

CARERS SUPPORT

Carers' Handbook



e-mail: **firstcontact.adults@
newport.gov.uk**

website: www.newport.gov.uk/carers

Tel: 01633 656 656

Information for Carers in Newport

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Welcome to the Newport Carers Handbook

This Handbook is intended as a guide to local services. Please keep it safe for future reference.

The guide is also available on our Newport City Council Website at www.newport.gov.uk

Are you a Carer?

A Carer is someone of any age who provides unpaid support to family or friends who could not manage without help. This could be caring for a relative, partner or friend who is ill, frail, disabled, has mental ill health or substance misuse problems. The term Carer should not be confused with a care assistant, who receives payment for looking after someone. Many people do not recognise themselves as Carers, seeing the support they provide as their duty. Caring is rewarding but it can be difficult to juggle caring for someone and your own wellbeing. It is important to recognise your own needs for support. Carers have a number of rights including the right to information and an assessment of needs if they intend to care.

Newport City Council Carers Network

The Newport City Council Carers Network links Carers, groups, forums, partners and professionals. The network meets quarterly. You can keep updated with local news and activities by signing up to our bulletin and quarterly e-newsletters.

Email: community.connectors@newport.gov.uk or **Telephone:** 01633 235650





Section 1 – Assessments for Carers

All Carers have the right to a free assessment of their needs arranged through Social Services. The assessment is a conversation with a trained member of staff, which focuses on your needs and aspirations as a Carer, not those of the person you care for. An assessment is an opportunity for you to talk to a professional about what help and support may be available. You can ask for an assessment at any time, even if the person you care for doesn't want any help from Social Services, or if they are already getting help. An assessment can be conducted over the telephone or in person.

Before you have your assessment, it may be helpful to think about the impact caring has on your daily life, including your health (physical and mental); work, education and leisure needs; care, support and finances. The support provided will include signposting to community services.

To request an assessment, contact the First Contact Adults Team:

City Contact Centre: 01633 656 656

Email: firstcontact.adults@newport.gov.uk

Section 2 – Young Carer Support Barnardo's Young Carers Project

Barnardo's Young Carers project provides support for young carers who are aged up to 25 years.

- Do you help your parents to do the shopping, washing, ironing?
- Do you help to look after your brother or sister?
- Do any of your parents suffer from mental health problems?
- Do your parents misuse drugs or alcohol?

- Do you struggle with your school/college because of your caring responsibilities?
- Do you have any health problems yourself?

If you are experiencing any of these things, Barnardo's Young Carers Project can help. Being a young carer is a very important job and this service is just for people like you.

Tel: 01633 251 192

Website: www.barnardos.org.uk

Section 3 – Support from Social Services

Social Services may be able to provide services for the person you care for, which could help you by giving you a break from your caring role. An assessment can be carried out to see if a person has care and support needs, and to work out if they are eligible for help from Social Services.

Contact the First Contact Adults Team

Tel City Contact Centre: 01633 656 656

Email: firstcontact.adults@newport.gov.uk

Charging for Services

Some services provided may be subject to a charge, or the Council may ask people to pay towards their care and support. There are national regulations about who has to pay, the most a council can charge and the circumstances when the Council cannot charge for services it provides. Before providing certain services we would need to carry out a financial assessment to find out how much money a person has as income or savings in order to make a fair decision on how much that person should have to pay. The Council will notify you about any charges before providing a service.

Direct Payments

If you qualify for support you may be eligible to receive money from Social Services called a Direct Payment to purchase support privately, or to purchase your own equipment. This scheme is available to adults and children, both those cared for and Carers. The Direct Payment Scheme is designed to give you choice and control to help you manage your life as independently as possible.

You may also be able to use a Direct Payment for short periods of respite or short breaks, if eligible and agreed by Social Services, as part of the support you need.

Privately Funding Services

Social Services keep a list of Preferred Providers who have been vetted and approved by Newport City Council. These agencies can provide care or support for the person you are caring for, which is chargeable. Newport City Council also publish a booklet of approved care homes, which also gives information about choosing the right care home and paying for a care home.

To request a copy of either list call the City Contact Centre on: 01633 656 656

Shared Lives

The Shared Lives scheme provides a tailored service for vulnerable adults with approved Carers in their local community. Individuals using adult placement services have the opportunity to be supported in the homes of approved Carers and local communities. Services can include long-term placements, respite placements and sessional support. Anyone over the age of eighteen who has been assessed as needing social care support can be referred to the scheme.

Tel City Contact Centre: 01633 656 656

Email: firstcontact.adults@newport.gov.uk

Website: www.caerphilly.gov.uk/sharedlives

Community Mental Health Team Newport City Council

The team are responsible for the care and treatment of adults living in the community who have severe and long-term mental health problems. You can self-refer or be referred by your GP. **Tel: 01633 786 000**

Child and Adolescent Mental Health Services (CAMHS)

A multidisciplinary service providing assessment and treatment for children in Gwent from infancy up to the age of 16, or 18 if the young person is still attending school at the time of referral. A specialist autism service is provided weekly at Ty Bryn Unit, St Cadoc's site. The service also plays a significant role in the delivery of care via the Youth Offending Teams (YOTs). Referral via GP, Health Visitor, Social Worker or Educational Psychologist.

Tel: 01633 436 831

Disabled Children's Team

A Newport's Disabled Children Team is based at Serennu Children's Centre. If your child has a disability and you need help or advice, please contact the Duty Team.

City Contact Centre: 01633 656 656

Email: children.disabilities@newport.gov.uk

Website: www.newport.gov.uk/disabledchildren

The South East Wales Emergency Duty Team

This service only deals with emergency situations that cannot wait until the next working day without risk of harm.

You can contact us

Monday to Thursday 5pm – 8.30am,

Friday 4.30pm - 8.30am on the following Monday,

Bank Holidays and weekends 24 hrs.

0800 328 4432

In a medical emergency you must phone your GP or an ambulance.

Safeguarding

Safeguarding is a term used to explain how agencies (such as the police, social services and the health services) as well as the general public work together to keep safe adults and children who are at risk of neglect or abuse. If you suspect that abuse or neglect is taking place, you should report your concerns.

To report suspected abuse, contact Social Services:

Tel: 01633 656 656

Email: pova.team@newport.gov.uk

Website: www.gwentsafeguarding.org.uk/en/

If you think a criminal act has taken place you can contact the police on 101. In serious emergency circumstances call 999.

AskSARA

Can help you find useful information about products to make daily living activities in your home easier. AskSARA is an online Assessment Tool that is free and easy to use. It has been developed by the national charity Disabled Living Foundation (DLF) and has been licensed for use by Newport City Council. Support covers everything from personal care to looking after pets.

For more information or to use the Assessment Tool follow this link:

Website: www.asksara.dlf.org.uk

Occupational Therapy

The community Occupational Therapy Service provided by Social Services helps people with a physical or sensory disability live as independently as possible in their own homes. Occupational Therapists (OTs) help people to find ways of coping with the effects of disability. This involves identifying tasks people and their carers find difficult sourcing equipment or adapting people's home to make daily tasks easier.

Telecare

Help to maintain independence and safety at home, such as falls detectors, bed and chair sensors. This is an assessed for and chargeable service.

To request an Occupational Therapy referral contact the First Contact Adults City Contact Centre: 01633 656 656

Email: firstcontact.adults@newport.gov.uk

Pendant Alarms

Alarms activated by the wearer in an emergency. You can access this service privately and there are a range of providers to choose from. Monmouthshire County Council as our partner can offer this service to any Newport citizen as a private arrangement at a cost of £45 installation charge and £4 per week thereafter.

Tel: 01633 644 466 Email: careline@monmouthshire.gov.uk

Website: www.monmouthshire.gov.uk search for Careline Products

Adapting and Maintaining your home

Grants to adapt your home

If the person you care for is living in the same house as you, you may be entitled to a Disabled Facilities Grant (DFG) to adapt your home so that the person you care for remains as independent as possible. The grant is means tested and is for home owners and privately rented tenants only. You can find more information on the Housing Support Section at www.newport.gov.uk

Contact 01633 656 656

If your housing is provided by a Social Registered Landlord, contact them directly to discuss minor and major adaptations.

Newport Care and Repair

Newport Care & Repair is a service available to homeowners or privately renting tenants, aged over 60. They provide a range of practical solutions to help you carry out home improvements, repairs, or adaptations to allow you to live independently. Some services may be chargeable depending on your circumstances.

Tel: 01633 233 887

Website: www.newportcareandrepair.co.uk

Housing Support

Housing-related support is provided to vulnerable people with specific needs to help them develop and maintain skills and confidence to live as independently as possible.

Contact The Supporting People Team: Tel: 01633 656 656

Email: supporting.people@newport.gov.uk

Website: www.newport.gov.uk search for Housing Related Support

Support Groups

Carers Café (Newport City Council)

Speak to a Community Connector for information that may help you in your caring role and chat to other Carers about your experience of caring. Join us for a cup of tea/coffee/cold drink at the Riverfront Café on the last Thursday of the Month 10am – 12pm.

Tel: 01633 235650

Email: community.connectors@newport.gov.uk

Chance Meetings Wales

Supporting Carers and offering young adults with additional needs a chance to socialise, providing a relaxed and very friendly environment with lots to do

Tel: 07730 770194

Email: kerrybennett745@hotmail.co.uk

Website: www.chancemeetingswales.weebly.com

Hafal

Supporting Carers and offering young adults with additional needs a chance to socialise, providing a relaxed and very friendly environment with lots to do

Tel: 01633 264763

Email: newport@hafal.org

Newport Autism Support Group

Supporting Carers and offering young adults with additional needs a chance to socialise, providing a relaxed and very friendly environment with lots to do

Tel: 01633 264763

Email: newportautismsupportgroup@hotmail.co.uk

Parents for Change & The Meet

Supporting Parents and Carers of disabled children and young adults with a social group for 15-25 year olds called The Meet. Every other Wednesday at The Drago Lounge in Newport, as well as regular events and days out.

Tel: 07737 679824

Email: parentsforchange@hotmail.co.uk

T: 21 Dragons

A parent-led support group based at Serennu Children's Centre Newport, offering friendship and support to families for children with Down Syndrome. First Tuesday of every month 10am - 1pm at Serennu Children's Centre.

Email: Frances2708@gmail.com

Section 4 – Support from Health Services

Your GP

- Tell your GP Practice you are a Carer. A note on your medical record can explain why you need home visits or have certain health issues.
- Book a double appointment to give you and the person you care for more time for discussion.
- **The Community Nursing Team** can provide information and support regarding continence care, pressure area relieving equipment and other related support.
- **NHS Transport.** To arrange contact the South East Wales patient transport booking system on 0800 32 82 332.

GP Out of Hours Service - 01633 744285

Dental Helpline - 01633 744 387

NHS Direct (24 hour) - Call 111 (or 18001 111 on a textphone)

Website: www.nhsdirect.wales.nhs.uk

Pharmacy

Speak to your local pharmacy regarding medication reviews, common ailments, dosette boxes and home delivery.

Website: www.nhsdirect.wales.nhs.uk or www.nhs.uk search for *Practical Tips if you Care for someone*.

Continuing NHS Healthcare

Continuing NHS Healthcare (known as CHC) is the name given to a package of services which is arranged and funded solely by the NHS for people who have been assessed as having a primary health need. An individual can receive CHC in any setting including their own home or in a care home. Information about the CHC process can be found in the Welsh Government's 'Continuing NHS Healthcare for Adults in Wales' Public Information Leaflet, which you can obtain from the Aneurin Bevan University Health Board.

If you wish your relative to be considered for CHC eligibility you can ask for this through:

- Your relative's GP
- The District Nurse
- Hospital staff (if the person is in hospital)

Contact: 01495 363110 Email: complex.care@wales.nhs.uk

Website: www.wales.nhs.uk search for ABUHB

Nursing Care

Local authorities cannot provide clinical services because the NHS is responsible for any care that must be provided by a registered nurse. For people in care homes with nursing, registered nurses are usually employed by the care home itself and the NHS make a payment to cover the costs of providing the nursing care for those who need it.

An individual should receive Funded Nursing Care if they live in a care home with nursing and they are not eligible for CHC but have been assessed as requiring the services of a registered nurse.

Hospital Discharge

The Hospital Discharge Team is there to help people come home from hospital safely and with the appropriate support. The Team work closely with nurses, staff, doctors, occupational therapists, physiotherapists, speech and language therapists and dieticians. When you visit the ward, you can ask the ward staff to refer the person you are caring for to the Hospital Discharge Team.

Section 5 – Respite & Time Away

Family Holiday Association

Helping families on very low income to enjoy a holiday as an essential break to help them cope with difficult circumstances. Referrals need to come from support agents such as, Social Workers; Health Visitors; voluntary agencies; charities such as Barnardos and NSPCC; GPs or schools.

Website: www.familyholidayassociation.org.uk

Linc Care Respite Care Breaks

Respite can enable Carers the opportunity to take a holiday or short break, confident that the person they care for is in a safe and caring environment. Respite breaks are tailored around you and priced per night according to need.

Tel: 0800 072 0966

Email: linc.care@linc-cymru.co.uk

Newport Support Partnership

A service commissioned by Newport City Council offering Advocacy to help raise issues or concerns on your behalf, Community Support, Sitting service and Befriending.

Tel: 01633 744 592 Email: info@newportsupportpartnership.co.uk

Website: www.newportsupportpartnership.co.uk

POBL Private Respite

Tel: 01633 225 111 Email: maria.szekely@poblgroup.co.uk

Sandville Self Help Centre

Rurally based guest accommodation and activities for people with illness or disability and their Carers.

Tel: 01656 743344

Email: info@sandville.org.uk

Website: www.sandville.org.uk

Tourism for All UK

Helping to improve accessible tourism and travel in the UK.

Tel: 0800 072 0966

Section 6: Work, Leisure, Volunteering and Wellbeing

When you are looking after someone else it can be easy to lose your own identity and you may not feel you have the time, opportunity or motivation to pursue other interests. Keeping your outside interests can broaden your horizons and make transition from caring to employment easier in the future.

Work

Jobcentre Plus

Jobcentre Plus can help with finding a job, making a checking a claim or complaint. An appointment is needed for advisory and benefit enquiries.

Tel: 0845 604 3719

To enquire about benefits: Tel: 0345 608 8545

Carers allowance applications: Tel: 0845 608 4321

To look for work: Tel: 0845 606 0234

Website: www.gov.uk/contact-jobcentre-plus

Carers UK (Carers Wales)

Carers UK have a wide range of information about caring, including “Carers in employment – a guide to the right to request flexible working”, which explains the rights that carers have in the workplace.

Tel: 0808 808 7777

Website: www.carersuk.org

Working Families

Helps working parents, Carers and their employers find a balance between responsibilities at home and work.

Helpline: 0300 012 0312

Website: www.workingfamilies.org.uk

Leisure

Community Education

Details of courses available are published annually by Newport City Council Adult Community Learning service.

Tel: 01633 656 656

Email: community.learning@newport.gov.uk

Website: www.newport.gov.uk search for Community Learning

Libraries

Newport City Council has libraries which are free to join. Services include computer and IT facilities, borrowing books, talking books, DVDs and CDs. A housebound service is available for those unable to visit a library. Newport Central Library has a Carers section which provides a wide range of resources to support you in your caring role.

Tel: 01633 656656

Website: [www.newport.gov.uk/ search for Libraries](http://www.newport.gov.uk/search-for-libraries).

Newport Live

Newport Live offer a discounted membership fee to people in receipt of Carers Allowance (and Disability Living Allowance/Personal Independence Payment) called Active Concession Membership.

Tel: 01633 656 757

Website: www.newportlive.co.uk

National Exercise Referral Scheme

The National Exercise Referral Scheme (NERS) can provide support for people with chronic conditions to improve their Health and Wellbeing. This includes exercise classes with qualified professionals in a supportive environment. Ask to be referred to the NERS by your Health Professional or GP.

Wellbeing

Community Connectors (Newport City Council)

Newport Community Connectors work with anyone over 16 years of age including Carers. They can provide information, advice and assistance to increase independence, promote well-being and support you in your caring role.

A Community Connector can

- Provide telephone, postal, email or face to face advice of what support is available
- Help you find activities in your local area
- Provide information about accessing carers grants
- Support with time out from your caring role or connect you with other Carers

Tel: 01633 235650 (9am-4pm Monday-Friday)

Email: community.connectors@newport.gov.uk

Dewis Cymru

A directory of services that may support your wellbeing and independence

Website: www.dewis.wales

Volunteering

GAVO

Help to find local volunteering opportunities.

Tel: 01633 241550

Email: info@gavowales.org.uk

Volunteering Matters

Provide a variety of volunteering opportunities including befriending, activities and help at home.

Tel: 01633 744 592

Email: nsp@volunteeringmatters.org.uk

Section 7: Transport and Travel

Blue Badge Scheme for People with a Disability

The Blue Badge scheme allows people with a disability, who travel either as a passenger or a driver, to park close to their destination. Instructions about where you can and cannot park are included when a Blue Badge is issued. The Blue Badge is free.

Tel: 01633 656 656

Website: www.gov.uk/apply-blue-badge

Concessionary Bus Pass for People with Disabilities

Travel Passes for Disabled People are issued to Newport citizens who have one of a range of disabilities or are entitled to certain benefits.

Companion Bus Pass

A Companion Bus Pass can be issued to applicants who meet the criteria for a Disabled Persons' Concessionary Travel Pass **and** who are so severely disabled that it would be impossible for them to use public transport without the assistance of a companion.

City Contact Centre: 01633 656 656

Website: [www.newport.gov.uk/ search for Disabled Person's Travel Pass](http://www.newport.gov.uk/search-for-Disabled-Person's-Travel-Pass)

Disabled Persons Railcard

If you have a disability that makes travelling by train difficult, you may qualify for the Disabled Persons Railcard, which allows a third off most Standard and First Class fares throughout Great Britain. You will need to provide proof that you qualify for a Railcard. You might qualify if you have a visual impairment, a hearing impairment, have epilepsy or are in receipt of a disability related benefit. If another adult is travelling with you and you are using your Disabled Persons Railcard, they can travel at the same discounted fare.

Tel: 0845 605 0525

Website: www.disabledpersons-railcard.co.uk

Grass Routes

Community transport in Newport is operated by Monmouthshire County Council's Grass Routes service, which provides low floor vehicles driven by qualified volunteers. The scheme is open to all members of the community, subject to membership.

Tel: 0800 085 8015

Website: [www.monmouthshire.gov.uk/ search for Grass Routes Community Transport](http://www.monmouthshire.gov.uk/search-for-Grass-Routes-Community-Transport)

RADAR – National Key Scheme

The National Key Scheme offers independent access by disabled people to around 7000 locked public toilets around the country. The Key costs around £5 and is available from Disability Rights UK.

Tel: 02072 508191

Search for Benefits on the site below

Website: crm.disabilityrightsuk.org/

Shopmobility Newport

A scheme which offers short term hire of mobility scooters to enable people with limited mobility to travel around town and shop independently.

Visit: 193 Upper Dock Street, Newport, NP20 1DB

Tel: 01633 673 845

Email: shopmobilitynewport193@gmail.com

The Motability Scheme

An independent organisation which provides mobility solutions for disabled people in receipt of certain benefits. Motability can offer a new car or a powered wheelchair or scooter on a leasing scheme. An application for a car can also be made on behalf of a child aged three or older who is entitled to Mobility Allowance. If you don't drive but receive the allowance you can apply for a car as a passenger and propose two other people as your drivers.

To receive publications about the scheme contact

Motability Operations: 0300 456 4566

Website: www.motability.co.uk

Section 8: Money Matters

The way that benefits are administered changes from time to time. There is a wide range of current information on benefits, including Carers Allowance; benefits for families; people with disabilities; heating and housing payments and bereavement benefits. For up to date information and to find out how to apply see the website below.

Website: www.gov.uk search for benefits

Carers Allowance Helpline

Tel: 0800 731 0297 Textphone: 0800 731 0317

Pension Credit Claimline Tel: 0800 99 1234

Age Cymru Gwent

Information about benefits, tax, money management, pensions, how to reduce household bills and any available grants.

Tel: 01633 763 330 (General Enquiries) 01633 240190 (Information and Advice)

Website: www.ageuk.org.uk/cymru/gwent/

Carers UK (Carers Wales)

A wide variety of downloadable factsheets and information on benefits and finances.

Tel: 0808 808 7777

Website: www.carersuk.org search for *Help and Advice, Financial Support*

Citizens Advice Bureau

Help to resolve legal, financial and benefit problems by providing free, independent and confidential advice. CAB can help with up to date information, benefit checks, help with form filling, advice on how to reduce household bills and any available grants.

Tel: 01633 222 622

Advice line: 03444 77 20 20

Website: www.citizensadvice.org.uk

Council Tax Discounts and Disregards

Council tax discount or disregards can be given for a number of reasons, including someone having a severe mental impairment and some people who receive personal care. These disregards and discounts depend on certain conditions being met.

Tel: 01633 656 656

Website: www.newport.gov.uk

Money Advice Service (MAS)

Free and impartial money advice set up by the government.

- Advice and guides to help you improve your finances
- Tools and calculators to help you keep track and plan ahead
- Support in person, over the phone and online.

Tel: 0800 138 7777

Website: www.moneyadvice.service.org.uk/en

The Department of Work and Pensions

If the person you care for is unable to manage their finances, you may need to help them and it is important that this is arranged legally. To help someone manage their benefits, you can either become an 'agent' or 'appointee'. The Department for Work and Pensions can help with this.

Tel: 0800 055 6688

To help someone manage their bank accounts contact their relevant bank or building society.

The Pension Service

The Pension Service advise about pensions and entitlement to benefits to people aged 60 and over.

Tel: 0800 731 0469 (English)

Tel: 0800 731 0453 (Welsh)

Website: [www.gov.uk search for Pension Service](http://www.gov.uk/search/PensionService)

Turn 2 Us

A charity helping people when times get tough, providing financial support to help people get back on track. The website has a handy benefit and grant checker tool.

Website: www.turn2us.org.uk/

Section 9: Legal Matters

If you are supporting someone to manage their finances, pay for care and make financial decisions it can be stressful and complicated. It is important to seek advice to support you.

Age Cymru Gwent

Age Cymru Gwent has a central information service which produces fact sheets on a range of subjects including legal matters.

Tel: 01633 240 195 / 0800 678 1602

Website: www.ageuk.org.uk/cymru/gwent/

Civil Legal Advice (CLA)

You may be able to get free, confidential advice from Civil Legal Advice (CLA) as part of legal aid.

Telephone: 0345 345 4345

Website: [www.gov.uk/ search for CLA](http://www.gov.uk/search/CLA)

Lasting Power of Attorney

There may come a time when the person you care for will not be able to manage their property and financial affairs or personal welfare and will need someone to do this for them. They can formally appoint a friend, relative or professional to hold a lasting power of attorney that will allow this person to act on their behalf. This is a legal document that lets a person appoint people they trust as 'attorneys' to make decisions on their behalf. It can be drawn up at any time while a person has capacity, but has no legal standing until it is registered with the Office of the Public Guardian. A registered LPA can be used at any time, whether a person has the mental ability to act for themselves or not.

There are two types of LPA:

- Property and Affairs LPA
- Personal Welfare LPA

For more information on Lasting Power of Attorney and the Office of the Public Guardian visit **www.gov.uk or speak to your solicitor.** Useful information can also be found at **[www.alzheimers.org.uk search for Lasting Power of Attorney](http://www.alzheimers.org.uk/search/LastingPowerofAttorney)**

Mental Capacity Act 2005

The Mental Capacity Act was introduced to protect people who may not be able to make some or all of their own decisions. A person's ability to make a decision could be affected because of a learning disability, mental health problem, brain injury, dementia, alcohol or drug misuse, side effects of medical treatment or any other illness or disability. The Mental Capacity Act gives clear guidelines for Carers and professionals about who can make decisions in these situations and follows five principles:

- Every adult has the right to make decisions for themselves, unless it is shown that they aren't able to do so;
- Every effort should be made to support people to make their own decisions before deciding they are not able to do this;
- People may make decisions even though their decisions may seem unwise;

- Decisions taken on behalf of people who lack capacity must be in their best interests;
- The rights and freedom of people who don't have capacity must not be restricted unnecessarily.

As a Carer, the Mental Capacity Act helps to make clear your legal obligations and sets out how the cared-for person is legally protected. Before the Mental Capacity Act was introduced, people could make advance decisions, known as 'living wills'. If the person you care for has already made an advance decision, it must comply with the new rules to be valid and applicable, particularly if it deals with life-sustaining treatment. To arrange this, contact a solicitor.

South Wales Legal and Financial Advice Service

Free public appointments where students (with qualified legal supervision) interview and assess clients, then draw up legal advice in several legal areas such as employment, housing, debt, family and contract matters. They may also be able to assist in other areas of law. Advice is given by appointment only.

Telephone: 01443 668 600

Website: www.southwales.ac.uk search for Legal and Financial Advice Clinic

Wills, Estate Planning and Tax Planning

Making a will ensures that after your death, your property and other assets will pass on to relatives, friends and charities you wish to nominate and not pass under intestacy, where other relatives or organisations may be entitled to a share. If you or the person you care for do not make a will, your/their next of kin will be the only person automatically entitled to administer your/their estate. This could be difficult if the administrator is unable to do this for health and wellbeing reasons, for example, if they are frail or lack mental capacity.

If the person you are caring for does not make a will and you as a Carer do not think that you have been provided for, you may be able to make a claim under the 1975 Provision for Families and Dependents Act, for reasonable financial provision.

For further information and advice contact your solicitor or your local Citizens Advice Bureau.

Tel: 01633 222 622

Website: www.citizensadvice.org.uk

Section 10: Useful Information

Carers Trust South East Wales

A range of information and support for Carers in the local area.

They also offer a chargeable service at their Social Centre in Spring Gardens to allow time out for Carers.

Tel: 01495 769 996 Email: info@ctsew.org.uk

Website: www.ctsew.org.uk

Carers Wales

Help and advice for Carers in Wales.

Tel: 0292 081 1370 Helpline (Mondays and Tuesdays 10am - 4pm) - 0808 808 7777

Email: advice@carersuk.org

Website: www.carersuk.org/wales

Disability Advice Project

A welfare rights service to support disabled people, their families and Carers by providing independent specialist advice, help to complete forms and support at appeals.

Tel: 01633 485865

Website: www.dapwales.org.uk/

Facebook: Disability Advice Project

Equality and Human Rights Commission

Information about your rights and the rights of the person you care for. The aim is to end discrimination and harassment of people because of their disability, age, religion or belief, race, gender, or sexual orientation.

Tel: 02920 447 710

Adviceline: 0808 800 0082

Website: www.equalityhumanrights.com

Newport County AFC Disabled Supporters Association (NCADSA)

Supporting disabled supporters and their carers on behalf of the Newport County AFC. The DSA support with match day services such as wheelchairs, wheelchair covers, an undercover wheelchair area, blankets and ear defenders (£5 deposit). There is a limited number of accessible car parking which can be reserved by contacting the DSA.

Website: www.newport-county.co.uk search for Disabled Supporters Information

Facebook: NCAFC DSA

Relate

Provides services including relationship counselling for individuals and couples, family counselling and sex therapy. Relates also provides phone, email and live chat counselling.

Website: www.relate.org.uk

Taking Care

A dedicated video library for Carers with lots of topics, such as, how caring changes things recipes and hobbies.

Website: www.takingcare.org.uk

Caring for Someone with Autistic Spectrum Disorder

ASD Info Wales

Information about ASD (including Autism and Asperger Syndrome), services available and downloadable resources.

The Orange Wallet Scheme

Helps people with ASD to cope more easily with travel by public transport.

Integrated Autism Service

Providing diagnostic assessment for autistic adults (sometimes jointly with other services), support and advice for autistic adults and parent carers, including signposting to other services and delivering programmes to young people.

Tel: 01633 644 143

Email: asdservice.abb@wales.nhs.uk

The National Autistic Society

Information and support for people with ASD and the people who care for them.

Tel: 01633 860 774 / 07717 207089

Email: NASSouthGwentBranch@nas.org.uk

Website: www.autism.org.uk

Caring for Someone with Dementia

Aneurin Day Care

A day centre providing person centred care and support for those with dementia allowing respite for Carers. Costs includes lunch and activities, please contact for details.

Tel: Rachel 07740 189409 or Gloria on 07596 497147

Alzheimer's Society

Supporting people with dementia and their Carers by providing local services, factsheets and information.

Tel: 01495 367818

National Advice line: 0300 222 1122

Website: www.alzheimers.org.uk

Alzheimer's Society – Younger People with Dementia

Email: gwentyounger@alzheimers.org.uk **Tel: 01495 768744**

Dementia Services (Age Connects Torfaen)

The Widdershins Centre provides a café and drop in service for people aged between 40 and 65 years with memory loss or young onset dementia diagnosis. Services also include Dementia Life Coaching for Carers of someone living with Dementia and day activities.

Contact: 01495 769264

Email: kerry.beckett@ageconnectstorfaen.org

Forget Me Not Chorus

Supporting people with dementia and their families through fun weekly singing sessions. Wednesday 1.45pm – 3.45pm in The Beaufort Centre, Beaufort Road, St Julians, NP19

Tel: 02922 362 064 / 07968 169424

Website: www.forgetmenotchorus.com

YoungDementia UK

Help for people whose lives are affected by young-onset dementia.

Tel: 01993 776 295

Website: www.youngdementiauk.org

Caring for Someone with a Learning Disability

MENCAP

MENCAP offers support to Carers of people with learning disabilities.

Tel: 0808 808 1111

Newport People First

Encouraging confidence and empowering people with learning difficulties living in Newport.

Contact: 01633 842 002

Email: info@newportpeoplefirst.org.uk

NHS Choices

A broad description of what a learning disability is, with links to information for specific disabilities.

Website: [www.nhs.uk/ search for Caring for Children and Young People.](http://www.nhs.uk/search-for-Caring-for-Children-and-Young-People)

Shaw Trust

Support for people with disabilities to find and stay in work. Referrals via the Job Centre.

Contact: 0300 30 33 111

Email: support@shaw-trust.org.uk

Caring for Someone with Mental Ill Health

If you are concerned that someone is immediate risk of suicide, phone 999.

Bi-Polar UK

Dedicated to supporting individuals with bipolar, their families and carers by providing a range of support services and information.

Tel: 0333 323 3880

Email: info@bipolaruk.org

Website: www.bipolaruk.org

CALL (Community Advice & Listening Line)

Dedicated to supporting individuals with bipolar, their families and carers by providing a range of support services and information.

Tel: 0800 132 737 or text help: 81066

Website: callhelpline.org.uk

Hafal

A mental health organisation managed by those it supports: people with enduring mental illness and their Carers. Hafal run regular Carer support groups.

Tel: 01633 264 763

Email: newport@hafal.org

Website: www.hafal.org/in-your-area/newport/

Mind

A national organisation providing support for people with mental health problems and their families.

Tel: 01633 258 741

Website: www.newportmind.org/

Samaritans

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

Tel: 01633 259 000 or call 116123 24 hours a day, 7 days a week

Email: jo@samaritans.org (response time 24 hours)

Website: www.samaritans.org

Caring for Someone Misusing Drugs or Alcohol

Gwent Drug and Alcohol Service (GDAS)

Providing an integrated drug, alcohol and family support service for users, their families and Carers. GDAS is a consortium, with members including Kaleidoscope, Drugaid and G4S.

Tel: 01633 259 000 or call 116123 24 hours a day, 7 days a week

Email: jo@samaritans.org (response time 24 hours)

Website: www.samaritans.org

Caring for Someone with a Physical Disability or Illness

British Heart Foundation

Information and advice about heart disease.

Website: www.bhf.org.uk

Diabetes UK

Support, information and advice for people with diabetes and their Carers

Tel: 02920 668276

Website: www.diabetes.org.uk

The Newport Diabetes UK Support Group meet on the 3rd Thursday of every month between 7pm – 8.30pm in St Julius and Aaron Church Hall.

Email: newportdiabetesukgroup@gmail.com

Website: www.newport.diabetesukgroup.org

Disability Rights UK

Disabled people leading change, working for equal participation for all. Download a Disability Handbook and factsheets.

General Enquiries 0330 995 0400 Email: enquiries@disabilityrightsuk.org

Website: www.disabilityrightsuk.org/

Disability Wales

A Wales-wide organisation that can provide a wide range of advice to disabled people.

Tel: 02920 668276

Website: www.diabetes.org.uk

Headway

A centre based at Rookwood Hospital in Cardiff that supports people with brain injuries and their families. Headway offer a range of services to people who live in South Wales.

Tel: 02920 5777707

Website: www.headwaycardiff.org.uk

Huntingdon's Disease Association

Providing information and advice to people with Huntingdon's disease and their families and friends.

Tel: 0151 331 5444

Website: www.hda.org.uk

Motor Neurone Disease Association

A national organisation for people with motor neurone disease and their carers.

Helpline: 0808 802 6262

Website: www.mndassociation.org

MS Society

A national organisation supporting people with multiple sclerosis.

Tel: 0808 800 8000

Website: www.mssociety.org.uk

Parkinson's UK

Help and advice for people with Parkinson's disease and their families. The Newport Parkinson's UK Support Group meet on the last Wednesday of the month 2pm – 4pm in Stow Park Church Centre.

Tel: 0344 225 3714/ 0344 225 3789

Email: adviser4.wales@parkinsons.org.uk

Parkinson's Café

Second Friday of the Month 2pm - 4pm

Branch Secretary, Penny Minton

Tel: 07851 423264

Email: pennyminton@outlook.com

Spinal Injuries Association

A national organisation that supports people with spinal injuries.

Advice line: 0800 980 0501

Stroke Association

The Casnewydd Stroke Support Group meet every

Wednesday 10.30am – 12.30pm at St Julian's Methodist Church.

Helpline: 0303 3033100

Tel: 02920 524400

Email: k.c.betts@btinternet.com

Versus Arthritis

A national organisation that supports people with arthritis.

Free helpline: 0800 520 0520

Caring for Someone with Sensory Loss

For support from the Visual Impairment Rehabilitation Officer in Newport City Council

Tel: 01633 656 656.

Website: www.newport.gov.uk

Action on Hearing Loss

Information and support for people who are deaf, have hearing loss or tinnitus, help with specialist equipment, online training skills and hearing aid repairs.

Tel: 029 2033 3034

Textphone: 029 2033 3036

Website: www.actiononhearingloss.org.uk

Deaf Blind Cymru

A national charity supporting people with sight and hearing loss, enabling them to live the lives they want.

Tel/Textphone: 01733 358 100

Website: www.deafblind.org.uk

Guide Dogs for the Blind

Providing support and guide dogs for visually impaired people as well as awareness raising and campaigning for the visually impaired.

Tel: 0118 983 5555

Website: www.guidedogs.org.uk

Sight Cymru

Assisting blind and partially sighted people in Gwent to gain or regain maximum independence by providing services, aids and equipment.

Tel: 01495 763650

Website: www.sightcymru.org.uk

Caring for Someone with a Terminal Illness

Discovering that a relative/friend is terminally ill can unleash a wide range of emotions for them and you, from fear to anger and confusion. You may not know how to speak to the person you are caring for about their illness and the way you both feel about it. Palliative care is the active holistic care of someone with an advanced progressive illness, the aim of which is the achievement of the best quality of life for patients and their families. It focuses on the management of pain and other symptoms and meeting the psychological, social and spiritual support needs. Palliative care can be given in a hospice a nursing/residential home, in a hospital or at home. The most important thing to remember is that you do not have to cope alone.

Community Nurses

Provide support for you and the person you care for. They are based within GP surgeries.

Macmillan Cancer Support

A wide range of information for people who care for someone with cancer, including financial advice.

Tel: 0808 8080 000

Website: www.macmillan.org.uk

St David's Hospice Care

Palliative care provided throughout Newport by a team of Hospice at Home Nurses enabling patients to remain in their own homes where possible. They also provide a Day Hospice which offers people an opportunity to meet and share feelings and experiences with other people in similar circumstances.

Tel: 01633 851051

Website: www.stdavidshospicecare.org

St David's Family Support Team

Advise for Carers about benefits that they may be entitled to, and how to access these benefits.

Tel: 01633 851 051

Caring for a Child with Additional Needs

Careers Wales

For information on post-16 options including school sixth form, local colleges, specialist colleges, work based learning/traineeships, employment and voluntary work.

Tel: 0800 0284 8444

Website: www.careerswales.com/en/

Contact a Family Wales

Advice, support and information on issues relating to a child's disability and welfare, including information on rare syndromes as well as a directory of 800 support groups for specific conditions. It also provides a quarterly newsletter and fact sheets free of charge.

Tel: 02920 396624 / 07904 672614

Email: cymru@contact.org.uk

Newport's Disabled Children's Family Support Service

An Information Officer is available to parents and Carers who can advise and sign post to services and resources. The Disabled Children's Index allows parents and carers to voluntarily register their children as disabled. The statistical information gathered is used to help Newport City Council to plan services and consult on issues that may affect parents and children. Information is held in the strictest confidence and only shared with other agencies when parental consent has been granted.

Tel: 01633 656 656

Email: Children.Disabilities@newport.gov.uk

Snap Cymru

SNAP Cymru has a national helpline for information, advice and support about concerns that may affect children and young people's education and development including: assessments and placements, individual education plans, bullying and exclusions, meetings at schools and supporting young people into education, employment or training.

Tel: 0808 801 0608

Email: enquiries@snapcymru.org

Website: www.snapcymru.org

Sparkle Children's Charity

Supports children and young people under the age of 18 who have a diagnosis or undergoing diagnosis of a disability or developmental difficulty. There are many different sessions available e.g. Youth Club, Swim Lessons and Music Club etc. Sparkle offer support for parents/carers.

Tel: 01633 748 092

Website: www.sparkleappeal.org

Section 11: When Caring Changes or Comes to an End

There are different reasons why your caring role may come to an end. Maybe a child with a disability has become more independent as an adult and moved away, leaving you with an 'empty nest'. The person you care for may have died, or may have moved into a care home. Any of these changes can cause a wide range of emotions, including feelings of loss and loneliness as well as practical concerns about finances and employment. You are not alone. When you are ready you will find that there are people and organisations that can support you through the changes you are facing.

Talking to Someone / Counselling

Many carers find it useful to talk with a close friend or relative about how they are feeling or you can ask your G.P. to refer you to counselling services. Some organisations that you had contact with when you were a Carer, such as Carers Trust may be able to offer some support to help you adjust to your new circumstances.

Cruse Helpline

Cruse offer free, confidential help to bereaved people. A wide range of helpful literature and information is available.

Tel: 0808 808 1677 / 01633 251982

Practical Matters

Following bereavement some things will need to be dealt with as quickly as possible. This can include notifying any agencies issuing benefits, council tax discounts or Motability cars of the change in your circumstances.

Tell us Once Scheme

Tell Us Once is a service that lets you report a death to most government organisations in one go.

They can notify:

- HM Revenue and Customs (HMRC) – to deal with tax and cancel Benefits
- Department for Work and Pensions (DWP) – to cancel benefits, e.g. income Support
- Passport Office – to cancel a passport
- Driver and Vehicle Licensing Agency (DVLA) – to cancel a driving licence
- the local council – to cancel Housing Benefit, Council Tax, Benefit, a Blue Badge, inform council housing services and remove the person from the electoral register, public sector or armed forces pension schemes – to stop pension payments.

Website: www.gov.uk search for Tell us Once

Section 12: Making sure your views are heard

If you are not happy with the service you are receiving from any organisation, you are entitled to complain; or you may want to give a compliment to them if they have provided you with a particularly good service. All agencies have a complaints procedure which you are entitled to see.

Aneurin Bevan University Health Board

The people who look after your health will do their best to make sure you are treated properly and promptly. However, in a small minority of cases, problems occur or the services may fail to live up to expectations. If at any time you feel dissatisfied with the treatment or care you have received and feel able to do so, please raise your concern with a member of staff at the time and they will do their best to put it right immediately.

Tel: 01633 436 700

Email: Puttingthingsright.ABHB@wales.nhs.uk

**Post: Judith Paget CEO, Aneurin Bevan University Health Board Headquarters,
St Cadoc's Hospital, Lodge Road, Caerleon, Newport, NP18 3XQ**

Care Inspectorate Wales

Care Inspectorate Wales registers, inspects and takes action to improve the quality and safety of services for the wellbeing of the people of Wales.

Tel: 0300 790 0126

Website: www.careinspectorate.wales

Concerns about Doctors, Dentists, Pharmacists and Optometrists

Your local doctors (GPs), dentists, community pharmacists and optometrists (family health practitioners) have their own concerns procedures. Please contact the staff in the practice concerned who will be able to give you details of how to raise a concern.

Community Health Council

Helps with complaints about NHS services, ensures that your views are heard, monitors the quality of NHS services from your point of view and can give you information about access to the NHS.

Tel: 02920 235 558

Email: enquiries@waleschc.org.uk

Website: www.patienthelp.wales.nhs.uk/gwent

Newport Social Services

We aim for high standards but sometimes things go wrong. If you contact us, we will be able to work with you to put things right as soon as possible.

Tel: 01633 656 656

Email: Complaints@newport.gov.uk

Post: Manager, Social Services, Newport City Council, Civic Centre, Newport NP20 4UR

Website: www.newport.gov.uk search for *Complaints and Compliments*

If you have concerns about care services that have been arranged by Social Services, speak to the Manager of the service initially. If you are unhappy with the result of your complaint, you can contact the council.

Tel: 01633 656 656

Email: commissioning.team@newport.gov.uk

Newport Carers Forum

Run by Carers for Carers to give a voice to Carers in Newport at a local and national level. Meetings, regular coffee mornings and fun activities across Newport, as well as peer support.

Tel: Janet 07999 816773 or Jackie 07561 551733

Facebook: Newport Carers Forum

Newport Parents Network

Supporting Parents and Carers living in Newport by getting their voices heard to ensure that decisions are made with parents and not for them - all views and opinions are taken seriously and listened to.

Tel: 07949 509415 or 01633 241578

Email: bernadette.byrne@gavo.org.uk

