# Carers Directory

**Please note that information is correct at time of collating and it is advisable to contact the telephone numbers of the groups directly to confirm details. Whilst every effort has been made to ascertain the quality of external services, Newport City Council are not responsible for those services.**

| Category | Service | Address | Day / Time | Description | Telephone | Email | Website | Social Media |
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| Accessible Holidays | Sandville Self Help Centre | Sandville Self Help Foundation, Sandville Court, Ton Kenfig, Nr. Bridgend CF33 4PU | **Due to the COVID-19 outbreak the Centre will be closed until further notice.** | Rurally based guest accommodation with complimentary therapies and activities. For people with illness or disability and their Carers. Stays are not charged but the service relies on donations. | 01656 743344 | info@sandville.org.uk | www.sandville.org.uk | |
| Accessible Holidays | Family Holiday Association | | **Operating again from 28th May 2021** | Helping families on very low income to enjoy a holiday as an essential break to help them cope with difficult circumstances. Referrals must come from support agents such as Social Workers, health visitors, voluntary agencies, charities such as Barnardos and NSPCC, GP's or schools. | 020 3117 0650 | info@fhaonline.org.uk | www.familyholidayassociation.org.uk | |
| Accessible Holidays | Altogether Travel | | | Certified care and bespoke one-on-one holiday experiences for people with age, disability, and/or health-related needs. They can find suitable accommodation, and offer a multitude of services tailored to | 01236 222006 | | www.altogethertravel.co.uk | |

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| | | | | ensuring you get a well-deserved holiday anywhere in the world. | | | | |
| Accessible Holidays | Calvert Trust | Various | | Challenging Disability Through Outdoor Adventure. Calvert Trust enables people with physical, learning, behavioural and sensory disabilities to experience exciting, challenging and enjoyable outdoor activities. The centres are in Exmoor, Keilder and the Lake District. | | | www.calvert-trust.org.uk | |
| Accessible Holidays | Bond Hotel Blackpool | Bond Hotel, 120 Bond Street, Blackpool, FY4 1HG. | | Holidays and respite breaks for guests with disabilities, their families, friends and carers. Fully accessible holidays for guests who may have a physical disability, learning disability or need mental health support. | 01253 341218 | Sales@bondhotel.co.uk | www.bondhotel.co.uk | |
| Accessible Holidays | Disabled Holidays | | | The UK's largest range of accessible holidays in the UK and abroad: accessible room guarantee; mobility equipment hire; flights and airport assistance; adapted transfers. | | | https://www.disabledholidays.com/ | |
| Accessible Holidays | Limitless Travel | | | A specialist holiday provider for people with a wide range of mobility restrictions and disabilities. Care is provided on all holidays and a | 0800 069 8060 | holidays@limitlesstravel.org | https://www.limitlesstravel.org/ | |

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| | | | | personal care package can be included. | | | | |
| Accessible Holidays | Visit Wales | | | Useful information for travelling in Wales, including beach wheelchair hire. | | | https://www.visitwales.com/inspire-me/holidays/accessible-holidays/wheelchair-hearing-and-visual-impairment-accessible | |
| Acquired Brain Injury | Headway | Rookwood Hospital, Fairwater Road, Llandaff, Cardiff, CF5 2YN | Various | A variety of services to help someone living with acquired brain injury and their families. Services include:<br>• information and outreach to link you to other support;<br>• welfare benefits service to support with finances;<br>• family and friends support group - a chance to share experiences and support;<br>• counselling - to help you come to terms with and cope with specific issues (also for family and friends);<br>• social and activity groups - including a weekly walking/wheeling group at Tredegar Park; | 02920 577707 | info@headwaycardiff.org.uk | www.headwaycardiff.com | https://www.facebook.com/HeadwayCardiff/ |

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| | | | | • independence and wellbeing centre - opportunities to practice and maintain skills as well as receive support from others (chargeable).<br>• A catalogue of information is also available on their website. | | | | |
| Acquired Brain Injury | Brain Injury Identity Card - Headway | | | A simple solution to a tricky conversation. The Headway Brain Injury Identity Card is designed to help police officers and staff more easily identify brain injury survivors and ensure that they receive an appropriate response and support. The card can also provide brain injury survivors with added confidence in everyday social scenarios.<br>Each card is personalised, helping the card holder to explain the effects of their brain injury and request any support they may need. | 0808 800 2244 | helpline@headway.org.uk | www.headway.org.uk | |
| Acquired Brain Injury | Child Brain Injury Trust | | | Support for children affected by acquired brain injury and their families. Support available in South Wales, based at Noah's Ark Children's Hospital. | 01869 341075 | info@cbituk.org | https://childbraininjurytrust.org.uk/ | |
| Acquired Brain Injury | Brain Injury Information Card - Child | | | Suitable for young people aged 11-18, the card can be carried by a young person as they go about daily | 01869 341075 | learning@cbituk.org | https://childbraininjurytrust.org.uk/how- | |

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| | Brain Injury Trust | | | life, and present it in situations where they need a little help and understanding. | | | we-help/brain-injury-information-card/ | |
| Additional Learning Needs | TouchBase (Sense) | Caerphilly Business Park Van Road, Caerphilly CF83 3ED | | Our fully accessible TouchBase centres offer something for everyone - be it a space to hire, a place to have a bite to eat or, if you have complex disabilities, day services that meet your needs and support you to achieve your goals and aspirations. Like all our Sense Centres, TouchBase provides accessible day opportunities to learn, develop your communication and living skills, connect with other people, get creative, and enjoy all sorts of fun activities. At TouchBase, you can communicate and express yourself your way, make your own choices, and be part of your local community. | Telephone: 0300 330 9280 Textphone: 0300 330 9282 | info@sense.org.uk | www.sense.org.uk | |

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| Additional Learning Needs | Touch Trust | Wales Millennium Centre, Bute Place, Cardiff Bay, Cardiff, CF10 5AL | | Touch Trust's licenced creative movement programme increases happiness through developing communication and social skills, relaxation techniques, improving health and wellbeing. The programme can be adapted to suit different individuals or groups and no one is turned away because of their complex needs or behaviour. Music , colour, scent and touch are all used in the programme, which involves work with artists and musicians to bring out the potential of our guests. Various sessions are available at a cost to the individual, including virtual sessions on Zoom. | 02920 635 660 | info@touchtrust.co.uk | www.touchtrust.co.uk | https://www.facebook.com/TouchTrust |
| Additional Learning Needs | Chance Meeting Wales | Underwood Community Centre, behind the shops in Birch Grove, NP18 2JB | Thursdays 6pm | A group of parents and carers with the experience and understanding that sometimes our young individuals experience difficulties with their social and leisure activities. This is a social group aimed at adults with an additional needs or health conditions aged 18 years and above. Our aims are to give our members a chance to socialise, make new friends and try new activities. Each session is at a cost of £3. There is a tuck shop for | Kerry - 07730 770194 | kerrybennett745@hotmail.co.uk | https://chancemeetingswales.weebly.com/home.html | |

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| | | | | drinks and snack. Contact Kerry before attending for the first time. | | | | |
| Additional Learning Needs | National Star | Various | | National Star enables young people with disabilities to realise their potential through education and personalised learning opportunities, and by providing other transition and accommodation services. As a community resource, the national centre is also able to offer short break opportunities, respite and other health and wellbeing services such as activity and therapeutic breaks. | 01242 527631 | enquiries@nationalstar.org | www.nationalstar.org | |
| Additional Learning Needs | Wales Learning Disability Helpline | | | Available to everyone in Wales, whether you are a person with a learning difficulty, a family member of friend. We can give you the information you need to understand the rights of people with a learning disability and support them to access services or challenge decisions. | 0808 8000 300 | | https://wales.mencap.org.uk/about-mencap-cymru | |

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| | | | | Information and support is also available on the website. | | | | |
| Additional Learning Needs | All Wales Forum | | | The AWF is unique among Learning Disabilities bodies in Wales in that it is the only organisation that represents nationally, collectively and solely the views of Parents and Carers of people with learning disabilities. We are an umbrella body for locally and regionally based organisations and support groups made up of parents and carers. | 029 2081 1120 | | http://www.allwalesforum.org.uk/ | https://www.facebook.com/AllWalesForum |
| Additional Learning Needs | The Trinity Protocol (Gwent Police) | | | An opportunity for parents, carers or an individual to register details if they have additional learning needs such as global delay, learning difficulties, ADHD or ASD on Gwent Police systems. This allows Officers to be better informed of the individual and better prepared to help them and adapt their approach. Register with a simple form and a recent photograph. | | crimeprevention@gwent.pnn.police.uk | | |

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| Additional Learning Needs | The Challenging Behaviour Foundation | | | Offering information about challenging behaviour to anyone who provides unpaid support to a child, young person or adult with a severe learning disability. | Family Support Service - 0300 666 0126 | support@thecbf.org.uk | https://www.challengingbehaviour.org.uk/for-family-carers/ | https://www.facebook.com/thecbf?form=MY01SV&OCID=MY01SV |
| Advice Services | Citizens Advice Bureau | 8 Corn Street, Newport, NP20 1DJ | | Advice about a range of topics such as benefits, health, employment, housing and family. Face to face services remain temporarily closed due to COVID-19. | 01633 222622 Advicelink Gwent: 0300 3302 117 | | https://www.citizensadvice.org.uk/wales/ | |
| Advice Services | Civil Legal Advice (CLA) | | | Some people may be able to get free, confidential advice from Civil Legal Aid as part of legal aid depending on their circumstances. | 0345 345 4345 | | www.gov.uk/civil-legal-advice | |
| Advice Services | South Wales Legal and Financial Advice Service | | | Free public appointments where students (with qualified legal supervision) interview and assess clients and provide legal advice within certain legal areas such as employment, housing and family matters. By appointment only. | Contact: 01443 668600 | uswlac@southwales.ac.uk | https://www.southwales.ac.uk/about/our-organisation/faculties-and-departments/school-law-accounting-and-finance/legal-advice-clinic/ | |

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| ASD | Newport EarlyBird Team (National Autistic Society) | | | The EarlyBird Parent Programme supports parents and carers of pre-school aged children (under five years) with a diagnosis of autism.<br>The programmes are held over approximately 3 months and aim to support families to:<br>*Understand autism and how children experience the world around them<br>*Develop interactions and communication with their child<br>*Understand their child's behaviour | 01633 748058 | charlotte.palmer@wales.nhs.uk | https://www.autism.org.uk/directory/n/newport-earlybird-team | |
| ASD | Newport EarlyBird Plus Team (National Autistic Society) | | | The EarlyBird Plus Programme supports parent and carers of school aged children under ten with a diagnosis of autism. Each family is allocated two places for parents and carers and a third place for a professional of their choosing (often a member of school staff such as a Teaching Assistant, Teacher or SENCO).<br>The programmes are held over approximately 3 months and aim to support families to:<br>*Understand autism and how children experience the world around them<br>*Develop interactions and | 01633 748039 | Rhiannon.Inight@newport.gov.uk | https://www.autism.org.uk/directory/n/newport-earlybird-plus-team | |

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| | | | | communication with their child<br>*Understand their child's behaviour | | | | |
| ASD | The Autism Directory Helpline South Wales | | | Helpline for Individuals with autism and their parents / carers / families to call to get information and support. | 01443 844764 | | https://theautismdirectory.com/listing/autism-helpline-south-wales.html | |
| ASD | National Autistic Society | Various venues | Please contact for dates and times | NAS Newport Branch (formerly known as NAS South Gwent Branch) hold three to four information sharing meetings a year with local, national and international speakers. There is also a website, Facebook group and occasional newsletters. | | NASsouthgwentbranch@nas.org.uk | https://www.autism.org.uk/directory/n/nas-newport-branch | |

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| ASD | Gwent Integrated Autism Service (Part of Autism Wales) | | | Advice for anything autism related, open to anyone over 18 years in Gwent (with or without a diagnosis). Virtual sessions currently available. Resources available on the website to support people living with autism, their families and professionals. | 01633 644143 | asdsevice.abb@wales.nhs.uk | www.asdinfowales.co.uk | |
| ASD | Autistic Card | | | A range of downloadable cards to show if you need more time or help in certain situations. Cards are available for an adult, child or to carry as a carer, family member or friend when you are with the person who is autistic. | | | https://www.autism.org.uk/advice-and-guidance/topics/coronavirus/going-out-and-shielding/face-coverings?fbclid=IwAR1GFoS3HA3x1DRiFpnTew4CG6hUEZYIRvrCJICHwrIZMtUaA_roITSH2Hk#utm_source=facebook&utm_campaign=coronavirus&utm_content=facecoverings | |

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| ASD | Autism Initiatives | | | Working positively alongside people with autism, their families and carers providing specialist services tailored to each individual. | | | www.autisminitiatives.org | |
| ASD | Autism Spectrum Connections Cymru | 21 High Street Cardiff CF10 1PT | | Welsh Government funded support for autistic adults aged 16+ across Cardiff, The Vale of Glamorgan, Newport, Caerphilly, Torfaen, Blaenau Gwent and Monmouthshire. Into work employment support (paid & voluntary), including job searching, CV design, application advice, interview support etc. plus 5 and 10 week employability courses. Also benefits support, supporting all processes involved to access and maintain benefits and other benefits/support systems such as council tax reduction, Disabled Students Allowance applications, concessionary bus passes/railcards, foodbank vouchers etc. | 02920 228794 | info@asc-cymru.org | www.autisminitiatives.org | |
| ASD | Autism's Hidden Voices | | | Raising awareness, providing resources and sharing discussions on the challenges that the Autistic community face everyday in the modern multicultural society. The group provides workshops for children, young people and parents; | | | https://autismshiddenvoices.com/ | https://www.facebook.com/groups/autismshiddenvoices/?ref=share |

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| | | | | information and support; family trips and siblings support. | | | | |
| BAME Carers | Carers Cube | | Various | A group aimed at unpaid carers and cared for of ethnic minority, though carers from any background are welcome. A chance to get together and discuss carer issues. The group currently meets via Zoom and hold monthly walks within Newport. A closed WhatsApp group is used for members to chat and find out what's going on. | | info@carerscube.wales | | https://www.facebook.com/carerscube/ |
| BAME Carers | BAME Carers Online Forum (Carers UK) | | | A place for black, Asian and minority ethnic carers to discuss their specific experiences of caring. | | | https://www.carersuk.org/forum/45 | |
| BAME Carers | MEE in Mind Health Advocacy (Race Equality First) | | | Race Equality First's MEE in Mind project, funded by Welsh Government, offers advocacy for BAME individuals on health issues, including care-related family issues. | Sy - 07724 031329 | sy.joshua@raceequalityfirst.org.uk | https://raceequalityfirst.org/minority-ethnic-elders-advocacy-meea/ | |
| Bereavement | The Childhood Bereavement Network | | | The Childhood Bereavement Network (CBN) is the hub for those working with bereaved children, young people and their families across the UK. They provide practical | | | www.childhoodbereavementnetwork.org.uk | |

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| | | | | information to help you support a child experiencing bereavement and information for children to access themselves. A private Facebook group is available. | | | | |
| Bereavement | Child Death Helpline | | Helpline open everyday of the year.<br>Monday to Sunday 7pm to 10pm<br>Monday, Thursday and Friday 10am to 1pm<br>Tuesday and Wednesday 10am to 4pm | At Child Death Helpline we're here to listen. We understand that the death of a child is one of the most devastating events that anyone may experience. Sometimes the feelings of grief can be so overwhelming that they make everyday living very difficult – we're here to help. Our dedicated helpline offers support to anyone affected by the death of a child of any age, under any circumstances, however recent or long ago. | 0800 282 986 | | https://www.childdeathhelpline.org.uk/ | |
| Bereavement | Cruse Bereavement Care - Gwent | The Orion Suite<br>The Centre for Business Enterprise Way<br>Newport<br>NP20 2AQ | | Due to the current pandemic and ongoing social distancing, all Cruse services will be provided over the telephone, email or internet until further notice. Please contact us to find out more. | 01633 251982 | gwent@cruse.org.uk | https://www.cruse.org.uk/get-help/local-services/wales/gwent | |

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| Bereavement | Cruse Bereavement Care | | Helpline open Monday & Friday 9.30am - 5pm<br>Tuesday, Wednesday and Thursday 9.30am - 8pm<br>Weekends 10am - 2pm | Grief is a natural process, but it can be devastating. Cruse Bereavement Care is here to support you after the death of someone close. We offer a range of free confidential support for adults and children. Cruse Bereavement Care is committed to being a diverse and inclusive charity that is accessible to all sections of society.<br>Online information about grief and experiencing loss as well as face to face or email support. CruseChat is also available online Monday - Friday 9am - 9pm. | 0808 808 1677 | helpline@cruse.org.uk | www.cruse.org.uk | |
| Bereavement | Hope Again | | Helpline open Monday & Friday 9.30am - 5pm<br>Tuesday, Wednesday and Thursday 9.30am - 8pm<br>Weekends 10am - 2pm | Hope Again is the youth website of Cruse Bereavement Care. It is a safe place where you can learn from other young people, how to cope with grief, and feel less alone. Here you will find information about our services, a listening ear from other young people and advice for any young person dealing with the loss of a loved one. Hope Again provides somewhere to turn to when someone dies. CruseChat is also available online Monday - Friday 9am - 9pm. | 0808 808 1677 | hopeagain@cruse.org.uk | www.hopeagain.org.uk | |

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| Bereavement | The Good Grief Trust | | | All of us at The Good Grief Trust have lost someone we love, so we want to help you find the support you need as quickly as possible. You will find stories from others who have had a similar loss, practical and emotional support and signposting to a choice of immediate tailored local and national support. | | | https://www.thegoodgrieftrust.org/ | |
| Bereavement | Bereavement Advice Centre | | | Practical help when someone dies. There are many practical matters to attend to when someone dies. Bereavement Advice Centre supports and advises people on what they need to do after a death. | 0800 634 9494 | | https://www.bereavementadvice.org/ | |
| Bereavement | The Compassionate Friends | | Helpline open 10am - 4pm and 7pm - 10pm every day of the year | A charitable organisation of bereaved parents, siblings and grandparents dedicated to the support and care of other similarly bereaved family members who have suffered the death of a child or children of any age and from any cause. Whatever the cause of your loss, wherever you are in the UK, and whatever your circumstances – we are here to help. A variety of information is available on the website. | Helpline: 0345 123 2304 | helpline@tcf.org.uk | www.tcf.org.uk | |

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| Bereavement | Road Peace | | | The aftermath of a road crash is devastating. We help bereaved families cope and build resilience through peer support, our local group network, befriending service and trauma support programmes. We also provide information guides on navigating the justice system and help with seeking fair compensation for bereaved families and seriously injured victims. | Helpline: 0845 4500 355 | | www.roadpeace.org | |
| Bereavement | WAY Widowed and Young | | | WAY is the only national charity in the UK for people aged 50 or under when their partner has died. WAY aims to provide peer-to-peer emotional and practical support to young widowed people – married or not, with or without children, whatever their sexual orientation – as they adjust to life after the death of their partner. We have lively social groups that meet up throughout the year – for drinks, meals out, walks and picnics. We organise weekends away for adults and families, go camping, have parties and offer an alternative social life that doesn't revolve around couples. And we have a secure members only website, which | | | www.widowedandyoung.org.uk | |

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| | | | | offers a safe place for members to meet and chat online. | | | | |
| Bereavement | Sands (Stillbirth and neonatal death charity) | | | Sands supports anyone who has been affected by the death of a baby before, during or shortly after birth. Bereavement support is at the core of everything we do. Some of the services that we offer include a free national helpline and a bereavement support app for parents, families, carers and health professionals; a UK-wide network of support groups with trained befrienders; an online forum enabling bereaved families to connect with each other and a wide range of bereavement support resources available online and in print. | Helpline: 0808 164 3332 | helpline@sands.org.uk | www.sands.org.uk | https://www.facebook.com/groups/SandsSupportGroup/ |
| Bereavement | Cardiff and Newport SANDS | | | At Cardiff and Newport SANDS, we hold monthly support meetings and fund support packs and memory boxes for bereaved parents at the 4 major hospitals in our area, including the Royal Gwent. Due to to the current situation regarding Coronavirus, and social distancing regulations, our monthly support meetings are currently being help online. Meetings are monthly Via Zoom: | | meetings@cardiff-sands.co.uk | https://www.cardiff-sands.co.uk/ | |

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| | | | | *Support Meetings - last Thursday of the month at 7pm<br>*Next Pregnancy Meetings - last Thursday of the month at 7pm<br>*Rainbow Babies - 1st Wednesday of the month at 7:30pm<br>*Dad's only support meetings - 2nd Thursday of the month at 7pm | | | | |
| Bereavement | Winston's Wish | | Helpline open Monday - Friday 9am - 5pm | Winston's Wish provides therapeutic support to bereaved children and young people who have lost a parent or sibling, by phone, email and face-to-face, along with online resources and training for professionals. | Helpline: 0808 8020 021 | ask@winstonswish.org | www.winstonswish.org | |
| Bereavement | St David's Unicorn Service | | | Helping to make sense of loss for young people. Support for children and young people who have an important adult in their lives who is a patient of St David's Hospice care. By providing appropriate, honest, information in a timely manner, children & young people can start to make sense of what has happened and gain skills to cope with how they feel. | 01633 851051 | | www.stdavidshospicecare.org | |
| Bereavement | St David's Hospice Bereavement Care | St David's Hospice Care Blackett Avenue | | There can be times following bereavement when there is a need to talk to someone other than family and friends. St David's Hospice Care | 01633 851051 | bereavement@stdavidshospicecare.org | www.stdavidshospicecare.org | |

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| | | Newport<br>NP20 6NH | | provides bereavement support to families and carers of patients for whom we have cared. Our Bereavement Team can provide confidential support on an individual or a group basis.<br>Regular remembrance services also take place in all areas that St David's Hospice Care covers. | | | | |
| Bereavement | 2 Wish Upon a Star | Ground Floor, Unit 7, Magden Park, Llantrisant, CF72 8XT | | 2 Wish Upon a Star can support:<br>•The family of a child or young adult who has died suddenly or unexpectedly — A child is someone under the age of 18 and a young adult is 25 years and under.<br>•Any family member of the child or young adult who has been significantly affected by the loss. They must reside in Wales or the death has occurred in Wales<br>•Anyone who witnesses or is directly involved in the traumatic death of a child or young adult. This support may include professionals involved in traumatic incidents. | 01443 853125 | info@2wishuponastar.org | www.2wishuponastar.org | |

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| Carer Support | Confidential Chats (CTSEW) | Gwent Carers Hub, 3 Central Mews, Pontypool, Torfaen, NP4 6LY | | Speak to a Counselling student in confidence. Face to face in the Carers Hub, on the telephone or video call. Up to 8 sessions. Free. | 01495 367564 | gwentcarershub@ctsew.org.uk | https://www.ctsew.org.uk/ | www.facebook.com/gwentcarershub |
| Carer Support | Listening Support Service | | | The Listening Support Service offers a series of phone calls with someone who understands the ups and downs of caring and who can provide a listening ear. Whether you want to discuss some of the issues you are facing as a carer, or just want to chat, our friendly, trained callers are here to listen. Register to receive up to 4 calls. | | | https://www.carersuk.org/wales/help-and-advice/listening-support-service | |
| Carer Support | Care for a Cuppa (by Carers Wales) | | Tuesday afternoons and Thursday evenings | Weekly Care for a Cuppa meetings via Zoom. Connect with other carers and hear from organisations from across Wales on the work they are doing. Each session is an hour long held on Tuesday afternoon or a Thursday evening. Get support from the Carers Wales team, talk about your day or talk about anything else you want to talk about. This is a chance to share your thoughts and feelings in a friendly, welcoming environment. | | | https://www.carersuk.org/wales/help-and-advice/care-for-a-cuppa-in-wales | |

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| Carer Support | Me Time (by Carers Wales) | | Various | Me Time' is a chance to do something for your own enjoyment. Online sessions, funded by the Welsh Government, are a place where you can get involved in a range of activities that you may not be able to do normally and explore new opportunities. We will be doing all sorts of things ranging from group viewings of the great wonders of the world, to physical exercise to relaxation and mindfulness and so much more. | | | https://www.carersuk.org/wales/help-and-advice/me-time | |
| Carer Support | Gwent Carers Hub (by Carers Trust South East Wales) | Torfaen Carers Hub, 3 Crane Street, Pontypool, Torfaen, NP4 6LY | Monday - Friday 10am - 3pm | The hub offers a free drop-in service for Gwent carers to get advice and information on everything from benefits to legal issues. A wide-range of activities run weekly – from social groups to film clubs, counselling and mindfulness workshops. The hub provides a comfortable, safe space for carers to take a break from their caring role. Open to Newport residents. Face to face groups and activities are currently running; pre-booked appointments. | 01495 367564 | GwentCarersHub@CTSEW.org.uk | https://www.ctsew.org.uk/gwent-carers-hub | https://www.facebook.com/gwentcarershub/ |
| Carer Support | Gwent Mobile Carers Hub | | | The Carers Wellbeing team may be visiting somehwere near you soon to offer information, advice and | 01495 367564 | GwentCarersHub@CTSEW.org.uk | https://www.ctsew.org.uk/g | https://www.facebook.co |

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| | | | | support. Check their Facebook page for locations and updates. | | | went-carers-hub | m/gwentcarershub/ |
| Carer Support | Counselling Directory | | | A searchable directory of counselling services and information about the impact of caring for a loved one. | | | https://www.counselling-directory.org.uk/carers-support.html#whatdocarersdo | |
| Carer Support | Carers Trust South East Wales | | | A range of information and support for carers in the local area, including the Small Grants Scheme, counselling, legal advice and a chargeable service at their Social Centre in Spring Gardens to allow time out for Carers. Many services can be accessed at the Gwent Carers Hub. **Please note the Spring Gardens Day Centre is currently closed due to COVID 19 restrictions.** | 01495 769996 | info@ctsew.org.uk | www.ctsew.org.uk | https://www.facebook.com/carerstrustsew/ |
| Carer Support | Carers Wales (Carers UK) | | | A wide range of downloadable factsheets and information about the caring role, as well as regular training courses such as self-advocacy for unpaid carers. *Me Time* and *Care for a Cuppa* online support groups are available in Wales. | Helpline: 0808 808 7777 Carers Wales: 02920 811370 | advice@carersuk.org | www.carersuk.org/wales | https://www.facebook.com/carersuk |

| Category | Service | Address | Day / Time | Description | Telephone | Email | Website | Social Media |
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| Carer Support | Caring for Me and You (Epp Cymru-Education Programmes for Patients) | | Various times | A course for unpaid carers which looks at finding ways to take care of yourself; challenging behaviours of the person you care for; recognising triggers and how to help manage those behaviours. A range of other courses are available, including:<br>•Living with a Long Term Health Condition<br>•Living with Chronic Pain<br>•Living with Diabetes<br>•Cancer - Thriving and Surviving<br>•Workplace Living with a Long Term Health Condition (run within Organisations for their staff)<br>**Currently running online via Zoom.** | EPP Co-ordinator, Jules Godden: 07376 022996 | epp@gavo.org.uk | www.gavo.org.uk/epp | https://www.facebook.com/GAVOHQ/ |
| Carer Support | Library Services | Various | | A specially selected carers collection of literature is available which includes information, self-help support and real stories. | 01633 656656 | | https://www.newport.gov.uk/en/Leisure-Tourism/Libraries/Newport-Libraries.aspx | |
| Carer Support | Carers Café (Newport City Council) | The Riverfront Café | **Cancelled until further notice due to COVID 19 Welsh Government restrictions.** | A chance to speak to a Community Connector or Carer Development Officer for information that may help you in your caring role and to chat with other Carers for peer support. | 01633 235650 | community.connectors@newport.gov.uk | www.newport.gov.uk/carers | |

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| Carer Support | Carers Network (Newport City Council) | | Contact for details | Sign up with your email address to receive a monthly information bulletin and regular updates about local and national carer news and information; carer events; support services and training opportunities. Unsubscribe at any time. Carers Network meetings are held twice a year and include speakers (currently on hold during the pandemic). | 01633 235650 | community.connectors@newport.gov.uk | www.newport.gov.uk/carers | |
| Dementia | Herbert Protocol | | | The 'Herbert Protocol' asks carers, family members and friends to complete a form, recording all vital details about their loved one such as medication required, mobile numbers, places previously located, a photograph etc. This information can then be shared quickly with the relevant agencies should their loved one be reported as missing. Please contact your local Community Support Officer if you need assistance to complete the forms. | 101 (Non-emergency Number) | contact@gwent.pnn.police.uk | https://www.gwent.police.uk/notices/af/herbert-protocol/ | |

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| Dementia | Alzheimer's Society | | | Information, advice and support for anyone living with dementia, their family and friends. Groups and activities may be available.<br>Most of face-to-face and group services have not been able to run during the pandemic. As national restrictions ease some of these will return. A service will only reopen when it is safe and where national guidance and any local restrictions allow. | Dementia Connect Support Line: 0333 150 3456 | | https://www.alzheimers.org.uk/ | |
| Dementia | Carer Information and Support Programme (CrISP) by Alzheimer's Society | | Please contact for dates and times | If you are a carer, family member or friend of someone who has been recently diagnosed with dementia, the Carer Information and Support Programme One can give you the support and advice you need. The programme covers: understanding dementia, legal and money matters, support and care, and coping with dementia day to day. | 07732 646144 | gwentcrisp@alzheimers.org.uk | https://www.alzheimers.org.uk/about-us/our-dementia-programmes/carer-information-support-programme | |
| Dementia | Dementia Roadmap | | | An online platform providing information about the dementia journey alongside information about services and support groups. | | | https://wales.dementiaroadmap.info/ | https://www.facebook.com/dementiaroadmapwales |

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| Dementia | Age Cymru Dementia Advocacy Project | | | A free independent dementia advocacy service to make sure your voice is heard and you're at the centre of the decisions that affect your all aspects of your life, whether you have a diagnosis of dementia or are going through the process of getting a diagnosis. The service can also work with unpaid carers of someone living with dementia. | Ben - 07944 996599 | dementiaadvocacy@agecymru.org.uk | https://www.ageuk.org.uk/cymru/our-work/advocacy/dementia-advocacy/about-our-dementia-advocacy-project/#:~:text=Age%20Cymru%20%C2%A6%20About%20our%20dementia%20advocacy%20project,a%20voice%20in%20decisions%20that%20are%20being%20made. | |
| Dementia | Alzheimer's Research UK | | | The UK's leading dementia research charity, dedicated to causes, diagnosis, prevention, treatment and cure. They can provide helpful information about diagnosis, symptoms and the different types of dementia, as well as current treatments available. | Helpline: 0300 111 5555 | enquiries@alzheimersresearchuk.org | www.alzheimersresearchuk.org | |

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| Dementia | Tide (together in dementia everyday) | | | A UK wide involvement network of carers, former carers, health and care professionals who are working together to build a better future for carers of people living with dementia.<br>An online Carer Development Programme is available to support carers of someone living with dementia, which includes wellbeing; self advocacy and getting your voice heard; living grief and bereavement as well as peer to peer support. For courses and peer support meetings, visit the 'Events' section of the website. | | carers@tide.uk.net | www.tide.uk.net | https://www.facebook.com/tidecarers/ |
| Dementia | Forget Me Not Chorus | | Wednesdays 1:45pm | The Forget-me-not Chorus (FMNC) supports people with dementia and their families through weekly singing sessions. You don't need to be referred and membership is free. **Currently meeting via Zoom.** | 02922 362064 | hello@forgetmenotchorus.com | https://www.forgetmenotchorus.com/ | https://www.facebook.com/ForgetMeNotChorus/ |
| Dementia | Dementia Life Coach (Age Connects Torfaen) | Widdershins Centre<br>East Avenue,<br>Griffithstown | **Currently only available over the phone.** | A Dementia Life Coach provides a bespoke service, tailored to the needs of the carer of an individual with Dementia.<br>Caring for someone with dementia can have a huge effect on a carer | 01495 769264 | | https://ageconnectstorfaen.org.uk/services/?tab=dementia-services | |

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| | | Pontypool, NP4 5AB | | and their families life. It can be a lonely, stressful, complex and difficult journey to embark on your own. | | | | |
| Dementia | Age Connects Torfaen | Widdershins Centre East Avenue, Griffithstown Pontypool, NP4 5AB | | Some services are available to Newport residents who are able to get to the centre independently, including Merry Moments, for those who are older or who have early to moderate stages of dementia (£25 per session); Zest, for younger people living with early onset dementia (£10 per session); low level nail cutting (£20); IT class (£2.50). | 01495 769264 | | https://ageconnectstorfaen.org.uk/ | https://www.facebook.com/AgeConnectsTorfaen |
| Disability | Disability Advice Project | Disability Advice Project, 9a Avondale Industrial Estate Avondale Way, Cwmbran, NP44 1UG | | A welfare rights service to support disabled people, their families and carers by providing independent specialist advice, help to complete forms and support with appeals. | 01633 485865 | info@dapwales.org.uk | www.dapwales.org.uk | https://www.facebook.com/DisabilityAdviceProject |
| Discounts | Discounts for Carers | | | Discounts For Carers is a dedicated discount service for individuals working or volunteering in the care industry, and for those who care for a family member, friend or other. Free to join, you can get the latest | | | www.discountsforcarers.com | |

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| | | | | deals emailed to your inbox and save hundreds of pounds on exclusive deals on over 300 big name brands. | | | | |
| Discounts | CEA Card | | | A national card scheme developed for UK cinemas by the UK Cinema Association (UKCA). The Card enables a disabled cinema guest to receive a complimentary ticket for someone to go with them when they visit a participating cinema. The Card is also one way for cinemas to make sure they look after their disabled guests. If you require an adjustment to visit a cinema because of your disability, cinema staff should make them for you whether you have a CEA Card or not. Participating chains include Cineworld and Vue Cinemas. | Contact: 01244 526 016 Textphone: 18001 01244 526 016 | info@ceacard.co.uk | www.ceacard.co.uk | |
| Discounts | Hynt Card | | | A national access scheme that works with theatres and arts centres in Wales to make sure there is a consistent offer available for visitors with an impairment or specific access requirement, and their Carers or Personal Assistants. If you need support or assistance to attend a performance at a theatre or arts centre then you may be eligible to join hynt. Hynt cardholders are entitled to a ticket free-of-charge for | 01244 526001 | info@hynt.co.uk | www.hynt.co.uk | https://www.facebook.com/hynt2014 |

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| | | | | a personal assistant or carer at all the theatres and arts centres participating in the scheme. Venues include The Congress Theatre, Cwmbran and Wales Millennium Centre, Cardiff. Hynt is also a resource for anyone who needs specific access information to plan a trip to the theatre. | | | | |
| Discounts | The National Trust Essential Companion Card | | | The Essential Companion card makes it simple to bring one or two carers or companions with you, free of charge. Just show the card when you arrive, and your carer(s) or companion(s) won't need to pay an entry fee. It's in your name so you can bring whomever you like. Even if you don't have an Essential Companion card, you can still bring carers or companions free – the card just makes it quicker and simpler for you. If you're not a National Trust member, you will still need to pay for your own entry. | 0344 800 1895 | enquiries@nationaltrust.org.uk | https://www.nationaltrust.org.uk/features/access-for-everyone | |
| Employment & Learning | Prime Cymru | | | Supporting people aged 50+ back into employment, self-employment or volunteering. Free training is available: First Aid; Level 2 Food Hygiene; Health & Safety in the Workplace; Overview of Control of | Beverley - 07969 518083 For training | beverley@primecymru.co.uk | https://www.primecymru.co.uk/ | |

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| | | | | Substances Hazardous to Health; New Ways of Working, which includes free training for video call interviews and working from home. | - 01550 721813 | | | |
| Employment & Learning | Working Families | | | Helping parents, carers and their employers find a balance between responsibilities at home and at work. | Helpline: 0300 012 0312 | | www.workingfamilies.org.uk | |
| Employment & Learning | Learning for Living (Carers Wales) | | | Do you know how skilled you are? Caring for a loved one, family member or friend means you will have developed a whole range of skills. Our e-learning programme, Learning for Living, will help you realise just how talented you are. Learning for Living is a useful tool that will boost your confidence to take on life. On completion you will have a badge to present to your current or future employer so they will recognise your skills. | | | https://www.carersuk.org/wales/help-and-advice/learning-for-living | |
| Employment & Learning | "Let's Talk about Flexible Working" Guide | | | Balancing work with caring is challenging – but flexible working can help. Supported by Barclays LifeSkills, Carers UK have developed a “Let’s talk about flexible working” guide which has practical information to help you start the conversation with your employer. | 0808 808 7777 | work@carersuk.org | https://www.carersuk.org/help-and-advice/flexible-working-films | |

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| Employment & Learning | Open University Free Courses | | | A number of free courses and resources open to all. The Open University work in partnership with Carers Trust to ensure support for students who have caring responsibilities. | | | www.open.edu/openlearn | |
| Employment & Learning | What about me? A personal development course for carers in Wales (OpenLearn) | | | This is a personal development course for carers in Wales. It will help you to identify and reflect on your experiences, interests, skills and your future aspirations. You will also have the opportunity to develop a personal action plan to take forward beyond the course. Developed by The Open University in Wales and Carers Trust Wales, it is embedded with case studies from real carers sharing their experiences and reflections. | | | https://www.open.edu/openlearn/health-sports-psychology/social-care-social-work/what-about-me-personal-development-course-carers-wales/content-section-overview?active-tab=description-tab | |

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| End of Life | Marie Curie | | | Caring for a friend or family member with a terminal illness can be both rewarding and challenging. Our information can help you know what to expect – from day-to-day caring to looking after your own needs. Support is also available during bereavement. | Helpline - 0800 090 2309 | | https://www.mariecurie.org.uk/help/support/being-there | |
| Families | Tree of Hope | | | Tree of Hope children's charity helps children and young people with a disability or illness by supporting their families to raise the funds that they need to pay for specialist care that is not freely available through the UK healthcare system. | 01892 535525 | families@treeofhope.org.uk | https://www.treeofhope.org.uk/ | |
| Families | Barnardo's Newport Confident and Nurturing Families Service | Barnardo's 114 Lower Dock Street, Newport, NP20 2AF | | Working with vulnerable families addressing issues around parenting, family relationships and social isolation.<br>The service provides:<br>121 support;<br>Group programmes around parenting & healthy relationships;<br>Signposting & support to access local, community resources. | 01633 251192 | barnardosnewportservices@barnardos.org.uk | https://www.barnardos.org.uk/what-we-do/services/newport-confident-and-nurturing-families-service | |

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| Families | Contact Cymru (For Families with Disabled Children) | | | We support families with the best possible guidance and information, bring families together to support each other and help families to campaign, volunteer and fundraise to improve life for themselves and others. Information, support groups network, parent workshops and family friendly events available face to face and online. | Katherine - 07904 672614 or 029 2039 6624 | katherine.wyke@contact.org.uk or cymru@contact.org.uk | https://contact.org.uk/cymru/ | |
| Families | Follow Your Dreams | | | A national charity operating in England and Wales that inspires children and young people with learning disabilities to follow their dreams. Our vision is for children and young people with learning disabilities to recognise their potential, be ambitious and be provided with the opportunities to follow their dreams. The charity focuses on children's abilities, growing and developing skills through the delivery of creative and interactive events, community groups and workshops. Weekly virtual sessions available. | 01443 218443 | admin@followyourdreams.org.uk | www.followyourdreams.org.uk | https://www.facebook.com/followyourdreamscharity |

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| Families | Listening Ear (by Contact) | | | You might be struggling emotionally and looking for strategies to help you cope. Or maybe you just need to talk to someone who understands the extra challenges you face and who can point you in the right direction to get the support you need for your family.<br>To help, we offer 1-1 telephone appointments with a family support adviser for parent carers looking for a listening ear, reassurance and practical and emotional support. | | | https://contact.org.uk/help-for-families/listening-ear/ | |
| Families | Make a Wish UK | | | Make-A-Wish UK grants wishes to children aged between 3 and 17 (inclusive) who have a life-limiting or life-threatening condition. | 01276 40 50 60 | | https://www.make-a-wish.org.uk/ | https://www.facebook.com/makeawishuk/ |
| Families | Sandcastle Trust | | | The sandcastle Trust aims to provide some fun and respite for families where a parent or child has a rare genetic condition, by providing 'Sandcastle Memories' which could include short UK breaks or annual passes for day trips. | 0207 1998 261 | info@sandcastletrust.org | https://sandcastletrust.org/ | |
| Families | Family Fund | | | Grants and other support for families who have a disabled child. | 01904 550055 | | https://www.familyfund.org.uk/ | https://www.facebook.com/familyfund |

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| Families | Sibs | | | Supporting siblings of all ages who have or are growing up with a brother or sister with any disability, long term chronic illness, or life limiting condition. It also supports parents to help support siblings with aspects such as giving attention, explaining disability and dealing with siblings' feelings. | | | www.sibs.org.uk | https://www.facebook.com/SibsCharity?ref=hl |
| Financial | Benefits for Carers of Working Age | | | Detailed information from Carers UK about what benefits might be available to you if you are of working age and how to apply for them. | | | https://www.carersuk.org/help-and-advice/financial-support/help-with-benefits/other-working-age-benefits | |
| Financial | Benefits for Carers of Pension Age | | | Detailed information from Carers UK about what benefits might be available to you if you are of pension age and how to apply for them. | | | https://www.carersuk.org/help-and-advice/financial-support/help-with-benefits/other-pension-age-benefits | |

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| Financial | Carers Allowance | | | Carers Allowance is the main benefit for unpaid carers and may be available to you depending on your circumstances. Information and a factsheet is available from Carers UK. | | | https://www.carersuk.org/wales/help-and-advice/factsheets-carers-wales/carers-allowance-wales#:~:text=Carer%27s%20Allowance%20%28Wales%29%20Carer%E2%80%99s%20Allowance%20is%20the%20main,each%20year%20in%20April%2C%20but%20isn%E2%80%99t%20necessarily%20increased. | |
| Financial | Carers Allowance Unit | | | A UK Government helpline for information and advice. Alternative contact means are available on the website. | Telephone: 0800 731 0297 Textphone: 0800 731 0317 | | https://www.gov.uk/carers-allowance-unit | |

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| Financial | Attendance Allowance | | | Attendance Allowance is a benefit that helps with the extra costs of long-term illness or disability, which can be either physical and/or mental. It is for people who have reached State Pension age. Carers UK have detailed information available including a downloadable factsheet. | | | https://www.carersuk.org/help-and-advice/financial-support/help-with-benefits/attendance-allowance | |
| General Information | Community Directory | | | The Newport City Council Community Connectors have developed an extensive directory of social groups, activities and support services, which can be accessed online or by contacting the team. **Currently unavailable online due to an update - contact for information.** | 01633 235650 | community.connectors@newport.gov.uk | https://www.newport.gov.uk/en/Care-Support/Community-connectors/Community-Connectors.aspx | |
| General Information | Jointly App | | | Developed by Carers UK, Jointly is an innovative mobile and online app that is designed by carers for carers to make caring for someone a little easier, less stressful and a lot more organised. It combines group messaging with other useful features including to-do and medication lists, calendar and more! Use it with others or on your own. Visit www.jointlyapp.com or download | | jointlyappsupport@carersuk.org | www.jointlyapp.com | |

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| | | | | the app for free and access the Jointly video, Jointly user guide and Jointly FAQs in order to find out more about Jointly. Jointly works with circles of care. You can purchase a Jointly circle with an one-off payment of £2.99 either through the Apple or Google Play stores or at www.jointlyapp.com. | | | | |
| General Information | Dewis Cymru | | | A searchable directory of services that can support wellbeing and independence. | | | www.dewis.wales | |
| General Information | Free Flu Vaccination for Carers - NHS | | | If you care for someone whose health or welfare may be at risk if you fall ill, speak to your GP surgery or community pharmacist about having a flu vaccine. Even if you don't live with the person you care for you may still be eligible for a free vaccine. | Contact your GP or local Pharmacist | | https://phw.nhs.wales/services-and-teams/beat-flu/how-to-get-your-vaccination/ | |
| General Information | Age Cymru Gwent Information and Advice | | | Free, confidential information and advice for older people, their families and carers. | 01633 763330 | info@agecymrugwent.org | https://www.ageuk.org.uk/cymru/gwent/our-services/information-and-advice/ | |

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| General Information | Care and Repair | | | Available to homeowners or privately renting tenants, aged over 60, who live in Newport, we provide a range of advice and practical solutions to help you carry out home improvements, repairs, or adaptations to your home. In many instances we can help you gain access to free or low-cost help and support for essential repairs and adaptations to your home. We can also provide a list of reputable contractors, mostly local, who we know have provided our customers with consistently good service over a number of years. We use most of these contractors ourselves on a regular basis. | 01633 233887 | | www.newportcareandrepair.co.uk | |
| General Information | Dewis CIL Advocacy | Dewis CIL Newport Office<br>Ty Derwen<br>Church Road<br>Newport<br>NP19 7EJ | | To help get your voice heard. You can access the service if you are aged 18 and over (or 16 and over if you are in transition), you are ordinarily resident in Newport, and you have or care for someone who has a physical disability; sensory impairment; learning impairment; conditions relating to older age; dementia; terminal or degenerative condition. | 01633 288440 | | https://www.dewiscil.org.uk/advocacy-newport | |

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| LGBTQ+ Carers | LGBTQ & Caring (Carers Wales) | | | A booklet specifically for unpaid carers who identify as LGBTQ+, outlining support available. | | | http://www.carersuk.org/files/section/5677/cuk-lgbtq-booklet-wales-final.pdf#:~:text=Recognition%20as%20an%20LGBTQ%2B%20carer%20As%20a%20carer,you%20are%20looking%20after%20a%20friend%20or%20relative. | |
| LGBTQ+ Carers | Umbrella Cymru | | | Whether you need help to explain something to someone, guidance to understand or complete forms and official documents, or want to talk to someone, we offer emotional, practical and advocacy support. | 0300 302 3670 | info@umbrellacymru.co.uk | https://www.umbrellacymru.co.uk/ | |
| Mental Health | Lets Talk (by Dewis Centre for Independent Living) | | | Peer Support Groups for those with a mental health condition and their Carers. **Currently on hold; contact for details.** | 01633 288 440 | | https://www.dewiscil.org.uk/ | |

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| Mental Health | No Panic | | | No Panic is a registered charity that helps and supports those living with Panic Attacks, Phobias, Obsessive Compulsive Disorders and other related anxiety disorders.<br>No Panic also provides support for the carers of people who suffer from anxiety disorders. | Helpline - 0300 772 9844<br>Youth Line (under 18) - 0330 606 1174 | | https://nopanic.org.uk/help-for-carers/ | https://www.facebook.com/charitynopanic |
| Mental Health | OCD Action | | | Providing support and information to anybody affected by OCD, including unpaid carers. | Helpline - 0300 636 5478 | support@ocdaction.org.uk | https://ocdaction.org.uk/i-need-support/carers/ | https://www.facebook.com/OCDAction |
| Mental Health | Hafal Carers Café | Gate 4, St Cadocs Hospital, Caerleon, Newport | Tuesdays. Contact Linda for times. | Friendly 1-2-1 support, advice, information and guidance for unpaid carers of those with mental illness. Open to carers from the community as well as those involved with St Cadocs. | Linda - 07487 254042 | Newport@hafal.org | | |
| Mental Health | Bipolar UK | | | Support Groups, Support Line, Peer Support calls the eCommunity are accessible to anyone living with bi-polar and anyone who is a family member or friend of someone living with bipolar. **Cwmbran and Cardiff support groups are currently on hold due to COVID 19 restrictions. Some online groups are available.** | Peer Support Line - 0333 323 3880 | info@bipolaruk.org | www.bipolaruk.org | https://www.facebook.com/bipolaruk |

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| Neurological Conditions | MND Association | | | Information, advice and support for people with Motor Neurone Disease, their families and carers. | Judith Rice - 01633 894108 MND Connect (National Helpline) - 0808 802 6262 | mndconnect@mndassociation.org | www.mndassociation.org | https://www.facebook.com/mndassociation/ |
| Neurological Conditions | Parkinson's UK | | | Information and support for people living with Parkinson's disease, their friends and families. | National Helpline - 0808 800 0303 Wales and Welsh Borders Local Advisor Team - 0808 800 0303 | hello@parkinsons.org.uk | https://www.parkinsons.org.uk/ | |
| Neurological Conditions | Newport Parkinson's Support Group | Stow Park Community Centre, Brynhyfryd Road, Newport NP20 4FX | Last Thursday of the month (except November and December) 2pm-4pm (timings may vary - contact to confirm) | Information, friendship and support for people living with Parkinson's, their families and carers. We also organise regular events and social activities. Join us and meet other people affected by Parkinson's in your area. Meeting face to face from Setptember - **Booking system in** | Branch Secretary, Penny Minton - 07851 423264 | Penelope.minton@parkinsons-uk.goassemble.com | https://localsupport.parkinsons.org.uk/activity/newport-group-meeting | |

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| | | | | **place, please contact the Branch Secretary before attending.** | | | | |
| Neurological Conditions | Parkinson's Café | Maindee Library, 79 Chepstow Road, Newport, NP19 8BY | Second Friday of the Month 2.30pm - 4.30pm | Meet others with Parkinson's in a relaxed space. Meeting face to face from Setptember - **Booking system in place, please contact the Branch Secretary before attending.** | Branch Secretary, Penny Minton - 07851 423264 | Penelope.minton@parkinsons-uk.goassemble.com | | |
| Neurological Conditions | Epilepsy Action | | | Advice, information and support for people living with epilepsy, their family, friends and carers. Virtual groups are available for carers, as well as those living with epilepsy. | National Helpline - 0808 800 5050 Text message: 07537 410044 (aim to reply within 24 hours) | helpline@epilepsy.org.uk | https://www.epilepsy.org.uk/info/carers | https://www.facebook.com/epilepsyaction |
| Neurological Conditions | PSP Association | | | Information and support for people living with Progressive Supranuclear Palsy (PSP) or Corticobasal Degeneration (CBD), their families and carers. Information for carers is available as well as a podcast, online forum and helpline. | Helpline - 0300 0110 122 | helpline@pspassociation.org.uk | https://pspassociation.org.uk/information-and-support/for-carers/ | https://www.facebook.com/PSPAssociation/ |

| Category | Service | Address | Day / Time | Description | Telephone | Email | Website | Social Media |
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| Neurological Conditions | MS Society | | | Information and support for anyone living with MS, their friends and families, including a helpline. | Helpline - 0808 800 8000 | | https://www.mssociety.org.uk/care-and-support/support-for-carers | https://www.facebook.com/MSSociety/ |
| Neurological Conditions | Stroke Association | Unit 8, Green meadow Springs Business Park, Cae Gwyrdd, Tongwynlais, Cardiff, CF15 7AB | | Information and support for those who have had a stroke, their family and friends. A Carer's Guide is also available on the website. | Stroke Helpline: 0303 3033 100 | helpline@stroke.org.uk | https://www.stroke.org.uk/ | |
| Neurological Conditions | Casnewydd Stroke Support Group | St Julian's Methodist Church Hall, St Julian's Avenue, Newport, NP19 7JT | Every Wednesday 10.30am - 12.30pm | A friendly group who provide ongoing support for stroke survivors and their carers. A very informal gathering which encourages people to share experiences, take part in varied activities or maybe just have a chat, which can all help with recovery. | Kathleen - 01633 271670 | kath.betts@talktalk.net | www.stroke.org.uk/finding-support/casnewydd-stroke-support-group | |
| Neurological Conditions | Stroke Recovery Passport | | | A document to record the affects a stroke has had on you and how you would like others to communicate with you. The passport can be carried with you to use when you meet new people or professionals. | | | www.stroke.org.uk/sites/default/files/4.stroke_recovery_passport_final_161215.pdf | |

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| Parent Carers | Bliss (for babies born premature or sick) | | | Emotional and practical support to empower families and equip them with the knowledge and skills they need to provide the best possible care to their baby, for however long they live and for however long their stay in neonatal care. We provide information about caring for premature and full term sick babies at every stage of their hospital journey, and after they have gone home. Email and video call support available. | | hello@bliss.org.uk | www.bliss.org.uk | |
| Parent Carers | Cerebra: Working Wonders for Children with Brain Conditions | | | Offering advice and guidance to parents of children with brain conditions which can make normal activities such as learning, playing or simply experiencing the world a huge challenge. Parent guides, information, advice and helpline available. | Helpline - 0800 328 1159 | enquiries@cerebra.org.uk | www.cerebra.org.uk | |
| Parent Carers | Shine Cymru | Shine Cymru, PO Box 7008, CARDIFF, CF15 5EF | | Providing specialist advice and support for spina bifida and hydrocephalus. As a Carer, if you feel alone, we are here to help. Shine's support groups, training, and specialist team of advisers are here to offer guidance, friendship and support along the way. | 01733 555988 | firstcontact@shinecharity.org.uk | www.shinecharity.org.uk | |

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| Parent Carers | Wild Wellbeing | Magor Marsh Reserve, Whitewall road, Magor, NP26 3DD | Contact for details | A group for Parents/Carers with children/young people experiencing mental health issues. A morning of walking, talking, cuppas and cakes. In association with Gwent Wildlife Trust. **Currently on hold due to COVID 19 Welsh Government restrictions.** | | bernie.byrne@gavo.org.uk | | |
| Parent Carers | Sparkle - Children's Charity | Cwrt Camlas, Rogerstone, Newport NP10 9LY | For opening times please contact Sparkle | Sparkle Children's Charity support children and young people who live in Newport, South Monmouthshire or South Torfaen and have a diagnosis or are undergoing diagnosis of a disability or developmental difficulty, ensuring that they are fully supported and able to participate in valued childhood experiences, with access to the same range of opportunities, life experiences, activities and community services as any other child. There are many different sessions available such as Youth Club, Swimming Lessons and Music Club. Support for parents/carers and families is also available as well as family activity sessions. | 01633 748092 | enquiries@sparkleappeal.org | www.sparkleappeal.org | |

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| Parent Carers | The Helping Hands Psychology Service (ABUHB) | | | The service offers psychological support to the families of children with developmental difficulties and/or disabilities who access other services at Serennu Children's Centre, Nevill Hall Children's Centre, and Caerphilly Children's Centre. | Charlotte - 01633 748000 Rebekah - 02920 868447 | | https://www.sparkleappeal.org/serennu/support-services-serennu | |
| Parent Carers | Dad's/Male carers Group - Sparkle | Serennu Children's Centre, Cwrt Camlas, Rogerstone, Newport NP10 9LY | 2nd Saturday of the month 10am - 12pm | A monthly get-together on a Saturday morning for fathers and male carers of children with disabilities and developmental conditions to have a chat over a breakfast roll. A chance to talk with other dads and ask questions, gain support, develop ideas all aimed at helping you to enhance your ability to support your child and family. **Returning to face to face meetings in September - contact for more details.** | | dadsgroupgwent@gmail.com | https://www.sparkleappeal.org/serennu/support-services-serennu | |
| Parent Carers | ADHD/ASD/ Neurodiversity Family Support Group Newport | Various | Various | A support group for families and parents of a child who has ADHD or ASD. **The group is meeting face to face occasionally. Contact for details.** | 01633 748013 | Family.liaison.abb@wales.nhs.uk | https://www.sparkleappeal.org/serennu/support-services-serennu | https://www.facebook.com/groups/1702750479793895 |

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| Parent Carers | Newport Autism Support Group - Sparkle | Serennu Centre, Cwrt Camlas, Rogerstone, Newport NP10 9LY | Thursday of each month from 10am - 12pm | A support group for parents, carers and grandparents of children or young people who have ASD in Newport. Speakers are invited to meetings such as Occupational Therapists, Educational Psychologists etc. Currently on hold due to COVID 19 restrictions. T**he group is hoping to restart in September 2021 - contact for details.** | Hilary - 07899 906344 | newportautismsupportgroup@hotmail.co.uk | https://www.sparkleappeal.org/serennu/support-services-serennu | https://www.facebook.com/groups/596825810492784 |
| Parent Carers | Sparkle - Family Liaison | Cwrt Camlas, Rogerstone, Newport NP10 9LY | | The first point of contact for all families and help with enquiries about the services and leisure activities that children and young people can access both at Serennu and within the local area.<br>- To guide and support families to navigate the 'system', signpost to the correct professionals and help to co-ordinate appointments.<br>- To offer support with form filling, such as for Disability Living Allowance.<br>- To ensure that all families are provided with access to appropriate services at Serennu. | 01633 748013 | Family.Liaison.ABB@wales.nhs.uk | https://www.sparkleappeal.org/serennu/family-liaison-serennu | |

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| Parent Carers | Sparkle - your voice… | Serennu Centre, Cwrt Camlas, Rogerstone, Newport NP10 9LY | For opening times please contact the service provider | A friendly group who meet every other month to discuss the Centre and our lives as parents of special children. If you attend Serennu with your child or someone you care for then this group is for you. We support each other and can make a real difference to service provision at Serennu as our views are fed directly to the ISCAN South Board. **Currently On Hold.** | 01633 748092 | | www.sparkleappeal.org | |
| Parent Carers | T:21 Dragons | Serennu Children's Centre, Cwrt Camlas, Rogerstone, Newport NP10 9LY | First Tuesday of every month from 10.30am - 12.30pm | A support group for parents of a child or young person who has Downs Syndrome. We are here to support and help each other over a cup of tea or coffee. **Currently meeting via Zoom and have an active private Facebook group.** | Contact: 01633 748092 | | www.sparkleappeal.org | https://www.facebook.com/groups/405284516164294 |
| Parent Carers | Dinky Dragons Abuhb Nicu Parent Support Group | | | An informal and relaxed place to share and discuss the challenges of being a parent of a special care baby over a cup of tea/coffee. Come and join members of the special care nursing team(Sarah and Emma) and other parents for a valuable source of hope, information, advice and support. There will be guests attending at regular intervals throughout the year. This includes professionals teaching infant resus, | | | | https://www.facebook.com/groups/336903060372401 |

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| | | | | weaning, baby massage. Also many music, sensory and messy play sessions. **Currently on hold due to COVID 19 restrictions. Active on the private Facebook group.** | | | | |
| Parent Carers | Rewild Play | | | Supporting children with ALN and their families across South Wales by providing active, fun activities, such as surfing, abseiling and skiing. | | | | https://www.facebook.com/rewildplay |
| Parent Carers | Newport Parents Network | Various venues | Please contact for dates and times | 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 are taken seriously and listened to. | 07949 509415 or 01633 241578 | bernadette.byrne@gavowales.org.uk | https://www.gavo.org.uk/npn | https://www.facebook.com/NewportParentNetwork |
| Parent Carers | Whizz-kidz Information Hub | | | A charity that supports young wheelchair users up to the age of 25. Services include funded mobility equipment, wheelchair skills training, youth clubs, employability training, residential camps and volunteering opportunities. | Jayne - 07867 128154 | info@whizz-kidz.org.uk | www.whizz-kidz.org.uk | https://www.facebook.com/whizzkidz |
| Parent Carers | Parents for Change | Various venues | Please contact for dates and times | Supporting parents and carers of disabled children and young adults. Private Facebook group available. **Face to face meetings return on the 7th September 2021 - contact for details.** | Lisa - 07737 679824 | parentsforchange@hotmail.co.uk | | https://www.facebook.com/groups/485719775897172 |

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| Parent Carers | The Meet (Parents for Change) | | Please contact for dates and times | A social and friendship group for disabled young adults aged 17-25+ year olds. They also hold regular events and days out. | Lisa - 07737 679824 | parentsforchange@hotmail.co.uk | | https://www.facebook.com/groups/485719775897172 |
| Parent Carers | SNAP Cymru | | | SNAP Cymru provides information, advice and support for parents, children and young people who have, or may have, special educational needs or disabilities. They provide the following impartial, confidential and free services: Helpline Advice and Support; Specialist Casework; Discrimination Advice and Casework; Independent Specialist Advocacy; Disagreement Resolution. | Helpline - 0808 801 0608 | | https://www.snapcymru.org/ | https://www.facebook.com/SNAPCymru |
| Parent Carers | Dyspraxia Foundation Group | | Please contact for dates and times | Information and support for individuals living with Dyspraxia and their families. **The telephone helpline is temporarily closed due to COVID 19 restrictions, but email support is available on their website.** The South East Wales group hold a monthly fun club for children and young people (now back face to face). A parent support group meet online once a half term for support. For information on meetings and | 01633 411316 (weekday evenings) | dyspraxiasew@gmail.com | https://dyspraxiafoundation.org.uk/ | |

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| | | | | activities for either group please contact Catherine or Sally by phone or email (email is preferred). | | | | |
| Parent Carers | My Health Passport (Widgit Health) | | | My Health Passport has been designed to support and facilitate effective communication and shared understanding between a Child or Young Person, family and professionals who are caring and providing support. My Health Passport uses Widgit symbols and contains three sections:<br>•Things you must know about me (Red)<br>•Things important to me (Amber)<br>•My likes and dislikes (Green)<br>Download for free. | 01926 333680 | info@widgit.com | https://widgit-health.com/download-files/health-passport/My_Health_Passport_2019.pdf#:~:text=My%20Health%20Passport%20is%20produced%20by%20Widgit%20Software,WellChild%20and%20Janet%20Millward%20Senior%20Nurse%2C%20Paediatrics%20%282021%29 | |

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| Physical Conditions | St David's Foundation | St David's Hospice Care Blackett Avenue Newport NP20 6NH | | A variety of services to support people living with life-limiting illness and their families. Services include:<br>- Family Support team<br>- Carers Group<br>- On Call Service<br>- Specialist Equipment Loan Service<br>- Bereavement Care | 01633 851051 | | https://stdavidshospicecare.org/aboutus/ | |
| Physical Conditions | Arthritis Care in Wales | | | The National Rheumatoid Arthritis Society (NRAS) exists to provide information, support, education and advocacy services for those people living with rheumatoid arthritis (RA) in the UK as well as their family, carers and the healthcare professionals who treat them. The nearest group meets in Caerphilly. | Helpline - 0800 298 7650 | | https://nras.org.uk/ | https://www.facebook.com/nationalrheumatoidarthritissociety/ |
| Physical Conditions | Diabetes UK National Helpline | | | Information and support for people living with diabetes and their families, including an online forum. A helpline is available for all people with diabetes, their friends, family, carers and healthcare professionals. | Helpline - 0345 123 2399 | helpline@diabetes.org.uk | https://www.diabetes.org.uk/ | https://www.facebook.com/diabetesuk/ |
| Physical Conditions | British Heart Foundation | | | Information and support for people who have a heart condition, their families and carers. Helpline available for medical enquiries. | Helpline - 0300 330 3311 | hearthelpline@bhf.org.uk | https://www.bhf.org.uk/informationsupport/support/support-for-carers | https://www.facebook.com/bhf |

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| Physical Conditions | British Lung Foundation | | | Information, support and tips for people who have a lung condition, their families and carers. **Face to face groups on hold due to COVID 19 restrictions. An international virtual groups meets every other Wednesday evening at 7pm.** | Helpline - 03000 030 555 Group Support Officers - 0300 3030 253 | | https://www.blf.org.uk/support-for-you/carers/who-is-a-carer | https://www.facebook.com/britishlungfoundation |
| Physical Conditions | ICU Step Newport | St Woolos Chapel, St Woolos Hospital, Stow Hill, Newport, NP20 4SZ | | Information and support for individuals and families who have experienced or are experiencing intensive care units.<br>ICU Steps Newport is a support group for ex-ICU patients, their families and friends run by former intensive care patients, relatives and health professionals. It was developed to provide on-going support after discharge for patients and relatives who have encountered critical illness. **Face to face meetings are on hold due to COVID 19 restrictions but online alternatives are available.** | | | https://icusteps.org/support/support-groups/newport | https://www.facebook.com/icusteps.org |

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| Physical Conditions | Velindre Cancer Centre | Velindre Cancer Centre, Velindre Road, Whitchurch, Cardiff, CF14 2TL | | Support and information for those living with cancer, their families and friends. | 029 2061 5888 | | https://velindre.nhs.wales/velindrecc/ | https://www.facebook.com/velindrecc/ |
| Practical/ Domiciliary Care | AskSARA | | | A simple online assessment tool to help you find useful information about products to make daily living activities in your home easier. It has been developed by the national charity Disabled Living Foundation (DLF) and has been licensed for use by Newport City Council. | | | https://www.newport.gov.uk/en/Care-Support/Ask-SARA.aspx | |
| Practical/ Domiciliary Care | Telecare | | | The telecare service enables people to call for help if they fall, are taken ill or experience an emergency at home. Calls are routed to a monitoring centre that is staffed 24 hours a day, 7 days a week. You simply need an electrical power point so that an alarm unit can be fitted. If the trigger is activated a message is sent to trained operators who will contact someone on your behalf.<br>Telecare is a chargeable service, currently £4 per week. | 01633 656656 | firstcontact.adults@newport.gov.uk | https://www.newport.gov.uk/en/Care-Support/Older-People/Telecare-service.aspx | |

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| Practical/ Domiciliary Care | Pendant Alarms | | | Enabling wearers to call for help if they fall or are taken ill. As our partner, Monmouthshire County Council can offer this service to Newport residents as a private arrangement for a £45 installation charge and then a £4 per week. Not provided by Newport City Council; other suppliers are available - see website for further links. | Careline Monmouthshire - 01633 644466 | Careline@monmouthshire.gov.uk | https://www.newport.gov.uk/en/Care-Support/Older-People/Telecare-service.aspx | |
| Practical/ Domiciliary Care | Wheelchair Hire (British Red Cross) | British Red Cross Society, Bradbury House, Mission Court, Newport, NP20 2DW | Monday - Friday 9.15am - 12pm & 1pm - 4.45pm | As the largest national provider of short-term wheelchairs in the UK, the Red Cross is committed to ensuring that everyone in need of a temporary wheelchair has adequate access to one.<br>If you, or someone you care for is recovering from a short-term injury or ailment, a wheelchair can make a significant difference to their recovery, mental health and well-being. A free service, but donations are suggested. Chargeable delivery is possible. | 01633 245753 | | https://www.redcross.org.uk/get-help/borrow-a-wheelchair | |

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| Practical/ Domiciliary Care | Toilet Aid Hire (British Red Cross) | British Red Cross Society, Bradbury House, Mission Court, Newport, NP20 2DW | Monday - Friday 9.15am - 12pm & 1pm - 4.45pm | The Red Cross Mobility Aids service provides people with the equipment they need at home to live independently. You can hire a commode, toilet seat or toilet frame for £7 a week for up to 15 weeks. If you cannot afford the charge we may be able to offer further assistance. | 01633 245753 | | https://www.redcross.org.uk/get-help/hire-a-toilet-aid | |
| Practical/ Domiciliary Care | Domiciliary Care Providers | | | Newport City Council Social Services keep a list of Preferred Providers for home care. 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 gives information about choosing the right care home and paying for a care home. | 01633 656656 | FirstContact.Adults@newport.gov.uk | | |
| Practical/ Domiciliary Care | Hospital Discharge Service (Age Cymru Gwent) | | | A support service for people over 50 years old who have recently been discharged from hospital. Help includes monitoring, nutritional/shopping needs, benefits advice, housing issues, support to make contact with support agencies, personal care needs. Referrals can be made by hospital staff, social services, family members, friends or | 01633 238310 | hdsnewport@agecymrugwent.org | https://www.ageuk.org.uk/cymru/gwent/our-services/hospital-discharge-service/ | |

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| | | | | the person themselves. A free service operating Monday - Friday. | | | | |
| Practical/ Domiciliary Care | Age Cymru Choices | | | Home support for people over 50 years, which includes domestic cleaning, shopping, assisted shopping, chaperone, handyman service, security and fire safety checks and toe nail cutting. Each service is chargeable. | 01495 360159 | choices@agecymrugwent.org | https://www.ageuk.org.uk/cymru/gwent/our-services/footcare/ | |
| Practical/ Domiciliary Care | Independent Living Service (Pobl) | Pobl, Exchange House, High Street, Newport, NP20 1AA | | Flexible support for people to live independently in their own homes, which could include: emotional support, staying safe, daily living skills, healthy lifestyles, community inclusion, employment training and education, relationships, managing finances/ money, advocacy, assistive technology. | 01633 212375 | info@poblgroup.co.uk | https://www.poblgroup.co.uk/care-and-support/care-services/independent-living/#deeplink2 | |
| Practical/ Domiciliary Care | Supported Living (Pobl) | Pobl, Exchange House, High Street, Newport, NP20 1AA | | Supported Living gives adults with disabilities the level of independence, choice and control that most people want in their lives. The person can be supported to live in their own home, either by themselves or sharing with others who also need support. | | info@poblgroup.co.uk | https://www.poblgroup.co.uk/care-and-support/care-services/supported-living/ | |

| Category | Service | Address | Day / Time | Description | Telephone | Email | Website | Social Media |
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| Practical/ Domiciliary Care | Older People's Services (Pobl) | Pobl, Exchange House, High Street, Newport, NP20 1AA | | Residential care; extra care for people living in their own homes within a communal housing setting or domiciliary care.<br>Primarily supporting older people, our staff provide support with tasks such as dressing, washing or food preparation.<br>We work with local authority and health partners to develop the skills of our domiciliary care workforce to provide specialist support to people with dementia. | 01633 212375 | info@poblgroup.co.uk | https://www.poblgroup.co.uk/care-and-support/care-services/older-peoples-services/ | |
| Practical/ Domiciliary Care | Intensive Support Package Service (Pobl) | Pobl, Exchange House, High Street, Newport, NP20 1AA | | Our purpose centres around the people we support. Many people with learning difficulties, complex mental health needs and autistic spectrum conditions want to live independently, but need professional specialist help and support from time to time. | 01633 212375 | info@poblgroup.co.uk | https://www.poblgroup.co.uk/care-and-support/care-services/intensive-support-package/#deeplink2 | |
| Sensory Loss | RNIB | | | Our information can help you understand the different types of support that is available to you and the person you care for. We also have information to help the person you're caring for to understand some of the challenges sight loss can bring. A private RNIB Connect - Cymru | Helpline - 0303 123 9999 | cymru@rnib.org.uk | https://www.rnib.org.uk/advice/families-carers | https://www.facebook.com/rnibuk |

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| | | | | Facebook group is available for support. | | | | |
| Sensory Loss | Guide Dogs | | | Information and advice for someone experiencing sight loss, their families and carers, including: sighted guiding instructional videos; supporting children with sight loss; how technology can help; sensory equipment grants for children. | 0800 781 1444 | | https://www.guidedogs.org.uk/ | https://www.facebook.com/GuideDogsUK/ |
| Sensory Loss | Sight Advice FAQ | | | The Sight Advice FAQ answers questions about living with sight loss, eye health or being newly diagnosed with a sight condition. This includes those who are supporting people through their sight loss journey, including parents, partners, carers and friends. | | | https://www.sightadvicefaq.org.uk/ | |
| Sensory Loss | Macular Society | | | A host of information and support for people living with Macular Degeneration, their families and carers, including a Newport support group. | Advice Line - 0300 3030 111 | | https://www.macularsociety.org/ | https://www.facebook.com/macularsociety |
| Substance Misuse | GDAS (Gwent Drug and Alcohol Drug Service) Families and Carers Support | Old School Building Powells Place, Newport\| NP20 1EL | | GDAS believes that the families and loved ones of people who use substances including alcohol need as much support as the substance user themselves. GDAS provides a range of support, not just for those misusing alcohol and drugs but also | 0333 999 3577 | info@gdas.wales | https://www.gdas.wales/families-carers/ | https://www.facebook.com/theGDAS/ |

| Category | Service | Address | Day / Time | Description | Telephone | Email | Website | Social Media |
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| | | | | for those who are witnessing and dealing with their loved ones behaviours and its impact. | | | | |
| Time Out | Respite Care Service (Age Cymru Gwent) | | | Help for carers to take time for themselves. A free service available 24 hours a day, 7 days a week. | 01633 740013 | respite@agecymrugwent.org | https://www.ageuk.org.uk/cymru/gwent/our-services/help-for-carers/ | |
| Time Out | Time Out Social Centre (Carers Trust South East Wales) | Spring Gardens, Courtybella Terrace (off Mendalgief Road), Newport, NP20 2LD | Saturdays 10am - 4pm | Providing vital support for people with care needs, offering much needed respite for their carers. The day centre gives carers the chance to take a break from their caring role and catch up on things like shopping, appointments, meeting with friends, or simply catching up on some sleep. Regular activities include singing and live music, visits from the therapy dog, games and quizzes. Freshly cooked lunches, coffee, tea and snacks are available. The venue is welcoming, engaging and friendly. This service is chargeable. **Currently closed due to COVID 19 restrictions.** | 01495 769996 | info@ctsew.org.uk | https://www.ctsew.org.uk/spring-gardens-newport | |

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| Time Out | Outreach Service (Pobl) | Pobl, Exchange House, High Street, Newport, NP20 1AA | | Aimed at getting children, young people and adults out and about within their local or wider community.<br>We encourage you to control your support. It can be a regular occurrence or as and when you choose. We will work around you and the needs of your family. | 01633 212375 | info@poblgroup.co.uk | https://www.poblgroup.co.uk/care-and-support/care-services/outreach-service/ | |
| Time Out | Respite & Community Support (Pobl) | Pobl, Exchange House, High Street, Newport, NP20 1AA | | A flexible, tailored service to help carers take a break for themselves or attend appointments. Support can also be provided to help people in the community with shopping; attending appointments; light domestic chores; attending activities. Chargeable at £17.70 per hour (subject to change). **Currently on hold due to demand.** | 01633 225111 | sarah.parker@poblgroup.co.uk | www.poblgroup.co.uk | |
| Time Out | Linc Cymru Respite Stay Services | | | Respite to enable unpaid 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 the person and priced per night according to need. | 0800 072 0966 | linc.care@linc-cymru.co.uk | https://www.linc-cymru.co.uk/care-services/respite-stay-services/ | |

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| Time Out | Shared Lives Scheme | | | A scheme offering individuals the opportunity to be supported in the homes of approved Carers and local communities. Placements are arranged for people over 18 who have assessed social care needs, such as learning disabilities, sensory loss, physical disabilities, mental health needs and older people. The service offered is very flexible and can suit people with different levels of care and support needs. Referrals must be made through Newport Social Services. | 01633 656656 | firstcontact.adults@newport.gov.uk | www.caerphilly.gov.uk/sharedlives | |
| Time Out | Newport Live | Various | | Unpaid carers can join Newport Live under a Concession membership, when in receipt of certain benefits, costing £18.40 a month or £165.60 a year. | 01633 656757 | enquiries@newportlive.co.uk | https://www.newportlive.co.uk/en/membership-pricing/membership-packages/ | https://www.facebook.com/NewportLiveUK |
| Time Out | Urbasba | CAVC City Centre, Campus, Dumballs Road, Cardiff, CF10 5FE | | A spa run by industry professionals and students at Cardiff and Vale College, Urbasba offers an innovative range of hair, face and body treatments for a more affordable price. Pamper yourself in our contemporary salon or unwind in our tranquil spa. We offer the ultimate relaxation experience to | 02920 250 450 | urbasba@cavc.ac.uk | www.urbasba.co.uk | https://www.facebook.com/urbasba/?fref=ts |

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| | | | | uplift your spirits and indulge your body and soul. The salon and spa are supervised by our highly skilled team of professionals. **Currently closed due to COVID 19 restrictions.** | | | | |
| Time Out | Coleg Gwent Hair & Beauty Salons | Urban Indulgence@City of Newport Campus, Nash Road Fusion@Cross keys Campus, | | If you have an hour to de-stress or a whole day to completely unwind, relax in Coleg Gwent's hair, beauty and complementary therapy salons and let our students work their magic. Whether you need a tension-busting massage, want to recreate yourself with a restyle or simply be pampered with a choice of over 30 beauty treatments, our trainee stylists and beauty therapists will make you feel and look fantastic…and you'll emerge feeling refreshed and revitalised. Prices are more affordable due to students training under supervision. | City of Newport Campus - 01633 466059 Crosskeys Campus - 01495 333499 | | https://www.coleggwent.ac.uk/our-college/facilities/hair-beauty-salons | |

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| Travel | Orange Wallet Scheme | | | The Orange Wallet Scheme is a collaborative project funded by the Welsh Government as part of the All Wales ASD strategy. It's for anyone who may find it difficult to communicate their needs when travelling on public transport and is particularly designed for passengers with an Autism Spectrum Disorder. The wallet has plastic pockets where you can put words and pictures to help you communicate your needs to transport staff across Wales. Some templates can be downloaded or you can use your own. Show it to the station and on board staff when you're travelling or buying a ticket as they are trained to recognise the wallet and provide appropriate help. | 01443 715044 | asdservice.abb@wales.nhs.uk | https://autismwales.org/en/i-am-autistic/resources-for-you/orange-wallet/ | |
| Travel | Disabled Person's Travel Pass | | | A disabled person's bus or travel pass is issued to people who are:<br>•blind or partially sighted OR<br>•profoundly or severely deaf OR<br>•without speech OR<br>•have reduced ability to walk or are unable to walk OR<br>•are without arms or have a long-term loss of use of both arms OR<br>•have a learning disability OR | 01633 656656 | info@newport.gov.uk | https://www.newport.gov.uk/en/Care-Support/Disabilities/Disabled-persons-travel-pass.aspx | |

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| | | | | •are unfit to drive for medical reasons | | | | |
| Travel | Companion Bus Pass | | | If you need help from another person when travelling for some or all of your journeys you can apply for a companion card that provides free travel for one person accompanying you. | 01633 656656 | info@newport.gov.uk | https://www.newport.gov.uk/en/Care-Support/Disabilities/Disabled-persons-travel-pass.aspx | |
| Travel | Grass Routes | | | Community transport helps Newport residents who are unable to use local bus services either because of disability or because they live too far away from the regular bus service. Community transport in Newport is operated by Monmouthshire County Council's Grass Routes service, an established community transport scheme which provides a dial-a-ride service. | 0800 085 8015 | | https://www.monmouthshire.gov.uk/buses-trains/grass-routes-community-transport/ | |
| Travel | Fflecsi Bus | | | Fflecsi will pick you up from as close to your location as possible and drop you off where you want to go and bring you back again. The bus doesn't run to a fixed route or timetable and doesn't have to go via the bus station every time. The route will vary depending on who else has | 0300 234 0300 | | https://www.fflecsi.wales/services/?origin_name=Newport%20NP20,%20UK&origin_lat=51.5869182 | |

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| | | | | booked around the same time with similar destinations.<br>Bookings must be made before you plan to travel. | | | &origin_lng=-3.0124771 | |
| When Caring Changes | Life After Caring (Carers UK) | | | Information about changes to the caring role and coping with the transition. | | | https://www.carersuk.org/help-and-advice/practical-support/when-caring-ends/life-after-caring | |
| Young & Young Adult Carers | Newport Young Carers Service (Barnardo's) | Newport Young Carers, 114 Lower Dock Street, Newport, NP20 2AF | | Support for young carers between 8 and 25 years of age who look after a family member who is sick, disabled, has mental health problems or is affected by substance misuse. The service provides a needs based service offering different packages of support, from individual support, peer support via themed groups, issue based workshops/groups, activities/trips/residential breaks. Barnardo's also engage with educational services to reduce the risk of social exclusion or underachievement. Virtual, | 01633 251192 | barnardosnewportservices@barnardos.org.uk | https://www.barnardos.org.uk/what-we-do/services/newport-young-carers-service | |

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| | | | | telephone and face to face support is available. | | | | |
| Young & Young Adult Carers | Dewis Cymru | | | Information and signposting for young and young adult carers. | | | https://www.dewis.wales/young-carers | |
| Young Adult Carers | UCAS Advice for Students | | | Advice for students who have caring responsibilities who are thinking of applying for university or further education. | | | https://www.ucas.com/advisers/toolkits/adviser-toolkit-supporting-students-individual-needs/supporting-students-caring-responsibilities | https://www.facebook.com/ucasonline |
| Young Carers | Newport Young Carers ID Card | | | An ID card, available to young carers under 18, can help a young carer to feel more confident when approaching teachers or health and social care professionals, such as pharmacists, and avoid them having to repeat their story. | 01633 251192 | barnardosnewportservices@barnardos.org.uk | https://www.barnardos.org.uk/what-we-do/services/newport-young-carers-service | |

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| Young Carers | Barnardo's Covid-19 Support Hub | | | A range of resources, tools and videos to support families, children and young people through the pandemic as part of the See, Hear, Respond Wales project. There is also a page dedicated to young carers. | Helpline - 0800 157 7015 | | https://www.barnardos.org.uk/barnardos-covid-19-support-hub | |
| Young Carers | Honeypot Pen Y Bryn | Dolfor, Newtown SY16 4AH | | Supporting young carers aged 5 – 12 years old, Honeypot is the only charity in the UK to provide respite breaks and on-going outreach support throughout a child's formative years. Honeypot gives young carers a break from demanding and stressful responsibilities at home and provides a safe, nurturing environment where children at risk can develop their full potential. Pen Y Bryn is located in Mid Wales. Referrals must be made by a professional - please phone in the first instance. **Breaks restarting August 2021.** | 01686 622773 | families@honeypot.org.uk | www.honeypot.org.uk | https://www.facebook.com/Honeypotchildrenscharity/ |
| Young Carers | Honeypot Worrybox | | | We are really good listeners and we are here for you when you're not feeling so good or you're worried about something. We don't ever want you to feel you're on your own. We believe that every problem is better when you share it! When you | 0203 876 5482 | worrybox@honeypot.org.uk | https://www.honeypot.org.uk/children | |

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| | | | | have something tricky on your mind, you're upset or just really confused, it's important that you can talk to someone you trust. We are here for you. | | | | |
| Young Carers | The Hive (Honeypot) | | | A range of activity ideas such as yoga, recipes, science, games, stories, arts and crafts as well as advice that can be accessed online. Activities and videos are changed regularly, so there is always something new to explore and do. | | bumble@honeypot.org.uk | https://www.honeypot.org.uk/the-hive | |
| Young Carers | Digital Outreach (Honeypot) | | | Three-day live interactive video sessions and workshops to provide young carers with much-needed respite from their caring responsibilities and give them an opportunity to connect with peers with a shared experience. Workshops are delivered in partnership with Create, another charity empowering lives through the creative arts, and are currently offered in art, drama, dance and photography. Professional referral required. | 020 7602 2631 | families@honeypot.org.uk | https://www.honeypot.org.uk/digital-outreach | |
| Young Carers | SWARM Sessions (Honeypot) | | | SWARM sessions are one and two hour interactive workshops taking place after school and at weekends. | 020 7602 2631 | families@honeypot.org.uk | https://www.honeypot.org.u | |

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| | | | | These sessions combine games, creativity and chat in an informal setting, and are a great way for children to unwind after a school day/week, while interacting with Honeypot staff and friends. Professional referral required. | | | k/digital-outreach | |
| Young Carers | NYAS (National Youth Advocacy Service) | | | We listen to what children and young people want, care about what they say, and empower them to get their voice heard. We ensure their wishes and feelings are expressed and acted upon to improve their situation and help them build a better future. | Helpline - 0808 808 1001 | help@nyas.net | https://www.nyas.net/services/our-services-in-wales/advocacy-for-children/ | |
| Young Carers | Blue Light Hub App (Welsh Ambulance Services Trust) | | | A bilingual gaming app to help children & young people understand what to do in an emergency in a fun and engaging way. Aimed predominately at 7-12 year olds, the Trust's Blue Light Hub app boasts four games, teaching users about what happens when they call 999; the appropriate use of 999; how ambulance resources are dispatched and managed and the different uniforms they might encounter on their NHS journey. The lightly challenging games allows the player to become familiar with | | | https://www.ambulance.wales.nhs.uk/Default.aspx?gcid=1809&lan=en | |

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| | | | | appearances, and take on various roles and challenges carried out by the emergency services. Free download on Apple Play Store or Google Play; search for either Blue Light Hub or Welsh Ambulance Services NHS Trust. | | | | |