

# Carers Information Handbook



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# Section 1 – About This Handbook

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This handbook is published by Cardiff Council's Adult Services and provides information on a range of topics that may be relevant to you as a carer. It can't cover everything but the organisations listed in the Directory at the back of this handbook can provide more detailed and specific information when you need it. The information in this handbook is relevant for carers aged 18 or over, caring for someone aged 18 or over.

## Are you a carer?

If you help a relative, friend or neighbour with things such as household tasks, personal care such as bathing or helping with medication because they would be unable to do this without your help, then you are a carer. You don't have to live in the same house to be their carer. Carers are not paid to provide support and are sometimes called unpaid or informal carers.

## Young Carers

Young carers are children and young people under the age of 18 whose lives are affected in some way by caring for another person. Many young carers have the same responsibilities and face the same issues as adult carers. Caring can affect their lives as children. It can lead to limited opportunities, education problems, bullying, lack of understanding from peers, isolation, and health and emotional difficulties. They also worry

that if they talk to someone, their parents may get into trouble, they'll get separated from their families or their family will get broken up.

An information booklet "The Way It Is" providing more in-depth information has been produced by young carers. Contact Children Services Intake & Assessment for a copy (see Directory for details).

## Section 2 – Getting Help from Social Care Services

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Both you and the person you care for may be able to get help from Cardiff Council's social care services. The person you care for may have an assessment called a Unified Assessment. As a carer, you are entitled to an assessment of your needs called a Carer's Assessment.

### What happens first?

When you contact the council either for an assessment for the person you care for, or for you as a carer, we will ask for some basic information to find out if we should assess your needs. If it appears that the person you care for needs community care services we must offer to assess their care needs and if it appears that you are providing regular and substantial care to that person, you will be offered a Carer's Assessment. Even if the person you care for is refused an assessment or chooses not to be assessed themselves, you can still request a Carer's Assessment.

### Unified Assessment

A social worker or health professional will assess the needs of the person you care for. This is called a Unified Assessment. As their carer, you should contribute to this assessment. After the assessment, a Care Plan may be put together. This will list the needs of the person you care for and what and how services will be provided to meet their needs. The support that may be available includes:

- place in a day centre,
- aids and equipment for daily living,
- respite to give you both a break.

If the person you care for is aged between 16-65 years, has high care needs and these are not fully met, you may be able to get help from the Independent Living Fund.

### Carer's Assessment

The Carer's Assessment is for carers aged 18 years or over. Carers include anyone involved in care and support, including family, friends or neighbours who provide, or intend to provide, regular and substantial care. Support that may be available includes:

- support to continue in your caring role
- access to training, and
- signposting to relevant services.

Even if the person you care for is not assessed, you can request a Carer's Assessment.

It is important that you feel relaxed and are able to talk freely when completing the assessment, and sometimes that may be easier in private. You can choose where the assessment takes place, and you can have someone with you to translate, sign or be with you for moral support. The assessment will usually be completed with a social worker.

Before it starts think about what would make life easier, and what you think should happen in an emergency. Try completing the 24-hour diary that we can send you before the visit. This is a way of remembering everything you do each day, as it is sometimes difficult to do this during the assessment.

To request an assessment contact the social worker of the person you care for or the Contact & Assessment Team (see Directory for details).

## **Children and Families Assessment**

Children and young people under the age of 18 who have care needs, or carers under the age of 18 (young carers) are assessed under a different system than adults. A personal plan should be produced for each child in the family, both for those who need care and those who carry out caring duties. For an assessment contact the Intake & Assessment team (see Directory for details).

Parents who care for a disabled child under the age of 18, are also assessed under this system. However, if you do not think your needs were considered during that assessment, you have the right to request a separate Carer's Assessment.

## **Eligibility Criteria**

The council aims to provide its services to those in the greatest need. To do this it uses eligibility criteria. A Unified Assessment looks into people's care needs and the risks to their independence, safety and well-being. The risks are assessed as critical, substantial, moderate or low.

If the risks are critical or substantial and could be managed by providing care services, then the person is eligible to have those needs met. Eligibility is not based on income but on a person's need for support and relates only to the person you care for.

## **Paying for Services**

If the person you care for is receiving services, then they may have to contribute towards the costs. You cannot be asked to contribute towards services for the person you care for, but if you are married to them or you are their partner, any joint income and savings will be taken into consideration. Costs of services vary, however charges are based on their ability to pay and they may be entitled to a free service.

If you are receiving services for yourself as a carer then there is no charge and you will not be financially assessed. This does not include respite, as this is a service for the person you care for.

## **Direct Payments**

Direct Payments offer a way in which most people can make their own care arrangements. Instead of receiving services through the council you can choose to receive the money and buy the services elsewhere, giving you and the person you care for more choice and control.

To support you in your caring role, you may be eligible to receive a Direct Payment, following a Carers Assessment.

## Section 3 – Getting Help from Health Services

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Health services that can help you and the person you care for are available through your GP, hospital and community health services. There are a number of ways you can access these services.

### GPs/Primary Care

- Register yourself as a carer with your GP practice – a note on your medical record can explain why you need home visits or have certain health issues.
- Book a double appointment – this will give you and the person you care for more time with your GP.
- Home visits – you have a right to a home visit if you are unable to get to the surgery.
- Prepare for an appointment – writing down questions before you go means that you won't forget to ask anything.
- Providing the best care – if you are not confident about helping with medical care you can ask at your local surgery for extra training.
- Looking After Me/Education Programmes for Patients – a free course run by the University health board for carers and people with long term health conditions, covering managing pain, tiredness and emotions (see Directory for details).
- Flu jabs – you may be entitled to a free flu jab if you register your caring role with your GP.
- GP out of hours service – available when the surgery is closed. The

number is on your surgery answer machine. If you need face-to-face treatment and cannot get to the clinic, request a home visit.

- NHS Direct Wales – a 24 hour telephone advice and information line staffed by nurses and health information advisers (see Directory for details).

### Hospital Care

#### Caring for someone in hospital

If the person you care for is in hospital, you can be involved in their care or let the hospital staff take charge. Ward staff can let you know what's useful and give information about treatment or particular health conditions.

#### Hospital Discharge

Before the person you care for leaves hospital, there should be a plan of action that outlines what, who and how care is to be provided. This is called the hospital discharge plan. It is best for you and the ward staff to start planning as soon after hospital admission as possible, so everything is in place by the time the person you care for is ready to leave. The discharge plan can include:

- what happens on the day of leaving
- any assessments required
- transport home
- care package
- equipment

- changes to the home
- contact with health professionals or outpatient appointments.

If you're not happy with the support agreed or put in place, tell the person organising the discharge. Although the hospital expects the patient to be discharged, you should be satisfied that adequate care will be provided when at home.

## **Age Concern Hospital Discharge Service**

Age Concern offer a free hospital discharge service for people over 60 years old. This is in addition to, and does not affect, any other support you are offered (see Directory for details).

### **If you are finding it hard to cope**

Even with the arrangements in place you may find it hard to cope. Don't carry on in silence, as you may be able to get more support. Contact your GP, social care services or the Carers Centre for more advice.

## Section 4 – Support Available

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### **Domiciliary Care (help in the home)**

This can include help with personal care like dressing, washing, using the toilet, preparing meals or help with domestic tasks. Domiciliary care may be available for the person you care for through social care services, or if you can cover the full costs yourself you can contact an agency in the Directory of Care Services directly.

### **Respite/Sitting Service (short breaks)**

Respite offers you a break, with someone else looking after the person you care for. This can either take place in your own home or elsewhere. You can get respite through being assessed by social care services or directly contacting a respite agency listed in the Directory of Care Services. Respite is also available through some voluntary organisations. Respite is considered a service for the person you care for, and therefore they may be financially assessed.

### **Residential and Nursing Care**

If you are unable to continue caring at home, you may consider residential or nursing care. Nursing homes offer a high level of support for people with complex health care needs or challenging behaviour, whereas residential homes offer a lower level of support for people who are more independent.

You can ask social care services to assess

the person you care for and they will then assist you to find a home and possibly help with fees. If you can, or want to cover the costs yourself you can still ask social care services to assess the person you care for to identify their needs and to help you manage this process. If you don't want to involve social care services, you can contact a home directly through the Directory of Care Services. Each home will have their own assessment procedures. The Care and Social Services Inspectorate also provides information about care homes (see Directory for details). Carers Wales has produced a publication on choosing a residential or nursing home (see Directory for details).

### **Extra Care**

People who live in Extra Care Housing have their own self-contained homes, and their own front doors with care and support available on site. Extra Care Housing is also known as 'very sheltered housing', 'assisted living', or simply as 'housing with care'. It comes in many forms, including blocks of flats, bungalow estates and retirement villages. It is a popular choice among older people; it can be an alternative to a care home.

### **Supported Living**

For younger disabled people there are various alternatives to residential care, such as supported or independent living schemes.



## **NHS Funded Care**

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

## **Counselling**

Counselling is an opportunity to talk with someone trained to help you see things in a different light and find ways to help you cope or make positive changes. You can discuss almost anything, for example retirement, loneliness, anxiety, stress, painful family relationships and grief. Contact your GP or the British Association of Counselling and Psychotherapy for information on trained counsellors (see Directory for details).

## **Support Groups**

Support groups give you an opportunity to meet other carers, who understand what is involved in caring, share expertise, information, tips and a chance to relax and make friends. You might be able to take the person you care for to some of these groups. Most organisations arrange or know of carers support groups. Contact the organisation most relevant for you or the Carers Centre (see Directory for details).

## **Other Services**

Following a Carer's Assessment you might be able to get other services to help you continue caring or to be able to go to work, take part in leisure activities or continue with some form of education. You will need to discuss this with the person completing the Carer's Assessment with you to decide what would help you.

## Section 5 – Work and Leisure

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### Working Carers

As a carer you may want to carry on working for financial reasons, as well as to have time away from caring. With extra support from voluntary and statutory organisations and your employer you may find it easier to balance working and caring.

Some carers don't feel able to talk to their employer about their caring responsibilities in case they are seen as less able to do their job. But employers value skilled, experienced and committed members of staff, so it benefits them to accommodate your needs. The ways in which your employer may be able to help includes:

- letting you ring home to check on the person you care for,
- a guaranteed parking space,
- ability to go home during lunchtime or
- job sharing.

Legislation called the Work and Families Act allows carers the right to request flexible working.

If you need to take a short period of time off work you may be able to take special or compassionate leave, and extended periods may be taken as unpaid leave or a career break. This allows you to keep your options open and return to your job. However, working part-time or taking unpaid leave can affect your redundancy or maternity rights. You can discuss balancing working and caring with your manager, personnel officer, union

representative or carers' organisation.

### Training

You may want to train because you are thinking of returning to work and want to top up your skills, want to learn strategies for looking after yourself or to help you in your caring role. You may also wish to attend courses for leisure. There are many ways to learn, for example distance-learning, courses on the Internet or day/night school. If you don't want to commit yourself to a course, there are many taster sessions you can try which are usually free or low cost. Check the local press and library for details or contact your local Adult Education Centre. Job Centre Plus also has a specific carer programme which supports carers to get back into the workplace (see Directory for details).

### Volunteering

If you would like to work, but don't want to commit yourself to employment or training, you could become a volunteer. It can be an opportunity to gradually introduce you back to work and build your confidence and skills. For more information contact your local volunteer bureau (see Directory for details).

### Health & Leisure

It may not be at the top of your list of priorities, but it is just as important that you look after your own leisure interests, health and well-being. Taking time out

for yourself can be difficult when you are a carer as there are always jobs to be done, but getting just a small amount of time to yourself can help you cope.

## **Exercise and Leisure Opportunities**

- Cinema Pass – if you accompany a disabled person to the cinema you may be entitled to a cinema pass, for a small charge and this entitles you to free cinema entry for three years (see Directory for details).
- ‘Health for Life’ – A 16-week activity programme designed to your needs. During the 16-week programme activities within Cardiff Council’s leisure facilities are charged at a concessionary rate. You have to be eligible for the scheme and referred by your GP. Contact your GP surgery for more details.
- Active Cards – the Council offer a variety of cards that give discounts at their leisure facilities. If you are on benefits you may be entitled to Max card that gives 50% on selected activities.

## Section 6 – Money Matters

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### Financial Help – Benefits

You or the person you care for may be entitled to financial help – depending on age, needs and income. You can either contact organisations directly or seek advice from an independent organisation such as Age Concern or the Carers Centre. The Department for Work and Pensions has a freephone confidential helpline for disabled people and carers (see Directory for details).

You may also be able to get financial support through charities and benevolent organisations that offer loans and grants to help pay for things other schemes will not fund. These are listed in “A guide to grants for individuals in need”, available from Cardiff Central Library. You can also get support from your local Credit Union, a non-profit financial co-op where you can save money and have access to low-cost loans.

### Benefits for Carers

- Carers Allowance – the main benefit for carers over 16 years old, who are on a low income and spend 35 hours or more a week caring for someone getting certain disability benefits. Contact the Department for Work and Pensions.

### Benefits for you and the person you care for

- Pension Credit – guarantees income and rewards people over 60 years old who have saved for retirement. Contact the

Pension Service.

- Winter Fuel Payment – is an annual payment towards winter heating for people over 60 years old or on a low income. Contact the Winter Fuel Payment Line.
- Income Support – is for people aged between 16 and 59 years old, on a low income, who either don't work or work less than 16 hours a week. People on the highest rate of Disability Living Allowance can usually qualify. Contact your local Job Centre.
- Housing Benefit – helps with paying rent if you are on a low income. Contact Cardiff Council.
- Council Tax Discounts and Rebates – reductions and refunds are available if you live on your own, are on a low income, a person in your house is severely mentally impaired, or have certain facilities in your home because someone is disabled. Contact Cardiff Council.
- Help with travel to and from hospital – helps with the cost of fares or petrol for you and a companion, if you are on a low income. Contact NHS Direct Wales.
- Social Fund – provides lump sum payments, grants and loans for unexpected expenses for people on a low income. Contact your local Job Centre.

## **Benefits for the person you care for:**

- Attendance Allowance – is for people over 65 years old, needing assistance with personal care because of disability. It is paid at different rates depending on the care required. Contact the Department for Work and Pensions.
- The Motability Scheme – this helps lease or buy a car, scooter or powered wheelchair for people who get certain disability benefits. For the Car Scheme contact Motability Operations.
- Statutory Sick Pay (SSP) – is for people aged between 16 and 65 years old who are unable to work because of sickness. Contact your local Job Centre.
- Disability Living Allowance (DLA) – is for people under 65 years old, including children who are severely disabled and need help with personal care and mobility. Contact the Department for Work and Pensions.
- The New Deal for Disabled People (NDDP) – is a voluntary scheme to help disabled people move into paid employment. Contact Jobcentre Plus.

## Section 7 – Legal Matters

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

- Benefits – you can either become an ‘agent’ or an ‘appointee’. Contact the Department for Work and Pensions.
- Bank and building society accounts – accounts can be changed to joint accounts or you can take out a ‘Third party mandate’. Contact the relevant bank or building society.
- Lasting Power of Attorney – This is a legal procedure which enables you to give someone else responsibility to make decisions about financial and health matters. For more information contact the Public Guardianship Office (see Directory for details).

solicitor, help you access aid (help towards legal costs), produce information sheets and offer a free independent and confidential telephone helpline.

### **Making a Will**

A Will is a written record of what happens to a person’s property and finances after they die. A person can write their own Will, however if it is not done properly, there can be problems. Most solicitors will help draw up a Will.

### **Legal Advice**

Free legal advice is available from Community Legal Advice and other organisations. They can help locate free or low cost legal information and advice services, put you in contact with a specialist

## Section 8 – Maintaining and Adapting Your Home

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### Aids and Adaptations

Using special equipment and adapting where you live for example a wheelchair, stair lift, ramp or hand rails can help you to care for someone at home and help them to continue living there.

The council's Occupational Therapy Service works with people of all ages who have a substantial and permanent disability and they will also look at your needs as a carer. Therapists address everyday activities in people's homes that disabilities make difficult or impossible and look into ways of resolving the difficulties. Help is also available through health services and voluntary organisations.

Most people contact Occupational Therapists through their GP or social care services. However, you can contact the Occupational Therapy Service directly (see Directory for details).

You or the person you care for may be able to get a grant to pay for or contribute towards the cost of repairing, improving or adapting your home.

Some grants are means tested or have conditions attached, so make sure you understand before agreeing to any work. Some of the housing grants available include:

- Disabled Facilities Grant – for disabled people and their carers making homes more suitable to live in. A Disabled Facilities Grant requires an assessment by a qualified Occupational Therapist.
- Housing Assistance/Housing Renewal Grants – dependent on the area you live in, cover bringing in a property up to a reasonable standard of repair and includes insulation, structural improvements, heating, fire precautions or a conversion.

### Care and Repair

Care and Repair is a voluntary organisation working with carers and older or disabled homeowners. It helps them remain at home by carrying out repairs, improvements and adaptations like mending a dripping tap, installing handrails or building an adapted bathroom. It can also help with applying for grants and loans, filling in forms, arranging estimates, monitoring work and offer advice and support (see Directory for details).

## Section 9 – Transport

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Getting out and about can make a big difference to both you and the person you care for. A Unified Assessment should address mobility needs. The mobility component of Disability Allowance can be used towards the motability scheme.

### **The Disabled Car Badge Scheme**

This provides parking concessions for people with certain disabilities. For more information contact Cardiff Council.

### **Travel to and from hospital**

If you or the person you care for can't get to a hospital appointment, your GP can organise transport. You may also be able to get help towards travel expenses if you have your own transport. Contact NHS Direct Wales.

### **Voluntary Emergency Service Transport (VEST)**

This service is for elderly, disabled and housebound people as well as community groups. They also run a dial-a-bus service that takes people from their homes in to Cardiff city centre.

### **Bus Services**

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

### **Shopmobility**

Provide powered wheelchairs or scooters and manual wheelchairs to people with limited mobility, enabling them to shop and use other facilities in a town or city centre. For more information contact Shopmobility.

### **Motability**

The Motability Scheme enables disabled people to obtain a car, powered wheelchair or scooter simply by using their government-funded mobility allowances. The scheme is open to anyone who receives either the Higher Rate Mobility component of the Disability Living Allowance or the War Pensioners' Mobility supplement.



## Section 10 – Caring for someone who is terminally ill

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

Curie and George Thomas Hospice Care may also be able to provide you with support (see Directory for details).

### **Making Arrangements in Advance**

You or the person you care for may not initially want to talk (or think) about making any arrangements. However for some people it can be of comfort. You may wish to discuss the funeral arrangements, if they have a Will or donor card, and where their documents are kept.

### **Emotional Support**

This will be a difficult time for everyone, and even though you will be thinking about and looking after the person you care for, you must also consider your own needs. Sometimes it's useful to be able to talk about issues to someone who isn't a member of your family or a friend. Counselling is a way of talking through your feelings and looking at ways of coping with the situation. Organisations such as Marie

## Section 11 – Emergencies

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Cardiff Council has set up a Carers Emergency Card scheme to help alleviate carers' concerns should something happen to them and they can't get back home to the person they care for.

The Carers Emergency Card is the size of a credit card, and is yellow to be easily identified in a purse or wallet. Whoever finds the card can either pass it to emergency services or call the number themselves. The card has a unique reference number to identify you (no personal details are on the card).

When you register for the scheme, you will be asked to complete a contingency form. This form asks for details of the person you care for and 3 nominated emergency contacts. If there is no-one who can help in an emergency, social services will ensure support is put in place so the person is not at risk by being left alone.

The card can only be used when you are unable to make these arrangements yourself such as being involved in an accident or taken ill suddenly.

To register for the scheme, you have to complete a Carers Assessment with a social work or health professional. For more information either talk to the social worker of the person cared for, or to request a Carers Assessment contact Contact & Assessment team.

### **Emergency Duty Team**

Should an emergency happen outside normal office hours that needs the help of social services, you can contact the Emergency Duty Team (see Directory for details). They should only be contacted if the situation cannot wait until the next working day.

EDT can be called should you or someone else be in urgent need of social care services or you have an urgent concern about a vulnerable adult or child protection. They should not be called in place of medical emergencies where you should contact either the emergency services or GP out of hours service.

## Section 12 – Making a Complaint

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If you are unhappy about any of the services you are receiving you should tell someone. You have a right to complain. All the organisations supporting you or the person you care for, including the council, the health trust, your GP, the Department for Work and Pensions and all the care providers should have complaints procedures. Most organisations have leaflets or booklets that tell you how to make a complaint and how they will try to resolve the problem.

For more information contact the organisation or the relevant complaints officer (see Directory for details).

If you can't resolve the problem with the organisation involved, then for care providers you can contact the Care and Social Services Inspectorate Wales. For public sector organisations you can contact the Ombudsman (see Directory for details).

## Section 13 – Life After Caring

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When you lose the person you care for, it may feel as though there are 101 things to do, but it is important to give yourself time to deal with your emotions, as you'll most probably be in shock even if you were prepared. If you would like to talk about how you are feeling, contact Cruse (details in Directory) who offer free help to bereaved people, or contact a trained counsellor.

### Registering the Death

When a person dies at home, their GP or GP out-of-hours service will need to be contacted to get a Medical Certificate and Formal Notice. The death needs to be registered within five days at the Registrar's Office. They will provide a Certificate of Burial or Cremation for the funeral director and a death certificate, which may be required for sorting out finances.

### Paying for the Funeral

Before paying for the funeral, find out if there are any arrangements in place, like a scheme or prepayment plan. Funerals can be expensive, so work out how much you can spend before you start the arrangements. As funerals can be paid out of the deceased's estate, banks and building societies will often release money in advance. Depending on your circumstances, you may be able to get help to pay for the funeral costs through a funeral payment available from the Department for Work and Pensions.

If you can't get help paying for the funeral, you can ask the funeral director if it's possible to pay in instalments.

### Changes for You

- **Your Finances** – if the person you cared for was supporting you financially, you may be able to apply to their estate for financial help by contacting the solicitor or personal representative dealing with the Will. If you are on benefits then their death may affect your entitlements, although you can claim Carers Allowance for a further eight weeks. If you shared a joint account you can carry on using it, however, if they paid bills from their sole account they will no longer be paid so you may need to make alternative arrangements. A power of attorney stops as soon as the person dies, so you are unable to conduct business on their behalf.
- **Housing** – if the person you cared for owned their home, their property will become part of the estate and passed to the people named in the Will. However, if the property is rented social housing, you may be able to inherit the tenancy and stay in the home if you were their partner, husband or wife.

## Section 14 - Directory

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In addition to this Directory, social care services, NHS Trust, voluntary and private organisations all produce information that tells you more about relevant services and other useful matters.

Organisations such as Parents Federation, Mental Health Development Project and Age Concern also produce directories.

### A

#### **ABCD**

(029) 2025 0055

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

Organisation for black and minority ethnic children and young people up to age 25 with disabilities.

#### **Advocacy Matters (Wales)**

(029) 2023 3733

[www.advocacymatterswales.co.uk](http://www.advocacymatterswales.co.uk)

Provides a range of advocacy services for people with learning disabilities or Asperger syndrome.

#### **Age Concern Cardiff & the Vale**

(029) 2052 1052

[www.age-concern-cardiff.org.uk](http://www.age-concern-cardiff.org.uk)

Help, advice and support for older people.

#### **Age Concern Hospital Discharge Service**

(029) 2068 3693

#### **Alzheimer's Society**

(029) 2043 4960

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

Provides advice, information and support for carers of people with dementia.

#### **Arthritis Care Wales**

(029) 2044 4155

Helpline: 0808 800 4050

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

Provides information and empowerment training for people with arthritis and their carers. Support meetings are held regularly in local branches.

## B

### **Barnardo's Cymru**

(029) 2049 3387

[www.barnardos.org.uk/wales.htm](http://www.barnardos.org.uk/wales.htm)

Provides a wide range of support services for children, young people and their families. Helps children who are young carers.

### **Benefits Enquiry Line**

(0800) 88 22 00

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

General telephone advice and information on benefits.

### **British Association of Counselling and Psychotherapy (BACP)**

(01455) 883316

[www.bacp.co.uk](http://www.bacp.co.uk)

Provides information and a list of accredited and qualified private counsellors.

### **British Heart Foundation**

(029) 2038 2368

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

Offers support, advice and information to those suffering with a heart condition, their families and carers.

## C

### **Cardiff Council**

County Hall

Atlantic Wharf

Cardiff CF10 4UW

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

Connect 2 Cardiff

(029) 2087 2087

[c2c@cardiff.gov.uk](mailto:c2c@cardiff.gov.uk)

Central contact point for council enquiries including council tax benefits and reductions and housing.

Contact & Assessment (Adults)

(029) 2053 6444

Minicom: (029) 2053 6438

Textphone: 07971 709883

[ascontactteam@cardiff.gov.uk](mailto:ascontactteam@cardiff.gov.uk)

Contact number to request an assessment for yourself or the person you care for.

Disabled Person's  
Blue Badge:  
(029) 2087 3232

Intake & Assessment (Children's)  
(029) 2053 6400  
csintake&assessment@cardiff.gov.uk

To request a Carers Assessment if you are a young carer or an adult looking after a disabled child.

Occupational Therapy Service  
(029) 2076 7404

Complaints Officers:

Adult Services  
(029) 2087 3891

Children Services  
(029) 2087 3251

Call C2C for other departments.

### **Crossroads Care Cardiff & the Vale**

(029) 2057 7300  
[www.crossroads.org.uk](http://www.crossroads.org.uk) (National site)  
[www.cardiffvalecrossroads.org.uk](http://www.cardiffvalecrossroads.org.uk) (local site)  
Provides respite for carers. Also runs a young carers project in Cardiff.

### **Cardiff & Vale University Health Board**

(029) 2074 7747

### **Cardiff and the Vale Mental Health Development Project**

(029) 2022 2000  
[www.cvmhdp.org.uk](http://www.cvmhdp.org.uk)  
Supports service users and carers by providing information and including them in service planning. They also produce a useful directory of services called "Directions".

### **Cardiff and the Vale Parents Federation**

(029) 2022 7800  
[www.parentsfed.org](http://www.parentsfed.org)  
Provides training, information and support for parent carers of children and adults with learning disabilities. Provides a comprehensive guide to services called 'Where You Stand'.

### **Cardiff Institute for the Blind**

(029) 2048 5414

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

### **Care & Repair**

(029) 2047 3337

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

Help older people have homes that are safe, secure and appropriate to their needs. Provides health home checks and help with applying for grants.

### **Care and Social Services Inspectorate Wales**

(029) 2047 8600

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

Encourages improvements in social care.

### **Carers Centre**

(029) 2022 1439/1421

Provides information, advice, advocacy & support for all carers.

### **Carers Wales**

(029) 2081 1370

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

Campaigning organisation for carers. Also provides details of local carers branches.

### **Cinema Pass**

0845 123 1292

Minicom/text phone: 0845 123 1297

[www.ceacard.co.uk](http://www.ceacard.co.uk)

Allows free cinema entry to carers accompanying a card holder.

### **Cinnamon Trust**

(01736) 757900

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

Provides practical help for elderly and terminally ill people who need help to continue to look after their pet. Local volunteers are used where possible.

### **Circles Network Wales**

(029) 2048 7575

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

National organisation supporting people with learning difficulties.



### **Citizens Advice Cymru**

01446 722812

[gerald.macarthy@valecab.org.uk](mailto:gerald.macarthy@valecab.org.uk)

Free money advice service sessions tailored to individual needs and circumstances.

### **Community Alarm**

(029) 2061 4852

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

Manage the Telecare and Community Alarm services.

### **Community Legal Advice**

0845 345 4 345

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

Free, confidential legal advice and information on legal aid.

### **Cruse Bereavement Care**

Day by Day helpline:

0844 477 9400

E-mail: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

Cardiff Local Branch:

(029) 2022 6166

Young Person's Helpline:

0808 808 1677

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

## **D**

### **Department for Work and Pensions**

Disability and Carers Services

0800 88 22 00

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

Website has a wide range of information and advice covering a number of aspects including allowances, grants and benefits.

### **Diabetes UK**

(029) 2066 8276

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

Information, support and advice on diabetes.

### **Disability Wales**

0800 731 6282

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

Information and opportunities for getting involved in campaigning for disability equality.

### **Diverse Cymru**

(029) 2036 8888

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

Equalities organisation that provides information, advocacy and support to disabled people.

### **Downs Syndrome Association**

0845 230 0372

[www.downs-syndrome.org.uk](http://www.downs-syndrome.org.uk)

Provides information and counselling for people with Down's Syndrome, their families and carers.

## **E**

### **Epilepsy Research UK**

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

Information and advice on epilepsy.

### **Education Programmes for Patients**

(029) 2035 0620

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

Provides a range of self-management courses and workshops for people living with long-term health conditions. Also provides a specialist course for carers called Looking After Me.

### **Emergency Duty Team**

(029) 2078 8570

Out of hours number for social service emergencies.

## F

### **Friendly Trust**

(029) 2022 5200

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

Advises people with learning disabilities, their families and carers on financial matters.

## G

### **George Thomas Hospice Care**

(029) 2052 4150

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

Provider of specialist home-based palliative care for those with cancer and other life-threatening illnesses. It has a day care programme that provides social support and respite for carers.

## H

### **Hafal Cardiff**

(029) 2056 5959

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

Provides a range of services and support specifically for people with severe mental illness and their carers.

### **Headway Cardiff**

(029) 2057 7707

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

Promotes understanding of all aspects of brain injury. Provides support and services to people, their families and carers.

## I

### **Innovate Trust**

(029) 2038 2151

[www.innovate-trust.org.uk](http://www.innovate-trust.org.uk)

Provides a range of different supported living schemes and projects for people with disabilities.

## J

### **Job Centre Plus**

0845 6000 345

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

Advice on finding employment or claiming certain benefits. Offers additional support to carers who want to combine paid work or training with their caring role.

### **Journeys**

(029) 2069 2891

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

Offers support and understanding to people affected by depression and their families.

## L

### **Looking After Me**

See Education Programmes for Patients

## M

### **Marie Curie Cancer Care**

(029) 2042 6000

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

Support and care for people who have cancer.

### **Mencap**

Helpline: 0808 808 1111

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

Provides support so that people with a learning disability can live as independently as they want.

### **Mind**

(029) 2040 2040

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

Works to create a better life for anyone with experience of mental distress, by means of practical and emotional support.

### **Motability**

Car Scheme: 0845 456 4566

Wheelchair & Scooter Scheme: 0845 60 762 60

[www.motability.co.uk](http://www.motability.co.uk)

Enables disabled people to use their mobility allowances to obtain a car, powered wheelchair or scooter.

### **Multiple Sclerosis Society**

(029) 2078 6676

Free Helpline: 0808 800 8000

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

Provides support and practical help for people who suffer with MS.

## N

### **National Autistic Society**

(029) 2062 9312

Helpline: 0808 800 4104

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

Offers support, help lines and various useful services for people with autism and their families.

### **NHS Direct**

0845 46 47

[www.nhsdirect.wales.nhs.uk](http://www.nhsdirect.wales.nhs.uk)

Provides advice and information on a variety of health related subjects. Have a comprehensive on-line directory of local organisations, including a section for Carers.

## P

### **Parkinson's Disease Society**

Helpline: 0808 800 0303

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

### **Public Guardianship Office**

0845 330 2900

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

Information on power of attorney.

## R

### **Riverside Advice**

(029) 2034 1577

[www.riversideadvice.f2s.com](http://www.riversideadvice.f2s.com)

Provides support and advice on various issues such as welfare rights and housing.

## S

### **Samaritans**

(029) 2034 4022 or 08457 90 90 90

[www.samaritans.org/cardiff](http://www.samaritans.org/cardiff)

Provides 24 hour emotional support.

### **Scope Cymru**

(029) 2046 1703

Helpline: 0808 800 3333

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

Organisation for people with cerebral palsy, their families and carers. Provides information, advice or just someone to talk to.

### **Shopmobility**

0844 41 41 850

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

Lends manual and powered wheelchairs and powered scooters to those with limited mobility to be able to shop and visit leisure facilities in town.

### **Solace**

(029) 2052 9848 (Helpline)

Supports people whose lives have been affected in some way when caring for someone with memory problems, dementia, depression or any other mental illness.

### **Stroke Association**

(029) 2052 4400

Helpline: 0845 3033 100

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

Provides advice and information about stroke and offers a carer support service.

## T

### **Tearing Your Hair Out**

07809 028827

[www.tearingyourhairout.co.uk](http://www.tearingyourhairout.co.uk)

Group run by carers of people who misuse drug and alcohol. They provide support, advice and help to other carers.

### **Tenovus**

0808 808 1010

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

Cancer charity providing support to patients and their families/carers. Includes a counselling line.

## V

### **V.E.S.T. (Voluntary Emergency Service Transport)**

Community Transport  
(029) 2049 0335  
Ring & Ride  
(029) 2049 0325

Community transport offering door to door transport for people with restricted mobility.

### **Voluntary Community Service**

(029) 2022 7625  
[www.volunteering-wales.net](http://www.volunteering-wales.net)  
Supports volunteers so that voluntary work proves a happy and rewarding experience.

## W

### **Welsh Association of ME & CFS Support Group**

(029) 2051 5061  
[www.wames.org.uk](http://www.wames.org.uk)  
Support and information to help improve lives of people with ME and CFS and their carers.

