiries	0800 121 4433

### THE MARGARET & ALICK POTTER CHARITABLE TRUST

Charity No 1088821 Number 1088821

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

To discuss applying for a grant contact the Secretary:


 **07794 674339**

 **secretary@pottertrust.org**



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

**CYMRU  
VERSUS  
ARTHRITIS**


 **0800 756 3970**

 **walessupport@versusarthritis.org**

 **versusarthritis.org**

### West Wales Domestic Abuse Service

**24/7 Helpline and advice**

 **01970 625585 or  
01239 615385**

 **info@westwalesdas.org.uk**

 **www.westwalesdas.org.uk**



### BYW ADREF

We offer help and support with:

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



All for **£20.35** per hour.

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

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

 **01239 615556**


 **bywadref@agecymrudyfed.org.uk**

 **bit.ly/bywadrefe**

**Carers Wales** give advice, information, and support to make sure carers get the help they need.

 **www.carersuk.org/wales**

**Carers UK Helpline:**

 **0808 808 7777**  
Open Monday to  
Friday, 9am – 6pm



# FOLLOW US ON FACEBOOK

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

- Events
- Training
- Groups
- Activities
- Surveys
- And more



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

The spring issue will be out in April 2025.

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



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



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

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board