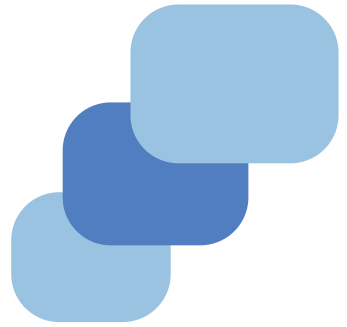


Are you looking after someone in Newport?



CARERS INFORMATION





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Carers Registration Form/Information Update

Produced by Newport City Council with the assistance of Newport Carers Contact. For copies of this leaflet, to update information or if you require the leaflet in a different format or language, please contact the Social Wellbeing & Housing Public Information Officer on: **01 633 656 656** email: swhinfo@newport.gov.uk or web: www.newport.gov.uk/carers

Disclaimer

All of the information in this leaflet is given in good faith. We do not accept responsibility for any inaccuracies.

Who are carers?

Carers are people who look after someone who cannot manage at home without help. This can include a relative, friend or neighbour. The person may live with the carer or in their own home.

The impact of caring can be both physically and emotionally stressful. Carers can have support needs of their own because of ill health or disability.

What is caring?

Caring can include providing many different types of support that enable someone to be as independent as possible. These can be popping in on someone to see how they are or helping them to:

- clean, cook and look after their home
- wash and dress
- take their medication
- get out and about

Your choice?

Caring can happen very gradually without you realising how much you do, or suddenly when it can be taken for granted that you will be a carer. Caring can be rewarding, but it can also affect your home life, work life, free time and relationships, including your relationship with the person you care for.



General Advice

Every year up to 2 million people become carers, so the first thing to remember is that you are not on your own. Below is a guide to help you get support:

- **Recognise the fact that you are a carer**
- **Involve your family and friends**
They don't always realise how much you are doing.
- **Tell your GP**
They are often the gateway to getting help.
- **Remember your rights**
The Local Authority and the NHS have certain legal responsibilities to provide support and care. Voluntary organisations are funded to serve the community. Be clear about what you want and make a note of who you speak to and when you contacted them. If you are told you cannot have something you ask for, you have a right to be told why. The way to complain is explained in each relevant section.
- **Get help with advocacy**
Getting support can involve dealing with lots of different people. If this makes you nervous, or you feel you aren't getting anywhere, there are organisations that can provide advocacy (help for people to get what's rightfully theirs). They can help fill in forms, write letters or support and represent you at meetings. These organisations include:
 - Community Health Councils
 - Age Concern
 - Alzheimer's Society
 - Carers Contact
 - The Citizens Advice Bureau

HOW TO GET SUPPORT

- **Find your nearest Carers Centre**

Carers Centres and support groups can be a great source of support and information.

- **Carers Contact – Carers Centre for Newport**

A team of staff and volunteers run the centre. You can call in during opening hours. There is no need to make an appointment. The team will help with any problems that you have as a result of caring. They can provide information or just a listening ear.

Information available includes:

- Carers Services
- Carers Assessments
- Benefits
- Health
- Housing
- Respite
- Pensions
- Aids/Adaptations
- Social Work Services
- Support

Contact details can be found in the back of the directory.

HOW TO GET SUPPORT

- **Tell Newport City Council Social Services**

This is also called Social Wellbeing. Its purpose is to enable people to live as independently as possible and may be able to provide support to the person you care for. Services can be provided directly by the Council or through other organisations. This should be one of your first points of contact.

As a carer you are entitled to a Carers Assessment. This involves a professional looking at your needs and may result in you being offered support from the Council, NHS, welfare benefits, voluntary and private organisations.

Contact information is listed under Newport City Council in the back of the directory.

- **Tell your employer**

They can only support you if they know about your situation. They may have had experience of caring themselves.

- **Claim your entitlements**

The benefit system is complex and can be off putting, but the system is there to help, so get advice to see if you are entitled to claim.

- **Look after your health**

Caring without a break is extremely stressful. It is important that you are in good health so that you can carry out your caring role.

Counselling

This can give you the chance to look at your problems with someone trained to help you find ways to cope or make positive changes. You can discuss almost anything - retirement, loneliness, anxiety, stress, feelings of not being able to cope, painful family relationships, grief and thoughts of suicide. Contact:

- Your GP, who can refer you to a free NHS counsellor.
- The Bridge Christian Counselling Centre, who provide counselling sessions for a small charge.
- The British Association for Counselling, who can provide you with a list of registered private counsellors.
- The Samaritans.

See directory at the back for more details

Support Groups

Support groups give carers the chance to meet other carers, who understand what's involved in caring, and to relax and make friends. They can share expertise and information. Details of a selection are listed below. For more information contact Carers Contact. See directory at the back for more details.

- **Newport Branch Alzheimer's Society Carers Support Group**
Monthly meetings including discussions, speakers, social events, trips, refreshments, information, emotional support, stress relief evenings, pamper sessions.
- **Carers Contact Support Group**
Monthly Coffee Morning with speakers/events, information, benefits advice, social events and trips.
- **Parkinson's Disease Society, Newport Branch**
Monthly meetings for carers and cared for.

EMOTIONAL SUPPORT & NETWORKS

- **HAFAL Newport**
Support group for patients and families recovering from Severe Mental Illness. Information, guidance, group and individual activities and breaks for carers.
- **Newport Support Group for Parent Carers of People with Learning Disabilities**
Monthly meetings which include emotional support, information and guest speakers.
- **Newport and District Branch Multiple Sclerosis Society**
Monthly social meeting, speakers and activities, information, professional support, trips. Transport available.
- **Multiple Sclerosis Network Wales**
Wales wide Befriending Scheme providing telephone support between carers.
- **Parents for Change**
Monthly support for parents of children with disabilities
Includes speakers, campaigning.
- **Different Strokes, Newport**
Support for younger stroke survivors and their families/ carers.
Weekly exercise class/gym session at Sports Village.
- **St David's Foundation Carer Support Group**
Monthly meetings for carers of St. David's Foundation Patients only. Opportunities to chat, share experiences, get clinical and social support and information.
- **Young Carers Scheme, Newport**
Advice, information, individual support, respite care, activities/social events, Young Carers Group and family support for young people under 18 who care or help to care for someone in their family.

GETTING SUPPORT FROM NEWPORT CITY COUNCIL

If you think that you or the person you care for need extra support to live as independently as possible, you might be able to get this from the social service department at Newport City Council.

In order to decide what support is needed a professional will assess what the need is. In order to be provided with a service, the person will have to meet the council's eligibility criteria and, depending on their financial situation, may be asked to contribute towards the cost of the service.

Eligibility Criteria

The Council has to provide their services to those in greatest need. To do this they measure people's needs to see if these are critical, substantial, moderate or low. Services are most likely to be offered to those whose needs are critical or substantial.

Paying for Services

If the person you care for is assessed as needing services, depending on their finances, they may be asked to pay towards the cost of these.

You can't be asked to pay towards services for the person you care for, but if you are married to them, or if you are their partner, your income will be taken into consideration. Different services cost different amounts. However all charges must be reasonable.

At present, Newport City Council does not charge for services that are specifically for carers. However, depending on demands on the budget, this policy can be changed at any time.

Contact the Council, or a carers/advocacy organisation for further information. Details in the directory at back.

GETTING SUPPORT FROM NEWPORT CITY COUNCIL

If you don't qualify for Social Services

If you are assessed as not being eligible for health or social care you will be offered advice and information about other support available from independent, voluntary and private organisations.

Making a complaint

All councils have a complaints procedure they must follow. You can ask for a copy from Newport City Council's contact centre. For details, see back.

ASSESSMENTS

An assessment looks at what a person needs to support them and how these needs can be met. The type of assessment a person has depends on their needs and situation. If you or the person you care for have already had an assessment but things have changed, a re-assessment should be organised. You can get an assessment through Newport City Council, your GP or carers' organisation.

Unified Assessment

This looks at the needs of the person you care for and anyone involved in their care, including family, friends or neighbours. Support available can include: home care (home help), a place in a day centre, aids and equipment for daily living, respite or short term care. At first a Contact Assessment is carried out to get basic information about needs and appropriate solutions. From this, an Overview, Specialist or Comprehensive Assessment may follow. (At this point, if you're not offered one, ask for a Carers Assessment). From these assessments, if appropriate, a "Care Plan" will be put together for the person you care for, listing services that will be provided. If the person you care for has high care needs and these aren't fully met, you may be able to approach the Independent Living Fund. **See page 20.**

Carers Assessment

As a carer you have the right to have your needs assessed. This provides the chance for you to talk to a professional about what help you need with caring. You can also explore any help that you need to look after your own health, and balance caring with the other demands in your life, like work and family. Newport's social services use this assessment to decide what help can be given to support you as a carer.

Who can have a Carer's Assessment

The law says that you have the right to an assessment if you care for someone for 'a substantial amount of time, on a regular basis' (Carers Recognition & Services) Act 1995 and the Carers & Disabled Children Act 2000.

You have the right to a Carers Assessment even if:

- you are a carer living away from the person you care for, or you are combining caring with paid work
- the person you care for does not want to receive help from social services
- You are not caring at the moment but intend to look after someone - for example your friend or relative is in hospital and you plan to look after them when they come home.

What is a Carer's Assessment

It gives you the chance to talk about the help you need:

- with your caring role
- to look after your own health
- to balance caring with the rest of your life
- to manage work and family commitments

During the assessment you can talk about how able and willing you are to carry on caring at the present level.

The assessment is about you, so it's important that you feel relaxed and able to talk openly. You can choose where the assessment takes place, and can take someone with you for moral support, or to translate, or interpret for you.

ASSESSMENTS

Beforehand, it is useful to think about what you do, what would make life easier, whether you get enough sleep, if you are the only carer, if you are able to provide all the care and what would happen in an emergency if you weren't able to care.

Social services use the assessment to decide what help is needed and what can be provided. Support which may be offered can include: help with the housework/gardening, information and emotional support or a review of the person you care for's package of care to enable you to have a break from caring.

The Assessment can be useful to help you:

- explore how you feel about caring
- give you information on benefits and support such as carers groups
- decide if you want to stay or return to work and how to make this happen
- look at how caring is affecting you in the future and what help you might need.

To arrange a Carers Assessment contact Social Work Services Duty and Assessment Team (Details in directory at the back under Newport City Council) For further information and advice, contact Carers Contact (details at back).

Children & Family Assessment

This assessment looks at the needs of children and young people under the age of 18 who have support needs and includes young carers (carers under the age of 18).

ASSESSMENTS

Assessment of Educational Needs

If your child's disability or impairment could affect their learning at school, you can talk to your health visitor, GP, social worker or a teacher, school's Special Educational Needs Co-ordinator (SENCO) and head teacher about your child having one of these assessments. This will look at whether your child needs extra support to help with their learning. The Welsh Assembly Government has published a booklet "Special Educational Needs: information for parents and carers of young people who may have special educational needs." Contact the Welsh Assembly Government on 02920 826 078.

Direct Payments

This is a way in which people can make their own care arrangements. Instead of receiving services from the council you can choose to receive the money and buy the services elsewhere, giving you and the person you care for more choice and control. If the person you care for is assessed as needing support your social worker should give them the opportunity to have Direct Payments to meet this. If they don't tell you about Direct Payments, explain that you would like to consider this as an option. An Independent Living Advisor can support you through the process, and you can return to council services at any time.

As a carer you have the right to request a Direct Payment to support your caring role. Your needs identified within your Carers Assessment will determine if you are eligible for this.

If you need help or advice you can contact the Direct Payments Officer based at the Corn Exchange, High Street, Newport.

HEALTH SERVICES

Health Services to help you and the person you care for are available through your GP, hospital or Unified Assessment. There are a number of ways you can make the most of these services:

- **Register yourself as a carer with your GP**
A note on your medical record can explain why you need home visits or have certain health issues.
- **Book a double appointment**
To give you and the person you care for more time with your GP.
- **Home visits**
You have a right to a home visit if you can't get to the surgery.
- **Prepare for an appointment**
Write down questions before you go so that you don't forget anything.
- **Hospital appointments**
If you've got more than one, see if you can arrange them for the same day. NHS Transport can be arranged to take you to your appointment (see section on Transport).
- **Get trained**
If you're uncertain about helping with medical care you can ask your local surgery for extra training.
- **GP Out of Hours Service**
Available when the surgery is closed. The number is on your surgery's answer machine. If you need face-to-face treatment and can't get to the clinic, request a home visit.

- **NHS Direct Wales**
24 hour telephone advice and information line (see directory at the back).
- **Expert Patient Programme**
A free course run by the NHS for carers and people with long-term health conditions. Covers managing pain, tiredness and emotions. For more information contact Newport Local Health Board (see directory at the back).

Caring for someone in hospital

While the person you care for is in hospital, you can either choose to help with their care or let the hospital staff take charge. Ward staff can tell you what's useful and give you information about the person's treatment or condition.

Hospital discharge

This is the plan that should be put in place when the patient leaves hospital. The ward staff should start planning with you when the person goes into hospital, to make sure everything is in place for when they leave. The plan can include what happens on the day of leaving, any assessments required, transport home, follow up care and support needed, information and training on managing the condition, equipment and changes to the home. Tell the key worker, if you're unhappy with the support agreed or put in place. You don't have to have the person home until you are confident that you can both manage.

HEALTH SERVICES

If you are finding it hard to cope

If you are struggling even with arrangements in place, your GP, social services or a carers organisation should help with more support.

Making a complaint

Tell the person/organisation providing care but if you aren't happy with how they deal with it make a formal complaint. For Gwent Healthcare hospitals, contact the Complaints Manager, Gwent NHS Trust (see directory at the back). For other health services, contact Newport Local Health Board.

FINANCIAL SUPPORT

You, or the person you care for, may be entitled to financial help depending upon your age, needs and income. You can either contact the benefit agency directly or get advice from an independent organisation like Carers Contact, Age Concern or the Citizens Advice Bureau. The Department of Work and Pensions have a website which provides benefit information and www.direct.gov.uk provides specific information for carers and disabled people (details for all these are listed in the directory at the back)

You may be able to get financial support through charities and benevolent organisations. They sometimes give loans and grants to help pay for things other schemes won't fund. These are listed in "*A Guide to Grants for Individuals in Need*" available from the reference section at Newport Library.

In some areas you can get support from your local Credit Union, a not for profit financial co-op where you can save money and have access to low-cost loans. Contact Newport Credit Union Limited (see directory at the back).

Making a complaint

The Department of Work and Pensions has produced the leaflet "If you think our decision is wrong" which outlines their complaints procedure. You can get it from them directly or from your local Jobcentre Plus or from the Department of Work and Pensions Website.

Benefit for carers

- **Carers Allowance**

The main benefit for carers over 16, on a low income who spend 35 hrs or more a week caring for someone getting certain disability benefits. Contact The Department of Work and Pensions Disability and Carers Service, tel: 0800 88 22 00.

- **Home Responsibilities Protection (HRP)**

This is a scheme, not a benefit, to help you protect your entitlement to State Pension if you're not paying National Insurance contributions because you don't work, or your earnings are low because you're caring for a child, or a sick or disabled person.

If you receive Carer's Allowance you'll automatically get National Insurance credits and will not usually need Home Responsibilities Protection.

You should apply for HRP if you regularly spend at least 35 hours a week looking after someone getting Attendance Allowance, Disability Living Allowance at the middle or highest rate for personal care, or Constant Attendance Allowance.

For more information, read leaflet CF411 which is available from Jobcentre Plus offices.

FINANCIAL SUPPORT

Benefit for you and the person you care for:

- **Pension Credit**
Guarantees income and rewards for people over 60 who have saved for retirement. Contact The Pension Service: 0800 99 1234, textphone 0800 169 0133 or www.thepensionservice.gov.uk.
- **Winter Fuel Payment**
An annual payment towards winter heating for people over 60. Contact The Winter Fuel Payment Line on: 08459 151 515 or textphone: 0845 601 5613.
- **Income Support**
For people between 16 and 59 years old on a low income who either don't work, or work less than 16 hrs a week. People on the highest rate of Disability Living Allowance can usually get more money. Call 0800 055 6688 or contact your local Job Centre.
- **Local Housing Allowance/Housing Benefit**
Helps towards paying rent if you are on a low income. Contact Newport City Council on 01633 656 656.
- **Council Tax Benefit**
Reductions and refunds are available if you live on your own, are on a low income or a person in your house is severely mentally impaired. Contact the Council on 01633 656 656.

FINANCIAL SUPPORT

- **Help with Health Costs**

If you are on a low income you may get help towards the following health costs: prescription charges; NHS dental charges; eye tests; glasses and contact lenses; travel to hospital for NHS treatment; wigs and fabric supports. You need to get a certificate HC2 or HC3. Keep all receipts for your travel to and from hospital as you will need them for your claim. To get a claim form you can contact your local Jobcentre Plus, get them from an NHS hospital, your dentist or optometrist (optician) may stock them, or phone the Department of Health Publications Orderline on 0300 123 1002 (minicom 0300 123 1003) and ask for a form to be sent to you.

- **Social Funds**

Provides lump sum payments, grants and loans for unexpected expenses for people on certain benefits. If you need immediate help with day-to-day living costs or something else in an emergency, you may be able to get a **Crisis Loan**. If you need help to buy things for a new baby, you may be able to get a **Sure Start Maternity Grant**. If you need help towards paying for a funeral, you may be able to get a **Funeral Payment**. You may be able to get a **Cold Weather Payment** when a period of cold weather is triggered in the area where you live. To find out if you are eligible, contact your local Jobcentre Plus or visit www.jobcentreplus.gov.uk.

FINANCIAL SUPPORT

Benefit for person you care for:

- **Attendance Allowance**

For people over 65 needing assistance with personal care because of disability. This is paid at different rates depending on care required. Contact The Department of Work and Pensions Disability and Carers Service, tel: 0800 88 22 00.

- **The Motability Scheme**

Helps lease/buy a car, scooter/powerful wheelchair for people who get certain disability benefits. For the Car Scheme contact Motability Operations on: 0845 456 4566, minicom 0845 456 4566 or visit www.motability.co.uk or for the Motability wheelchair ring 0845 6076260 or visit www.motability.co.uk.

- **Statutory Sick Pay (SSP) and Incapacity Benefit**

For people aged between 16 and 65 who are unable to work because of sickness. Contact your local Job Centre or call 0800 055 6688, textphone 0800 023 4888.

- **Disability Living Allowance (DLA)**

For people under 65, including children, who are severely disabled and need help with personal care and mobility. Contact The Department of Work and Pensions Disability and Carers Service, tel: 0800 88 22 00.

- **The Independent Living (1993) Fund**

Help towards personal and domestic care for severely disabled people aged between 16 and 66 to enable them to live at home. Contact The Independent Living Fund on: 0845 601 8815, textphone: 0845 601 8816 or visit www.ilf.org.uk

FINANCIAL SUPPORT

- **The New Deal for Disabled People (NDDP)**
A voluntary scheme to help disabled people move into paid employment. For more information get in touch with your local Jobcentre Plus or visit www.direct.gov.uk

Check all details on: The Department for Work and Pensions or Carers UK website (see directory at back).

Working Carers

Many carers want to carry on working for financial reasons as well as to enable them to have time away from caring. With extra support from social services, voluntary and statutory organisations and your employer, you may find it easier to balance the two roles. Some carers don't feel able to talk to their employer about their caring responsibilities for fear they will be seen as less able to do their job. However, employers value skilled, experienced and committed members of staff so it can be in their interest to help you. Your employer can help by:

- letting you ring home to check on the person you care for
- giving you a guaranteed parking space so you can nip home during lunchtime
- having flexible working policies that allow non-rigid start and finish times
- letting you job-share, go part-time or work from home

Under Carers Employment Law (*Work and Families Act 2006 and the Employment Rights Act, 1996*), as a carer you have the right to:

- Take time off in an emergency involving someone who depends on you - although it's up to your employer if they pay you for this leave or not.
- Ask to change the way you work if you've been employed for 26 weeks or more. This can include working fewer hours, job-sharing or changing shifts. Your employer can say no but if they do, they have to have a good reason why.

WORK, REST AND PLAY

- 13 weeks parental leave if you've worked more than a year for the same employer and have a child who's under 6 or a disabled child who's under 18.
- If you need to take a short time off work, you may be able to take carers or compassionate leave. Longer breaks can sometimes be taken as unpaid leave or a career break. This means you can keep your options open and come back to your job. However, working part-time or taking unpaid leave can affect your redundancy or maternity rights. Talk about how you can balance working and caring with your line manager, personnel officer, union representative, or carers' organisation.

Education and Training

Have you thought about returning to learning? Many carers find that having an interest or activity outside of their caring role is invaluable. It can give you a sense of identity, boost your confidence and help you prepare for the future.

There are many ways to learn, for example:

- distance learning
- courses on the Internet
- day or evening adult learning courses.

To make it possible for you attend a course, you may be able to access respite services through a Carers Assessment.

If you don't want to commit yourself, there are taster sessions you can try which are usually free or at a low cost. Check the local press and library for details.

WORK, REST AND PLAY

- **Learn Direct**

Helps you find courses in almost anything! Designed so that you can learn at a time, place and pace that suit you. tel: 0800 100 900 or visit www.learndirect.co.uk

- **City and Guilds**

have developed a qualification to help carers back into employment or further training. Contact: 020 7294 2800 or visit www.city-and-guilds.co.uk/learningforliving

- **The Workers Educational Association (WEA)**

A voluntary movement for lifelong learning providing training courses at a low-cost. Contact: 01495 791128 or visit www.swales.wea.org.uk

- **YMCA**

Provides training opportunities for adults and young people. Tel: 01633 266872 or visit www.ymcawales.co.uk

- **Community Education**

Adult education opportunities in community venues. You may qualify for reduced fees if you are on certain benefits. Tel: 01633 656656 or pick up a brochure in your local library.

- **University**

All Universities in the UK hold an Access to Learning Grant, which can be used to help cover study related costs.

WORK, REST AND PLAY

- **The University of Wales College Newport**
Offers an income related bursary to all students resident in the city. You can find out more at www.newport.ac.uk or call 01633 432 432.
- **The Open University**
Offers financial support if you claim certain benefits. You can also apply for assistance under the Adult Dependant Grant or the Parents Learning Grant. For further information tel: 0845 300 6090 or visit the Open University website at www.open.ac.uk
- **“Carers and Learning - Something for you”**
Is a useful leaflet available from the Carers Contact.

Volunteering

If you would like to do something but don't want to commit yourself to work or training, you could become a volunteer. This can provide you with an opportunity to ease yourself back into a job, help you build your confidence and skills, or just be a whole lot of fun! Most voluntary organisations are in desperate need of volunteers. You can contact a voluntary organisation directly or find a volunteer opportunity through Newport Volunteer Centre, see details at back. You might find www.volunteering-wales.net a useful website to visit.

WORK, REST AND PLAY

Your health and wellbeing

It may not be at the top of your list of priorities, but it is important that you look after your own health and wellbeing. Taking time out for yourself can be difficult when you are a carer as there are always jobs to be done, but getting just a small amount of time to yourself can keep you on an even keel and help you cope better.

Exercise and leisure opportunities

Even though you most probably have a lot of physical activity as a carer, and may feel tired, exercise can help you relax; is good for your heart, keeps you supple and gets you out and about. You can either choose to do activities on your own, or in a group.

As part of the Carers Assessment process, your wishes around leisure should be taken in to account. You can ask for respite services to allow you to take up a hobby or leisure activity.

A Concessionary Leisure Card is available to Newport residents on certain benefits. For a small annual charge, you can get reduced rates on many sporting/leisure activities.

Anyone over 60 living in Newport is entitled to free swimming. Newport 50+ Activities Directory gives information on free or subsidised activities for older people.

For further information or to request a Leisure Card please call 01633 656656 and ask to speak to the Leisure Card Administrator.

Going away with the person you care for

Just having a change of scene can be beneficial for you both, however it is important that you do not end up with even more caring responsibilities than at home.

- **Haven Holiday**
Have a discounted rate on selective holidays for Carers. For more details get in touch with Carers Contact (details in directory).
- **The Disability Advice Project (DAP)**
Provide information on accessible holidays. They can also assist individuals to access funding for holidays. Unit E, Avondale Business Park, Avondale Way, Cwmbran, NP44 1XE.
Tel: 01633 485 865 email: info@dap-wales.org.uk
visit: www.dap-wales.org.uk
- **RADAR**
Publishes a guide to holidays in Britain and Ireland which includes detailed information on around 1500 hotels, guest houses, self-catering cottages and flats, holiday parks, activity centres, campsites and centres where specialist services and care are provided.
Tel: 02072 503 222 visit: www.radar.org.uk
- **Break**
Is based in Norfolk and offers holidays with care for children and adults with learning or physical disabilities.
Tel: 01263 823170 email: office@break-charity.org
visit: www.break-charity.org

- **Holiday Care**

Is a national charity which provides information about transport, accommodation, visitor attractions, activity holidays and respite care establishments, both in the UK and overseas, which enables people with all kinds of disability to holiday where possible in a mainstream environment. Info line: 0845 124 9971
Email: info@tourismforall.org.uk www.holidaycare.org.uk

- **Park House**

Is a hotel operated by the charity Leonard Cheshire Disability, enabling disabled guests and their carers, to have a holiday in the Norfolk countryside together.
Park House Hotel, Sandringham, King's Lynn, Norfolk, PE35 6EH
Tel: 01485 543000

- **Sandville Self Help Centre**

This centre provides rurally based guest accommodation and activities to people with illness or disability. They also welcome their carers. It is charitably run and only asks for donations towards its running costs.
Ton Kenfig, Bridgend, CF33 4PU Tel: 01656 743 344

- **Vitalise**

Has five specialised holiday centres in England, which are fully accessible and offer 24-hour nursing and volunteer support. Carers are welcomed, and there is a full programme of activities. Vitalise now also arrange holidays in Europe through partnerships with accessible hotels.
Tel: 0845 330 0149 www.vitalise.org.uk

Other websites which may be useful

www.accessatlast.com

www.blagdon-farm.co.uk

www.arthritiscarehotels.org.uk

www.holidaysforall.org.uk

Going away on your own?

- **Who can I go on holiday with?**

The caring role can be lonely and often a carer might be stuck for holiday companions. There are organisations which arrange special interest or group holidays for people going away on their own.

If you belong to a carers' support group, maybe someone else there also needs a holiday companion. Why not ask?

- **The Kiloran Trust**

Offers breaks in London for carers who need to get away for a while to a place where nothing is expected of them, where there are no hidden pressures, where there is the choice either to be alone or with others and where the normal routine of managing a home is taken care of. Tel: 02076 027 404

www.kilorantrust.org.uk

Using special equipment and adapting where you live can make it easier for you to care for someone at home and for them to continue living there. Help is available through an assessment, voluntary organisations or grant scheme.

Aids and Equipment

Aids and equipment like easy grip cutlery, walking sticks, commodes, raisers, crutches, grab rails, hoists, orthopaedic shoes, riser chairs, scooters, walking frames, wheelchairs and adjustable beds can help with everyday living. You can get aids and equipment from social services. See under Newport City Council in the directory at the back. Other sources of help include:

- **Health Services**
Free on loan equipment. You'll need to be referred by a GP or nurse to the Community Physiotherapy Department.
- **Monwel Hankinson**
Can provide a range of specialist equipment and can send out a catalogue, or you can call and view equipment and get advice. For contact details, see back of directory.
- **Shops**
There are a number of mobility shops where you can buy aids and equipment for daily living. These are listed in the phone book.
- **Free Ads**
You can find second hand equipment for sale in local papers or disability magazines.

MAINTAINING & ADAPTING YOUR HOME

- **British Red Cross**

Loan wheelchairs, backrests, bath seats, bed pans, commodes, walking sticks etc for a small fee. For contact details see directory at back.

- **Care and Repair**

A voluntary organisation which helps carers and older or disabled homeowners to remain in their own homes by carrying out repairs, improvements and adaptations. These can include mending a dripping tap, installing handrails or building an adapted bathroom. They can also help with applying for grants and loans, filling in forms, arranging estimates and monitoring work. For details see directory.

- **Help to maintain your home**

You or the person you care for may be able to get a grant to pay for, or contribute towards, the costs of repairing, improving or adapting your home. Some grants are means-tested or have conditions attached so make sure you understand before agreeing to any work.

Grants and help available include:

- **Disabled Facilities Grants**

For disabled people and their carers to make homes more suitable to live in. You can contact Social Wellbeing and Housing in the Civic Centre at Newport City Council (see directory at back).

- **Safety at Home Grant, Relocation Grant, Discretionary Renovation Grant, Discretionary Repairs Grant**

Only available to people on low incomes. These can cover bringing a property up to a reasonable standard of repair including insulation, structural improvements, heating, fire precautions or a conversion. Available from the Council. For more information contact them as above.

- **Home Energy Efficiency & Home Energy Efficiency Plus Scheme**

For people on certain benefits, lone parents, disabled people and carers and people over 60. This covers the costs of making your home more energy efficient through draft proofing and insulation. The Plus scheme covers installing central heating and security systems. For more information call free phone 0800 316 2815 or visit www.heeswales.co.uk.

- **Social Fund**

This provides lump sum payments, grants and loans. Loans and Community Care Grants from the Social Fund are discretionary and not for a standard amount. You may be able to get help from the Social Fund for important costs that are hard to pay for out of your regular income. If you are leaving institutional care or a care home; need help to stay in your own home; are part of a family under exceptional pressure; caring for a prisoner or young offender on release/licence; setting up a home as part of a planned resettlement programme; or incurring travel costs for certain specified reasons, you may be able to get a **Community Care Grant**.

If you need things for your home or other things that you cannot pay for in a lump sum, and get certain benefits, you may be able to get a **Budgeting Loan**.

To find out if you are eligible contact your local Jobcentre Plus or visit www.jobcentreplus.gov.uk

- **Charities and Benevolent Organisations**

Can make loans and grants to help pay for things that other schemes don't fund. These are listed in "*A Guide to Grants for Individuals in Need*" which should be available in the reference section in Newport Library.

- **Telecare**

24 hour emergency alarm, monitoring and prompt service for anyone over pension age, disabled, at risk due to a medical condition and carers. There is a small weekly charge. For more information contact Newport City Council.

- **Gwent Bobby Van Trust**

The aim of the scheme is to make homes of the elderly, vulnerable or disadvantaged people secure and help them maintain their independence. This includes fitting security devices such as door locks, door chains, spy holes, window locks, door restrictors, letter box guards, patio door locks, personal attack alarms, dummy CCTV cameras, smoke alarms and property marker kits for free. The scheme also provides advice on how to deal with “unknown callers”. For more information contact The Gwent Bobby Van Trust (see directory at back).

- **Priority Service Register**

You could be eligible for special services from your gas or electricity supplier if you or the person you care for are disabled, of pensionable age or have long-term ill health. Services include a scheme to prevent “bogus” callers, bills sent to a carer for checking, free gas safety checks, meter readings, moving meters from hard to reach places, adapting appliances and meters making them easier to use, and information and bills in suitable formats. Contact Energywatch, an independent gas and electricity watchdog on 0845 906 0708 or visit www.energywatch.org.uk or contact your current gas/electricity supplier.

- **Free Home Insulation**

If you are a homeowner and get certain benefits, you could be entitled to free cavity wall insulation and/or free loft insulation that can reduce your energy bills. Contact your energy supplier for more details.

Getting out and about

Getting you and the person you care for out and about can make a big difference. If the person you care for has mobility needs, these should be addressed through their Unified Assessment. You can use the mobility component of Disability Living Allowance towards the Motability Scheme.

New Link Community Transport Scheme

The New Link Community Transport Scheme is a service for Newport residents who aren't able to use local bus services because of a disability or because they live too far from regular bus service. If you are eligible for an All Wales Concessionary Bus Pass then you qualify for the scheme.

As a carer you can also join the scheme so you can travel with the person you care for.

The scheme is run from 10am - 4pm, Monday - Friday. There is a small annual membership fee and a nominal charge for each journey. For more information, or to join the scheme, please contact the Community Transport Co-ordinator at Newport City Council (see directory).

The Blue Badge Scheme

This entitles people with severe walking difficulties and those who are registered blind to benefit from disabled parking. Blue badges are issued to the person, not the vehicle. For more information contact the Council. (See Newport City Council in back of directory).

Road Tax Exemption

Some cars may be exempt from road tax. To claim, the vehicle must be registered in the name of the disabled person or someone they nominate to drive for them. It must only be used for their purposes, e.g. shopping, picking up prescriptions. If the vehicle is being used by the nominated person or someone else for their own personal needs, the exemption is lost and the normal rate of vehicle tax must be paid.

Leaflet VI 88 on road tax exemption is available from the DVLA, Customer Enquiries, Swansea SA99.

To check for eligibility for this exemption Tel: 0345 123456 (local call) or visit www.direct.gov.uk

Travel to and from hospital

If you or the person you care for are unable to get to a hospital appointment you can book transport to hospital directly through the Hospital Transport Booking Centre.

When you receive your appointment letter from the hospital you should contact the centre (details in directory at back). If you need to accompany them make sure that a place is booked in advance for you as Carer.

If you use your own transport to get to a hospital appointment you may be able to get help towards travel expenses. Contact NHS Direct Wales.

Public Transport

For up to the minute information about bus and train timetables for Newport and beyond, and travelling with disabilities, contact Traveline Cymru, tel: 0871 200 2233 or visit www.traveline-cymru.info

Social Services Transport

If the person you care for attends Newport City Council day care, they may be entitled to use Social Services Transport.

The Social Service Assessment process will determine if they are eligible. If they have no way of getting to day care or need specialist transport and/or supervision they may qualify for the service. For more information call the City Contact Centre (see Newport City Council in the back of the directory).

Free Bus Travel

People over 60 and disabled people are entitled to free travel on all local bus services in Wales and certain cross border services into England. If the person you care for can't travel on their own, they can apply for a companion bus pass to allow a person to travel with them for free. Those who are over 60 can apply at their local post office or by post using the **Council Application Form** to: Head of Engineering & Construction, Bus Pass Application Forms, Newport City Council, Civic Centre, Newport, NP20 4UR.

Copies of the Council application form are also available from: Civic Centre – Main Reception; Corn Exchange, High Street and Newport Bus Station. You can get a Council application form or further information by contacting the City Contact Centre (see under Newport City Council in the back of the directory).

People applying for a disabled and/or companion bus pass can visit Social Wellbeing and Housing for an application pack.

Opening hours: 8.30am - 5.00pm Monday -Thursday
 8.30am - 4.30pm Friday

The Corn Exchange, High Street, Newport NP20 1RG
email: adulthood.assessment@newport.gov.uk tel: 01633 656 656

37 For more information visit www.newport.gov.uk/socialcare

Train Services

Train services in Newport are provided by Arriva. They aim to make their trains accessible to wheelchair users, however not all stations are wheelchair accessible. They have published a guide for customers with disabilities detailing the services they can expect.

For rail enquiries 08457 48 49 50
0845 60 40 500 (Welsh Language Service)
0845 60 50 600 (Textphone)

For ticket reservations: 0870 9000 773

For a timetable or leaflet distribution: 0870 9000 772

For assistance for customers with disabilities: 0845 300 3005, 0845 60 50 600 (Textphone), or you can visit:
www.arrivatrainswales.co.uk

Shopmobility

Shopmobility Newport is a charity which works to make places accessible and encourage people with disabilities to be independent by providing mobility equipment such as scooters, wheelchairs and power chairs. The Shopmobility offices are based in Dock Street (by the indoor market). For any enquiries and to book a chair, tel: 01633 673 845.

CARE OPTIONS

If you are finding caring at home difficult, there are certain options that you and the person you care for could consider. These include extra help in the home, a break, or residential or nursing care. For more information about the care options available, ask for a carers assessment. If you don't want an assessment and can cover the costs, you can contact a care agency directly.

Domiciliary Care (help in the home)

This can include help with personal care like dressing, washing, using the toilet, getting out and about, preparing meals or help with domestic tasks like shopping and cleaning.

Domiciliary care is available through social services. For a list of providers contact Newport City Council (details in directory at back). Details of voluntary sector services are also listed at the back.

Respite/sitting service (short breaks)

Respite offers you a break from caring by providing someone else to be with the person you care for. This can either take place in your home or elsewhere. You can get respite through being assessed by social services or by getting in touch with a respite agency directly. Details of voluntary organisations which provide respite care are listed in the directory at the back.

Sheltered Accommodation

There are 30 sheltered housing and retirement homes in Newport for elderly people managed by the private sector, local authorities, housing associations, abbeyfield societies and almshouse charities. You can find more details on www.housingcare.org. or by looking in the telephone directory.

ExtraCare

ExtraCare is rented accommodation, designed with the needs of frailer elderly people in mind and with varying levels of care and support available on site. People who live in ExtraCare housing have their own self-contained homes, their own front doors and a legal right to occupy the property.

As well as the communal facilities often found in sheltered housing (residents' lounge, guest suite, laundry), ExtraCare often includes a restaurant or dining room, health & fitness facilities, hobby rooms and even computer rooms. Domestic support and personal care are available, usually provided by on-site staff. Properties can be rented, owned or part owned/part rented. There is a limited amount of extra care housing in most areas and so there is eligibility criteria which people have to meet.

There are 3 schemes in Newport (Managed by Linc-Cymru Housing Association)

- Capel Court, Albion Street, Pill, Newport NP20 2GG
- Wellwood House, Hendre Farm Drive, Ringland, Newport, South Wales NP19 9LA
- Willowbrook, Lambourne Way, Bettws, Newport, NP20 7TH

**A 4th scheme is in development this will be located at
Glyn Anwen, St Julians, Newport.**

Residential and Nursing Care

If it is getting increasingly difficult for you to support the person you care for in their own home, they may wish to consider residential or nursing care:

- Nursing homes offer a high level of support for people with complex health care needs or challenging behaviour.
- Residential homes offer a lower level of support for people who are more independent.

To see if you can get help with fees, the person you care for will need an assessment from social services. However, if you can cover the costs, you can contact a home directly.

You can get a list of local care homes from the Council on 01633 656 656.

The Care and Social Services Inspectorate Wales also provides information about care homes (for details see directory at back).

Things that it might be useful to think about when you are looking at residential or nursing homes:

- Are there any spaces? If not, how long is the waiting list?
- Will they be able to provide more support if your care needs increase?
- Will they let you visit for a trial period?
- How many staff are there to residents?
- What are the staff like? What training do they get?
- What are the other residents like?
- Is it clean and comfortable?
- What are the rooms like and can people have a room to themselves?
- Can you bring things like your own furniture and pets?
- How flexible are they over things like meal times and going to bed?
- What sort of activities are available?
- What is included in the price?
- What items are you expected to provide?
- Are there grounds and can residents go out in them?
- Are visits restricted to certain times?
- How easy is it for your family and friends to get there?

Paying for care homes

Social Services can help pay towards the cost of permanent care in a residential or nursing home, depending on the income, savings and possibly the value of the person's home.

If they need the care that a nursing home provides, the NHS can also contribute towards the cost. For more information, contact your GP, social worker or, if the person you care for is in hospital, the Ward staff.

Supported Living

For younger disabled people there are various alternatives to residential care such as supported or independent living schemes. For more information, contact the National Centre for Independent Living (see directory at back).

Making a Complaint

To complain about the standard of service from a care agency, contact The Care and Social Services Inspectorate Wales, which also provides information about care homes. (See directory at back for details).

FINANCIAL AND LEGAL MATTERS

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

- **Benefits**
You can either become an 'agent' or 'appointee'. Contact the Department of Work and Pensions.
- **Bank and building society accounts**
Accounts can be changed to joint accounts or you can take out a Third Party Mandate. Contact the relevant bank or building society.

Lasting Power of Attorney

There may come a time when the person you care for won't be capable of managing their property and financial affairs or personal welfare and will need someone to do this for them. They can formally appoint a friend, relative or professional to hold a lasting power of attorney that will allow them to act on their behalf.

This is a legal document that lets a person appoint people they trust as an 'attorneys' to make decisions on their behalf. It can be drawn up at any time while a person has capacity, but has no legal standing until it is registered with the Office of the Public Guardian. A registered LPA can be used at any time, whether a person has the mental ability to act for themselves or not. There are two types of LPA:

- **Property and Affairs LPA**
- **Personal Welfare LPA**

For more information visit: www.direct.gov.uk
www.alzheimers.org.uk or www.publicguardian.gov.uk

Mental Capacity Act 2005

The Mental Capacity Act was introduced in 2007, to protect people who may not be able to make some or all of their own decisions. A person's ability to make a decision could be affected because of a learning disability, mental health problem, brain injury, dementia, alcohol or drug misuse, side effects of medical treatment or any other illness of disability.

The Mental Capacity Act gives clear guidelines for carers and professionals about who can make decisions in these situations and follows five principles:

- every adult has the right to make decisions for themselves, unless it is shown that they aren't able to do so
- people should be supported as much as possible to enable them to make their own decisions before deciding if they cannot make them
- people may make decisions even though their decisions may seem unwise
- decisions taken on behalf of people who lack capacity must be in their best interests
- the rights and freedom of people who don't have capacity must not be restricted unnecessarily.

As a carer, the Mental Capacity Act helps to make clear your legal obligations and sets out how the cared-for person is legally protected.

Making a Will

A Will is a written record of what a person wants to happen to their property, belongings and finances after they die. A person can write their own Will. However, if it is not done properly, there can be problems. It may be worth getting advice from a solicitor.

Advance Directives and Living Wills

These are documents laying out the medical treatment a person wants if they are ever in a situation where they can't express their wishes. Living Wills are a type of advance directive for people who are terminally ill. To arrange this, contact a solicitor.

Legal Advice

Free legal advice is available from the Citizens Advice Bureau, or Legal Aid Wales Direct, who can help locate free or low cost legal information and advice services, put you in contact with a specialist solicitor, help you access Legal Aid (help towards legal costs), produce information sheets and offer a free independent and confidential telephone helpline on 0845 345 4345.

CARING FOR SOMEONE TERMINALLY ILL

Caring for someone who is dying can be very difficult. Providing care can give you the chance to make some sort of emotional adjustment and have time to say goodbye. However, it needs to be your choice, so if you think you might find it too hard, talk to your GP, social worker or carers organisation. It may be useful to ask for a Unified and/or Carers Assessment. You may also be entitled to financial help. There is a faster claiming process for people with a life expectancy of less than 6 months.

Making arrangements in advance

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

When a person you care for dies

It may feel as though there are 101 things for you to do, but it's important to give yourself time to deal with your emotions. You will most probably be in shock, even if you thought you were prepared. If you would like to talk about your feelings, contact a carers organisation or Cruse, who offer free help to bereaved people. They also have a Young Person's freephone helpline. (All details in directory at back).

Registering the death

When a person dies at home, their GP or GP Out of Hours service will need to be contacted to get a Medical Certificate and Formal Notice. The death needs to be registered within 5 days at the Registrars Office who will provide a certificate of Burial or Cremation for the funeral director and a Death Certificate, which may be required for sorting out their finances.

CARING FOR SOMEONE TERMINALLY ILL

Paying for the funeral

Before paying for the funeral, find out if there are arrangements in place, like a scheme or prepayment plan. Funerals can be expensive, so work out how much you can spend before you start the arrangements. As funerals can be paid out of the estate, banks and building societies will often release money in advance. Depending on your circumstances, you may be able to get help to pay for the funeral costs through a funeral payment available from The Department of Work and Pensions. If you can't get help with paying for the funeral, you can ask the funeral director if it is possible to pay in instalments.

Changes to Your Finances

If you were being supported financially by the person you cared for, you may be able to apply to their estate for financial help by contacting the solicitor or personal representative dealing with the Will. If you are on benefits, the person you care for's death may affect your entitlements, although you can claim Carers Allowance for a further 8 weeks. If you shared a joint account you can carry on using it, however if they paid bills from their sole account they will no longer be paid so you may need to make alternative arrangements. A Power of Attorney stops as soon as the person dies, so you are unable to conduct business on their behalf.

Housing

If you lived in the person you cared for's home, their property will become part of the estate and passed to the people named in the Will. However, if the person you cared for lived in social housing, their partner, husband, wife or close relative can normally inherit the tenancy and stay in the home. If you would like to talk to someone, please call Carers Contact who can refer you to a relevant organisation.

CARING FOR SOMEONE TERMINALLY ILL

Life after caring

You may find that now you are no longer a carer you have more time on your hands. You could join a group, go back to work or undertake training or voluntary work. Whatever you decide, be kind to yourself as you may be feeling very vulnerable after the death of someone close to you.

YOUNG CARERS

Young carers are children and young people under the age of 18 whose lives are affected in some way by caring for another person

Many young carers have the same responsibilities and face the same issues as adult carers but in addition can experience problems at school as well as issues around growing up and not having time to be young.

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

Many of the organisations listed in this leaflet can offer support to young carers, however there is a Young Carers Service in Newport specifically set up for young carers which offers:

- advice
- information
- individual support
- respite care
- activities/social events

(Contact details in directory at back).

DIRECTORY OF USEFUL CONTACTS

Age Concern Newport

Provides a variety of services to people aged over 50 including:

Information Centre

01633 240 190

Community Support Service

01633 240 193

Domestic Service

01633 656 371

Advocacy Service

(St Woolos Hospital only)

01633 234 129

Discharge Service

01633 238 310

Respite Care Service

01633 240 195

Alzheimer's Society

01633 665 110

Alzheimer's Gwent

Befriending Project

01633 436 814

Arthritis Care Wales

01293 711 883

Autistic Society

01633 431 374

Alcohol Project (Gwent) - GAP

Offers a range of services for people who are concerned about their own or someone else's drinking.

01633 252 045

Be Heard - Champion Dragon Group

Advocacy, information and consultation for children and young people with disabilities.

0800 234 6408

Bobby Van Security

Making the homes of elderly and vulnerable people more secure.

01633 245 202

Bridge Christian Counselling Centre

01633 258 729

British Association for Counselling

01455 883 300 or

www.bacp.co.uk

British Red Cross Society

Offers a number of services
Bradbury House, Mission Court,
Newport, NP20 2DW

short-term loans of community
equipment, such as wheelchairs,
for people with a disability or
illness. **01633 245 750**

Practical Aids to living

Service Shop

Bradbury House, Mission Court
01633 245 753

Skin Camouflage Clinic

01633 245 750

Therapeutic Care

Gentle therapeutic massage for
people at times of personal
crisis to promote sense of well-
being and relaxation.

01633 245 750

CAMHS – Young Persons Substance Misuse Service

The service is aimed at young
people with complex drug
problems and their families.

01633 436 893

Care and Repair

Provides advice and practical
assistance to older or disabled
people who need support to
repair or adapt their homes.

Exchange House, The Old Post
Office, High Street
Newport, NP20 1AA

01633 233 887

www.fairlake-properties.co.uk

Care and Social Services Inspectorate Wales

Cathays Park, Cardiff,
CF10 3NQ

01443 848 450

cssiw@wales.gsi.gov.uk

www.cssiw.org.uk

Carers Contact

Information and support for
carers. Carers Contact,
Newport Market, High Street,
Newport, NP20 1DD

Opening Hours

Mon – Fri 10am – 4pm

01633 258 376

carers.contact@newport.gov.uk

www.newport.gov.uk/carers

Carersline

A telephone counselling service providing advice and information.
0808 808 7777

Carers Wales

Working for a better deal for all carers in Wales. A policy, campaigning and information organisation.
02920 811 370

Citizens Advice Bureau

Helps people resolve their legal, money and other problems by providing free information and advice.
01633 265 688

Community Health Council – Gwent

Watchdog for the NHS. Also provides information and advocacy.
01495 740 555

Contact a Family

Information and support for families with a disabled child.
02920 386 624
www.cafamily.org.uk

Crossroads South East Wales

Supports people who care for an elderly or disabled person at home, including children, through a range of services including respite.
01633 661 841

Cruse

Offer free help to bereaved people Newport Branch.
02920 889 227

National organisations

0844 477 9400

helpline@cruse.org.uk

www.crusebereavementcare.org.uk

Young people's helpline

0808 808 1677

info@rd4u.org.uk

www.rd4u.org.uk

Department of Work & Pensions, Disability and Carers Services

Gives advice on benefits for people with disabilities and carers. **0800 88 22 00**

www.dwp.gov.uk or for more information **www.direct.gov.uk**

DIRECTORY OF USEFUL CONTACTS

Different Strokes

Support for younger strokes survivors and their families/carers.
07776 364 719

Disability Advice Project

Provides information and advice, form filling, representation at benefit tribunals and life coaching to disabled people, their families and carers.
01633 485 865

Down's Syndrome

Provides information and advice, form filling, representation at benefit tribunals and life coaching to disabled people, their families and carers.
02920 522 511

Drugs and Family Support (DAFS)

Offers telephone, one to one and group support to anyone who is affected by or concerned about someone else's substance misuse (including alcohol).
01495 356 910

Epilepsy Group (Gwent)

01495 763 131

Family Information Service, Newport

Hold information for parents and carers of children aged up to 19 years.
0800 328 8483
family.information.service
@newport.gov.uk

Friendly Trust

Advise people with disabilities, their families and carers on financial matters.
02920 225 200

Fusion

Advice, information and counselling for anyone aged 11-24 who is concerned about their own drinking and/or drug use or that of someone else.

0800 731 4649

Gwent Association for the Blind

Support and services to people with sight loss.
01495 763 650

Gwent Association of Voluntary Organisations (GAVO)

Ty Derwen, Church Road,
Newport NP19 7EJ
01633 241 550

Gwent NHS Trust

Grange House, Llanfrechfa
Grange, Cwmbran
Torfaen, NP44 8YN
01633 623 623
www.wales.nhs.uk

Gwent Visual Impairment Service

Provides After School Clubs and Holiday Clubs for children and young people with visual/multi sensory impairments.
01633 842 266

Hafal

Helps people with severe mental illness and their families to work towards recovery.
01633 842 266

Headway

Supporting people with acquired brain injury, their families and carers.
029 2057 7707

Hospital Transport Booking Service

To book transport to and from hospital.
0800 32 82 332

Independent Panel for Special Educational Advice

Giving free and independent legal advice and support to parents of children with special needs around their education.
www.ipsea.org.uk

Legal Aid Wales Direct

Can help locate free or low cost legal information and advice services and offer a free independent and confidential telephone helpline.
0845 345 4345

MacMillan Nurse

Support for people and families affected by cancer.
01446 755 679

MIND

Working to create a better life for everyone with experience of mental distress. Provide a range of services. **01633 258 741**

Monwel Mobility

A sheltered workshop for the disabled. Trains and employs disabled people to help provide the elderly and infirm with mobility and disability equipment. **01633 290 919**

Multiple Sclerosis Carers Network Wales

Wales wide Befriending Scheme providing telephone support between carers. **07778 834 837**

Multiple Sclerosis Society , Newport & District Branch

Provides regular activities and social gatherings for members and volunteers **01633 663 777**

National Centre for Independent Living

4th Floor, Hampton House
20 Albert Embankment, London, SE1 7TJ

0207 587 1663

Text 0207 587 1177

info@ncil.org.uk

New Link

Community Transport for people who are disabled.

01633 656 656

Newport City Council

Contact Centre for all services.

01633 656 656

www.newport.gov.uk/carers

Minicom: **01633 656 657**

Out of hours emergency Service:
0800 328 4432

Social Work Services Duty and Assessment Team

The Corn Exchange, High Street,
Newport NP20 1RN

Open:

Mon–Thur 8.30am – 5.00pm

Friday - 8.30am – 4.30pm

Social Wellbeing and Housing

Civic Centre, Newport
NP20 4UR

Newport Credit Union Limited

5 Market Arcade, High Street
01633 854 345

Newport Local Health Board

Victoria House, 136 - 140
Corporation Road, Newport
NP19 0BH
01633 261 430
www.newportlhb.wales.nhs.uk

Newport Support Group for Parents/Carers of People with Learning Disabilities

01633 414 559

Newport Women's Aid

Support and Refuge for women who are suffering from domestic abuse.

24 hour helpline 01633 840 258

Newport Young Carers Scheme

Provides information and support and social opportunities to Young Carers and their families.

01633 262 019

NHS Direct Wales

24hr helpline on health issues.

0845 46 47

www.nhsdirect.wales.nhs.uk

Parents and Carers of Children & Adults with Autism in Newport

Coffee mornings held the first Tuesday of every month, 10.30 - 12.30 at Salvation Army Hall, High Street, Newport.

Parents for Change

Support for families/parents of children with disabilities.

01633 666 939

07737 679 824

parentsforchange@hotmail.co.uk

Parkinson's Disease Society – Information & Support Worker

0844 225 3789

kmiles@parkinsons.org.uk

Pension Service

Pension Credit Application line.

0800 99 1234

PHAB

Group for anyone who has a disability and their family and friends.

01633 422 494

Progress Prostate Cancer Support Group

For men and their families affected by prostate cancer.

01633 23 4237 / 270 430

Raven House

Helps anyone in need in the community by providing food, furniture, bedding, pots and pans etc.

01633 762 999

Royal National Institute for the Deaf

Offers a wide range of services to support deaf and hard of hearing people. Specific Newport based project supporting carers of deaf children and young people.

0808 808 0123 (freephone)

Textphone: **0808 808 9000**

Email:

informationline@rnid.org.uk

Samaritans

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

Local: 01633 259 000

National: 08457 909 090

Sense Cymru

Help and support for people who are deafblind.

0845 127 0090

SNAP

Offers information and support to families of children and young people who have special educational needs.

0845 120 3730

South Gwent Breast Cancer Support

A friendly, informal group who have all experienced breast cancer.

01633 872 221

St Anne's Hospice

Provides adult specialist palliative care beds.

01633 820317

St David's Foundation

Hospice Care

Provides care in the home and hospice care for people with cancer and other life-threatening illnesses.

01633 270 980

Stroke Association

Family Support Service. Offers support to people affected by strokes and their families. **01633 656 284**

Telecare

24 hour emergency alarm, monitoring and prompt service.

01633 214 222

Turn2Us

Charity that helps people access money available to them – through welfare benefits, grants and other help.

www.turn2us.org.uk

Vision 21

Supports people with disabilities to access employment and training.

029 2064 1194

Waste Savers

Wastesavers furniture project provides high quality, low cost 'pre-loved' furniture.

01633 216 855

WRVS Good Neighbours Scheme

To visit elderly vulnerable people in their own home and offer low level support to maintain their independence.

07786 635 186

CARERS REGISTRATION FORM

Name:

Address:

Tel No

I wish to register as a carer. In return, I will be kept up to date with the latest information for carers and will receive newsletters, information about carers rights and any other information for carers about opportunities or events

Signed

Date

Please return this form to:

Carers Contact, Newport Market, High Street, Newport

INFORMATION UPDATES

If any of the information in this pack is incorrect or needs updating, please fill in the details below:

Send completed form to Carers Development Officer, Newport City Council, Social Wellbeing & Housing, Room 118, FREEPOST SWC5047, Civic Centre, Newport. NP20 4ZZ

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Correction

If your support group/organisation has been missed out, and you would like it to be included in the next edition, please fill in the details below:

Name of Support Group/Organisation

Brief summary of Support Group/Organisation

Contact Details to be Published

Postal Address

Tel. No. Email

Web address

Your Contact Name

Tel. No.

Email



CARERS INFORMATION

